

Standards of Care

City of Montgomery

(To be reviewed by City Administrator, City Attorney and presented to City Council)

The City of Montgomery Public Works/Parks and Recreation will enforce the Standard of Care to comply with Section 42.041 of the Texas Human Resources Code regarding Child Care Licensing Standards. The City of Montgomery Public Works/Parks and Recreation will implement the Standards of Care for Youth Programs. The programs are not licensed by the state and the program is not advertised as a childcare facility.

General Administration

1. Coordination

- A. The governing body of the City of Montgomery Youth Program(s) is the City of Montgomery Council **Once reviewed by council. **
- B. Implementing Standard of Care of the Youth Program(s) is the responsibility of Public Works/ Parks and Recreation Director and employees in the division.
- C. Standards of Care will apply to Youth Program(s) consisting of Day Camp(s) may be during School Holidays and/or School Vacation.
- D. Each location holding the Youth Program will hold a current copy of the Standard of Care.
- E. Parents/Guardians will have a current copy of the Standard of Care available.
- F. Criminal Backgrounds and Drug test will be conducted to any Program Staff. In the effect of any felony or misdemeanor in the following offenses, they will not be considered for the position(s) needed:
 - (1) Against an individual or family
 - (2) Public Indecency
 - (3) Possession or distribution of any controlled substance.

2. Definitions

- A. *City*: City of Montgomery
- B. *City Council*: City Council of the City of Montgomery
- C. *Department*: Public Works/ Parks and Recreation Department of the City of Montgomery
- D. *Youth Program(s)*: City of Montgomery Youth Programs consisting of Day Camp Program(s).
- E. *Recreational Program(s)*: City of Montgomery program(s) for the recreational

purpose for the community.

- F. *Program Handbook*: Handbook containing the policies, procedures, information relevant to program(s).
- G. *Parent/Guardian*: The adult(s) who has legal custody over the minor participating on the program.
- H. *Participants*: The minor participating in the program with parent/guardian consent.
- I. *MISD*: Montgomery Independent School District.
- J. *Department Director*: City of Montgomery Public Works/ Park and Recreation Department Director.
- K. *Events & Recreational Specialist*: Coordinator of the recreational programs and Events organized by the City of Montgomery.
- L. *Recreational Coordinator*: The Events & Recreational Specialist actively representing the recreation coordinator and other recreation positions as needed.
- M. *Recreation Leader*: Seasonal and/or part-time Staff hired by the City of Montgomery for the purpose of the recreational care of the participants.

3. Registration

For the Youth to be able to enroll in the program, the parent/guardian will need to fill out the following:

- A. Registration Form including the following:
 - (1) Participant's name, address, home telephone number.
 - (2) Parent/Guardian name, address, and telephone number.
 - (3) Emergency contact information.
- B. Child Release Authorization Form including the following:
 - (1) Participant's name, address, home telephone number.
 - (2) Parent/Guardian name, address, and telephone number.
 - (3) Authorized adults to drop-off/pick- participant.

4. Suspected Abuse

Any suspicion of child abuse or neglect will be reported in line with the Texas Family Code. In the event of a City Staff being involved in an incident with a youth that could be interpret as child abuse, the incident must be reported immediately to Recreation Coordinator and Public Works/ Parks and Recreation Director. The Police Department, City Attorney, City Administrator, and any other agency, as it may be appropriate, will be notified immediately.

Texas state law requires the staff of these Programs to report any suspected abuse or neglect of a child to the Texas Department of Protective and Regulatory Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/ or confinement up to 180 days. Confidential reports may be made by calling. 1-800-252-5400.

Staff Responsibilities and Training

5. Recreation Coordinator Qualifications

- A. Recreation Coordinators will be a full-time employee of the City of Montgomery Public Works/ Parks and Recreation Department and required to have all qualifications as outlined in the Job Description on file at the Personnel Department.
- B. Recreation Coordinator(s) must be at least 21 years old.
- C. Recreation Coordinator(s) must have two years of experience planning and implementing recreational activities.
- D. Recreation Coordinators must successfully complete and maintain a certification in First Aid and Cardiopulmonary Resuscitation (CPR) based on industry standards. The Recreation Coordinators must also attend a minimum of twenty hours of training annually to include child abuse prevention guidelines, appropriate touch, center and Program safety standards and general Staff training as identified in the Staff Training Manual.
- E. Recreation Coordinators must pass a background investigation and drug screen.

6. Recreation Coordinator's Responsibilities

- A. Recreation Coordinators are directly responsible to administer the Program operations in compliance with the adopted Standards of Care.
- B. Recreation Coordinators are responsible to make recommendations for hire, train, supervise, and evaluate Recreation Leaders.
- C. Recreation Coordinators are responsible to plan, implement, and evaluate Programs.

7. Recreation Leader Qualifications

- A. Recreation Leaders will be part-time employees of the City of Montgomery Public Works/ Parks and Recreation Department and required to have all qualifications as outlined in the Job Description on file at the Personnel Department.
- B. Recreation Leaders working with youth must be age 18 or older and possess a High School Diploma or GED.
- C. Recreation Leaders should be able to consistently exhibit competency, good judgment, and self-control when working with youth.
- D. Recreation Leaders must relate to parents, youth and Staff with courtesy, respect, tolerance, and patience.
- E. Recreation Leaders must successfully complete and maintain a certification in First Aid and Cardiopulmonary Resuscitation (CPR) based on industry standards. They must also attend twenty hours of training annually to include child abuse prevention guidelines, appropriate touch, center and Program safety standards and general staff training as identified in the Staff Training Manual.
- F. Recreation Leaders must pass a background investigation and drug screen.

8. Recreation Leader Responsibilities

- A. Recreation Leaders will be responsible to provide youth with an environment in which they can feel safe, enjoy wholesome recreation and education activities.
- B. Recreation Leaders will be responsible to know and follow all City, Departmental, and Program standards, policies, and procedures that apply to Programs.
- C. Recreation Leaders must ensure that youth are released only to a Parent/Guardian, or an adult authorized by the Parent/ Guardian on the Authorization Release Form. Any unfamiliar adult will have to provide ID/DL as verification of identity with the forms filed by parents/guardians. Failure to identify the adult will result in immediate notification of the parent/guardian and the proper authorities.

9. Training

- A. The Department is responsible for providing 20 hours of training and orientation to Staff working with youth and for specific job responsibilities. Recreation Coordinators will provide each Recreation Leader with a training specific to each Program. There will be formal training sessions covering all areas of the Program.
- B. Program Staff must be familiar with the Standards of Care for Youth Program operation as adopted by the City Council.
- C. Program Staff must be familiar with the Program's policies including discipline, guidance, and release of youth.
- D. Program Staff will be trained in appropriate procedures to handle emergencies.
- E. Program Staff will be trained in areas including City, Departmental, and Program policies and procedures, provision of recreation and education activities, safety issues, basic child psychology, and organization.
- F. Program Staff will be required to sign an acknowledgement that they received the required training.

Program Operations

10. Staff Participant Ratio

- A. In a Program, the standard ratio of Participants to Staff will be 10 to 1 up to age 12 and 15-1 for youth 13 and over. In the event a Staff is unable to report to a Program Site, a replacement will be assigned.
- B. Each youth shall have a Program Staff who is responsible for him or her and who is aware of the youth's habits, interests, and any special problems as identified by the Parent/ Guardian during the registration process.

11. Discipline

- A. Program Staff will implement discipline and guidance in a consistent manner based on the best interests of Program Participants.
- B. There must be no cruel or harsh punishment or treatment of any kind.
- C. Corporal punishment is prohibited.
- D. Program Staff may use brief, supervised separation from the group if necessary.
- E. As necessary, Program Staff will initiate discipline reports to the Parent/Guardian of youth. Parent/Guardian will be asked to sign discipline reports to indicate they have been advised about specific problems and/or incidents.
- F. After a certain amount and/or severe nature of discipline reports it may result in a youth being suspended from the Program.
- G. In the occasion where there is a danger to Participants and/or Staff, the offending youth will be removed from the Program Site as soon as possible.

12. Recreational Activities/ Fieldtrips

- A. Program Staff will attempt to provide activities according to the Participants' ages, interests, and abilities. The activities must be appropriate to Participants' health, safety, and well-being. The activities must also be flexible and promote the Participants' emotional, social, and mental growth.
- B. Program Staff will attempt to provide activity time frames that include:
 - (1) alternating active and passive activities.
 - (2) opportunity for individual and group activities, and
 - (3) outdoor time each day if the weather allows it.
- C. Program Staff will be attentive and considerate of the Participants' safety during fieldtrips and any transportation provided by the Program.
 - (1) During trips, Program Staff must have immediate access to emergency medical forms and emergency contact information for each youth.
 - (2) Program Staff must have a written list of the Participants in the group and must check the roll frequently.
 - (3) Program Staff must have access to first aid supplies.

13. Communications

- A. The Recreation Coordinator will post the following telephone numbers accessible to all Program Staff as necessary:
 - (1) 911 for any Medical and Safety Emergencies
 - (2) Montgomery County Fire Station
 - (3) City of Montgomery City Hall
 - (4) City of Montgomery Public Works/Parks and Recreation Department.
 - (5) City of Montgomery and MISD Police Department
 - (6) Appropriate numbers for MISD maintenance and transportation (if applicable)

Facility Standards

14. Safety

- A. Program Staff will inspect Program site daily to detect sanitation and safety concerns that might affect the health and safety of the Participants.
- B. Any building(s), ground(s), and equipment on the Program Site will be inspected, cleaned, repaired, and maintained to protect the health of the Participants.
- C. Program equipment and supplies must be safe for the Participants' use.
- D. Program Staff must have First Aid supplies accessible in a designated location at each site, during transportation to an off-site activity, and for the duration of any off-site activity.
- E. Program air conditioners, electric fans, and heaters must be mounted out of Participants' reach or have safeguards that keep youth from being injured.
- F. Program porches and platforms more than 30 inches above the ground must be equipped with railings youth can reach.

15. Fire

- A. In case of fire, danger of fire, explosion, or other emergency, Program Staff's priority is to evacuate youth to a designated safe area.
- B. The Program Site will have an annual fire inspection by the local Fire Marshal, and the resulting report will detail any safety concerns observed. Any report forwarded to the Recreational Coordinator will be reviewed and deadlines and criteria for compliance will be established.
- C. Each Program site must have an appropriate number of fire extinguishers approved by the Fire Marshal accessible to all Program Staff. The fire extinguishers must be inspected monthly by the Recreational Coordinator and documented. All Program Staff will be trained in the proper use of fire extinguishers.
- D. Fire drills will be initiated at Program Sites based on the following schedule:
 - (1) Day Camp Program: A fire drill will be conducted once or twice depending on the length of day camp.

16. Health

- A. Illness or Injury
 - (1) A youth who is considered to be a health or safety concern to other Participants or Staff will not be admitted to the Program.
 - (2) Illnesses and injuries will be handled in a manner to protect the health of all Participants and Staff.
 - (3) Program Staff will follow plans to provide emergency care for injured youth with symptoms of an acute illness as specified in the Program manual.
 - (4) Program Staff will follow the recommendation of the Texas Department of Health concerning the admission or readmission of any youth after a communicable disease.
- B. Program Staff will not administer medication unless is part of administering First Aid.

C. Toilet Facilities

- (1) The Program Site will have inside toilets located and equipped so youth can use them independently and Program Staff can supervise as needed.
- (2) There must be one flush toilet for every 30 youth. Urinals may be counted in the ratio of toilets to youth, but they must not exceed 50% of the total number of toilets.
- (3) An appropriate and adequate number of lavatories will be provided.
- (4) Toilet facilities may be provided in a building adjacent to the Program Site.

D. Sanitation

- (1) The Program Sites must have adequate light, ventilation, and heat.
- (2) The Program must have an adequate supply of water meeting the standards of the Texas Department of Health for drinking water and ensure that it will be supplied to the Participants in a safe and sanitary manner.
- (3) Program Staff must see that garbage is removed from buildings daily.

17. Complaints

A. Parent/ Guardian or Participant complaints will be reviewed by the Recreation Coordinator for assessment.

- (1) The Recreational Coordinator will initiate a corrective action concerning the complaint.
- (2) The disposition of all complaints will be included in monthly reports to the Director of Public Works/ Parks and Recreations.
- (3) Complaints of serious nature will be included in the quarterly report to the Director of Public Works/ Parks and Recreations.

B. Parent/ Guardian or Participant complaints beyond Recreation Coordinator:

- (1) The coordinator will immediately contact the Director of Public Works/ Parks and Recreations.
- (2) Recreation Coordinator will commence a dialog with the complainant to establish an appropriate response.
- (3) Director of Public Works/ Parks and Recreations will initiate a corrective action concerning the complaint.
- (4) There will be immediate notification to the Director of Public Works/ Parks and Recreations by the Recreation Coordinator concerning the nature and disposition of the complaint.

GENERAL PROGRAM INFORMATION

Registration Procedures

Registration for City of Montgomery Programs is on a first-come, first-served basis with a limit on active participants. The Parent/Guardian must submit the electronic registration form and authorization release form online.

Participant's Information Files

Parents/Guardian must complete a set of registration forms for each youth and each Program. The registration forms must include the youth's personal information, emergency information and authorized persons to whom a youth can be released. In the event of shared custody, the Program will comply with court documents that must be provided. A copy of these forms will be kept on file at the Public Works/Parks and Recreation office and a copy will be kept at each Program Site during active program(s). Parent/ Guardian is responsible for providing updated information in writing to the Recreational Coordinator. All written correspondence regarding changes and/or updates for the Participant's will be kept on file for two years at the appropriate Center.

Attendance

Youth enrolled in a Program will be signed in upon arrival to the Program site. The City of Montgomery is not responsible for youth until the youth has checked-in at the Program. When a youth is absent, the Parent/ Guardian should call and leave a message at the Parks and Recreation Office. The following information will be requested: youth's name, the program they are enrolled and the reason for the absence. Program Staff will not call Parent/ Guardian to verify an absence if the youth is not in attendance.

Lunch/Snacks

Snacks will not be provided for youth program. Parent/Guardian will be responsible of providing lunch and snacks. Program Staff will provide a small break(s) for snacks in addition to one hour of lunch time. Food cannot be required to be heated or refrigerated.

Behavioral Reports

Behavioral reports are issued to youth who continue to act inappropriately, are disruptive, or create a safety concern after receiving a warning and/or time-out. Parent/Guardian will sign each report and receive a copy the following day after an incident. A youth will be suspended for three days after the third report and will be withdrawn from the Program after the fourth report is received in each session. Suspended youth and Parent/ Guardian must attend a conference with the Recreation Coordinator. Depending on the severity of the incident, suspension or termination may be enforced on the first occurrence. An example of immediate suspension or termination may be for hitting another youth or Staff or leaving the area without supervision.

Child Release/Sign-Out

The registration form includes a section for the Parent/ Guardian to provide the names of those persons allowed to pick up their youth(s) from the Program. Formal identification will be required by anyone picking up a youth. The following procedures will be always followed:

- A. When a Parent/Guardian or authorized person comes to pick up the youth, they are to sign the youth out. Honking or waiving for the youth to come to the car is not acceptable.

- B. Until familiarity is established, identification will be required. When an unauthorized person comes to pick up a youth, the following procedures will be followed:
- (1) Staff will require identification on anyone they are not familiar with.
 - (2) The sign-out policy and the reason for it will be explained to the person desiring to take the youth.
 - (3) The Parent/Guardian will be called at work or at home to inform them of the person on site asking to pick up their youth. The Parent/ Guardian will be asked for their pre-recorded password to verify that Staff is talking to the Parent/Guardian
 - (4) Once permission is granted, the youth will be released to the person on site.
 - (5) If the Parent/Guardian cannot be reached or does not grant permission, the youth will not be released to the unauthorized person.
 - (6) If the unauthorized person remains persistent to take a youth without proper permission, the police will be notified, and the situation will be handled as a potential criminal incident.

Withdrawal Procedures

Any Parent/Guardian requesting to withdraw their youth from an ongoing Day Camp Program should notify the Program in writing. Any outstanding Program fees will need to be updated. If a youth is withdrawn from the Program, they may be readmitted only if there are no outstanding balances and as space allows.

Condition of Participants

Parents are responsible for informing the City of Montgomery of any special needs, concerns, or information regarding their youth's health. All youths must be able to participate in the full range of activities offered. Any youth meeting any of the following criteria will not be admitted to the Program:

- (1) A condition preventing the youth from participating comfortably in the Program activities.
- (2) A condition resulting in greater need for care the Staff is unable to provide without compromising the health, safety, and supervision of the other Participants or Staff.
- (3) The youth has a fever greater than 100 degrees.
- (4) The youth has symptoms and signs of possible severe illness to include, but not limited to lethargy, uncontrolled breathing, diarrhea, vomiting, rash with fever, mouth sores, wheezing, or sudden behavior change, will not be admitted until medical evaluation indicates that the youth can be included in the Program's activities.
- (5) The youth has been diagnosed with a communicable disease until medical evaluation determines the youth is no longer communicable.
- (6) The youth vomited in the morning prior to coming to the Program.
- (7) Youth must be clear of symptoms for 24 hours before returning to the Program.

Parent/Guardian will be notified by phone if youth become ill during the Program. If the Parent/Guardian cannot be reached, the emergency contact will be called. Any youth experiencing a fever over 100 degrees, vomiting, diarrhea, or contagious skin or eye infections will be removed from common areas and should be picked up within one hour of contact with the Parent/Guardian.

Parent/ Guardian must provide written statement from the doctor stating the youth is free from contagious disease before returning after a contagious illness.

In the event of critical illness or injury, proper medical personnel and Parent/ Guardian will be notified. At the discretion of the medical personnel, the youth may be transported to an emergency

room or clinic by ambulance or by the Parent/Guardian. Parent/Guardian will be responsible for any expenses incurred.

Parent/Child Communication

When Parent/ Guardian needs to contact their youth at the Program, for emergency reasons only, they must call Parks and Recreation Office. The city staff will contact the Recreational Coordinator, at that time the Recreational Coordinator may provide the message to the youth.

Discipline/Dismissal

The Program has limited tolerance towards behavioral problems. Staff will be consistent in the disciplinary procedures for all youth. All forms of disciplinary action taken will be documented with the date, time, nature of offense, and disciplinary action taken. The documentation will be accessible only to Program Staff, appropriate parks and recreation personnel and Parent/ Guardian upon request.

The following is our adopted disciplinary procedure:

1ST Warning = A clear message. Tell the youth what they did wrong, why it was wrong, and what will happen if it happens again. Parent/ Guardian may be notified at pick-up.

2nd Warning = Youth is taken out of game/activity. Time out should not be for more than 10 minutes. Incident report written and Parent/ Guardian notified at pick up.

3rd Warning = For repeated offenses youth may be sent home and/or suspended for 1-3 days. Before coming back to the Program, a meeting with the Parent/ Guardian, youth, referring Staff member, and Recreation Coordinator will take place.

4th Warning = Dismissed from program for the remainder of the season.

The offenses need not be related to one another.

A youth may be dismissed if they are picked up late three times.

A youth may be dismissed for non-payment of fees.

The Recreation Coordinator and Director of Public Works/ Parks and Recreation reserve the right to skip any of the above steps of disciplinary actions depending on the severity of the behavior.

Each youth is informed of all the rules and consequences. If a serious incident takes place (i.e., injury to another youth or Staff) the youth may be sent home immediately without going through the steps above. Incident reports and discipline reports will stay in effect until the program concludes for the season. It is expected that all youth will enjoy the program and stay in the program. Staff will be available if a youth is experiencing any difficulties in or with the Program.

These guidelines are subject to change throughout the year to better operate the program. Notification will be made in writing of any changes made and the date that the changes will be in effect.