



City of Saco, Maine

Parks & Recreation Department

75 Franklin St.

Saco, ME 04072-1538

Office Hours: Monday-Friday, 7:30 am-4:00 pm

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# *2015 Saco Parks and Recreation Parent and Camper Handbook*

## **Summer Camp and School's Out Program Policies**



*Please take the time to read this over. It will answer many questions and will allow us to provide the best possible program experience for your child.*

Rev 02/24/2015

# Contacts and Program Registration

## Important Program Contact Information

**Saco Parks and Recreation main office: 207-283-3139**

Office Hours: Monday-Friday 7:30 am-4:00 pm. Fax: 207-282-8210

**Kinder Discovery Summer Day Camp: 207-294-2439**

For children entering Kindergarten. Location: Saco Community Center

**Pepperell Explorers Summer Day Camp and K-2 After the Bell Program: 207-294-2436**

- **Summer Camp:** For children entering Grades 1&2. Location: Fairfield School & Pepperell Park
- **After the Bell:** For children currently in grades K-2. Location: Saco Community Center

**Great Escape Summer Day Camp and Grades 3-5 Memorial After the Bell Program: 207-294-2438**

- **Summer Camp:** For children entering Grades 3&4. Location: Saco Middle School & Recreation Fields
- **After the Bell:** For children currently in grades 3-5. Location: Burns School and Memorial Park

**Summer Adventure Day Camp: 207-294-2437**

For children entering Grades 5&6. Location: Saco Middle School & Recreation Fields

**Teen Epic Summer Day Camp: 207-294-2435**

For children entering Grades 7&8. Location: Saco Community Center

## Registration to Enroll in the Summer Camp and School's Out Programs

All participants must be pre-registered to participate in these programs. Registration must be done at the Saco Community Center Registration Office at least one business day prior to starting camp by providing all necessary enrollment forms which include:

- Typed Participant Contact Form
- Medical Waiver Form—required only if your child will use an asthma inhaler or EpiPen at our program.
- *We will not accept same day registrations.*

Once registered, weekly and daily camper's fees must be paid for prior to attending camp payment deadlines.

All registration forms must be completely filled out and kept up to date. All changes to this information must be made with the registration office. Failure to update or disclose all information is grounds for removal from this program. Updates cannot be reported directly to the camp staff. Any changes made to these forms must be agreed on by all legal parents or guardians. Anyone calling in a change must provide their driver's license number for security purposes. There will be no exceptions to this.

### **Things to make us aware of:**

- Food and Other
- Allergies
- Medical Conditions & Prescription Medications
- Behavioral Problems
- Custody Arrangements\*

\*Only complete legal documents will be used to determine custody and decision making situations. *This information will be kept confidential!* If a dispute arises it will be handled as outlined in our registration and pick up policy (pg. 20). If legal review is required legal guardians will be responsible for paying all fees up front

## Outstanding Balance

Any family with an outstanding balance from any program will not be allowed to register for additional programs until that balance is paid. Unpaid balances may affect your ability to register for your program needs throughout the summer or school year until the balance is paid. This includes any account associated with your child that has a balance. Please ask at the Saco Parks and Recreation Office about payment plans.

# Summer Camp Payments, Credits & Attendance:

## Morning Chill, Kinder-6th Grade Camps

### Summer Camp Payments

**Membership Enrollment Fee:** \$20.00/residents; \$25.00/non-residents. Membership fees due at registration are non-refundable and are not applied to camp pricing.

**Payment Options:** all payments are due in advance of attending camp. Payment deadlines are as follows:

- **Full Summer:** \$140.00/\$155.00 (depending on residency) is due at registration and must be paid in full by June 19th. If the deadline is not met, you will move to paying weekly and lose the full summer rate.
- **Weekly:** first week paid at registration. Additional weeks must be paid for by 6:00 a.m. on Monday of the week needed.
- **Morning Chill, Camp Laughing Loon Care, and Day Camp Daily:** first day needed must be paid at registration. All other days must be paid for prior to 6:00 a.m. of the day attending. If this day includes a field trip with limited admission, we reserve the right to limit enrollment.

***Fees paid after these deadlines are subject to a \$7.00 per day, per child, per program late fee.***

Excessive late fees may result in removal from the program. All payments must be made at the Saco Parks & Recreation Office or online at [www.sacorec.com](http://www.sacorec.com). Office hours are 7:30 a.m.-4:00 p.m.; if paying at the office, please give enough time to process payments to meet deadlines. Payments left in the drop box should include a detailed breakdown of where the payment should be applied with your child's name, program, and dates needed, and must be left with enough time for processing. Payments will not be accepted on camp.

### Summer Camp—Changes to Attendance and Credit for Non-use of Service

- **Full Summer Campers** will not be issued credits for any days not attended.
- **Weekly Campers** will only receive credit if they do not attend all five days of a week registered. Single days over multiple weeks cannot be added up to be considered for credit. If the office does not receive prior notification of 1 business day to move or cancel the weekly registration, a late notification fee of \$28.00 will be deducted from the credits issued.
- **Daily Campers** will receive credit for days missed. If the office does not receive prior notification of 1 business day to move or cancel the daily registration, a late notification fee of \$14.00 will be deducted from the credits issued.
- **Camp Laughing Loon Care:** credits will not be issued for unused before or after care.

Credits issued to your [sacorec.com](http://sacorec.com) account cannot be refunded, but may be used towards any future program with the Saco Parks and Recreation Department. All credits for non-use of service can only be used after attendance is processed. This is not instant and may take several business days for processing.

***No credits will be issued if your child is removed from a program for disciplinary reasons.***

See Refund Information pg. 15 for more details

### Summer Programs through the School Department and Outside Activities

Please make sure the Saco Parks & Recreation Office is informed in advance if your child is participating in a summer program through the Saco school department or other activities involving them being picked up at camp. If there is a conflict with field trips, you must decide which activity your child will attend. We do not leave staff behind on field trip days.

Parents must let the SPR office know prior to camp starting for the season that, if we are gone on a field trip, whether your child will either be picked up from the school program, or will not attend the school program and will come with us on the fieldtrip. This must be a program determination, in other words, this choice must apply to all field trip days throughout the summer. **We cannot accommodate day by day decisions.** If you choose for your child to attend the school program, you must make arrangements for care and transportation following the end of the program. When summer camp begins if the office has not been notified that a participant is attending a school summer program, they will not be released from summer camp. Once we have verification from a parent, the child will be allowed to leave for their next scheduled program time.

Campers involved in summer reading should make arrangements to have their session start after they are dropped off at their regular camp and cannot be picked up from the Morning Chill Program.



# Summer Camp Additional Info & Policies

## Teen Epic Summer Day Camp

### Teen Epic Summer Camp Payments

**Membership Enrollment Fee:** \$20.00/residents; \$25.00/non-residents. Membership fees due at registration are non-refundable and are not applied to trip pricing.

**On-Camp Days:** On-camp day pricing is \$20.00 per day for Mondays and Fridays only.

**Field Trip Days:** Field Trip days occur on Tuesday, Wednesday, Thursday of every week of camp. Hours and cost will vary by trip.

### Making your Weekly Payments During the Summer:

- During the summer, payments for on-camp days and field trips will be due the Thursday prior to the week needed, unless otherwise specified, to allow for trip reservations. Some deadlines may be earlier.
- Because many of our field trips require advanced reservations and ticket entry, last minute weekly registrations may not always be able to be accommodated and may require an additional \$5.00 fee.
- ***There is a maximum of 50 spots available for most trips.*** We will be allowing more than 50 total memberships to our Teen Epic camp. Trip spots will be sold on a first come-first serve basis to the first 50 members registering per trip. Advanced trip registration is highly recommended to reserve your spot.
- Same-day trip registrations may not be allowed.

### Cancellation and Refund/Credit Information for Teen Epic Summer Day Camp

Because our Teen Epic Summer Day Camp program is largely based on trips, we have adopted some new policies towards refunds in the event of cancellations that are pertinent to this camp only. Some of our standard camp refund policies will still apply. Please read below for more details:

- Occasionally program locations must be changed and moved with very little notice, including field trips which can be affected by weather. We will make every effort possible to communicate updates to parents by email and will also begin making use of our text cancellation system, so please make sure your [www.sacorec.com](http://www.sacorec.com) account has up to date info on email addresses and cell phone carriers used.
- *If a trip is cancelled by the Saco Parks and Recreation Department*, for example due to weather, we will hold an On-Camp option that day for campers at the Saco Community Center. Credits will be issued to the household [sacorec.com](http://sacorec.com) account as applicable below:
  - ◊ The cost of the on-camp option will be \$20.00. For any camper attending the on-camp option, the \$20.00 fee will be deducted from the credits issued to the household account.
  - ◊ For any camper who does not attend the on-camp option, the trip credits will be issued in-full.
- Whenever possible, we will make every effort to reschedule a cancelled trip for another time. In most cases, we will aim for the Friday of that same week if scheduling allows but this may vary based on the nature of the trip and/or availability.
- In the event that a field trip is cut short due to weather, we do not prorate our program.
- *No refunds will be given the day of the trip or after the trip is held if a camper does not attend\**. Because we have to pay admission for each camper to many of these trips up front, if a camper changes their mind at the last minute and does not attend, we are still responsible for covering their entry and cannot credit or refund the missed day.
- For most trips, to change a field trip day registered for or receive a credit to your [sacorec.com](http://sacorec.com) account, the request must be received by the SPR office by the weekly deadline of Thursday of the week prior.
- For some trips, change requests must be received earlier to receive credit or a refund. A good example of this would be our overnight trips which requires a month's prior notice of final count.
- Because the Teen Epic program is considered a contracted program, refunds or credits may be issued less any deposits or required pre-payments to the contracted company.

\*Special consideration will be given in the event that the child has a medical reason that they cannot attend a field trip registered for. Any exceptions to our policy must be discussed with the SPR office for review.



# School's Out Payments, Credits & Attendance

## School's Out Program Payments

**Early Rizer:** \$7.00/day • **After the Bell:** \$14.00/day • **Early Release:** \$21.00/day • **Full Day/Snow Days:** \$28.00/day

The SPR School's Out Program follows the Saco school calendar with services offered accordingly.

- For regular school days, we offer both Early Rizer and After the Bell options.
- On Early Release Days, we offer Early Rizer and Early Release Day options.
- For full days off, which include Teacher's Workshops, most holidays, and school vacations, we offer the Full Days Off program only

All payments are due in advance of attending camp. Payment options are available online at [www.sacorec.com](http://www.sacorec.com) or you may pay at the office.

### **Payment deadlines are as follows:**

- **Early Rizer - Before School:** before 6:00 AM the day of the program
- **After the Bell – After School:** before 2:00 PM of the day of the program
- **Early Release Days:** before 11:00 AM the day of the program
- **Full Days Off:** before 6:00 AM the day of the program
- **Snow Days:** *we will bill you*

*Fees paid after these deadlines are subject to a \$7.00 per day, per child, per program late fee.* Payments left in the drop box should include a detailed breakdown of where the payment should be applied with your child's name, program, and dates needed, and must be left with enough time for processing. Payments will not be accepted on camp.

## Changes to Attendance for School's Out Program Only

It is important for us to be updated if your child will not be attending a day of After the Bell you have registered and paid for. We have two ways to communicate this information: you can call the office at 283-3139 or you can email us at [sacorecattendance@sacomaine.org](mailto:sacorecattendance@sacomaine.org).

**If your child is not attending our After the Bell program, please let us know at the following times:**

- *before 2 p.m. on a regular school day*
- *before 11:00 am for an Early Release Day*
- *Separate calls must be made to the schools and our department for attendance changes.*

This will allow us to account for them as quickly as possible. Failure to communicate this information by this deadline will result in no credit being issued for that day's program. Multiple occurrences will result in a meeting and possible removal from the program.

### **Information we need:**

**Calling in** - who is calling, the child's name, program they are scheduled to attend, parent phone number.

**Email** - subject line should read "(Child's name) will not be attending camp on (date)". Email should include: who is emailing, the child's name, the program they are scheduled to attend, parent phone number.

## Children registered for our After the Bell program but who do not arrive

If we are expecting a child and they do not arrive to our After the Bell program and no prior notification has been received from a parent, then we will start the process of accounting for the children. Part of the process involves talking with the schools to find out if a child was absent, picked up, or took the bus. This information must be verified by a parent so please be sure that you can be reached in a timely manner. Every child must be accounted for every day.

In addition, as stated in the previous section, failure to communicate a change in attendance by our daily deadlines will result in no credit being issued for that day's program.

# School's Out Payments, Credits & Attendance

## **Children arriving to program who are not registered**

When a child arrives at our program, they are considered enrolled for the day and the program costs will be billed to cover our services. We will contact the parents to inform them the child is here if they were not registered. These calls are made after any calls made to parents of children who were registered but did not arrive, as those children are our priority in locating safely.

Our program fees cover our services and any costs associated with having extra participants, including bringing in additional staffing, staff making notification phone calls, etc. We do not have these children sit out - they actively participate with us and we are providing a safe and fun environment for your child.

Children sent to us by the schools are considered enrolled in our program, and issues involving the schools sending children to our program in error must be dealt with the school directly. Understanding that occasionally errors may occur, if a parent is able to pick up their child *within 15 minutes of notification* from program staff, including a voicemail left, that their child has unexpectedly arrived to our After the Bell camp, we will not bill the program cost for the day.

## **School's Out Program—Use of Credits**

We will issue account credits if properly notified of changes by the attendance times (see previous page).

- All credits for non-use of service *can only be used after attendance for that day is processed*.
- Your credit will appear as an account credit and can be applied to your next purchase.

### **To use a credit in your online account:**

1. Add the program/activity to your cart as usual and select “Pay Online” to check-out when ready.
2. You will see the credit during one of the first steps of checking out in the middle of the page and must hit “Apply” to have it applied to your transaction. Continue to the final processing page.
3. If you arrive at the page asking for credit card information before applying the credit, you have gone one step too far and please go back one step to apply it.
4. *Credits must be used by our attendance payment deadlines.*

We only want you to pay for what you need. No credits will be issued if your child is removed from the program for disciplinary reasons or if we do not receive proper notification of a call-out for After the Bell.

## **Registering for After the Bell when Participating in After School**

### **Extracurricular Activities/Programs through School Department**

Please make sure the SPR Office is informed if your child is participating in after school activities through the school while enrolled in our program. Notification must be received by the office at least one business day prior to the activity beginning. In past years, this has primarily impacted the After the Bell program for grades 3-5 at Burns School. Examples may include field trips, math club, talent show practice, tutoring, etc.

- *On the days your child will attend the school department program FIRST and come down to After the Bell for pick up after, do not register your child in advance.*
- Once your child arrives at our program, they will be written on to the sign-in sheet and your account will be billed once attendance is processed. We will not bill any late fees in this instance.

This process will allow our staff to safely and quickly account for all children arriving right at the conclusion of the school day without any confusion as to those arriving later. Please note that until your child is checked into our program, they are under the care and liability of the school.

## **Dependent Care Reimbursement Requests**

Requests for dependent care reimbursement documentation can only be made following receipt of payment through the dates of service indicated. It cannot be used towards anticipated payments. Please allow 7-10 business days for the office to process these requests.

# Drop Off and Pick Up Procedures

## Camper Drop Off

All children being dropped off at programs must be checked in. Each program will have a designated check in area where a counselor will be in charge of checking in the campers. **The person dropping them off must accompany campers to the check in area.** Please do not drop off your child away from the check in areas and have them approach by themselves. Children must be accompanied into the Early Rizer and Morning Chill Programs. *Please use caution in all of our parking lots. Speed Limits must be adhered to. Please watch for buses loading and unloading passengers.*

For Summer Camp Programs, see below for check-in locations. Check-in tables will be stationed until 9:00 am. After that time, please locate a Camp Leader, Director or specified check-in staff member.

**Kinder Discovery Camp and Teen Epic Camp** – Check in at the Community Center in the main lobby, hallway or playground.

**Pepperell Explorers Camp** – Check in at Fairfield School will be at the table between the school and Pepperell Park. During inclement weather check in will be indoors in the school gym.

**Great Escape Summer Camp** – Check in will be at the back doors of Saco Middle School. Please do not park in front of the school. Do not walk through the school to check in. During inclement weather check in will be moved indoors, entering the building through the back doors of the school.

**Summer Adventure Camp** – Check in will be at the back doors of Saco Middle School. Please do not park in front of the school. Do not walk through the school to check in. During inclement weather check in will be moved indoors, entering the building through the back doors of the school.

## Camper Information at Drop Off

Please let us know how your child's day is going. This will help us work with them and try to ensure a good day for them at camp.

## Camper Check Out/Pick Up

This is one of the most important times of the day. It is important that each person picking up campers knows where and how to pick up their campers. The approved pick up person should locate the check out counselor who will then locate the child and have them come to the check out point. We use cell phones and walkie-talkies in this process. Please do not walk directly into the program and approach the children without checking in first. The person picking up the camper must sign their name on the check out sheet next to the child's name and note the time picked up. Do not call children over before you have checked them out.

**Please note these important policies for the check out process:**

**Signing Out:** Children will not be allowed to leave the camp if the person picking them up does not come to the appropriate pick up area or see the counselor in charge of check out on the playground. Parents will not be allowed to drive in the driveway, open the door of their car and call for a camper. The staff must know who is picking up the child and receive a signature. In addition, the parent or pick up person must wait at the table for safety reasons until your child has been brought over to leave.

**Picture ID:** A positive picture ID must be provided at every pick up: this is for parents and all approved pick up people. Positive ID does *not* include a photocopy of a license or credit cards, as examples. **If you fail to provide a picture ID and another method is needed to identify you, this may result in a fee of \$50.00.** If an ID is not provided a second time, an additional \$50.00 fee will be assessed. A third incidence will result in a meeting and possible removal from the program. Other staff are not allowed to vouch for you. The check out person must be able to identify you or they will ask for an ID.

*Continued next page*



# Drop Off and Pick Up Procedures

## Camper Check Out/Pick Up (continued)

**Adding new pick ups to your contact sheet:** If someone new is going to be picking up the child, a call must be made to the Parks & Recreation Office during business hours (7:30 am-4:00 pm) to add them to the approved list before they come and picture ID must be shown. If someone arrives to pick up the child but is not on the list, the child will not be released unless we can make contact with a parent or guardian to verify. **The fee for sending someone not on the list to pick up is \$50.00 for the first two times this occurs.** A third incidence will result in a meeting and possible removal from the program.

- Please make sure that all pick up people understand and adhere to our check out procedures.
- We reserve the right to remove people from your authorized list if they are unable to follow policy.

*Please see our Policy on page 17 for information about biological parents pick up rights as well as adding contacts to your contact form. Any disputes will follow this policy.*

**Pick Up locations:** will be the same as drop off at each camp. Pick Up areas are manned from 4:00 pm to 5:30 pm. If you are picking up prior to that you must locate a Senior Staff member and they will radio for the sign out book and the camper. Depending on weather, the check-out table may be indoors or outdoors.

**Picking Up after Field Trips:** Children may not be immediately available for pick up when returning from a field trip. Our staff needs time to make sure everyone is safely off the bus and has sufficient time to set up for check out. This may take up to 15 minutes after ALL buses have returned. Please do not approach the check out area until they are prepared to take you. This could take a few minutes but for the safety of all the children this must be observed. If you have an emergency situation please call the camp phone ahead of time to speed up your checkout.

**Walkers:** children who are allowed to walk home must leave the camp grounds immediately after signing themselves out with a Check Out Senior Counselor.

**Late Pick Ups:** All parents who pick up after the scheduled closing time of 5:30 p.m. will be responsible for paying a late pick up fee. If you are going to be late, please phone the camp directly to let them know. They can pass this information on to your child who may become worried and anxious if you are running late. This phone call does not eliminate the late pick up fee.

**The fee for late pick up is dependent on the time the child is picked up;** see information below. Time is according to the Camp cell phone or check out person's watch.

- **Between 5:31 pm and 6:00 pm:** \$1.00 per minute *with a minimum \$10.00 charge.*
- **After 6:01 pm:** \$2.00 per minute. This fee is applied to the entire total of minutes late.
- Your first time will be waived *if it is under 15 minutes late*, or if the late pick up is due to an issue affecting multiple families such as snow storms or traffic caused by an accident.
- If your child is picked up late more than six times, this could jeopardize their place in our program.

***There are NO exceptions to these guidelines!*** Failure to follow proper drop off and pick up guidelines could result in a child being removed from our program.

## Infraction of Parent Handbook Policies

Please review all policies in this handbook carefully. If we receive a report of policies being violated, a fee will be assessed and possibly result in a meeting with the program director. The first infraction could result in a \$50.00 fee; additional infractions may result in removal from our program.

**Examples include:** yelling at the staff involved in a program, not accompanying a child to check-in, or sending your child with personal items that are not allowed, just to name a few. Our staff are following directions and the policies of the program; if there are questions, they should be directed to the office.

# SPR Program Staff Information

## Program Staff

Program staff can be distinguished by their “Staff” shirts and sweatshirts, either maroon, white, or grey.

**Directors & Leaders** – plan the program’s structure, activities and games. They supervise all counselors and handle disciplinary issues.

**Head Senior Counselors** – are experienced staff who handle check in and check out. They help manage the daily schedule.

**Senior Counselors** – are group leaders. They have experience working with children both in and out of our programs. Most of our Senior Counselors return year after year as they attend high school & college.

**Junior Counselors** – assist Senior Counselors. They are younger but have at least one year of experience working with children both in and out of our program. Most are high school students who excel at school in both academic and athletic careers. Many stay with us from year to year progressing into Senior Counselors and Camp Leaders.

**Counselors In Training** – are just beginning their experiences with our programs. They bring experience with children and now are learning the structure of our programs. They assist all staff and help provide that extra set of hands and eyes needed to keep the children busy and safe.

## Program Questions

All questions about a program should begin with the Director and Leaders. For additional questions, please contact the Parks & Recreation Director or Program Director. Do not engage the younger staff directly. Any meetings and questions with the younger staff must be arranged for with the Program Director. Staff must never be approached without speaking to a Leader or Director first.

## Staff Attention

Please do not distract the staff from doing their jobs. Be aware of what is going on around them before entering into a conversation. Please do not call them away from a location unless it involves an emergency situation.

## Staff Working Outside the Program

Staff is allowed to work outside the program as babysitters, and this must be reported to the Program Director. This arrangement must take place outside of normal program hours and should not be used in place of regularly scheduled programs; this puts our staff in a conflict of interest and could jeopardize their position at Saco Parks and Recreation. Staff must be added to the pick up list if they will be taking children from the program.

# Activities and Field Trips

## Field Trip Shirts

**Summer Camps:** Most field trips require our staff and campers to wear their designated field trip shirt. This brightly colored shirt helps us with identifying our campers in busy places. It also provides a visual aid for children to see and stay with our groups. Your weekly schedule will tell you which trips require t-shirts. Every camper will receive two t-shirts with registration. *T-shirts should not be altered.* Additional shirts are available for \$10.00 at the SPR Office. We can bill you for these but this balance must be paid within 5 business days.

*Children will not be allowed to participate on field trips that require t-shirts without one.* You will be asked to show your child’s shirt at check in on field trip days. Additionally, we ask that on days your child is not attending our program that they please refrain from wearing their field trip shirts to any location that may cause confusion as to whether your child is with our group.

**School’s Out Program:** Field trips shirts are not required during the school year on vacation day field trips.

# Activities and Field Trips (cont.)

## Field Trips

- All field trips will be announced in advanced if possible using weekly schedules and our email system.
- Trips are subject to change.
- All trips are included with the daily/weekly camp fees.
- We ask that parents register in advance for field trips so we may plan for staffing and transportation purposes. Without your help in registering early and because space is limited on the buses, last minute registrations may not be able to be accommodated.
- Our trips will incorporate that week's camp theme, if applicable.
- Everyone must participate in our trips. If your child does not want to go on a field trip they must be picked up from camp. We will not leave children and staff behind. Our staff to child ratios are based on full participation.
- Most will last only a few hours in the morning or afternoon.
  1. **Departure:** Be sure to check the departure time so you arrive on camp before the bus leaves. We recommend arriving 15 minutes prior to a departure time for check-in. Children will not be allowed onto buses if they are loaded and ready to leave or are leaving. Do not call and ask us to hold buses. We will not wait.
  2. **Return Time:** For most trips, we will try to return to camp by 3:30 pm; some trips may return later. Early pick up at a field trip location must be arranged ahead of time unless it is an emergency. Pick up will be done at the earliest possible arranged for time. Circumstances may dictate a delay in checking your child out. Please give yourself plenty of time prior to appointments when picking up. Some trips may not allow drop offs or pickups onsite depending on venue rules and staff availability.

## Beach Trips

Each Summer Camp will have scheduled beach trips. Almost every week, each camp will visit a beach, pool or fresh water location. On longer days we leave between 9:30 & 10:00 am and try to return to camp no later then 3:30 pm. On these days we try to schedule locations with alternative activities and shade areas as well as bathrooms. Occasionally we will also try to schedule a half day or shorter water trip for each camp. This trip will leave after lunch and return before 3:30 pm. Our camps have a detailed plans for covering all water activities. Most beaches we visit have life guards on duty.

## Program Location Changes

Occasionally program locations must be changed and moved with very little notice. If this move involves our summer camp program, we will notify all participant's parents or guardians when we are notified of the change so proper pick up arrangements may be made. If you do not want your child to be transported to an alternative location in the event of a non-emergency change of program location, please make note of this on your registration form. If your child is not to be transported to our alternative site they must be picked up within fifteen minutes of the notification from our department. If no parent or guardian can be reached at the listed numbers on the contact sheet, messages will be left on the answering machine of the parent and the participant will be transported to the alternative site. We will use only City of Saco and other approved vehicles to make this move from one site to another. If the move is a result of an emergency, the office will make notifications to the parents or guardians as to where the participants may be picked up, as the move occurs.



# What to Bring to Programs

## Snacks, Food & Drinks

Meals & Snacks are not provided by the Saco Parks & Recreation Department. Water will be provided in coolers or drinking fountains only. Some camp locations may have access to the school summer lunch program.

- **No Lunch Fee:** *If you send your child to camp without a lunch on full day programs and the department has to buy one for your child you will be billed \$25.00.* Multiple violations of this policy may result in removal from the program.

Children should bring an ample supply of liquids to drink for the day; we recommend using refillable containers. During full day programs, your child should pack enough snacks and lunch to last the day. We offer a scheduled snack time in the morning and afternoon. Lunch is taken between 11:30am and 12:30pm depending on that day's activities. Children will have access to their bags during the day but should be warned not to eat everything they bring early as they will get hungry later as they participate in camp activities.

- During After the Bell, we have a regular snack time in the afternoon so please send your child to school with an afternoon snack for our program.

***Sharing of food and drinks will not be allowed.*** All food allergies or issues must be documented on your registration form. Failure to disclose this information could result in dismissal from the program.

## Guidelines for Managing Food and Other Allergies at Camp

Food and other allergies can be life threatening. In any camp setting: day camps, residential camps, sports camps, or travel camps the risk of accidental exposure to a food or other allergen is present. Camp staff, physicians, parents, and campers themselves must work together to minimize the risk. There must also be procedures in place to deal with accidental ingestion or contact.

### ***CAMPER RESPONSIBILITY—Campers should:***

- NEVER trade food with other campers and should not eat anything with unknown ingredients.
- Read every label and check with a counselor (if age appropriate).
- Limit perfumes, cologne, body spray, and other fragrances.
- Be proactive in the management of mild reactions, such as seeking help if a reaction is suspected.
- Tell an adult if a reaction seems to be starting, even if there is no visible appearance of allergic response.
- DO NOT go off alone if symptoms are beginning.

## Personal Items, Toys and Electronics

Please check with the staff before bringing any items, toys, game devices, collectable cards, Ipod type players etc to camp. We may offer special times for these items but in the past they have become points for problems.

- Any items allowed at camp should have the campers name clearly marked on it.
- ***The Saco Parks and Recreation Department will not be responsible for lost or stolen items.***
- Parents should monitor the music brought to camp on any music player. Any items that contain vulgarities or similar offensive material will be removed from camp and subject to discipline.

## What *not* to bring to Camp

- Excess money
- Weapons or Fireworks
- Music that contains explicit words
- Clothing that advertise alcohol, drugs or other offensive material
- Water Guns – except on designated days
- Anything you do not want to chance being damaged, lost or stolen

## Requests to Leave Equipment at Programs

Due to limitations in space and for the safety of your items, we are unable to accommodate requests to leave equipment at programs for participants or other parents/guardians to pick up later. This includes but is not limited to car seats, sports equipment, etc.

# What to Bring to Programs

## **Camp Dress Code and Lost and Found Information**

### **Lost and Found:**

- Please label all clothing and other items brought to camp.
- A lost and found will be located at each camp. Please check this often.
- At the end of each week we will display items in the lost and found and donate whatever is not claimed.

It is important that children bring proper clothes to camp. Weather conditions change during the day and campers should be prepared for all conditions. For summer, it is important children have sweatshirts on cool days, and also in the morning before the temperature rises. It is easier to remove layers than to contact parents to bring something if your child gets cold.

### **Camper Warm Weather Dress Code:**

- Clothing that exposes a camper's underwear is unacceptable.
- Children should wear pants and/or shorts to camp, depending on season. Girls who wear a skirt to camp should also pack a pair of shorts for the day as this makes it easier to participate in activities.
- No belly-shirts, short shorts, bikinis or otherwise revealing clothing shall be worn at camp.
- T-shirts, hats or other clothing with explicit language or references to drugs, alcohol/ tobacco products or inappropriate subject matter will not be tolerated.
- Closed toe shoes or sneakers are recommended. Sneakers are required for any games or activities being played in the gym; sneakers and socks should be brought to camp daily if not worn to program.
- No Heelys are allowed at camp.

### **Camper Cold Weather Dress Code:**

- Please send your child with extra layers appropriate for seasonal weather conditions. During winter months, this could include hats, mittens, winter coat, snowsuit, waterproof boots, etc.
- We hope to provide children opportunities to play outdoors in cold weather months when temperatures and conditions permit, and appreciate parents sending clothing necessary for outdoor play.

*Campers who violate these codes will be asked to change clothes. If a change of clothes is not available, parents will be called to transport their child home for the day.*

**Sunscreen** *It is important campers bring sunscreen to camp with them.* **Sunscreen should be applied to the child before arriving at camp.** We will have scheduled sunscreen times especially on hot days. Parents should show their children how to apply sunscreen. Counselors will be there to help campers but will only apply spray on sunscreen. Campers should not share sunscreen unless they are in their immediate family. Please make sure their name is written on the bottle. Please note: we will not let campers go without sunscreen. Our option on camp is a spray-on style. Anyone not wanting their child to use sunscreen must indicate this request in writing on the camper's Participant Contact Form.

**Bicycles and Skateboards** May be brought to camp but can only be used under the supervision of the camp staff. Bikes should be locked in the bike rack and skateboards should be left in a designated area. Campers are not to use someone else's bike or skateboard without their permission and without checking with a counselor. Helmets and proper safety gear are mandatory when operating bicycles and skateboards on camp property.

## **Hats, Hair Brushes, Combs & Make Up**

Campers should not share combs, brushes, hair pins, hats or any other item that may be worn on the head. There will be no sharing of make up or other common items that could result in the spreading of head lice, colds, conjunctivitis and other medical issues.

# Discipline Procedures

## Rules of the Playground

- Be kind and respectful to others and their property
- Stay within the boundaries of camp
- Listen to the Camp Counselors
- Be involved with current activities
- Keep the playground clean and safe
- If you have a special game or activity you would like to try, please let the staff know
- Do not run up the slides or push swings with no one on them
- Do not throw wood chips or other items
- Do not throw grass or other plants at people as they may be allergic
- Try something before you decide you don't like it
- Always share equipment and camp supplies
- Please report anything that is damaged so no one will get hurt

*Please remind your child that they are under the supervision of the day camp staff and should feel free to report any events that break the camp's rules or make them feel uncomfortable.*

## Discipline

We will always remember that every child is special and deserves our patience and respect at all times. We will remember that most parents love their children more than anything else in the world and they are putting a lot of trust in our staff to care for their children as patiently and lovingly as they would.

Discipline issues will be handled fairly and professionally. Staff members will make no derogatory remarks about any of our campers. We will not discuss discipline or behavior issues regarding a camper in the presence of other campers (even if we think they aren't listening to our conversation).

**Time outs** will be issued at camp for less serious infractions of the rules. The campers will be moved away from the other campers for a period up to one minute per year age of the child. They will be under constant supervision and away from direct sunlight. Time outs may be discussed with parents at time of pick up. If a camper continues then a discipline slip will be filled out.

**Report Forms** will be used for serious situations such as safety or on-going behavior issues. We will do everything in our power as camp/program counselors to work with campers to redirect their behavior in a positive direction. Report Forms will be filled out completely and clearly so anyone else reading it (such as a Camp Director/Program Director, parents etc.) will understand the situation and what steps were taken. Copies of report forms are available upon request.

If your child is involved in an incident, you will be notified, with the timeframe of the notification based on the severity of the incident. You will then be asked to speak with an assigned staff member at pick up about the issue. Detailed discussions about the incident will only take place in person at pick up. Discipline will not be used as a constant threat. Remember that these incidences carry heavy consequences for the campers. Some activities such as physical violence, weapons and drugs may warrant immediate removal from the camp for the rest of the session and may preclude them from participating in future Saco Parks & Recreation Programs. Please see our discipline chart on the next page.

**Picking up if removed from program:** If you receive a call about your child being removed for discipline reasons you must pick your child up within one hour.

- Failure to do so will result in a Late Pick Up fee of \$1.00 per minute with a minimum charge of \$10.00.
- *Depending on the nature of the incident a meeting with the Program Director and/or the Saco Parks & Recreation Director may be required before campers are allowed back into a program.*

**What we tell our staff:** Please always try to deal with inappropriate behavior by being as fair and as firm as possible. Sending the camper to the Director's office and using a report form is an option if honest hard work by the counselor has failed to redirect the child to more appropriate behavior. Please do not take these measures without giving it your best shot first.

**If you have any concerns,** please do not hesitate to contact either the Camp Director, Leader or the office.

Kevin Lombard: 283-3139 or [klombard@sacomaine.org](mailto:klombard@sacomaine.org)

Joe Hirsch: 283-3139 or [jhirsch@sacomaine.org](mailto:jhirsch@sacomaine.org)





## City of Saco, Maine

### Parks & Recreation Department

75 Franklin St.  
Saco, ME 04072-1538

Telephone: (207) 283-3139  
Fax: (207) 282-8210  
E-mail: parksandrec@sacomaine.org

### PROGRAM DISCIPLINE CHART

<i>Nature of Warning</i>	<i>1<sup>st</sup> Incident</i>	<i>2<sup>nd</sup> Incident</i>	<i>3<sup>rd</sup> Incident</i>	<i>4<sup>th</sup> Incident</i>	<i>5<sup>th</sup> Incident</i>
<b>Destruction of Equipment or property</b>	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)		
<b>Improper Conduct</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Not Following the Program Rules</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Minor Conflict with Another Participant</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Physical Action Slight</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Physical Action Severe (includes spitting)</b>	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)			
<b>Poor Attitude</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Disruptive Behavior</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Verbal Actions</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Criminal Activity</b>	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)		
<b>Conflict with Program Staff</b>	Time Out	Verbal Warning (Documented)	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)
<b>Bullying, Harassment, Severe Verbal or Foul Language</b>	Written Warning	Day(s) Off Determined by Incident	Removal From Camp Program (No Refunds)		

- This chart is used as a guideline. Final disciplinary action will be determined by the Department. Some steps maybe bypassed based on the nature of the specific incident.
- Any actions requiring discipline that are not listed in this chart will be handled at the discretion of the program.



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### PROGRAM REFUND POLICIES (rev.05AUG14)

#### **Refund requests**

Must be in writing and take a minimum of two weeks to process. Refund request forms are available to download at [www.sacorec.com](http://www.sacorec.com) or pick up at the Community Center office. Please include the reason for the request. We do not provide cash refunds. All payments for service must clear prior to a refund being processed. All refund requests are subject to approval. If a refund is granted for any reason, please note that credit card processing fees, trip deposits, or staff time may not be able to be refunded. See this section for additional details.

#### **School's Out Program Refund Processing Deadlines**

Refunds will be issued as credits to your [sacorec.com](http://sacorec.com) account. See details next page on use of credits.

- ***After the Bell and Early Release Call Outs:*** Please let us know changes to your After the Bell attendance before 2 p.m. on a regular school day and before 11 a.m. on an Early Release day so we can account for your child as quickly as possible. Failure to communicate this information or calls received after the deadlines will result in no credit being issued for that day missed.
- ***Early Rizer and Full Day Out Programs:*** it is not necessary to call out your child for these programs. Credits for non-use of services for these programs will be issued to your account once attendance is processed, less the cost of field trip expenses for Full Days Off.

#### **Summer Camp Refunds: Kinder-6th Grade Camps**

**Refunds:** different deadlines and refund/credit options apply depending on the registration option you chose:

- ***Full Summer Camp Registration*** - Refund requests must be made 3 business days prior to the start of camp to be eligible for a full refund, less any required deposits for activities or field trips. Refund requests made less than 3 business days prior to the start through the end of week 4 of summer camp will be eligible for a 50% refund. No refunds or credits will be given for requests starting in week 5.
- ***Weekly and Daily Summer Camp Registration*** – Refunds will be issued as credits to your [sacorec.com](http://sacorec.com) account. Changes in weekly or daily needs (either cancellations or moving dates) must be done by 1 business days prior to the date(s) currently registered for. If we receive notification less than 1 business day, a late notification fee will be deducted from the credits issued. The late notification fee is \$14.00 for daily registrations and \$28.00 for weekly registrations.
- ***Please note for all summer camp refunds:*** the cost of the two summer camp field trip t-shirts received as part of your child's registration will be deducted from the refund amount you are eligible to receive.

#### **Credit for Non-use of Service:**

- ***Full Summer Campers*** will not be issued credits for any days not attended.
- ***Weekly Campers*** will only receive credit if they do not attend *all* five days of a week registered. Single days over multiple weeks cannot be added up to be considered for credit. If the office does not receive prior notification of 1 business day to move or cancel the weekly registration, a late notification fee of \$28.00 will be deducted from the credits issued.
- ***Daily Campers*** will receive credit for days missed. If the office does not receive prior notification of 1 business day to move or cancel the daily registration, a late notification fee of \$14.00 will be deducted from the credits issued.

**Academy Camp Credits:** please see next page under "Other SPR Program Refund Details" for information.

Please see next page for additional details on credit card refunds, how credits are issued, disciplinary policies regarding credits/refunds, trip cancellation info, and more. Teen Epic camp's refund and credit policy: see page 5.

# Refund Policy (cont.)

## **Refund Policies on Credit Card Refunds, Use of Credits, Removal from a Program and Trips**

### **Refunds to your Credit Card**

For programs that do not specify that refunds are required to be issued as account credits, you may request to have your refund applied to the original credit card of purchase. All card refunds must be requested within 3 months of the original transaction date to be put back on the card and are *subject to a 5% processing fee*.

### **Refunds as Credit to your [www.sacorec.com](http://www.sacorec.com) Account**

Refunds may be used as a credit towards your next registration and should be noted on your request for refund. Some registration options require the refund to be issued as a credit. Your credit will show up on your household account and can be applied to your next purchase with the Saco Parks and Recreation Department. Some important notes on credits received from a program either for non-use of service or by a refund request:

- Credits issued to your [sacorec.com](http://www.sacorec.com) account cannot be refunded, but may be used towards any future program with the Saco Parks and Recreation Department.
- All credits for non-use of service *can only be used after attendance is processed*. This is not instant and may take several business days for processing.
- No credits will be issued if your child is removed from the program for disciplinary reasons.
- Credits accumulated for non-use of service are not eligible to be refunded.
- We reserve the right to apply credits towards billed items on your account or require that credits accumulated be applied towards your next registration.

### **Discipline**

If your child is removed from an SPR program or event for discipline reasons, the department will schedule a meeting with you and your child to determine if that child may return to the program. This behavior will also affect the child's ability to be enrolled in future activities. No Refunds will be issued if your child is dismissed from a program.

### **Trip Refund**

Occasionally program locations must be changed and moved with very little notice, including field trips which can be affected by weather. No refunds will be given the day of the trip or after the trip is held. We do not prorate our program based on a field trip being cancelled or cut short.

## **Other SPR Program Refund Details**

**Non-Contracted Events (Saco Parks & Recreation Administered Program)** – If you withdraw 3 business days prior to the first class or event, you will receive a full refund unless deposits were required for activities and equipment used in that program. If you withdraw less than 3 business days before the first class or event, you will receive a 50% refund less any required deposits for activities and equipment used in that program.

**Contracted Events (Outside Organization Administered Program)** – All refunds will follow the contracted companies refund procedures and policies first. Secondly, the departmental policy on contracted events is as follows: If you withdraw 3 business days prior to the first class or event you will receive a full refund less any deposits or required pre-payments to the contracted company. If you withdraw less than 3 business days before the first class or project you will receive a 50% refund less any deposits or required pre-payments to the contracted company. Refunds on contracted events are subject to change and will be stated on all event publications.

**Quality of a Program** - If you are dissatisfied with a program after the first class/meeting, you must let the department know before the second class/meeting of the session. We will issue a 50% refund at this time. No refunds will be given after the second class of a program or after a single meeting program. For contracted programs, all refunds will follow the contracted companies refund procedures and policies first.



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## **MEDICAL INFORMATION & WAIVER POLICY** (18March13)

*Participants with medical conditions requiring emergency administration of prescription or non prescription medications are welcome and may participate in all Saco Parks & Recreation Department Programs. If at any time it is found that this policy has not been followed or been kept up to date dismissal from Saco Parks & Recreation programs may result.*

### **1. Program Requirements**

- a. Check with the Office to verify that the program you are registering for falls under the terms of this policy.
- b. Requests for emergency medication at a program must be made by completing a Medical Information & Waiver Form.
- c. Medical Information & Waiver Forms are activity-specific and additional forms/medications may be required for activities at different locations.
- d. All information will be kept confidential and is for the safety and well being of your child, the other children in the program and our staff.

### **2. Emergency Medication**

The Department **may** train its personnel to administer epi-pens and asthma inhalers for emergency situations.

As part of a Doctor's written medical action plan, diphenhydramine (Benadryl or equivalent) may also be included for treatment as specified in the written medical plan: the type and dosing of diphenhydramine provided must match that indicated in the action plan. A participant who uses and/or relies upon such emergency prescriptions and devices listed above shall be welcome in a program provided the following conditions are met:

- a. For PROGRAMS ALREADY IN SESSION: all medications and their labels\* with the child's name, name of medication, date filled & expiration date for epi-pen or asthma inhaler must be provided at least 2 full business days prior to the child participating in one of our programs, provided that adequate advance notice of each program is made available to eligible participants.  
\*Labels can be one of the following formats: 1. a copy of a doctor's prescription; 2. medication label; OR 3. pharmacy prescription label.
- b. By choosing option A the parent/guardian is expressly choosing to have the participant administer their own emergency medication. Department staff will only administer emergency medication if the child is unable to do so on their own. For this reason a back up of all medications must be provided to the department under Option A.
- c. By choosing option B the parent/guardian is expressly authorizing and consenting that the Department administer the medication in the event of an emergency in lieu of their child. Under Option B, your child may not self medicate.
- d. By choosing option C the parent/guardian opts to waive their choice to have their child self medicate and is also requesting that the Department staff NOT ADMINISTER medication in the event of an emergency. In such cases, the parent/guardian is expressly directing that EMS/911 personnel act as first responders and administer any emergency medication.
- e. The Department will not allow any other emergency medication other than those indicated above to be held by the child or by Department staff.
- f. Regardless of which Option is selected, the Department will call upon EMS/911 services and personnel for assistance in any emergency without prior consultation with parent/guardian.



### **3. Storage of Medication**

- a. At no time is it acceptable for participants to carry any type of medication on them or in their belongings.
  - i. Exceptions are Epi-pen/Benadryl Tablets or asthma inhaler for emergency use.
- b. Medication must be dropped off to the Office at least one week prior to the start of the program.
- c. All medication dropped off by parents must be in the original container from the pharmacy and clearly labeled with the individuals name, prescribed dosage, name of medication, and expiration date.
- d. The department cannot accept any medication that must be climate controlled.
- e. The department will store all medication in a secure location only accessible by senior staff.
- f. Diphenhydramine (Benadryl or equivalent) must be provided in accordance with the medical action plan in premeasured dosages. (We do not accept liquid forms that are not premeasured).

### **4. Routine Medication**

- a. The Department and participants will not carry or administer routine medication.
- b. Parent/guardian will be solely responsible for assuring that they have correctly administered their medications either prior to or during program time.
- c. If routine medication must be administered during program time, a parent/guardian or designee must come to the program and administer the medication directly. The parent/guardian must give prior authorization of designee to the Department's Office beforehand.
- d. In all circumstances, the Department must be made aware on the Participant Contact Form of any medication used by a participant, prior to the admission to any program. This information is vital for emergency medical personnel who may *be* responding to an emergency situation.

### **5. 911 Policy**

- a. In all cases and circumstances, the Saco Parks & Recreation Department will call 911 and Staff will abide by and follow all EMS/911 instructions during a medical emergency concerning your child. The Parent/Guardian will be notified by Parks & Recreation Staff at the earliest opportunity.

### **6. Expiration & Return of Medication**

- a. Parents/guardians are responsible for picking up any and all medication at the end of the program.
- b. If participant is enrolled in another program that starts immediately after the ending program, the current medication and forms (unless otherwise specified) can still be used.
- c. Parents are responsible for providing updated prescriptions/medications prior to them expiring. Medication must be updated 1 week prior to expiration to allow Department adequate time for distribution. Failure to keep medications up to date will result in immediate suspension of services.
- d. In all cases parents/guardians are responsible for picking up expired medication. A \$50.00 disposal fee will be issued to the household account if the medications are not picked up within two weeks of a

# Additional Policies on Medicines & Illnesses

## **Potty Training**

All participants in programs, such as (but not limited to) Summer Camp and School's Out, must be fully potty trained to register. If accidents occur, parents will be contacted and may be required to pick up their child from the program. Because camp is a new experience for our younger campers, we recommend sending a simple change of clothes. Recurring accidents may require a meeting with the Program Director to discuss ongoing participation and could affect the child's ability to continue in the program.

## **Prescription & Non Prescription Medicinal Information**

**Prescription Medications:** All prescription medicines on site must adhere to all Saco Parks & Recreation Medical Policies. All prescription medicines taken must be disclosed and documented on the Medicinal Information Form. Failure to disclose this information or to follow the prescribed dosage and frequency can result in removal from our program. This information will be kept confidential and is for the safety and well being of your child, the other children on camp and our staff.

**Non-Prescription Medications:** *Non-prescription medications are not allowed at camp.* Examples of non-prescription medications include:

- Cough drops
- Ibuprofen
- Advil
- Aspirin
- Medicated lotions or ointments
- Or any other over-the-counter treatment that may effect the camper's health, and the health of other camper's for safety concerns.

If any non-prescription medications are found in a camper's bag, they will be confiscated. This may also result in removal from the program.

## **Mandated Reporters**

Any suspicions of child abuse or neglect must be brought to the attention of the proper authorities. This is a highly sensitive and confidential matter. Abuse and neglect is considered but not limited to physical & mental violence, abandonment and with-holding of essential needs such as food, water or clothing.

## **Contagious Diseases**

Any participant with any of the following or other similar conditions must be removed from the program Conjunctivitis – Head Lice – Impetigo – Ringworm. Children with head lice may return to a program following treatment.

## **Sickness and Fever**

Your child should not attend camp if they are sick or have a fever. If they become sick or have a fever at camp they must be taken out of the program. A member of our staff will call you with details.

If you receive a call about Contagious Diseases or Sickness you must pick your child up within one hour of being called.

- Failure to do so will result in a Late Pick Up fee of \$1.00 per minute with a minimum charge of \$10.00



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## **PROGRAM PARTICIPANT PICK UP POLICY** (REV 5AUG10)

**Saco Parks and Recreation shall follow the policies and procedures detailed below regarding pick-ups of all program participants.**

1. Absent a Court Order to the contrary, parents and legal guardians may pick up their child at Saco Parks and Recreation Programs upon presentation of ID, provided they are listed on the original program registration form. If a Court order bars or limits the rights of either parent or guardian, that order should be presented to the City for its records and review before the enrollment of the participant.
2. Saco Parks and Rec. will assume that parents and guardians have consulted and agreed as to the names of any third parties (friends, grandparents, other relatives, new spouses, etc) who may also pick up a child. Only those third parties whose names appear on the original Pick-Up Authorization Form may pick up a child. As with parents/guardians, all authorized third parties must also present photo IDs at the time of any pick-up.
3. If one or another parent or guardian, during the registration process, requests or attempts to “strike” or bar a third party on the registration form from being allowed to pick up a child, and absent a Court order directing such action, that attempt or request will be viewed as a “Dispute” under this policy, and the Department will follow the policy set forth below in Section 4 (parent/guardian pick up only; no third party pick-ups) until such time as either a Court Order is produced authorizing the prohibition, or the parents/guardians reach a common agreement as provided below permitting authorized third parties to pick up.
4. If a dispute arises between parents or guardians, at any time and in the sole opinion of the Department, over the issue of who may pick up a child, the Department will immediately thereafter bar third parties from picking up the child regardless of whether such third parties are listed on the original Pick-Up Authorization Form, or have picked up in the past. In cases of dispute, the Department will only turn over a child to either a parent or guardian until such time as either a Court Order directs otherwise, or until the parents/guardians reach a common agreement as to which third parties may pick up the child. If the parents/guardians reach a common agreement, they will both be required to re-execute; in person, a Pick-Up Authorization Form at the Department’s main office.
5. Should a parent/guardian inadvertently or intentionally omit the name of the other parent/guardian, and provided such other parent or guardian contacts the Department and requests to be added to the pick-up list, the Department will treat the omission as a “Dispute”, and the policy set out in Section 4 above (parent/guardian pick-up only) will be followed until such time as either a Court order is produced authorizing the exclusion of the one parent/guardian, or an agreement is reached between the parent/guardians.
6. If a dispute requires the Department to secure legal advice as to the nature and effect of any Court order, the parents/guardians will be charged \$115.00 for that work, such cost added onto the participant’s program fees.