

# WELCOME



## Parent Handbook

PLEASE INITIAL AND SIGN THE BACK PAGE OF THIS PACKET AND RETURN TO US. KEEP THE ACTUAL HANDBOOK FOR YOUR OWN RECORDS.

### About our Staff:

Jessica Maniscalco – Program Director

Jessica has been working with children for close to 14 years and has recently gone back to school to obtain a degree in management within the ECE field. She is a mother of three crazy wonderful children, two boys and a girl. If you have any questions regarding camps or our before and afterschool feel free to email Jessica at [Jessica@caughlinclub.com](mailto:Jessica@caughlinclub.com).

### About our Programs:

Programs are located upstairs in the Caughlin Athletic Club building. Enrollment will take place upstairs at the Caughlin Athletic Club in the Caughlin Adventure Camp room. Please see the front desk staff for directions. In the state of Nevada school-age programs are not required to be licensed. Although this program is not licensed, we aim to create an outstanding program for your child(ren). We offer two different programs throughout the year. Before and after school care during the school year, and the Adventure camp during the Washoe County School District breaks. We strive to make both of these programs safe, fun, and educational for all school-aged children. Our staff are trained and prepared to provide your child(ren) with safe and quality care. Our goal is to maintain a ratio of no more than 10 children per counselor.

### Our Website:

<http://www.caughlinclub.com/adventure-camp/>

### Phone Number:

(775) 747-6299

**All of the staff in our programs are required by us to have the following:**

- Intensive Background Check/Screening
- First Aid & CPR Certified (every 2 years)
- Child Abuse and Neglect Class
- Communicable Disease Class
- Orientation and Training Provided by the Director

### Enrollment:

There is a required \$50.00 registration fee per child at the time of enrollment and will be charged once per year on September 1<sup>st</sup>.

Before your child can attend you need to have the following paperwork completed and/or reviewed:

- Caughlin Adventure Camp enrollment packet (at time of enrollment only)
- Read the Welcome packet
- Sign the Caughlin Adventure Camp Parent Handbook Agreement
- All about your child form
- Before and after school schedule form (during the school year)
- Registration form: One for EVERY camp (during Washoe County School breaks)

### Before and After School Program (elementary & middle school age):

We provide transportation to and from our authorized local Elementary schools. The list of schools can change with each school year depending on the needs in the community. **Transportation is on a FIRST COME FIRST SERVED BASIS and limited to 14 seats per school. We MUST have a minimum of at least 4 children to do pick up and/or drop off at any of the schools listed below.**

The children are transported in company vans and **MUST** have appropriate seating if needed. We transport to and from the following schools:

\*Caughlin Ranch      \*Roy Gomm      \*Jessie Beck      \*Hunter Lake

Kindergartners will be walked to their classrooms at drop off and picked up from their classrooms by our camp counselors on the days they attend. However, the children in first grade and up are responsible to get to their class on their own once dropped off at school, as well as meet at the designated pick-up spot after school. The van driver will not be responsible to walk

the children in first grade and higher to or from class. The vans will leave Caughlin Athletic Club by **8:30 am EVERY morning**. Please make sure that you drop off your child by **8:20 am** in order to ensure your child will be taken to school. The staff are responsible for making sure that they have accounted for every child scheduled for pick-up before leaving the school site. The camp counselor will wait 10 minutes after school before heading back to the center. If your child is on "DROP-IN" bases **YOU MUST** call the center at (775) 747-6072 or (775) 747-6299 before 2:00 pm to let the Program Director know your child needs to be picked up from school. **PLEASE DO NOT LEAVE A MESSAGE!** Please be sure your child knows they are to meet at the designated spot after school. Children attending the after school program will be offered a healthy snack and our staff will help the children with their homework. In the after school program the school-aged children are able to play outside, participate in a free art activity, have limited computer time, play with manipulatives, write, build with blocks, play in the gym, read and occasionally watch a movie (Movie Friday). Every day your child will have the opportunity to complete a teacher directed art activity. We ask that you encourage your children to participate in ALL activities.

#### **Before and After School Tuition Rates:**

Please see our current Tuition Rate Form. Rates are subject to change with no or very little notice. However, we will do our best to give you adequate notice of any changes.

#### **Temporary Withdrawal from Before & After School:**

If your child NOT be continuing our services during any of the school breaks (camps) you must fill out a student change form and let the Director know as soon as possible.

#### **Adventure Program (5-18 years old):**

We do our best to accommodate most school closures. Please let us know if your child's school has a closure out of the normal WCSD closure dates. During our camps (Winter, Spring, Fall and Summer) we will have registration forms available. A form **MUST** be filled out before EVERY CAMP! Forms will be available at the Caughlin Adventure Camp as well as online at [www.caughlinclub.com](http://www.caughlinclub.com) (see the Adventure Camp page for the download. The enrollment packet only has to be completed once, however, please ensure your contact information is up-to-date. Our camps generally include three fieldtrips each week, along with our get fit classes, art and science projects, swimming twice a week (summer only), and so much more. Because of the various activities we include, please send your child(ren) in **tennis shoes** every day. We strive to make this program fun, safe, and educational. Our goal is to provide your children with an awesome and entertaining school break.

#### **Adventure Camp Tuition Rates:**

Please see our camp Registration Form with our current rates on it. Rates are subject to change with no or very little notice. However, we will do our best to give you adequate notice of any changes.

#### **Withdrawal, cancellations or changes for Adventure Camps:**

Once you have turned in your registration form for the camp your days are locked in, you are responsible for all tuition payments for the days you signed up for. If something comes up and you need to withdraw, cancel or change anything in the schedule you **MUST** give at least a two week **WRITTEN** notice of the changes. If you're switching or adding days it depends on availability. There is no guarantee that days will be open.

#### **Registration Forms:**

For ANY day that you sign-up for on the registration form, you will be **OBLIGATED** to pay whether your child(ren) attend or not, as we will reserve a space for your child and staff our camp accordingly. Please do not sign-up for days you are not sure your child will attend. Once you have initialed the days your child will attend, you will **NOT** be able to drop or switch days. If you need to **ADD** more days please see the Director to make the necessary changes to your form.

#### **Fieldtrips:**

The children love taking fieldtrips! A few places that we visit around town include: Playful Pottery, EZ Air, Discovery Museum, Wild Island, Bowling, Mini Golf, Movies, and so much more. Each morning when your child arrives, he/she will be placed into a colored group with an assigned counselor. They will be given a colored wristband and will usually stay in this group for the entire break. We want to ensure the safety of every child, and this means that we will require your child(ren) to be able to listen and follow directions **at all times**. The Director has the final decision to not allow a child on a fieldtrip if they have not

been following the Caughlin Adventure Camp rules. If this occurs, parents and/or guardians will be contacted for pick-up. Please make sure that if you sign up for a fieldtrip day that your child(ren) will want to attend. If your child does NOT want to attend a fieldtrip on a day you signed up for, we will NOT be able to make accommodations, and you will still be obligated to pay for the day.

**Important information to know:**

- If your child needs a booster seat please make sure to inform the Director and camp counselors. In the state of Nevada, children need to be 6 years of age AND 60 pounds in order to ride in a car without a booster seat.
- Your child MUST be able to listen and follow directions at ALL times in order to participate and go on fieldtrips.
- Children will be wearing Caughlin Adventure Camp shirts at ALL times (except when swimming). These shirts will stay at the facility, so please bring them back if one is taken home by accident.
- Each counselor will have a list of children they will be responsible for during the day. These groups will be kept as consistent as possible over the summer.

**Swimming:**

In the summer time we will go swimming in our pool twice a week. On these days your child will need a swimsuit, towel and sunscreen. We provide a low 1-10 ratio along with a certified lifeguard on duty AT ALL TIMES when we are swimming.

**Important information to know:**

- To ensure the safety of your child during swim days please be aware that we will swim in groups with a 1-10 ratio. Each child will have a colored wristband on in the pool. The first group of children will go to the pool, then 15 minutes later the next group will come down to swim, etc. This will be the same procedure when they leave the pool. This will keep the number of kids in the pool to a controllable level to help to ensure their safety.
- If they are not swimming they will wear an adventure camp shirt outside of the pool at ALL TIMES.
- If your child does not know how to swim, please make sure to inform the Director so we can ensure their safety. You can bring flotation devices, life vest, etc.
- Camp counselors will be taking role and counting kids before, during and after swim times.

**Cold Lunch:**

You will need to bring a cold lunch EVERY DAY for your child(ren) during the camps. Children will be eating in groups at separate times every day. Cold lunchboxes are to be CLEARLY labeled with a cold pack. If we cannot FIND a meal for your child, we will make your child a lunch and charge your account \$4.50. Meals should consist of a WELL BALANCED diet. No soda or junk food please. We are able to warm up lunches in the microwave. ALL lunches MUST be NUT FREE. Please keep in mind that other children may have allergies, and check the allergy list posted.

**Both Programs:**

**Rules all school-age children need to abide by:**

- Listen and follow directions at ALL TIMES.
- Walking feet inside the club.
- Stay with their groups & counselors at ALL TIMES.
- Keep your hands and feet to yourself.
- Quiet voices in the club and fitness areas and vans.
- Outside: No throwing rocks and stay away from the creek
- Respect fellow classmates and counselors.
- Clean up after themselves.
- They are responsible for their belongings. If they bring an electronic item or expensive item we are NOT responsible if it gets stolen or misplaced.
- Most importantly! Stay safe and have fun! ☺

### **Outdoor Play:**

Unless the weather is extremely bad, we will go outside every day for 15 minutes to 45 minutes, depending on weather!! Please make sure your child has appropriate clothing for the weather. If your child cannot go outside they should not be at school/camp.

In the winter: ALL children **MUST** have a jacket, gloves, snow boots and a hat.

In the summer, please provide a bathing suit, sunscreen & towel (clearly labeled) that will remain at school for water play throughout the summer.

Please dress your child appropriately. Please keep in mind that many of the art activities can be messy, so, it is best to dress your child in clothes that are easily washable. Please also make sure your child always has a change of clothes.

### **Reports and Documentation:**

If your child gets hurt or another child hurts your child you can expect a phone call (if serious) and a report to sign when you pick up. These reports will inform you and the Director of what, when and where it happened. You need to sign that you have read the report and return it to the staff member immediately. If you want a copy of the report please feel free to ask a counselor for one. These reports remain in your child's file and you can request to see them at any time.

In the event of a head related injury the parent will be contacted by phone as soon as possible. If your child comes into our care with something noticeable we will complete a, **I Noticed Report**. These reports are intended to cover all incidents and document what happened or was observed.

### **Child Safety and Protection Laws:**

Under Nevada Revised Statute, ALL childcare providers, including the Director, are considered **MANDATED REPORTERS**, and **MUST** report (within one hour) any signs of child abuse or neglect. If any staff member feels that any form of abuse or neglect is happening, they will not hesitate to make a report to the local Social Services Department and Child Protective Services (CPS). We **ALWAYS** encourage you to notify the Director and/or staff if your child has a mark on them anywhere to avoid Social Services/CPS being called.

### **Payments:**

Tuition payments **MUST** be paid on a weekly basis ***in advance*** (the Friday before the week your child(ren) will attend). You are welcome to request a tuition statement every Friday (either printed or via email). Tuition Express (our billing software) will process charges on Monday mornings. When checking your child in on the computer, your balance due will appear on the screen. If you have any questions or concerns feel free to contact the director or the assistant Director at (775) 747-6299. If you do not have a credit card on file you must pay by Monday morning prior to drop off. You are welcome to pay with your credit card on our point of sale system when you check your child in or out. If tuition has not been received on time, ***in advance***, a \$25.00 late fee will be charged as of Tuesday morning.

The registration fee (\$50.00 per child) is due upon enrollment and will be required each year.

We accept all major credit cards, money orders, and personal checks. Please make **ALL** checks and money orders out to Caughlin Adventure Camp. Returned checks will incur a \$30 fee.

**Refunds:**

There will be **NO** refunds of **ANY** kind. **NO EXCEPTIONS!!!**

**Hours of Operation & Late pick-up policy & Fee's:**

Caughlin Adventure hours of operation are from 7:00 a.m. to 6:00 p.m. A late pick-up fee of \$1.00 per minute, per child will be charged for every minute late past 6:00 p.m.

**Drop off or Pick up Policy:**

Everyone authorized to pick up or drop off your child(ren) will need to be listed on the enrollment forms. They will be given a login number and password to check your child in and out when they pick up or drop off (for before and after school **ONLY**, does not apply for camps). Only those who are listed on your enrollment packet will be authorized to pick up your child from Caughlin Adventure Camp. The person **MUST** be 18 years old or accompanied by an adult that is on your pick up list in order to pick up your child. We will **ALWAYS** ask for identification, so be sure they bring their driver's license with them.

No child will be released to a person who does not have the authorization from you. We must have the parent's written permission to change their authorized pickup list. You **MUST** list at least one additional person to pick your child up from our programs.

**Children's Schedules:**

If your child will not be attending his/her regular scheduled day/time please be sure to communicate that with your child's counselor and the Director. If your child will be late please make sure to call in. Please keep in mind that on fieldtrip days, you **MUST** drop off before the vans leave or your child will not be able to attend that day.

While we strive to accommodate the needs of our families, attending extra days or time is subject to space availability in the program and must be prearranged.

**Holidays & Closures:**

Caughlin Adventure Camp is **CLOSED** the following Holidays (Closures will be posted):

New Year's Day, Memorial Day 4<sup>th</sup> of July, Labor Day, Thanksgiving and the day after, Christmas Day and the day after.

Caughlin Adventure Camp follows Washoe County Guidelines for delayed school starts and school closure. If the weather is bad, we will start 2 hours late (open at 9:00 a.m.) if the schools are on a two hour delay, and if schools are closed, our programs are cancelled.

**Program Closures - Natural Disasters:**

In the case of a natural disaster (snow, power outage, flood, earthquake, health outbreak, etc.), Caughlin Adventure Camp may have to close the facility with little or no notice. In the event of a natural disaster, you are still responsible to pay your regular tuition. An example would include: The facility closes due to a power outage on a day your child attends; you will still be charged your regular tuition for that day (no refunds).

**Health Policy:**

If you are contacted to pick up your child due to illness, please pick them up as quickly as possible (or have someone on your list pick them up) to limit their illness spreading to the other students. A doctor's note may be required on a case-by-case basis in order for your child to return to class.

Please notify the program as early as possible if your child will be absent due to illness. If your child has contacted or has been exposed to a contagious illness, please notify us immediately. You are still responsible for paying regular tuition rates as your child's spot is reserved for the day.

**Emergencies:**

In case of accidental injury, we will make an immediate attempt to contact you or someone you have designated on the emergency contact list. If no one can be reached, we will then call the child's physician. If necessary, we will also (before or after) call paramedics. Until the arrival of a parent, the physician, or the paramedics, Caughlin Adventure Camp will be in charge and make all decisions about the medical care of your child. It is extremely important that you keep up-to-date records in your child's file at **ALL TIMES**: phone numbers, emergency numbers, and other important information.

In the case of a minor injury, a first aid kit is available on site. All providers are trained in CPR and First Aid, and will administer First Aid or CPR if or when your child may need it.

**Child Guidance / Positive Behavior Encouragement Policy:**

Caughlin Adventure Camp uses positive guidance techniques, such as redirection, problem solving and talking it out, etc. We will never withhold food, sleep, or bathroom privileges as a form of discipline. We promote a positive, enriching and compassionate atmosphere for your child. Our goal is to be consistent and fair in regards to child guidance and discipline.

However, if a child exhibits a severe behavior problem, it will be documented in detail as an alert to you and to assist you in understanding the underlying causes. The Director will also receive a copy and may ask for a conference to discuss the situation with you. Sometimes a child may exhibit a temporary, stress related, negative behavior. Many times, creating a partnership, together, we can help your child through a difficult period.

It is very important for parents, counselors and children to know how unacceptable behavior will be addressed. Our counselors will reward good positive behavior. They will not point out poor behavior, but will handle a situation that needs to be addressed.

Of course, there are instances that require the counselor to change behavior that is disruptive to the classroom. The first step is to always bring the behavior to the child's attention and remind them that this is not something that is allowed in the program. An alternative is offered at this time and the behavior is redirected.

If a child is being disruptive, the counselors will redirect them to an alternative activity. The counselor will talk to the child about what happened, and why they need to evaluate their behavior. This is not a punishment, but a learning tool to help the child calm down, reassess what is happening, and become successful in the group again.

Occasionally a child continues a negative behavior. The counselor will continue talking with the child about what behaviors are appropriate and how they can make better choices. Last but not least the child might need to visit the Director to regroup and see if this calms the child and helps them turn their behavior around. If these attempts to help the child regain control in an age appropriate way fails, the parent will be called and the child will be sent home for the day. If this happens more than once the Director will ask to meet with the parents to discuss whether the child will be allowed to attend the program in the future.

Our obligation to parents and children is to provide a fun, safe environment for **ALL** of the children in our care. We take this obligation very seriously. We realize that every child is different! Some children are very active, some are calm, some enjoy reading, and some enjoy building. Some can sit at a table and do school work and others may not be able to. We wish to respect the needs of all of the children, but we want to ensure their safety and allow them to participate and have fun in our program.

### Caughlin Adventure Camp Parent Handbook Agreement

This parent handbook consists of 8 pages including this one. Please make sure you read and understand ALL of it. If you have questions please feel free to see the Director regarding any comments or concerns.

Child's Full Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#### **Initial ALL:**

\_\_\_\_\_ Caughlin Adventure camp hours of operation are from 7:00 a.m. to 6:00 p.m. A late pick-up fee of \$1 will be charged for every minute I am late picking up my child.

\_\_\_\_\_ I understand that Caughlin Adventure Camp is an unlicensed program is not part of the Caughlin Club Kidz licensed Preschool programs.

\_\_\_\_\_ Caughlin Adventure Camp is closed the following Holidays: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and the day after, Christmas Day and the day after.

\_\_\_\_\_ I hereby agree to comply with the rules, policies and regulations of Caughlin Adventure Camp regarding fees, schedules, attendance, health, fieldtrips, swimming and other items specified in the Parent Handbook.

\_\_\_\_\_ I understand once I turn in my registration form for each camp my days are locked in, I am responsible for all tuition payments for the days I signed up for. I understand that if something comes up and I need to withdrawal, cancel or change anything in the schedule **I MUST give at least a two week WRITTEN** notice of the changes. I also understand that switching or adding days it depends on availability. There is no guarantee that days will be open.

\_\_\_\_\_ I understand that I cannot switch days that I sign-up for. I will make sure I NEED every day I sign-up for and I understand I can add more days if I need them.

\_\_\_\_\_ I understand that tuition is due by **Monday morning** unless other arrangements have been made. My credit card on file will be debited on Monday. If I do not have a card on file, I must pay on Friday for the following week. If tuition has not been received on time, *in advance*, a \$25.00 late fee will be charged as of Tuesday mornings.

\_\_\_\_\_ I have read the illness policy and understand that I am responsible for keeping my child at home if he/she is ill. I also understand that I need to come pick my child up or make arrangements for my child to get picked up as soon as possible (within an hour) if I am called and they are ill. I understand that I am still responsible for paying regular tuition rates as my child's spot is reserved for the day.

\_\_\_\_\_ I understand that if I have a change in address, schedule, credit card, etc. a "Change Form" must be completed as soon as possible. I am responsible to update any new information.

\_\_\_\_\_ I have read and understand the statement there will be NO refunds of ANY kind. **NO EXCEPTIONS!!!** By initialing each of the highlighted statements and signing below I was given a full Parent Handbook and I have read and understood all the policies and procedures in the Parent Handbook for Caughlin Adventure Camp and agree to abide by all that is stated above.

\_\_\_\_\_  
Parent Print Name

\_\_\_\_\_  
Parent or Legal Guardian Signature

\_\_\_\_\_  
Date