

**CITY OF AMARILLO – PARKS AND RECREATION DEPARTMENT  
Charles E. Warford Activity Center  
1330 N.W. 18<sup>th</sup>**

**AFTER-SCHOOL POLICIES AND PROCEDURES**

**1. WELCOME LETTER TO PARENTS**

Dear Parents:

Welcome to the Charles E Warford Activity Center After-School Program. We are honored that you have chosen us to provide a fun, safe and enjoyable experience for your child.

We employ caring, energetic, and qualified staff who are well trained and positive role models for your child. Our staff are experienced in working with children and receive additional training to better serve your child. Our program is structured and well supervised with activities to provide enriching and unique learning experiences in a fun atmosphere for children.

These policies and procedures will familiarize you with our program and help answer questions you may have. Please read these policies and procedures as well as the City of Amarillo Parks and Recreation Department's Standards of Care for Youth Programs.

We welcome your input and encourage you to contact us any time during the school year by emailing us at [brandon.smith@amarillo.gov](mailto:brandon.smith@amarillo.gov) or asking a staff member at Warford. We are looking forward to a great year with your child!

Sincerely,

Brandon Smith  
Warford Center Supervisor

## 2. PURPOSE

To provide a safe, educational, structured and supervised environment for school age children after school focused on recreation, social growth, enrichment, and academic assistance.

## 3. GENERAL INFORMATION

The Warford After- School Program is operated by the City of Amarillo Parks and Recreation Department at the Charles E. Warford Activity Center with the primary goal of providing high quality and safe recreational care for children during after school hours. The program is recreational in nature and not a licensed childcare facility.

### ***Standards of Care***

The City of Amarillo operates the Warford After School Program by the Standards of Care adopted by the City of Amarillo City Council in order to comply with Senate Bill 212 as approved by the Texas Legislature during the 74<sup>th</sup> legislative session. The Standards of Care are intended to be the minimum standards by which the City of Amarillo Parks and Recreation Department will operate the City's youth programs. The programs operated by the City are recreational in nature and are not licensed day care programs. The City of Amarillo's recreational/camp programs are exempt from licensing under Texas Administrative Code 745.5.113(3). The Standards of Care can be found at [amarilloparks.org](http://amarilloparks.org).

### ***Hours and Dates of Operation***

The Warford After School Program operates on the Amarillo ISD school calendar. The Amarillo ISD calendar can be found at [http://www.amaisd.org/dates\\_to\\_remember/more\\_calendars](http://www.amaisd.org/dates_to_remember/more_calendars). The program will be cancelled when the Amarillo ISD closes for the day. The After-School Program does not operate on Amarillo ISD early release days, in-service days, school holidays, weather days, and school other closings.

### ***Ages***

Children ages 5-13 years of age are served by the Warford After-School Program. The Director of Parks and Recreation may consider serving additional ages on a case-by-case basis.

### ***Transportation***

The Warford After School Program ***does not*** provide transportation to the Charles E. Warford Activity Center. Children attending the Carver Early Childhood Center and enrolled in the Warford After School Program are met by Warford staff members at Carver and walked over to the Warford Center.

### ***Contacts***

- After School Program Supervisor  
Jon McGuire  
806-803-9785  
[jon.mcguire@amarillo.gov](mailto:jon.mcguire@amarillo.gov)

- Front Desk Manager, Warford Activity Center  
Sundie Crowell  
806-803-9164  
[sundie.crowell@amarillo.gov](mailto:sundie.crowell@amarillo.gov)
- Center Supervisor, Warford Activity Center  
Brandon Smith  
806-803-9655  
[brandon.smith@amarillo.gov](mailto:brandon.smith@amarillo.gov)

### ***Equal Opportunity Statement***

The City of Amarillo ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered, its recipients, sub-recipients, and contractors. To request an accommodation and/or an alternate format, please contact Marita Wellage-Reiley, the City's ADA Coordinator, at 806-378-6234, or TDD at 806-378-4229.

### ***Photo Policy***

On occasion, Parks and Recreation staff may take photos of individuals participating in programs and events as well as people enjoying the City's parks and facilities. Please be advised these photos are for Parks and Recreation use only and may be used in future publications and advertising.

## **4. PARENT RESPONSIBILITIES, PARENT NOTIFICATION**

Parents/guardians are notified regarding payments due, administrative information and general program information by email. Parents/guardians are notified about issues with their child(ren) by telephone or in person by staff when the child(ren) are signed out for the day.

Parents are asked to review these policies and procedures noting payment policies and procedures. Parents are also asked to review with their child(ren) and in particular the code of conduct, personal belongings, release procedures, and discipline.

Parents are asked to keep all records and information up to date with the Warford Center.

## **5. FEES, PAYMENT POLICIES AND PROCEDURES**

2019-20 fees are \$30 per month per child for Non-Warford Activity Center Members and \$20 per child per month for Warford Activity Center Members. Please note After-School Program fees are under review by the City of Amarillo and may change in January 2020.

Fees must be paid in full, regardless of the number of days a child(ren) attends each month. Fees cannot be pro-rated. Payment is due on the 5th day of the month and is considered late on the 10th day of the month.

Payments can be made in person at the Warford Front Desk or online at [amarilloparks.org](http://amarilloparks.org). Payment may be made with cash or by check or credit card. Any check returned for insufficient funds will require full payment in another form with a \$30 fee.

### ***Delinquent Accounts***

Any account that is more than three (3) days unpaid will result in the child(ren) being terminated from the program and family will be blocked from registering for any Parks and Recreation programs until the past due account has been paid in full. The person will be notified of their delinquent status by letter (mail). Any past due monies owed may go to a collection agency for payment.

### ***Payment Receipts***

A receipt must be provided to each parent/guardian for monthly payments. It is the responsibility of the parent/guardian to keep all receipts for at least one year after the date of the receipt. It is the parent's/guardian's responsibility to provide proof of payment if requested by staff. Staff will provide a printed receipt for any payment received at the Warford Front Desk. If a payment is made online, it is the responsibility of the parent/guardian to print out the online receipt. If a monthly payment is in question, and no copy of the receipt is given, it will be the responsibility of the parent/guardian to pay the delinquent monthly payment.

### ***Late Pick-up***

The Warford After School Program hours are from the time the Carver Early Childhood Academy dismisses until 6:00 p.m. each day school is in session.

If a child(ren) is not picked up by 6:00 p.m. and staff is unable to reach the parent/guardian and/or emergency contacts are unable to pick up the child(ren), the child(ren) will be considered abandoned. Staff will contact the police to pick up the child.

### ***Refunds***

No refunds will be provided after the first day of the month. Fees cannot be pro-rated or credited.

## **6. REGISTRATION**

Registration for the Warford After-School Program is completed annually through an application process and is first come, first served with a limited enrollment. Registration must be completed by the child(ren)'s parent or legal guardian. Registration can be completed and payment can be made at the Front Desk of the Warford Center or online at [amarilloparks.org](http://amarilloparks.org). A waiting list will be created and maintained when all enrollment slots are filled.

Registration forms must be completed for each child enrolled in the program. The registration forms must include the child's personal information, emergency information, person(s) authorized to pick up the child, medical release, photo release, and liability waiver. Any change to the child's information must be provided to the program staff at the Front Desk of the Warford Center in writing. It is the responsibility of the Parent or Guardian to inform the Warford Center

and the Amarillo ISD of any changes regarding the child's information. It is imperative that Warford receive updated information of home, cell and work phone numbers in a timely manner.

## **7. PROGRAMMING**

The After-School Program will provide various stations for children to complete homework, exercise through various recreation opportunities including swimming and outdoor play, interact with others and adult leaders, participate in cultural and arts options, and develop good health and nutrition habits through snack and health options.

Program Employees working with children are provided specific training on an annual basis. Each staff member must be familiar with and trained on the Standards of Care as adopted by the City Council; After-School Program's policies including discipline, guidance, and release of participants; appropriate procedures to handle emergencies; provision of recreation activities, safety issues, child care training, and organization. Program Employees must have successfully completed a course in first aid, CPR, and AED training based on with American Heart Association or American Red Cross Standards. An exception can be made for no more than one staff person at each site, and that person shall successfully complete a first aid and CPR course within four weeks of starting work.

## **8. SUSPECTED CHILD ABUSE**

It is the City of Amarillo Parks and Recreation Department's obligation to report any suspected child abuse to Child Protective Services.

## **9. ATTENDANCE/ABSENCE POLICY**

Children who are enrolled in the After-School Program are checked in by staff upon pick-up at Carver Early Childhood Academy. The City of Amarillo is not responsible for a child(ren) until children have been checked-in by the After-School Program staff at Carver ECA.

Parents/guardians are responsible for notifying Carver ECA that their child(ren) is enrolled in the Warford After-School Program. This will ensure Carver ECA's release of the child(ren) to the Warford After-School staff upon the end of the school day.

Children attending Warford who are not students at Carver ECA and are brought to the Warford Center must be signed in at the front desk by the parent/guardian or authorized individual.

## **10. WITHDRAWAL**

Any parent/guardian requesting to withdraw their child(ren) from the Warford After School Program should call the Warford Center to notify the staff of the date the child(ren) will no longer be attending the program. Informing the staff of the intent to withdraw a child(ren) does not wave fees owed. Parent(s)/guardian(s) are responsible for payment of feeds regardless of any absence of the child(ren). Payments are not pro-rated and no credit will be given for a child(ren) who drops from the program after paying the month in advance. Any child(ren) withdrawn from the program may be readmitted only as space allows.

## **11. PROCEDURES FOR RELEASE OF CHILDREN**

Warford must have written permission to allow a child(ren) to leave with anyone. Record of those authorized to sign out a child(ren) is maintained by the program. Parent(s)/guardian(s) designate those authorized to sign a child(ren) in and out of the program. Parent(s)/guardian(s) may add a person or persons to the authorized record for their child(ren) by providing and submitting an authorized release form.

### ***Check In/Out Policy***

The program registration form includes a section for the parent or guardian to provide the names of those persons allowed to pick up their child(ren) from the Warford After School Program. The following procedures will be followed at all times:

- a. When a parent/guardian or authorized person comes to pick up the child(ren), they are to sign the child(ren) out. A photo ID will be required to identify the person picking up a child(ren).
- b. Children are not allowed to sign themselves out of the program nor are they allowed to leave the site without being accompanied by an authorized adult, parent, or guardian.

When an unauthorized person comes to pick up a child(ren), the following procedures will be followed:

- a. Staff will ask for identification on anyone they do not know.
- b. The sign-out policy and reason for it will be explained to the person desiring to take the child(ren).
- c. The parent/guardian will be called to inform them of the person on site asking to pick up their child(ren). The parent/guardian will be asked for their driver's license to verify staff is talking to the parent/guardian.
- d. The parent/guardian will be asked to grant permission for their child(ren) to be released to the person on site. The parent/guardian will be asked to fax a signed permission letter or email to [warford@amarillo.gov](mailto:warford@amarillo.gov).
- e. Once permission is granted and documented, the child(ren) will be released to the person on site.
- f. If the parent/guardian cannot be reached or does not grant permission, the child will not be released to the unauthorized person.
- g. If the unauthorized person takes the child(ren) without permission, the police will be notified and the situation will be handled as a criminal incident.

### ***Custody Situations***

From time to time, the Warford After School staff is placed in a situation regarding a custody dispute. Without a court order, the City of Amarillo Warford staff cannot deny a parent access to his or her child. If a full custody document stamped by the court is presented and after being reviewed and recommended by the City of Amarillo Legal Department, staff will notify the guardian parent of any contact by the unauthorized parent. Staff is instructed not to put themselves or the children in jeopardy in order to mediate a family dispute or attempt to force a court order.

Parent/guardian must provide court order.

## **12. HEALTH, MEDICAL EMERGENCY, MEDICATION**

The Warford After-School Program staff will not administer medication. Medications needed for use for life-threatening conditions (e.g. bee-sting medication, inhaler) and limited medications approved for use in first-aid kits may be carried and self-administered by the child(ren). Parent/guardian shall provide documentation related to self-administration of medications.

Parents/guardians provide permission for the Warford After-School Program to secure emergency transportation for my child(ren) in the event of an illness or injury which requires emergency treatment on the After-School Program Application Form. The emergency transportation services will determine the facility to which my child(ren) will be transported.

### **13. SNACKS**

Snacks are provided each afternoon.

Parents/guardians should provide any food allergy information to staff on the application form.

If your child(ren) has a restrictive diet such as gluten free, high protein, etc., the program cannot guarantee that snacks provided will meet your child(ren) needs. In such a case, parents will be asked to send appropriate snacks for their child(ren).

### **14. ATTIRE/CLOTHING**

If child(ren) is participating in swimming activities, parents/guardians are asked to bring a towel and swimsuit for the child.

### **15. PERSONAL BELONGINGS**

Child(ren) are asked to keep all personal belongings in their backpack and keep their backpack with them as they move about the Center to various activities. The child(ren) is asked not to bring items of value with them to the Center. The City of Amarillo, Parks and Recreation Department, and the Warford Center is not responsible for lost or stolen items.

### **16. OTHER**

All children enrolled in the After-School Program must be potty trained.

### **17. CODE OF CONDUCT – PROGRAM RULES**

All children enrolled in the program are expected to adhere to the following Code of Conduct. Parents/guardians are asked to review behavior expectations with their child(ren).

- All participants must be able to interact in a group setting, follow directions, and rotate with the group from one activity to another.
- One-on-one supervision is not available (maximum 1:20 ratio = staff/student)
- Listen to staff members.
- Ask staff to go to the bathroom, or to leave an activity.
- Children are not to leave the site or group unless they have been checked out by a parent/guardian or authorized individual.
- Be polite and courteous to all.

- Be respectful to other students and staff.
- No foul or rude language.
- No fighting, biting, horseplay, or excessive physical behavior.
- Participate in activities.
- Handle problems with respectful discussion rather than arguing.
- No negative comments or attitudes directed others in the program or at staff.
- Use of cell phones/electronic games, toys, etc. is not encouraged and may be banned if problems arise from these type of devices.
- No destruction of property at the Warford Center and /or of others.
- No inappropriate touching of other participants or staff.

If a child leaves the facility without permission from the staff, they will be removed from the program. Staff will make every effort to contact the parents/guardians and if unsuccessful, the Amarillo Police Department will be called. Children cannot walk home! Parents/guardians must come into the facility and check the child(ren) out.

City of Amarillo Parks and Recreation Department has a zero tolerance policy with weapons and/or threats. Any behavior that is deemed malicious, threatening, or violent or results in property or equipment damage and/or injury will result in immediate release from the program.

Failing to check in or out correctly can result in removal from the program.

## **18. DISCIPLINE**

Behavioral reports are issued to a child(ren) who continues to act inappropriately, are disruptive, or create a safety concern after warnings and/or time-outs. Parents are to sign each report at check out of their child(ren). Parents can receive a copy of the report upon request. The child(ren) may be suspended for three (3) days after a third discipline report is received. The child will be withdrawn from the program after the fourth report is received in a given semester. Depending upon the severity of the incident, suspension or termination may be enforced on the first occurrence. Immediate suspension can be enforced for fighting or leaving the facility. All suspensions and terminations must be approved by the Parks and Recreation Director prior to implementation. There will be no credit or refund given for a child(ren) that has been suspended or expelled from the program.

If a parent/guardian is called to come and pick-up a child due to a behavioral problem, it is required that the parent/guardian pick up the child(ren) within 30 minutes. If a parent/guardian is unable to pick up the child(ren) within 30 minutes, parents/guardians will need to make other arrangements to release the child(ren) to an authorized individual within the requested time frame. The short time frame for pick up is required due to the child(ren) requiring a 1 to 1 staff to student care due their behavioral problems.

The Warford After-School Program has a positive discipline philosophy including prevention of problems, use of positive reinforcement and use of discipline rather than punishment.

Each child(ren) are informed of the code of conduct, rules and consequences of breaking such at the beginning of each semester. If a serious incident takes place (i.e. injury to another child(ren), staff, leaving the facility, etc.) parent/guardians may be called immediately to pick-up the child. Children may be suspended at any point in time at the discretion the Center Supervisor depending upon the seriousness of the incident.



## **19. EMERGENCY PREPAREDNESS**

The following phone numbers to all program employees:

- (1) Amarillo Medical Services – Ambulance
- (2) Amarillo Police Department
- (3) Amarillo Fire Department
- (4) Poison Control
- (5) Program Site Phone Number
- (6) Numbers at which Parents may be reached
- (7) Director/ Parks Administration Office

Program employees must have first aid supplies readily available at Warford and must have an immediately accessible Guide to First Aid and Emergency Care.

In case of fire, danger of fire, explosion, or other emergency such as weather, program employees first priority is to evacuate the children to a safe area. Warford will have an annual fire inspection by the City's Fire Marshal as appropriate and the resulting report will detail any safety concerns observed. The report will be forwarded to the Director who will review and establish deadlines and criteria for compliance. Information from this report will be included in the Director's annual report to the City Council.

All program employees will be trained in the proper use of fire extinguishers as well as to the locations of fire extinguishers at Warford. Fire drills will be initiated at Warford once every three months.

## **20. COMPLAINTS**

The Warford After School Program staff wants all children to enjoy the program and stay in the program. Please contact one of the administrative staff if a child(ren) is experiencing any difficulties in or with the program.

Complaints regarding the After-School Program should be directed to the Center Supervisor. The Center Supervisor will be responsible to take the necessary steps to resolve the problems. Complaints regarding enforcement of the After-School Program Policies and Procedures and/or Standards of Care and their resolution will be documented by the Center Supervisor. Serious complaints regarding the Standards of Care will be addressed by the Director of Parks and Recreation and the complaint resolution will be noted.