

# Youth Programs

## Parent/Guardian Handbook



Youth Division Office  
Evelyn Mount Northeast Community Center  
1301 Valley Road  
Reno, NV 89512  
(775) 334-4280  
[www.reno.gov](http://www.reno.gov)



# Welcome to Youth Programs

Thank you for giving the City of Reno the opportunity to enrich the lives of your children! We strive to provide our youth with a positive and safe environment while providing educational and recreational opportunities.

The City of Reno provides the Sierra Kids Before and After school program and various summer, winter and spring break camps to meet the needs of parents and guardians.

We are partners in the community with the Children's Cabinet, TEAM Up, Northern Nevada Food Bank and the Washoe County School District. We thank our partners for their help and support.

This Parent/Guardian Handbook includes important program information. We encourage all parents to read and become familiar with the policies and procedures and to discuss the program rules and expectations with their child. This is vital to the success of our programs.

Creating a successful experience requires frequent and open communication between staff and parents. If you have concerns about your child's experience in a youth program, please schedule a convenient time to discuss important issues by calling the Youth Division office at 334-4280. Youth supervisors are available to meet with you and welcome your comments and suggestions.

## Youth Services Mission Statement

Provide youth active, positive and safe recreational opportunities.

## Program Hours

### Sierra Kids

- **Morning Sessions:** 7 – 9 a.m. Hours vary at school locations depending upon bell times.
  - Due to liability and insurance restrictions, participants are not permitted in the school prior to the start of the morning session.
  - There is no morning session on “weather delay” days called by the Washoe County School District.
  - Must be 5-12 years of age to attend and a registered participant of the school attending.
- **Afternoon Sessions:** 3 - 6 p.m. Hours may vary at school locations depending upon bell times.
  - The afternoon session ends at 6 p.m. Late pickup fees are \$1 a minute per child after program conclusion and payment is required within 24 hours. This fee will be added to the account. On the second late pickup by the same family, staff will schedule a conference with the participant's parent/guardian before the children may return to the program.

**Sierra Kids School Sites** (subject to change)

**7 – 9 and 3 – 6**

Caughlin Ranch  
Hunter Lake  
Jessie Beck  
Mamie Towles  
Sarah Winnemucca  
Silver Lake  
Stead  
Virginia Palmer  
Westergard

**7 – 9:30 and 3:30 – 6:30**

Alice Smith  
Double Diamond  
Peavine  
Roy Gomm

**7 – 8:30 and 2:30 – 6**

Mount Rose

**7 – 9:15 and 3:15 – 6:15**

Dodson

**TEAM UP SITES - afternoon**

\*Desert Heights  
\*Elmcrest  
\*Lemelson  
Roger Corbett

**7 – 9**

Glenn Duncan

\*Mornings Sierra Kids, TEAM UP in afternoon

**Vacation Station Camp Program Sessions:** 7 a.m. – 6 p.m. Ages 6-12 (must be 6 years of age to attend. Participants turning 13 during the program will be allowed to complete the current school year/program cycle.) Locations vary.

## Typical Day

This schedule may vary depending on site location, weather, guest speakers, and special events or activities.

**Sierra Kids**

7:00 – 8:00 a.m. Indoor activities, board games, homework help 8:15 – 8:45 a.m.  
Indoor games, sports, etc.  
8:45 – 9:00 a.m. Clean up and get ready to go to class

3:00 – 4:00 p.m. Check-in, quick outside time, snack, homework  
4:00 – 5:00 p.m. Outside games  
4:30 – 5:30 p.m. Activity w/ Leader  
5:30 – 6:00 p.m. Clean up and group games  
6:00 p.m. Site closes

**Vacation Station**

7:00 – 9:00 am Indoor activities, board games, sports and art  
9:00 – noon Activities (sports, arts, science projects, field trips, movies, etc)  
Noon – 1 pm lunch  
1:00 – 4:00 pm Activities (sports, arts, science projects, field trips, movies, etc)  
4:00 – 6:00 pm Indoor/outdoor activities  
6:00 pm Site closes

# Registration, Payment and Refunds

**Registration Forms** - A Household Account Form and a Participant Information Form must be completed for each child attending any youth program prior to attending. All changes to these forms require a new form be completed either onsite, online at [www.reno.gov](http://www.reno.gov) or at a registration counter by parents/guardians for the safety of all participants.

- Household Account Form – This form establishes a customer account for an entire household in the database and includes a liability waiver.
- Participant Information Form – This form includes personal information, medical needs, adaptive needs and emergency contacts for each child participating.

**Online Registration** - Families that include a valid email address on their Household Account Form can set up online access to register and pay for participation in youth programs.

**Payment** - Full payment is required at the time of registration, prior to the use of programs, services or facilities. Payments can be made at the Evelyn Mount Northeast Community Center, Neil Road Recreation Center or City Hall 11<sup>th</sup> Floor. Payment is not accepted on site for any class or program. We do not bill for services. Services will not be provided to customers who have not paid nor have delinquent accounts. A charge of \$25 is applied to all returned checks. Program fees are not pro-rated for unused classes.

- **Sierra Kids & Vacation Station Camps:** Registration/Payment is required by the Sunday preceding the week of the program. Same day/week registration is not refundable. See Refunds below.

**Scholarships** - A fee assistance program may be available to those who qualify based on income requirements. A scholarship application must be submitted two weeks prior to program date. Call the coordinator at 334-2260.

**Refunds or Credits** - A Request for Account Adjustment Form must be completed for refunds, transfers or credits and received by the Friday preceding the week of the program. A copy of this form can be downloaded from [www.reno.gov](http://www.reno.gov) or requested from registration staff. Customer requested refunds are charged an administration fee of \$10 per activity. Administrative fees are not charged on credits and transfers.

**No refunds or credits will be given for missed, sick, suspended, or snow days.** For extenuating circumstances (family death, medical emergency, moving out of the area) customers may submit a Request for Account Adjustment Form to the Administration Office, 1 E. First St., 11<sup>th</sup> Floor.

## Attendance/Signing In and Out

Parents, guardians and authorized individuals listed on the Participant Information Form are required to escort and sign the child in/out from the program daily. A picture ID is required of all individuals picking up a child.

If a participant will be attending a school function before or after school during the program, staff need written permission to release the participant. Each program has this release form available onsite.

All changes and additions to a Participant Information Form require a new form to be completed by a legal guardian. Request for a one time emergency participant pickup must be done in writing either in person, email or by fax to the Youth Administration Office at 321-8347. The letter or email must include the child's name, school/camp site, date, and who will be picking the child up along with the guardian's signature and ID. Phone changes will not be accepted.

# Conduct and Discipline

City of Reno Parks, Recreation and Community Services programs and facilities promote learning, leisure, and respect in a safe environment. All patrons, staff and volunteers have the right to be safe and to feel safe while attending a program. With this right comes the responsibility to be accountable for actions/behavior that affects safety and perception of safety of others. All participants, parents/guardians and employees of the Parks, Recreation and Community Services Department are responsible for reading and familiarizing themselves with the policy and procedures.

Examples of inappropriate behavior (but not limited to):

- **Inappropriate action/behavior:** Abusive language and/or inappropriate gestures/actions directed toward participants, staff, or other persons, which strains interpersonal relationships and creates public embarrassment.
- **Harm to others:** Physically assaulting another person (participants, staff or other persons), including striking, pushing, shoving, spitting, proximity intimidation and/or grabbing; or any other attempt or threat to physically injure another person.
- **Harm to self:** Physically harming/injuring self or attempting or threatening to do so.
- **Misuse/Damage of property:** Improper care or misuse of items that belong to the City, site location or items belonging to another person.
- **Stealing:** Removing property belonging to others, the City, or other facilities without permission.
- **Noncompliance with rules:** Noncompliance with program and facility rules.

When working to guide participant behavior, staff will first employ problem solving techniques to help participants understand the consequences of their behavior. If problem solving shows insufficient results for maintaining a safe environment for all, staff will implement the following progressive discipline steps to get a child back on track with the code of conduct policy:

1. **Communicate appropriate behavior:** A staff member will communicate appropriate behavior to the participant. The participant will convey to the staff the appropriate behavior required and the participant will be told the consequences of the inappropriate behavior should it continue.
2. **Quiet time:** If inappropriate behavior continues, a staff member will have the participant go to a designated personal space area for five to ten minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue and allow the participant to return to the group.
3. **Inappropriate Behavior Tracking Form:** If a behavior concern is identified, a staff member will track the participant's behavior. Description of the behavior and staff actions will be documented on the Inappropriate Behavior Tracking Form.
4. **Suspension:** The steps listed above are used to correct behavior(s) in most cases. If they are unsuccessful, a participant will be suspended from the program. These steps will not be followed if management determines for safety or other reasons that the behavior displayed requires immediate suspension.
  - **First Suspension:** After following steps 1 through 3 to correct inappropriate behavior, if the behavior continues, the participant will be suspended for one day.
  - **Second Suspension:** Should inappropriate behavior continue after the first suspension, the participant will be suspended for three - five program days and will not be able to register for any other City of Reno Parks, Recreation and Community Services program. A mandatory parent/guardian conference will be required prior to the participant's return to the program.
  - **Third Suspension:** Up to one-year suspension from all City of Reno Parks, Recreation and Community Services programs, depending on the severity of the offense/behavior.

*Note: In severe cases, a participant may be removed immediately from the program. The length of that suspension will be at the City of Reno Parks, Recreation and Community Services discretion, up to a permanent suspension. No refunds or credits will be granted for suspended program days, no exceptions.*

# First Aid and Accident Procedures

For the care of the participants, all sites have at least one staff member trained in CPR and First Aid. If an accident occurs while your child is attending a youth program, our staff is trained most importantly to remain calm. Below are the guidelines we utilize for Youth Services Division staff.

**Major Injuries** (broken bones, heat stroke, serious bleeding, head injury, etc.)

- Staff will stay with the child and send someone to notify the site Supervisor or Assistant.
- Site Supervisor or Assistant will call the ambulance, Recreation Supervisor/Coordinator and parent/guardian after they have assessed the injury.
- Staff will fill out an accident report.

**Minor Injuries** (cuts, bumps, scrapes, sprains, abrasions, bruises, etc.)

- Staff will stay with the child and send someone to notify the site Supervisor or Assistant.
- Site Supervisor or Assistant will call the child's parent/guardian and Recreation Supervisor/Coordinator after they have assessed the injury.
- Staff will provide first aid (i.e. ice, gauze, band-aid).
- All head injuries will be reported to parents/guardians immediately regardless of the severity.
- Staff will fill out an accident report.
- Staff will notify the parent/guardian of the injury at time of pick up regardless of the severity.

## General Youth Program Information

**Access to All:** We welcome all individuals and families to participate and enjoy programs and facilities regardless of race, age, color, religion, gender, sexual orientation, national origin, or disability. Persons with special needs to be accommodated are invited to call 334-2262, or use Nevada Relay (hearing impaired) dial 711, for assistance.

**Personal Care:** Children must be able to do the following without assistance: personal hygiene, using the restroom, dressing, feeding, administering medications, etc. (See Policies and Procedures for more information)

**Conduct of Parent/Guardian:** Adults serve as role models for the youth in our programs. If a parent/guardian has a concern, they shall address the concern in an appropriate and calm manner. The City of Reno Parks Recreation and Community Services reserves the right to remove participant(s) from the program due to inappropriate actions by a parent/patron.

Generally, if a parent or other authorized person on the Participant Information Form is not signing in or signing out a child, the parent or other authorized person is allowed to visit his/her child at our programs for no more than 5 minutes, to administer medicine, retrieve forgotten items, etc. For a parent who needs more than 5 minutes to administer medication, please consult with staff so that a quiet location can be provided. All of our staff members go through an extensive background checks, so Sierra Kids or camps cannot allow a parent to spend significant amounts of time with his/her child at our programs for safety and security reasons.

Sierra Kids and camp staff will consult the child's Participant Information Form, and, if necessary, the most recent court order regarding custody, for which parent(s) and/or other individuals may sign in and sign out the child on any given day of the week.

**Contacting Program Participants:** There are no public phones available at individual Youth Services program sites. If an emergency occurs, call Youth Services at 775-334-4280 and they will communicate with the site staff.

# General Youth Program Information

**Custodial Issues:** The City of Reno provides youth active, positive and safe recreational opportunities. The City of Reno Parks, Recreation and Community Services Department does not enforce or mediate terms of visitation. If custodial issues are in dispute causing any uncertainty as to which parent is entitled to pick up the child, the Parks and Recreation Department asks that you refrain from registering the child until such issues are resolved. If issues arise once the child has been registered in the program, the City of Reno expects that they will be immediately resolved. If they are not resolved immediately, the department reserves the right to consider whether the child may continue participating in the program.

**Inclement Weather:** On days the Washoe County School District delays the start of school for a “snow day”, there is no Sierra Kids morning session. If the WCSD closes school early for a “snow day”, the Sierra Kids afternoon session will not be held.

**Insurance & Liability:** The City of Reno Parks, Recreation, and Community Services Department does not provide hospital or medical insurance coverage or assume responsibility for injury to any participants in its programs. Participants are encouraged to obtain their own insurance coverage prior to the start of any program and to consult with a physician before participating in the strenuous activity.

**Late Pick Up:** Late pickup fees are \$1.00 a minute after program conclusion and payment is required within 24 hours.

**Mandatory Reporters:** Nevada law requires certain people to make reports of suspected child abuse or neglect. These mandated reporters include doctors, dentists, nurses, hospital personnel, daycare providers, clergy, social workers, teachers and counselors. Staff will report any suspected abuse to Child Protective Services. Mandated reporters can be charged with a misdemeanor if they fail to report suspected child abuse or neglect. Nevada law does not allow Social Services to disclose the name of the reporting person.

**Medication:** Staff will not administer or distribute any medication at any time. (See Policies and Procedures for more information)

**Summer Food Service Program:** Park Pals and some Vacation Station locations participate in the Summer Food Service Program. In accordance with U.S. Department of Agriculture policy, the City of Reno is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer. NOTE: Children with milk allergies can bring their own drink.

**Movies:** The City of Reno staff may take children on field trips to G or PG rated movies. Movie name will be posted day of viewing.

**Photos:** City of Reno may take photos/video of participants in programs and at parks. Photos are for City use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed, please notify the Southside Administration Office in writing.

**Sunscreen:** Many camp field trips and activities are outdoors, please plan accordingly. Children attending camp should apply sunscreen in the morning before coming to camp. Please provide “spray on” sunscreen for your child in all programs, as leaders are unable to apply sunscreen to the children. Also, remember to bring a sun blocking swim shirt and/or hat if needed for sun protection. Please educate your child about sunburn prevention.

**Valuables & Toys:** We do not permit children to bring toys and valuables into our programs. This includes any type of electronic toy or game, collectibles or cell phones. The City of Reno is not responsible for lost or stolen items.

# Inclusion Policies and Procedures

## Personal Care

**Policy:** Individuals needing personal assistance with toileting, feeding, dressing or invasive procedures such as catheterization and tube feeding must make personal arrangements.

**Procedure:**

- a) Participants needing personal assistance with toileting feeding, dressing or invasive procedures such as catheterization and tube feeding must make personal arrangements. Participants are encouraged to bring a companion (parent/guardian, caregiver, sibling, etc.) with them for assistance at no extra charge or program fee.
- b) A parent/guardian and/ or companion of a participant who has a had a toileting accident has 30 minutes to respond
- c) Lifting and transferring to and from the wheelchair and toilet is not considered personal care, and may be provided by staff who has received lifting and transferring training.
- d) Assisting with a participant's zipper or drawstring on his/her pants is not considered personal care, and may be provided with two staff present
- e) Cutting a participant's food or lifting participant's cup so that he/she can drink from a straw is not considered personal care.
- f) During aquatics programs, children not toilet trained must wear rubber/plastic pants or "swim diapers" under their swim suits. Diapers (cloth and disposable) are prohibited.

## Medications

**Policy:** Staff members will not administer or distribute non- emergency prescription and/ or non-prescription medications. In the event of a severe allergy emergency, staff members will provide a first aid response to address such emergencies

**Procedure:**

- a) Medications or serious allergies shall be noted on the Participant Information Form by the participant or parent/guardian.
- b) Participants requiring non-emergency prescription or non-prescription medications during program hours must make personal arrangements for its administration. City of Reno staff will not administer or distribute any such medication.
- c) If severe allergies are noted on the Participant Information Form, an Allergy Information Form giving permission to administer emergency first aid medication must be completed and signed by the participant or parent/guardian prior to the start of a program.
- d) Participant or parent/guardian must supply a complete Allergic Reaction Kit preferably containing two unexpired EpiPens, and allergy medication at the program site location.
- e) Program staff who have participants with severe allergies will undertake training on an annual basis the signs and symptoms, and emergency treatment including administration of an EpiPen
- f) Allergy Response Information for staff will be posted at all program locations



# **Parks, Recreation and Community Services Youth Division Contact Information**

Evelyn Mount Northeast Community Center  
1301 Valley Road  
Reno, Nevada 89512  
[www.reno.gov](http://www.reno.gov)

Youth & Senior Division Office .....	775-334-4280
Kathy Kelly-Ballinger, Youth & Inclusion Division Manager .....	775-657-4640
April Wolfe, Therapeutic Recreation Specialist .....	775-333-7765
William Wynn, Inclusion/Behavior Specialist .....	775-657-4659
Alan Roney, Recreation Supervisor .....	775-657-4644
Loretta Fox, Recreation Coordinator .....	775-657-4643
EMNECC Payment Desk (7a.m. – 8 p.m., Mon-Fri).....	775-334-2262
Neil Road Recreation Center Payment Desk (9 a.m. – 9 p.m., Mon-Fri) .....	775-689-8484

# Program Locations

## ELEMENTARY SCHOOLS

Alice Smith	677-5410	1070 Beckwourth Drive
Caughlin Ranch	689-2600	4881 Village Green Parkway
Desert Heights	677-5444	13948 Mt. Bismark Street
Dodson	689-2530	4355 Houston
Double Diamond	850-6212	1200 S. Meadows Parkway
Elmcrest Street	746-5850	855 McDonald Drive
Glenn Duncan	333-5190	1200 Montello Sreet
Hunter Lake	333-5040	909 Hunter Lake Drive
Jessie Beck	689-2520	1800 Sharon Way
Lemelson Academy	333-5080	2001 Soaring Eagle Dr
Mamie Towles	746-5820	2800 Kings Row
Mount Rose	333-5030	915 Lander Street
Peavine	746-5840	1601 Grandview Avenue
Roy Gomm	333-5000	4000 Mayberry Drive
Roger Corbett	333-5180	1901 Villanova Drive
Sarah Winnemucca	746-5810	1349 Backer Way
Silver Lake	677-5400	8719 Red Baron Blvd
Stead	677-5480	10580 Stead Blvd.
Virginia Palmer	674-4400	5890 Klondike
Westergard	746-5800	1785 Ambassador Drive

## COMMUNITY CENTERS

Evelyn Mount Northeast Community Center	334-2262	1301 Valley Road
Plumas Gym	334-2262	475 Monroe Street
Southside Cultural Center	334-2262	190 East Liberty