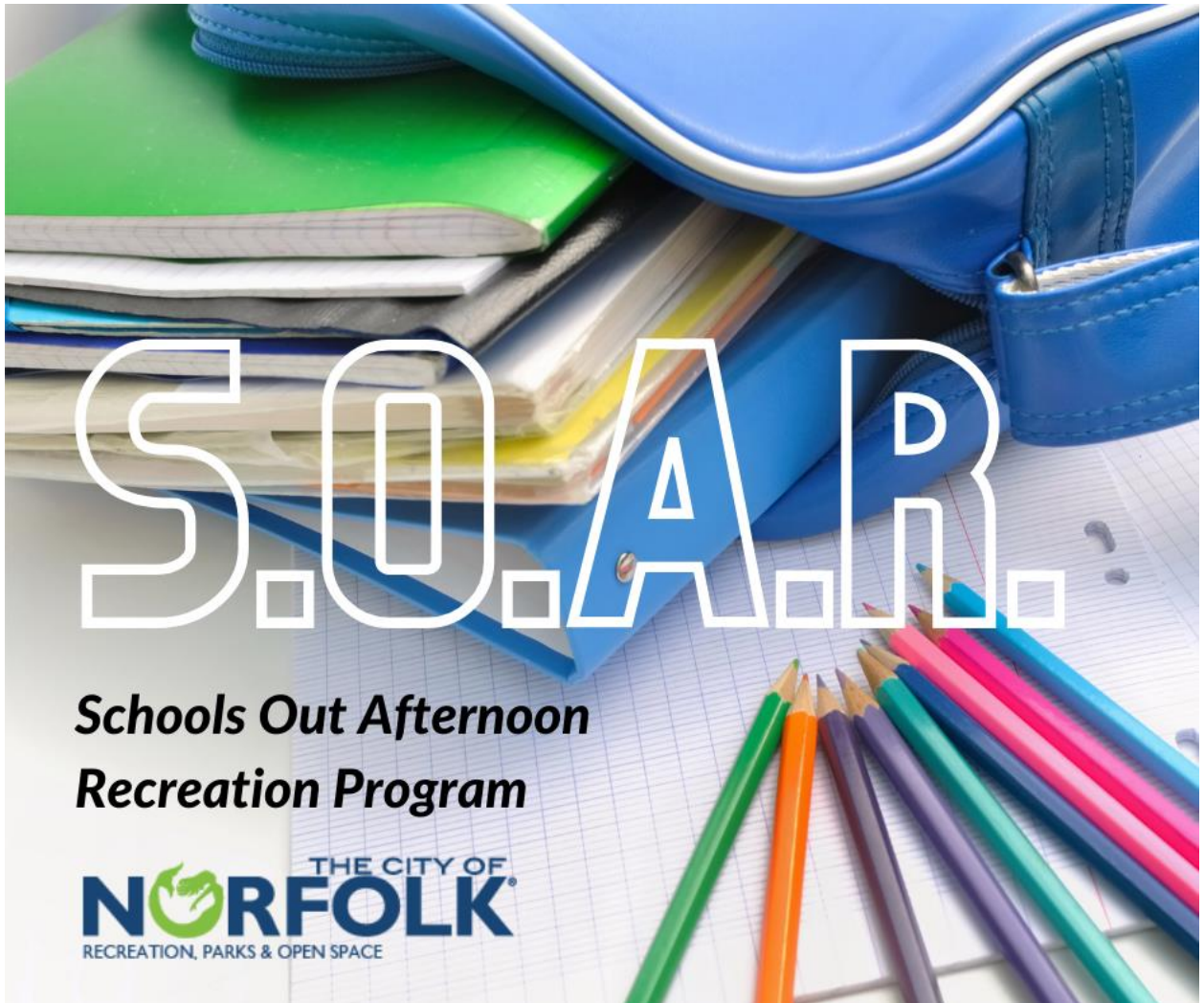


PARENT HANDBOOK 2021-2022



S.O.A.R.

***Schools Out Afternoon
Recreation Program***

**THE CITY OF
NORFOLK**
RECREATION, PARKS & OPEN SPACE

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Dear Parents and Guardians,

Thank you for enrolling your child in this year's after school program. We have partnered with Norfolk Public Schools to expand the program to include more elementary and middle schools across the city. We have worked hard to make this year's program a safe, fun, and meaningful for your family.

Our objective is to teach your child something different each day, they will leave the program with something of substance, or a kernel of knowledge that will prepare them for life. Again, thank you for your support of our program. Here's looking forward to a great school year!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Darrell R. Crittendon', with a large, stylized initial 'D'.

Darrell R. Crittendon, CPRP
Director of Recreation, Parks and Open Space

PROGRAM OVERVIEW

The mission of SOAR (Schools Out Afternoon Recreation) Program is to provide a safe and fun recreational program for youth in grades K-8. Participants will engage in activities that are both engaging and fun.

The program operates from school dismissal until 6:00p.m. Monday through Friday, except official city of Norfolk holidays, official NPS holidays, and certain school closures (see page 12). Below is a list of each Recreation or Community Center with the participating schools associated with each facility.

SOAR will only be offered to the schools listed below.

Facility Name	Participating Schools
Bayview Recreation Center 8613 Willow Terrace (757) 441-1626	*Bayview, Mary Calcott, Oceanair, Oceanview
Berkley Community Center 121 W. Liberty Street (757) 441-1612	* St. Helena
Crossroads Community Center 8019 Old Ocean View Road (757) 965-9430	Crossroads
Fairlawn Community Center 1014 Kempsville Road (757) 441-5670	Lake Taylor School
Huntersville Community Center 830 Goff Street (757) 664-7434	Jaycox, Lindenwood, P.B Young, Tidewater
Norview Community Center 6380 Sewells Point Road (757) 441-1440	*Norview Elem, Norview Middle
Sherwood Forest Community Center 4537 Little John Drive (757) 441-5824	Sherwood Forest
Tarrallton Community Center 2100 Tarrallton Drive (757) 441-1765	Tanners Creek, *Tarrallton
Titustown Recreation Center 7545 Diven Street (757) 441- 1259	Sewells Point

***Participants from these schools will be escorted to the facility by an RPOS staff.**

TRANSPORTATION

Norfolk Public Schools will provide transportation to the SOAR program for students that attend the following schools. Attendance will be taken upon arrival to the recreation or community center.

Jaycox	Oceanview
Lake Taylor School	P.B. Young
Lindenwood	Sewells Point
Mary Calcott	Tanners Creek
Oceanair	Tidewater Park

RPOS staff will be responsible for picking up participants in a designated space at the schools listed below. Attendance will be taken prior to leaving the school. Participants will be escorted by RPOS staff to the SOAR program at the designated recreation or community center.

Bayview	St. Helena
Crossroads	Sherwood Forest
Norview Elementary	Tarrallton
Norview Middle	

COVID-19 GUIDELINES

Your child's safety is our top priority. Our COVID-19 protocols are below.

- All participants are required to wear masks inside city facilities. Exceptions include: when outdoors AND proper physical distancing can be maintained, during specific activities when wearing a mask prohibits the ability to do the activity (eating or drinking), and anyone who has documented medical reasons for non-use of face coverings.
- Parents/guardians must provide masks, RPOS will not supply mask to participants.
- RPOS staff will perform temperature checks before participants enter the program. Parents of any participant with a fever of 100.4 or higher will be notified immediately. That participant will not be admitted into the program.
- Hand sanitizer is available and frequent handwashing breaks are built into daily activities.
- Daily cleaning will take place to include sanitizing rooms, wiping equipment, tables, and chairs.
- Cohorts/groups will be established and remain together throughout the program.
- Increased outdoor play pending appropriate weather.
- If a participant develops symptoms, they will be separated from the group, parents will be notified for immediate pick-up.

In the event a participant exhibits symptoms of COVID-19, they will be isolated and parents/guardian will be notified immediately if your child has been exposed. If a participant or staff member tests positive for COVID-19, the facility will be sanitized.

Keep your child home if they are exhibiting signs and symptoms of COVID-19.

REGISTRATION AND WITHDRAWAL

SOAR is for youth in Kindergarten through 8th grade. Participants must meet the grade requirement to enroll.

The first payment and a valid Facility Use Card is required at the time of registration. Parents will be required to complete additional forms the first week of the program. Falsification of records will result in automatic dismissal from program. Parents are required to update any changes to your household and notify RPOS staff of withdraw at least two weeks prior to the last day of the attendance.

PROGRAM FEES AND PAYMENTS

Cost of the program \$160 per month per child for grades K - 5 and \$80 per month per child for grades 6 - 8. Financial assistance (Power Up) is available for families who qualify.

The first payment is due at the time of registration. Each payment thereafter is due on or before the 25th of the month for the upcoming month. If payment is not received by the last day of the month, your child will be withdrawn from the program and will not be picked up on the first day of the next month. A reminder email will be sent prior to payment due dates. A reinstatement fee of \$10 will be assessed if you chose to re-register your child. Note: if there is a waiting list for the program, you will be placed at the end of the waiting list and can re-register when space becomes available.

Credit or debit cards(MasterCard or Visa only), money orders, and checks made payable to “City of Norfolk Treasurer” are acceptable forms of payment. Cash will **not** be accepted. Refunds are not provided or prorated for missed days due to vacation, suspension from school, illness, early withdrawal, or any other reason.

A late fee of \$5.00 per child will be assessed for every 15 minutes past the pick-up time. **Your child will not be able to return to the program until all late fees have been paid.** See STRANDED PARTICIPANTS section on page 6 for additional details.

A \$35 service fee is charged for each returned check. Any check returned due to insufficient funds nullifies RPOS program privileges. The payee and/or members of the household account will not be permitted to participate in any programs, activities or utilize facilities until payment is received to cover the full amount of the check and service fee.

Once notified of a returned check, restitution must be made in person at the Norfolk City Treasurer’s office, 810 Union Street. Until such restitution is made, services will not be provided. Once a returned check has been received, checks will not be accepted for that household for a three-year period.

RPOS does not provide a written year-end statement for customers’ tax preparation. The tax ID number is 54-600-1455. You will need to save payment receipts for your records.

REFUND POLICY

RPOS will provide a full credit or refund for an activity if it is COMPLETELY cancelled by the Department or if the requester has one of the following situations:

- Medical necessity – documentation required
- Military deployment – documentation required
- Death

The Department will not prorate fees under any circumstances for missed days or weeks due to vacation, illness, or any other reason. The City of Norfolk reserves the right to assess any fee alterations due to internal closings.

INCLUSION, ACCOMMODATION AND SPECIAL NEEDS

Individuals with a disability are entitled to participate in programs offered by the City of Norfolk's Department of Recreation, Parks and Open Space. Participants must be able to dress and use restroom facilities without staff assistance, function in a group and respond to directions from staff.

If enrolling a participant with special needs, contact the site prior to registration. Parents must complete and submit an *Inclusion, Accommodation & Special Needs* form to the Therapeutic Recreation Center for processing by Certified Therapeutic Recreation Specialist at least seven days prior to enrollment.

SIGN OUT CHILD PROCEDURES

Parents, guardians or authorized persons must report to the front desk with a valid identification to pick up participants. RPOS staff will sign out participants on your behalf and radio for them to report to the lobby area. Please allow extra time during pickup, parents are encouraged to call a few minutes before arriving to expedite the process.

Anyone not listed on the registration form requires written permission from a parent or guardian to pick up a participant. This change must be received, approved, and documented by facility staff.

If your child leaves school and does not return to school for the remainder of the day for any reason, they will not be permitted to attend SOAR that day. If your child is suspended from Norfolk Public Schools, they are not permitted to attend SOAR until they are reinstated.

STRANDED PARTICIPANTS

Participants picked up after operating hours will be accompanied by at least 2 RPOS staff. Every attempt will be made to contact parents/guardians and emergency contacts when a participant has not been picked up by the close of the program. Local authorities will be contacted thirty minutes after program closure and staff will follow the directions of the authorities.

INCLEMENT WEATHER

The City of Norfolk may close or cancel programs due to severe weather conditions or unforeseen circumstances. Parents/guardians will be notified to pick up their child within one hour if the need arises. If parents/guardians cannot be reached, staff will utilize the emergency contact list. Inclement weather closures/re-openings are announced on Department and City Websites, social media, radio, and television stations. RPOS will not issue credit, transfer or refund for any day missed because of inclement weather. We encourage you to sign up for Norfolk Alerts to receive alerts about emergencies, facility closings and inclement weather updates. Parents are encouraged to sign up for Norfolk Alert at <https://member.everbridge.net/453003085612694/login>

ILLNESS AND MEDICATION

Parents must pick up participants within one hour of being notified of an illness or temperature of 100.4 degrees or higher. Participants who have been sick with a fever must remain out of the program for 24 hours after the fever breaks.

For the safety of all, keep your child home if they are exhibiting signs and symptoms of COVID-19.

Certain illnesses and communicable diseases such as, but not limited to, COVID-19, ringworm, lice, pinkeye, and strep throat require parents to seek medical care for the participant. In the event of this type of illness, a physician's note is required before the participant will be permitted to return to the program.

Section §54.1-3408 of The Code of Virginia requires that medications be administered by health care professionals and prohibits untrained staff from administering medication to program participants. Therefore, no medication can be administered to participants by staff.

PARTICIPANT, PARENTS, AND GUARDIAN BEHAVIOR

For everyone to have a safe and enjoyable experience, all participants must demonstrate appropriate behavior and respect for themselves and others. Meeting the following expectations will provide the greatest opportunity for success.

- Participants must respect all people and property.
- Participants must follow the rules associated with activities and program areas and ask a staff member for clarification, if needed.
- Participants must communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, throwing of objects and physical contact will not be tolerated.
- Participants must promote and support a safe, fun, and healthy environment.
- Any behavior deemed aggressive or threatening will require immediate removal from

the program/facility with the possibility of further consequences. Any unlawful behavior or activity will be reported to the appropriate legal authorities for further action.

- Participants must always follow the instructions of the staff.
- Participants are to maintain individual space and keep their hands, feet, etc. to themselves.
- Parents/guardians are financially responsible when the participant:
 - Defaces and/or destroys the building, grounds, equipment, vehicles, or others' belongings.
 - Tamper with or pulls the fire alarm without due cause.
- RPOS has a Zero Tolerance for bullying from participants and staff. Bullying is defined as behavior that involves power or control of one participant directed towards another. These actions include, but are not limited to:
 - Threats
 - Spreading rumors
 - verbal or physical attacks
 - Intentional expulsion of an individual from a group activity
- Any inappropriate behavior can result in disciplinary action ranging from a warning, temporary suspension and/or expulsion from the program.

BEHAVIORAL DEVELOPMENT PLAN

Each parent will be provided a copy of the Behavioral Development Plan. Behavioral expectations and disciplinary actions are applied consistently, fairly and in a uniform manner. The Behavioral Development Plan will be the standard when determining consequences and is intended to be illustrative and directional rather than punitive.

Behavior guidance is constructive in nature, age and stage appropriate, and is intended to redirect children toward appropriate behavior and conflict resolution.

CELL PHONE AND ELECTRONICS

Cell phones or other personal items such as electronic devices, collector game cards, toys, etc. from home to use during program times is prohibited, unless authorized by staff. Use of school issued Chromebooks are for homework purposes only. The City of Norfolk and program staff are not responsible for lost, stolen and/or damaged items.

All belongings are to be labeled with the participant's name. Participants and parents/guardians must comply with all guidelines and procedures written and/or implied regarding participation in the SOAR program.

OPERATIONAL GUIDELINES

The RPOS after school program operates under §63.2-1715 of the Code of Virginia, which allows local governments to establish safety and supervisory standards, such as those in this handbook. RPOS is committed to protecting the safety and well-being of all participants. Section §63.1-248.3 of the Code of Virginia requires any person providing full or part-time childcare for pay on a regular basis to report any suspected child abuse or neglect.

ACCIDENT AND INCIDENT REPORTS

There is always a CPR and First Aide trained staff on duty. If your child is injured in an accident, we will contact you first then someone from your emergency contact list immediately. Routine and minor injuries (i.e., a scraped knee or bruised elbow) will be handled at each location and you will be notified of any minor injuries at pick up.

If a child is seriously injured, we will call 911 then notify you. If you or your emergency contact cannot be reached, a staff member will accompany the child in the ambulance. Your personal medical insurance policy bears primary responsibility in case of accidental injury to your child. Notify staff to update records if contact information for you or an emergency contact has changed.

FOOD

Some locations will be provided snacks or meals through the USDA or other reputable organizations at no cost to families. Participants are welcome to bring snacks in a temperature safe, sealed, and non-breakable container. Food containers must be labeled with the participant's name. Refrigeration or storage of snacks at the facilities will not be provided.

IMPORTANT DATES

EARLY RELEASE DAYS (Dismissal – 6:00pm) (NO additional cost or registration)

- September 23, 2021: NPS Professional Development
- October 21, 2021: NPS Professional Development
- November 24, 2021: Thanksgiving Break
- January 13, 2022: NPS Professional Development
- February 17, 2022: NPS Professional Development
- March 17, 2022: NPS Professional Development
- June 13 – 16, 2022: Exams

EXTENDED DAY PROGRAM 9:00am – 6:00pm (Additional cost and registration)

- December 20 – 30, 2021: Winter Break (**SPECIFIC LOCATIONS**)
- April 11 – 15, 2022: Spring Break (**SPECIFIC LOCATIONS**)
- April 18, 2022: Teachers' Workday

NON-PROGRAM DAYS (RPOS FACILITIES CLOSED)

- November 2, 2021: Election Day
- November 11, 2021: Veterans Day
- November 25, 2021: Thanksgiving Break
- November 26, 2021: Thanksgiving Break
- December 24, 2021: Christmas Eve
- December 25, 2021: Christmas Day
- December 31, 2021: New Years Day
- January 17, 2022: Martin Luther King Jr. Day
- February 21, 2022: Presidents Day
- May 30, 2022: Memorial Day
- June 21 – 24, 2022: RPOS Professional Development Week

Changes to the calendar may occur due to unforeseen events. Be sure to check with RPOS staff for updates.