



Parent Guide

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CAMP NRH POLICIES AND PROCEDURES

On the pages that follow, you will find policies, procedures and guidelines that are very important for the overall success and safety of the program. You will be required to sign a form located at the back of this packet indicating that you have read and understand these policies and procedures.

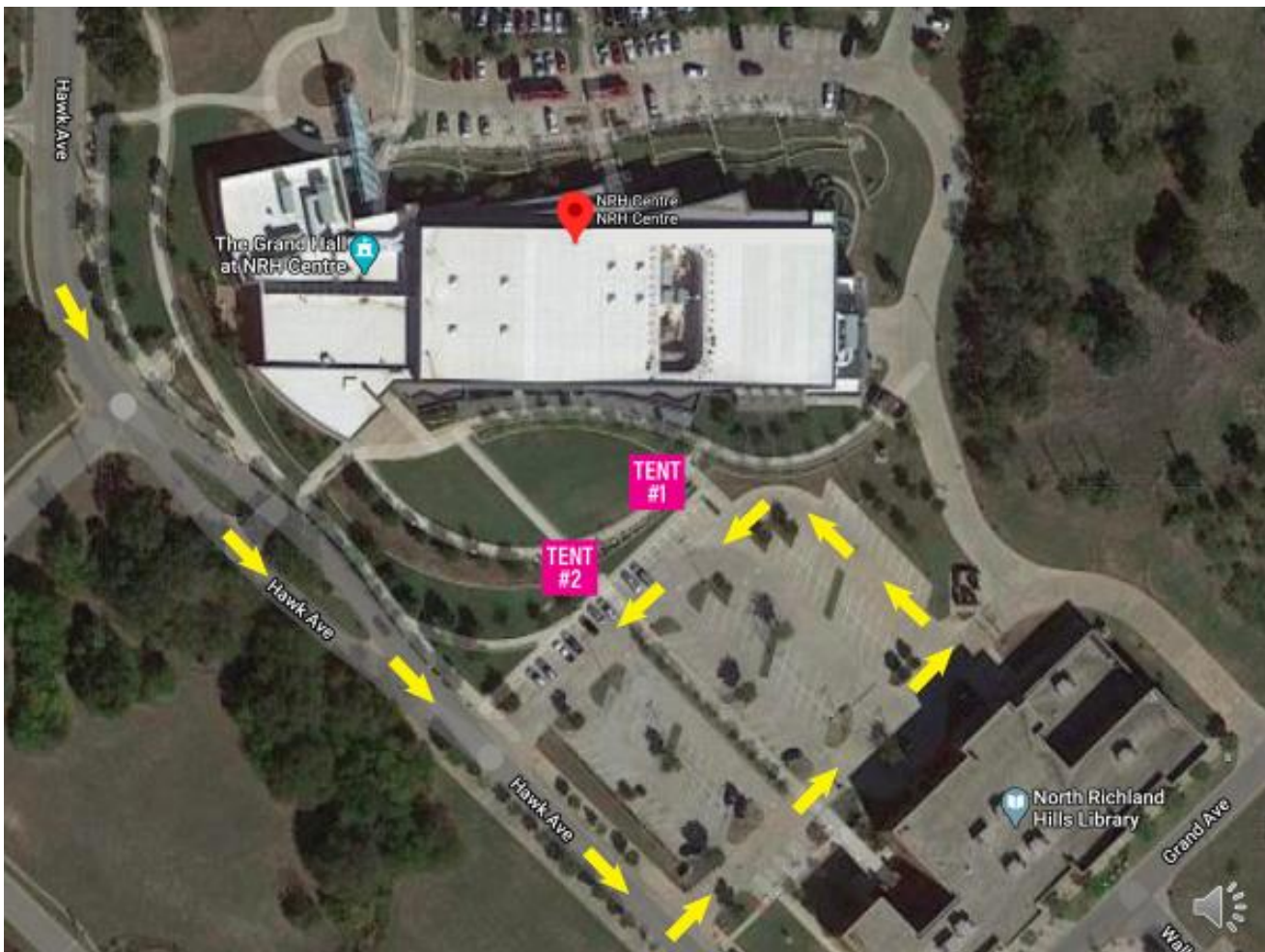
ePACT Network

Camp NRH uses ePACT as part of registration and daily check-in/out. ePACT is a secure emergency network used to collect medical and emergency contact information electronically. This will help save you time, improve privacy and security of your personal information and provide better support for updating your information. Parents will receive an email invite to share information with the NRH Centre. For more information, please don't hesitate to ask camp management.

Sign In and Release

CHECK IN (7:15-9:00 A.M.)

Camp NRH participant check-in will take place on the south side of the NRH Centre starting at 7:15 a.m. (see map below) Check in is drive thru similar to drop-off at most schools. Parents drive up to the Camp NRH table. Campers will be checked in using his/her ePACT profile. Once checked in campers will exit your vehicle, drop their lunch off with camp staff and join their assigned group. The check-in process also allows for parents to give any special instructions for the day. Check-in will end at 9 am. Please arrive on time as late drop off will not be accepted.



CHECK OUT (4:00-6:00 P.M.)

Camp NRH check out will be held at the same location as check in. Parents will be given a placard with their child's name and camp group. Please have this on your dashboard for staff to see upon your arrival. Staff will verify that you are an authorized pick up using ePACT and will contact camp staff to send your child out for pick up. Only those adults designated on authorized pickups will be authorized to pick up your child. The Camp NRH program views your child's safety as one of our top priorities. For this reason, we will not release your child to any unauthorized persons without written consent from a parent or guardian. We must receive advanced written notice via email or a note at check in regarding pick-up by anyone not indicated on your authorization list.

A driver's license or photo ID is **REQUIRED** for everyone picking up your child, including yourself. ID's will be checked until a staff person can personally recognize a parent. Under no circumstance is any child to be checked out by an unauthorized person or allowed to depart on his/her own.

Early Release

Camper early release is any time between 9 am – 4 pm. Parents will need to notify Camp NRH staff 24 hours in advance of early release from camp. This is usually for appointments, sports, etc. Parents are asked to arrive early to allow staff time to have their child ready at the requested release time. Once a camper is picked up early they will not be able to return to camp. Early release will be located at the check in and check out location. Person picking up must present a driver's license or photo ID and be on the authorized pick up list in ePACT.

Late Pick-Up

The Camp NRH program ends at 6:00 p.m. each day (Monday – Friday). It is very important for parents or designated persons to pick up his/her child on time. **If a parent is late picking up their child, a fee of \$1.00 per minute child will be assessed and charged to credit card on file.** Late fees accumulate from 6:00 p.m. until the time the parent or designated person arrives.

Camper Groupings

Throughout the day, campers will be with children in their age group. This is due to the development of children at their current age and their abilities to participate in activities. Our goal is to keep the age groups split to maximize participation in each group and to foster age appropriate centers and activities. In some instances, however, campers will be grouped with all ages (i.e. morning check in, afternoon check out, lunch, snack time, field trips) due to facility/vehicle space and ratio requirements.

Stars (6-7 years) Moons (8-9 years) Suns (10-12 years)

**Camp will shift to pods during pandemic protocols. This means a counselor will be assigned to small groups of campers within the same age group. This group will remain the same each camp day. Normal camp ratios are 1 counselor to 9 children in large group settings. Ex. The Stars group may have 3 separate groups of 10 (1 counselor:9 children) instead of one group of 30.*

Parent/Child Communication

When a parent needs to contact his/her child while at the program, the parent must call the NRH Centre at 817.427.6600. Upon receipt of their message, the child will be contacted and given the message. If a child is upset, sick or has a concern, we will place a call to the parents to discuss the situation and allow the child to speak to their parent. We do not allow children to call parents without staff supervision.

Dress Code

Proper attire is important for all participants. Camp NRH program is an active hands-on program where the children are involved in many different activities inside and outside on a daily basis. Please send campers in their ***“play clothes”***. Some days can be messier than others (which is half the fun of camp)! Wear comfortable and lightweight shorts and shirt. Skirts may be worn but must have shorts on underneath. We will spend time outside as well so we recommend parents send a hat with their kids to help shield from the sun. In addition, each camper should bring a bag or backpack each day that includes a swimsuit, towel and goggles (not masks), if needed, on NRH Centre swim days. On NRH₂O trips, please include a swimsuit, towel, goggles (not masks) if needed, sunscreen, water bottle, and hat. Please do not send any swim toys (i.e. inflatable toys, flippers, etc.). Please make sure that all items are **CLEARLY** marked with the camper’s name. **On Field Trip days, please have your camper wear their Camp NRH shirt! Additional shirts can be purchased at the NRH Centre Guest Services desk for \$10.**

Participants of the Camp NRH program should have protective footwear such as athletic shoes and socks each day. **Sandals, flip flops, Crocs, Heely’s (any shoe with a wheel in the sole), dress shoes, and black sole shoes are NOT permitted** and children wearing such items will not be allowed to participate in active games so as to prevent injury. Parents may be contacted to bring approved shoes for their child to participate in activities.

On swim days at the NRH Centre, we recommend that campers arrive to camp wearing their swim suits and bring a change of dry clothes. Girls can wear swim suits with a cover up and boys wear swim suits and a t-shirt. At the conclusion of their scheduled swim time, campers will change into their dry clothes. The aquatic center has swim suit dryers onsite which will help minimize wet items in camper bags.

Personal Items

Campers need to bring the following items with them each day to Camp NRH:

- Sack Lunch
- Hat
- Sunscreen and sunscreen stick
- Towel (NRH₂O and Aquatic Center days)
- Change of clothes (NRH₂O and Aquatic Center days)

Personal items such as but not limited to mobile devices, purses, Pokémon cards, tablets or toys are **not allowed**. Please do not bring them to the NRH Centre as they will be sent home with parents. Any personal items that are brought are not the responsibility of the NRH Centre or its staff.

Behavior and Discipline

Camp NRH staff encourages positive behavior and discipline. All participants must demonstrate appropriate or good behavior during Camp NRH activities. **Camp NRH staff will not tolerate inappropriate behavior.** Examples of “inappropriate” behavior include foul language, disobedience and/or disrespect toward a fellow camper or staff member, striking a staff member or another child, hitting, kicking, biting, possession of a weapon, bullying, disregarding stated rules, or speaking unkindly to or about another participant or staff member.

Our discipline system is designed so that all participants may have a fun and enjoyable time. We want to ensure Camp NRH is a happy experience. Therefore, staff will not tolerate misbehavior that is detrimental to the program.

Children will be redirected and reminded of their expected behavior. When discipline is required, a time-out will usually solve the problem. At no time will staff apply physical force to a child.

Small infractions (not wearing appropriate attire/shoes, running in the lobby instead of walking, causing a

minor disruption) will be documented in ePACT. Three (3) small infractions will result in a phone call to parents. Three (3) phone calls will result in suspension from the program for one day without refund. Further misbehavior may result in termination from the program.

Major infractions (bullying, blatant disregard for staff or others, fighting) will be documented as an incident report in ePACT and will result in an immediate phone call to parents. Depending on the severity of the incident, the child may be sent home for the day. Three (3) phone calls will result in suspension from the program for one day without refund. Further misbehavior may result in termination from the program.

Depending on the severity of the incident, suspension or termination may be enforced on the first or second occurrence.

Emergency Procedures

In the event of an emergency involving a camper, immediate medical attention will be sought and parents will be contacted and summoned. Parental signature on the camp release form is required to allow immediate medical attention. It is important that parents notify camp staff of any change in contact phone numbers.

Food and Drinks *Summer 2021 participants will be required to bring a disposable lunch each day.

Our scheduled lunch time is from 11 a.m. to 12:30 p.m. each day. Campers need to bring their own lunch. We recommend a nutritious lunch and drink that will supply plenty of energy such as fruit, yogurt, and bottled water. **Camp NRH staff also recommends the use of reusable containers in lunches to reduce the amount of trash produced by participants. Drink machines and vending machines are NOT available for camper use.**

Camp NRH staff also recommends that no soft drinks or sodas be brought to camp due to some of our activities being outside. Staff recommends water or energy drinks (Gatorade, Powerade, Vitamin Water, etc.) to prevent dehydration. Camp NRH will provide cups and coolers filled with ice water for outside activities. Glass containers are not allowed due to the possibility of breakage and injury.

Snacks will be provided each day at 3:00 p.m. Please indicate on your registration form any food allergies your child may have so that accommodations can be made.

Microwaves and refrigerators are NOT available for your child's lunch.

Please label all lunch boxes and water bottles.

Medication Policy

Participants bringing medication to Camp NRH must adhere to the following procedures:

- Medications must be in the container issued by the pharmacy for that specific medication.
- Different types of medication may not be in the same container.
- The container must have instructions for the time, dosage and administration of the medicine on the label.
- Medication must be given to camp staff upon arrival.

***Only medication to be taken that day may be accepted in the container.**

Daily inventory of medication must be taken at the participant's arrival and departure. Upon receipt, staff will document this in the Medication Log Book, and medication will be placed in the designated storage container.

Staff accepting medication must document the following:

- Date

- Participants Name
- Name of the medication and amount of medication received: # of pills, CC of liquid
- Time medication is to be administered
- Other special instructions
- Initial the medication Log Book

Staff dispensing the medication must perform the following:

- Check to be sure the participant's Medication Information Form is complete
- Log the time of disbursement
- Initial the Medication Log Book

Field Trip Information *Field trips for summer 2021 have been suspended until further notice. Any update to this suspension will be communicated to parents.

Camp NRH will go on one field trip per week. Field trip days are on Wednesday and Thursday unless otherwise indicated. On field trip days, the camper to counselor ratio is 7:1. The price of admission and transportation are included with the registration fee for all field trips unless otherwise noted. Kids will not be able to take snacks with them on field trips, but time will be provided for snacks when we return. Campers will be required to wear this year's Camp NRH t-shirt (provided) on all field trips. ALL CAMPERS MUST WEAR THE WRISTBAND GIVEN TO THEM BY CAMP STAFF WHILE ON FIELD TRIPS.

Please have your child at the NRH Centre by 9:00 a.m. on field trip days. Campers not at camp by 9 am will not go on the field trip. In many cases, all staff and campers are on the field trip. Check-in after 9 am on a field trip day that Camp NRH has already left the site will require parents to make other arrangements for their camper that day. Dropping off campers at the field trip site is not permitted. Camp will call the NRH Centre when leaving the field trip destination to provide an accurate return time.

Child Safety Seat Requirements

Most importantly, per State of Texas law it is required for children under the age of 8 and under 4'9" tall to ride in a safety seat (booster seat). This law will apply to Camp NRH participants between the ages of 5-7 years old.

The law states:

- Once a child reaches eight (8) years old, they are **not legally** required to be in a child safety seat system.
- If the child is younger than eight years old, BUT they are already 4'9" tall, they are **not legally** required to be in a child safety seat system.
- If a child is eight years old or older; and not yet 4'9" tall, they are **not legally** required to be in a child safety seat system.
- The law requires that safety and booster seats be installed and used according to the manufacturer's instructions, including age, height and weight requirements and the placement in the vehicle.

In compliance with this law, parents will be required to provide a booster seat for their child if that child is under 8 years old and measures less than 4'9".

Health or Illness of Participant

For the health and well being of each child, parents are responsible for informing staff of any special needs, concerns, or information regarding their child's health, including:

1. The child is feeling feverish or has a temperature greater than or equal to 100 degrees or more.
2. The child has any of the following symptoms in the past 72 hours:
 - a. Headache

- b. Sore throat
 - c. Cough
 - d. Muscle pain or fatigue
 - e. Diarrhea or vomiting
 - f. Shortness of breath or difficulty breathing
 - g. Sudden loss of taste or smell
3. The child has an illness that might prevent the child from participating comfortably in scheduled program activities
 4. The child has known close contact with a person who is lab confirmed to have COVID-19
 5. An illness exists that result in a greater need for care than the staff can provide without compromising the health, safety and supervision of other children.
 6. Skin rashes vary in different individuals. We must be sure of the cause; therefore, any child with impetigo, ringworm, or any other contagious rash should not come to the program. Children with other rashes will be admitted only with a doctor's note stating the child is NOT contagious.

**If a child becomes ill, a parent/guardian will be contacted
immediately to pick up the child.**

If parents cannot be reached, the emergency contact will be notified. In case of an emergency situation, parents will be notified immediately. Should the child require medical attention, 9-1-1 emergency will be notified and staff will follow any specified instructions.

Head Lice

Head lice are small, grayish-white insects, 1/6 to 1/8 inch in length. Nits are the silvery-white lice eggs that attach to the hair. Symptoms of lice include persistent scratches of the head or back of the neck, or if there are lice or nits present on the hair shaft close to the scalp.

Participants who have lice must be separated from the group and parents will be called to pick up their child. Children may return to the program once they have received treatment for the lice and the signed initial treatment form is returned, along with the medication treatment receipt or the products label. Participants with re-occurring head lice may be asked to obtain a doctor's release before returning to the program or the participant may be dropped from the program at the Recreation Coordinator's discretion.

NRH₂O Field Trip Info *Field trips to NRH₂O have been suspended until further notice.

We feel very fortunate to have access to such a GREAT Family Water Park in our own back yard! We want our trips to NRH₂O to be FUN, but, more importantly, we want them to be safe. It is important that campers understand behavior expectations on any field trip. **We encourage parents to talk about good behavior and how they expect their children to act while at camp or on field trips.** We will review rules and expectations each week before leaving to go to NRH₂O.

On NRH₂O days, the camper to counselor ratio is 7:1. Campers are grouped with their age group as well as swimming ability. **ALL CAMPERS MUST WEAR THE WRISTBAND GIVEN TO THEM BY CAMP STAFF WHILE AT NRH₂O.** Counselors stay with the campers throughout the entire day. Campers ARE NOT allowed to go to other areas of the water park by themselves. Please assist Camp NRH staff by reinforcing these rules at home. We will continually monitor campers' skin for sunburn and apply sunscreen as needed. Camp NRH will provide sunscreen and water for all campers. If you have special requests for sunscreen usage, please let us know prior to your child's first NRH₂O visit.

NRH₂O SCHEDULE

Campers must be at the NRH Centre by 9:00 a.m. We will begin to shuttle campers over to NRH₂O beginning at 9:15 a.m. Camp NRH will have a DESIGNATED meeting spot at the water park. **Campers must be present and signed in by 9 am to go on the field trip to NRH₂O. Drop-offs at the field trip site will not be accommodated.**

Campers and counselors move from attraction to attraction as small groups. ALL GROUPS WILL REPORT back to the DESIGNATED meeting spot at 11:30 a.m. for lunch, sunscreen and rest before heading back to the water for more fun. ALL GROUPS WILL REPORT back to the DESIGNATED meeting spot by 3:00 p.m. to begin shuttling back to the NRH Centre. All campers should be back to the NRH Centre by 4:00 p.m.

Camper Groupings

Campers are grouped according to age and swimming ability.

Stars (6-7 years)

Moons (8-9 years)

Suns (10-12 years)

In some instances, campers will be grouped with all ages (i.e. field trips) due to vehicle space and ratio requirements.

Pandemic Protocols

Due to the impact of COVID-19 and recommendations by the Centers for Disease Control, the following updates will be made to Camp NRH:

- Activities will be based at the NRH Centre, indoor and outdoor, with trips to parks/trails within walking distance/safe range of the facility
- Updated Check In and Check Out Procedures to accommodate employee and camper health check screening upon arrival at the NRH Centre and social distancing recommendations
- Camper group ratios have been updated to have no more than 10 individuals, including staff members. Same staff and campers will remain as a group throughout the summer.
- Games and activities will be developed with social distancing recommendations in place
- Lunch and snack adjustments have been made to meet CDC guidelines
- No field trips outside the NRH Centre that require use of vans and/or buses
- Sanitization of areas will be completed based on CDC guidelines
- Parent meeting will be completed virtually

Payment

Camp NRH is \$150 per week, per participant. Deposits in the amount of \$30 per week / per camper are due at the time of registration. Weekly deposits are applied toward the total weekly camp fee of \$150. **Remaining Camp Fee in the amount of \$120 is due two weeks prior to the camp week attending.** Camp payments are setup on auto-pay at the time of registration. Payments will be automatically withdrawn on the due date. Camp staff will contact you if a payment does not process. You may re-register them **if** there is a space available. The withdrawal deadline to receive deposits back is April 15, 2021. *After April 15, 2021, the \$30 deposit CANNOT be refunded or transferred to other sessions. The deposit is non-refundable and non-transferable after April 15, 2021.*

Payment Schedule

Week - Date Range		Deposit Due at Registration	Remaining Camp Fee	Balance of Tuition Due
Jun 1-4	Tue-Fri	\$30	\$120	May 17
Jun 7-11	Mon-Fri	\$30	\$120	May 24
Jun 14-18	Mon-Fri	\$30	\$120	May 31
Jun 21-25	Mon-Fri	\$30	\$120	June 7
Jun 28-Jul 2	Mon-Fri	\$30	\$120	June 14
Jul 5-9	Mon-Fri	\$30	\$120	June 21
Jul 12-16	Mon-Fri	\$30	\$120	June 28
Jul 19-23	Mon-Fri	\$30	\$120	July 5
Jul 26-30	Mon-Fri	\$30	\$120	July 12
Aug 2-6	Mon-Fri	\$30	\$120	July 19

- All Camp NRH registrations will be set up on Auto-Pay unless declined at the request of the payer.
- Payments are deducted from your saved credit card on the due date.

Refund/Withdrawal Policy

Registration spots are limited. ***It is extremely important that Camp NRH staff be contacted as soon as possible if a participant is unable to attend the scheduled Camp NRH program for any reason. This will allow participants on the waitlist to be contacted.***

Fees will be refunded under the following conditions. Refunds will be in the form of a check if registration was paid by cash or check and will be issued by mail within 21 business days of the request. Payments made with a credit card will be refunded back to the card within 3-5 days of request.

Withdrawal Requested By:	Withdrawal Fee:	You get refunded:
Payment Due Date [14+ days before program starts]	\$30 weekly deposit	\$0 if you haven't paid the Remaining Camp Fee, or \$120/week that you have already paid

An exception may be made under special circumstances. You must notify the Membership Services Supervisor, in writing, of the circumstances for the requested refund. The Membership Services Supervisor will contact you to discuss the situation. Notification can also be made by email to rnewman@nrhtx.com please type "Camp Refund Request" in the subject line.

Waitlist Policy

If a Camp NRH Week is full, you may request that your child be placed on the waiting list at no charge. If withdrawal occurs and a spot becomes available, you will be contacted. The wait list is contacted in order of entry. Parent or guardian will be contacted about the open spot. The open spot must be confirmed and paid for within 24 hours of NRH Centre staff contact. Full payment is due when called from the wait list. Failure to call back or respond to NRH Centre staff within 24 hours will result in next person on the list contacted and forfeiture of wait list spot.

Tax Notice

The City of North Richland Hills and the NRH Centre would like to remind you that the Camp NRH Program is not a licensed day care program and the NRH Centre is not a licensed day care facility. You may request a tax receipt at the end of a calendar year; they are not automatically mailed. You may not be able to deduct monies paid to this facility. Check with your Tax Advisor.

Frequently Asked Questions

Can we choose to keep kids out weekly or do we have to let you know about all weeks at once?

Yes, you can choose the weeks that you would like to attend CAMP NRH and choose to have a delayed start as long as there is space in the other weeks that you would like to be a part of! Withdrawal must be completed prior to the due date. Weekly deposit will not be refunded after April 15, 2021. You can e-mail Ron Newman, rnewman@nrhtx.com or Garrett Peek, gpeek@nrhtx.com.

Can they put a drink in their lunch?

The drink has to be disposable and must be thrown away after lunch. All items packed in their lunch must be disposable.

Can you tell us how you will have the kids practice social distancing?

The campers will be in 1 group of 9 campers to 1 counselor which keeps them in groups of 10 or less. These campers are to remain with the same 9 campers and 1 counselor all summer or until further notice. This grouping style will create cohorts of campers within each age grouping. Counselors will encourage campers to remain with their groups and only do activities that do not require any touching (i.e. tagging games, etc.) Campers contact with other campers and counselors will be reduced to only their cohort and age group. There will be no mixing of age groups.

Will all the children be wearing face covering at camp?

Campers will wear a face covering while inside the NRH Centre. Outdoor activities will not require a face covering unless social distancing cannot be maintained. All camp staff are required to wear a mask and gloves throughout the day.

Can we request our kids be placed in groups with friends they already know if they are in the same age group? Will siblings be in the same group if they are in the same age range?

If you would like to request that your child and another child are in the same group (and they are the same ages), please email campnrh@nrhtx.com with the names of the campers that you would like to be placed together. Requests must be received by 12pm on Friday before the week of camp the children are registered. We will do our best to meet your request however due to age group pods accommodation is not guaranteed.

Can you tell us on average how much time is spent on outdoor activities?

Campers will be rotating in and out of indoor/outdoor spaces. They will be spending 1 hour to 1 hour 30 minutes at each of their rotations. Children will be spending the majority of the camp day outside.

I would like to complete payments in advance. Can I do this online?

Yes, you can complete this online. Please contact Ron Newman at rnewman@nrhtx.com for log in details.

Will we be given a reminder of what weeks we my child is registered in?

A reminder will not be sent out for all weeks registered however you can look this up using your online account. Please contact Ron Newman at rnewman@nrhtx.com for log in details.

How are kids placed if they have summer birthdays?

Kids will be placed in age groups by the age they are when they start camp. Campers can move up to the next age group during the summer. ****Summer 2021: Groups will not change this summer due to pandemic protocols.***

Has the price changed for Camp NRH since they are not going on field trips? Are you doing a price adjustment since there will be no field trips?

While field trips are not integrated for camp at this time, fees normally allocated for field trips have shifted to more onsite activity supplies and sanitation efforts.

Who do we alert if we are changing weeks?

Please email Ron Newman at rnewman@nrhtx.com with any week change requests. Please review withdrawal policies for details on changing weeks.

Will Camp NRH be swimming at all?

Camp NRH will be swimming at the NRH Centre. Due to capacity requirements, a limit of 2 swim days per group is in place.

Are swimming lessons offered during camp?

At this time, we are not able to offer swimming lessons as a part of camp.

What are some of the activities you have planned for camp? How does a day of camp look like?

Many of the same games we have played in the past will be incorporated. Games and activities will be modified to include social distancing measures. Camp will begin all scheduled activities at 9 am. Campers will be engaged with games/crafts/special activities and special events throughout the week. All activities will be done with the safety of campers in mind. During drop off/pick up, activities will be more individualized for the campers.

Is peanut butter allowed in lunches?

Peanut Butter will be allowed in lunches. If a child has a severe peanut allergy the parents of that group will be notified that peanut butter shall be discouraged.

Can we add a week?

Yes, however, it is subject to availability. If you wish to register for another week please use our camp registration form – [here](#). You will be contacted if that week is available.

Will there be a parent meeting?

The parent meeting will not be held in person. A video presentation of the parent meeting will be posted on www.campnrh.com in the spring. This meeting will outline the Camp NRH Parent Guide and the Youth Programs Standards of Care.

Does my child need a NRH Centre membership to attend Camp NRH?

No, your child is not required to have a NRH Centre membership.

Does my child need to be a resident of the City of North Richland Hills to register?

No. Camp NRH is open to residents and non-residents of North Richland Hills.

Do I have to fill out the forms again if I did so last year?

All registrants will have to complete a registration form. This form is used to indicate weeks you would like to register your child and list payment information.

New campers will be required to complete their ePACT profiles. Campers that attended last summer will have to update their ePACT profile to reflect any changes to authorized pick-ups, medical, etc. After registration, parents will be emailed a link to complete and/or update their child's ePACT profile.

Can my child's older sibling or can a parent eat lunch with them?

No. To keep our staff to participant ratios at 12:1 and to ensure the safety of Camp NRH participants, we cannot allow individuals not registered in the program to visit, including lunch.

My child will only be attending 2 days. Do I still have to pay the full price?

Yes. We do not prorate for days missed, regardless of the reason.

What is the earliest time for check-in?

Camp NRH check-in is from 7:15 am – 9:00 am Monday-Friday.

Can my child stay at the NRH Centre after 6:00 p.m. and just play until I arrive?

No. The Camp NRH program ends at 6:00 p.m. each day (Monday – Friday). It is very important for parents or designated persons to pick up his/her child on time. **If a parent is late picking up their child, a fee of \$1.00 per minute child will be assessed and charged to credit card on file.** Late fees accumulate from 6:00 p.m. until the time the parent or designated person arrives.

How can I contact the Camp NRH Director or NRH Centre management?

You may contact the Camp NRH Director at campnrh@nrhtx.com. You can also contact [Ron Newman](#) at 817-427-6608.

City of North Richland Hills
Parks and Recreation Department
Youth Programs Standards of Care

I. GENERAL INFORMATION / ADMINISTRATION

Purpose: To provide basic childcare regulations for activities operated by the North Richland Hills Parks and Recreation Department. This will allow the department to qualify as exempt from requirements of the Texas Human Resources Code.

A. Organization:

1. The governing body of the City of North Richland Hills Youth Programs is the City of North Richland Hills City Council.
2. Implementation of the *Youth Programs Standards of Care* is the responsibility of the Assistant Director of Recreation and Recreation Division Staff.
3. The *Youth Programs Standards of Care* will apply to several day camp programs which are conducted by the North Richland Hills Parks and Recreation Department throughout the year.
4. Each Youth Program site will have available for public and staff a current copy of the *Standards of Care*.
5. Parents of participants will be provided a current copy of the *Standards of Care* during the registration process.

B. Implementation: The *Standards of Care* Program will be the responsibility of the Parks and Recreation Department, with the Recreation Coordinator overseeing the overall program and the Day Camp Director administering the program on-site.

Regulations apply to these on-going programs:

Winter Break Camp
Spring Break Camp
Summer Day Camp
Fall Break Camp

Other: Each camp will make available for public and staff a current copy of the *Standards of Care*. Parents of participants will be provided a copy of *Standards of Care* during the registration process and the Camp NRH parent orientation prior to camp starting each year.

Program Sites:

NRH Centre	6000 Hawk Avenue (Main Site)
Adventure World Playground	7451 Starnes Rd
Green Valley Community Park	7701 Smithfield Rd
John Barfield Trail	8201 Davis Blvd

The Lakes at Hometown	8700 Bridge St
Northfield Park	7804 Davis Blvd
Stormy Plaza	9010 Grand Ave
Walker Creek Elementary	8780 Bridge St (parking lot and field)
Walker's Creek Park	8403 Emerald Hills Way
Walker's Creek Trail	8403 Emerald Hills Way
Dolce Place	9000 Grand Ave

C. Day Camp Objectives:

1. To provide youth with the opportunity to experience a variety of recreational activities which include sports, games, arts and crafts, education, drama, special events, field trips, tournaments, etc.
2. To provide an encouraging atmosphere emphasizing positive development of physical skills, emotional growth and self-confidence.
3. To provide a safe environment; always promoting good health and welfare for all.
4. To teach children how to spend their leisure time wisely; in an effort to meet the emotional, physical, and social needs of the child.

D. Exemption Status:

Once an exempt status is established, the Licensing Division will not monitor the recreational program. The Licensing Division will be responsible for investigating complaints of unlicensed child care and for referring other complaints to the municipal authorities or, in the case of abuse/neglect allegation, to the local police authorities.

E. Standards of Care Review:

Standards will be reviewed annually and brought to the City Council for approval after a public hearing is held to pass an ordinance regarding section 42.041(b) (14) of the Texas Human Resources Code. Childcare Licensing will not regulate these programs nor be involved in any complaint investigation related to the program.

Any parent, visitor or staff may register a complaint by contacting the North Richland Hills NRH Centre Manager at 817-427-6600 or the Parks and Recreation Administrative Offices at 817-427-6620, Monday through Friday, 8:00 a.m. - 5:00 p.m.

II. STAFFING

A. Day Camp Director – The Day Camp Director directs a staff of 14 day camp counselors and supervises the activities of children in a day camp setting.

1. Essential Job Functions:

- a.) Direct and supervise all counselors including hiring and training.
- b.) Complete and submit proper records including camp schedules, counselor work schedules, payroll, accident/incident reports and attendance.
- c.) Develop age appropriate camp curriculum (5-13 years) in accordance with the philosophy of the program.
- d.) Ensure staff is committed to following established guidelines, procedures and standards.
- e.) Maintain an orderly, clean and safe environment for the children while promoting a non-competitive program directed toward accentuating positive behaviors, physical development and emotional growth.

- f.) Develop and distribute a weekly schedule of activities.
- g.) Complete facility reservations and transportation needs for all camp activities.
- h.) Schedule, confirm, obtain and distribute payment for all field trips.
- i.) Maintain supplies, equipment and all necessary documentation for the operation of the camp.
- j.) Communicate to parents about camper's progress and activities.
- k.) Conduct on-going program evaluations implementing approved recommendations as needed.
- l.) Provide reports to the Membership Services Supervisor on a weekly basis to monitor camp activities throughout the program.

2. **Qualifications:**

- a.) Bachelor's Degree in Education or Recreation is preferred but not required.
- b.) A minimum of three years experience as a camp counselor and/or educator.
- c.) Requires a valid Texas driver's license with a good driving record over the last three years.
- d.) Must pass city criminal background check prior to hiring.
- e.) Must pass pre-employment drug screen and/or physical.
- f.) Must complete First Aid and CPR certification prior to camp.

3. **Requirements of Work:**

- a.) Director must complete the mandatory staff training program of at least 20 hours, in addition to planning hours with site staff prior to the start of camp. This training includes departmental orientation, customer service, sexual harassment training, behavioral issues and discipline, training and examination program on sexual abuse and child molestation, as well as practical skills on activities for children in games, songs and crafts.
- b.) Ability to be physically active and involved with children all day.
- c.) Ability to lift 55 pounds.
- d.) Knowledge of child development and age appropriate activities.
- e.) Advanced organizational and communication skills.
- f.) Team leadership abilities.
- g.) Varied experience in a variety of activities including sports, arts, nature, drama and cooperative activities.

B. Day Camp Counselor – The Day Camp Counselor is responsible for direct leadership of youth ages 5-13 in a variety of activities including, but not limited to games, sports, crafts, special events and field trips. The counselor assists in planning and organization of camp schedules, activities, supplies and equipment, and is also responsible for cleanliness of the areas used by camp participants. The counselor positions are also responsible for completing necessary forms relating to attendance, check-in/check-out procedures, accidents, and incidents.

1. **Essential Job Functions:**

- a.) Promote a non-competitive, positive, self-image enhancing environment for each participant through the direction of non-competitive, fun, varied and well-organized activities.
- b.) Directly lead activities using a method that will provide opportunity for the involvement of all children on an equal level. The Counselor prepares, in advance, directions for activities, daily schedules and required equipment used during the activities.
- c.) Exhibit enthusiasm for the activity to impart a feeling of excitement to camp participants.

- d.) Follow procedures for camper check-in/check-out. Reports accidents/incidents, behavioral modifications and camp schedules.
 - e.) Follow guidelines for safety and storage of equipment, including inventory of supplies.
 - f.) Ensure safety of youth during transportation while on field trips.
 - g.) Provide and adhere to established guidelines set forth for the safety, behavior, communication and discipline of the camp participants.
 - h.) Recognize and reward positive, improved and outstanding behavior and/or accomplishments of camp participants.
2. **Minimum Qualifications:**
- a.) High school diploma with two years of college preferred but not required.
 - b.) One year experience working with children in a day camp setting.
 - c.) A valid Texas driver's license with a good driving record over the last three years.
 - d.) Must pass criminal background check prior to hiring.
 - e.) Must pass pre-employment drug screen and/or physical.
 - f.) Must complete First Aid and CPR certification prior to camp.
3. **Other Requirements:**
- a.) Staff must complete the mandatory staff training program of at least 20 hours, in addition to planning hours with site staff prior to the start of camp. This training includes departmental orientation, customer service, sexual harassment training, behavioral issues and discipline, training and examination program on sexual abuse and child molestation, as well as practical skills on activities for children in games, songs and crafts.
 - b.) Staff must exhibit competency, good judgment and self-control throughout the duration of the camp.
 - c.) Staff should relate to the children with courtesy, respect, acceptance and patience.
 - d.) Staff will be evaluated at least once during the summer prior to the completion of camp. Evaluations will be reviewed with the camp counselors to discuss any areas of improvement or suggestions.
4. **Criminal Background Checks:** Criminal background checks will be conducted on prospective day camp employees. Applicants may be disqualified if they have a job related criminal conviction. A prospective employee will be subject to a pre-employment drug test and/or physical prior to hiring.
5. **Staffing Ratios:** The state required ratio for number of children (ages 5-13) may not exceed 15:1 children to staff. Camp NRH Day Camp maintains 12:1 children (ages 5-13) to staff ratio. On all field trips Camp NRH Day Camp maintains 8:1 children to staff ratio.

III. FACILITY STANDARDS

- A. Emergency evacuation and relocation plans will be posted at each facility. Program employees will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Membership Services Supervisor or NRH Centre Manager immediately.
- B. Each camp must have a fully stocked first aid kit. This shall be checked and stocked on a weekly basis by the Camp Director. It shall include but is not limited to bandages and Band-Aids, first aid cream, rubber gloves, Neosporin, alcohol wipes, hot/cold packs, gauze, tweezers and scissors.
- C. In a situation where evacuation is necessary, the first priority of staff is to make sure all participants are in a safe location. Program sites will be inspected by the Fire Marshall annually. Each Facility Manager is responsible for compliance with Fire Marshall's directives. The recommended number

of fire extinguishers shall be inspected quarterly and available and “primed” for use. Fire drills should be conducted once a month during the summer camp.

- D. Medication will only be administered with written parent consent completed on ePACT Network as provided by the City of North Richland Hills. Prescription medications shall be left with staff in their original container, labeled with the child’s name, date, directions, photo of the child and the child’s physician’s name. Medication will be logged until dispense to child. Medication shall be dispensed only as stated on the bottle unless directed otherwise by parent/guardian or physician, and not past the expiration date.
- E. Non-prescription medicine with the child’s name and date on the medication may be brought if in the original container. This medication will also be logged and be dispensed only as stated on the bottle unless directed otherwise by parent/guardian or physician.
- F. Each indoor site shall have adequate indoor toilets and lavatories located such that children can use them independently and program staff can supervise as needed. There shall be one flush toilet per 30 children. Outdoor sites shall provide portable toilets based on number of children attending each day. Sinks shall be provided based on 1 sink per 30 children.
- G. All participants must wear athletic shoes daily. Sandals will not be allowed.

IV. SERVICE STANDARDS—Day Camp Staff

- A. This information will be provided to each staff member as a part of the day camp staff manual:
 - 1. Appropriate shirts, shorts and tennis shoes are to be worn at all times. Camp NRH staff shirts are to be worn on the designated days. Shorts should be at a respectable length, no cut-offs. No clothing should bear any inappropriate logos, phrases, or pictures. Any staff member, who does not adhere to the dress code, will be sent home for the day without pay.
 - 2. Staff will be provided with four to five Camp NRH T-shirts. Uniform schedules will be given to staff during training and should be followed throughout the summer. Any deviation must be approved by the Membership Services Supervisor.
 - 3. Men and women’s swimsuits should provide full coverage when swimming activities are held at the NRH Centre, NRH2O or other aquatic facilities.
 - 4. Name tags/IDs should be worn and clearly visible at all times.
 - 5. Camp participants and parents will be treated with respect at all times.
 - 6. Camp staff will take it upon themselves to resolve complaints. Do not refer the customer to another staff member, unless necessary. If you are unable to resolve the complaint on the spot, take the customer’s name and phone number, investigate the complaint and follow up with the customer. All complaints should be recorded (problem and resolution) on a Customer Comment Form provided by the Membership Services Supervisor.
 - 7. Camp staff will keep parents informed of camp activities. A weekly schedule will be distributed one week in advance and extra copies will be kept with the daily sign in log. In addition to hard copies of the weekly schedule parents will be notified of changes to the schedule via email correspondence and campnrh.com. Camp staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) in the daily campers log and verbally update parents as much as possible.
 - 8. Camp staff will monitor the check-in/check-out log at all times.
 - 9. Camp staff will clean program areas after each activity. Floors will be swept/vacuumed, mirrors cleaned, sanitized and supplies put away. This is extremely important due to the fact

that rooms are used throughout the day by other groups.

10. Camp staff will spend the majority of their time actively involved with campers and/or parents. Camp staff will check all messages for the day, prior to beginning any camp activities.

VI. OPERATIONAL ISSUES

- A. Emergency phone numbers are kept at the NRH Centre front desk, as well as with the Day Camp Director on field trips. Those numbers include fire, police, and ambulance services.
- B. The Day Camp Manual is provided to every staff member and outlines the following:
 1. Behavior Management and Discipline Procedures
 2. Rules and Regulations
 3. Forms
 4. Service Standards
 5. Game/Activity Leadership
 6. Guidelines for Communication with children and parents
- C. Check-in/check-out forms will be used every day. Only adults listed on the camper's release form will be allowed to pick up children. The authorized parent/guardian must enter the building and sign the check-out form in order for staff to release the child.
- D. Emergency evacuation and relocation plans will be posted at each facility.

E. Transportation Requirements

Texas law requires that all children younger than 8 years old, unless they are taller than 4 feet 9 inches, be secured in a child safety seat whenever they ride in a vehicle. Older children who have outgrown a booster seat must be buckled with a seat belt.

In compliance with this law, parents will be required to provide a booster seat for their child if that child is under 8 years old and measures less than 4'9". Camp NRH will have five booster seats on-site for transportation services required for field trips and other Camp NRH activities in the event that a camper forgets to bring their booster seat with them to camp.

Camp NRH staff will be trained to identify children that are required to be in a booster based on birth date of camper identifying the legal age of the child and by utilizing a height measuring tool.

- F. Parents will be notified regarding planned field trips and provided the required release forms. Enrollment information will be kept and maintained on each vehicle while traveling to and from field trip sites.
- G. Enrollment information will be kept and maintained using ePACT Network for each child and shall include:
 1. Child's name, birth date, home address, home telephone number, physician's phone number and address and phone numbers where parents may be reached during the day.
 2. Name, driver's license number and telephone number of persons to whom the child can be released.
 3. Field trip release form as needed.
 4. Liability waiver.
 5. Parental consent to administer medication, medical information and release on participant.

- H. Staff shall immediately notify the parent or other person authorized by the parent when the child is injured or has been involved in any situation which placed the child at risk.
- I. The Membership Services Supervisor shall notify the parents/guardians of participants' if/when there is an outbreak of a communicable disease in the facility as required by the County Department of Health. Staff must notify parents of children in a group when there is an outbreak of lice or other infestation in the group.

VII. BEHAVIOR MANAGEMENT AND DISCIPLINE PROCEDURES

- A. Program employees will implement discipline and guidance in a consistent manner based on an understanding of individual needs and development with the best interests of program participants in mind.
- B. There will be no harsh, cruel, or corporal punishment used as a method of discipline.
- C. Program employees may use brief, supervised separation from the group if necessary. Children will be aware of all camp rules prior to the start of any activity. Their understanding of the rules is an integral part of behavior management. When negative behavior occurs they will know there is a consequence for their chosen action.
- D. Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents when picking up the child (or sooner when extreme cases occur). Parents will be asked to sign the incident reports to indicate they have been advised about specific problems and/or negative behaviors.
- F. A sufficient number and/or severe nature of discipline reports as detailed in the program manual may result in a participant being suspended from the program. Parents/guardians will be contacted to pick up their child immediately.
- G. In instances where there is danger including physical harm or threat of physical harm to participants, staff, or themselves; the offending participant(s) will be removed from the program immediately. Parents/guardians will be contacted to pick up their child immediately.

VIII. ILLNESS OR INJURY

- A. Participants shall have and maintain immunizations in accordance with those required by the Texas Department of Health for public school attendance according to age.
- B. Parents shall be notified in cases of illness or injury.
- C. An ill child will not be allowed to participate if the child is suspected of having a temperature and/or accompanied by behavior changes or other signs or symptoms until a medical evaluation indicates that the child can be included in the activities. In the event an injury cannot be remedied through basic first aid, staff shall notify paramedics.
- D. When an injury occurs, an incident report shall be filled out immediately after the incident, with the original sent to the NRH Centre Manager's office with a copy kept in the Day Camp files.

- E. In the event of suspected abuse, program employees will report suspected abuse or neglect in accordance with the Texas Family Code. In the case where a City employee is involved in an incident with a child that could be construed as child abuse, the incident must be immediately reported to the Assistant Director of Recreation. The Assistant Director will immediately notify the Police Department and any other agency as may be appropriate.
- F. Texas state law requires the staff of youth programs to report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/or confinement up to 180 days. Confidential reports may be made by calling 1-800-252-5400.

IX. GENERAL GUIDELINES FOR CHILDREN

- A. As a part of the Day Camp Manual, staff should be given the following information:
 - 1. A child is not allowed to use the phone unless it is an emergency. In this case, Day Camp staff should make the call for the child.
 - 2. Children must stay off tables, counter tops, ping pong tables, etc.
 - 3. Children should walk in the building. Running is only permitted in the gym and outside areas.
 - 4. Bouncing and throwing balls is permitted only in the gym or designated game area with direct supervision from staff.
 - 5. Active games using equipment that can cause damage to window, shades, lights, and ceilings must be played only in the gym or outdoors.
 - 6. Children must respect staff and each other.
 - 7. Children must wear closed toe shoes at all times.
 - 8. Children must be contained and not allowed to filter in the general public.
- B. The program will provide activities for each group according to the participants' ages, interests and abilities. The activities should be flexible and promote social and educational advancement.
 - 1. A weekly calendar of activities will be posted for parents the Friday prior to the next week of camp.
 - 2. When taking field trips, staff will:
 - a.) Count everyone before they leave the program site as well as prior to leaving the field trip site.
 - b.) Carry medical information on each child and necessary medication with them on the trip.
 - c.) Carry a first aid kit and mobile phone in all vehicles and while on-site.
 - d.) All participants are required to wear wristbands that have Camp NRH and NRH Centre phone number inscribed on them. Participants are also encouraged to wear camp shirts so that children are easily identified.

X. MONITORING AND ENFORCEMENT

- A. *Standards of Care* established by the City of North Richland Hills will be monitored and enforced by City Departments responsible for their respective areas. Health and safety standards will be monitored and enforced by the City's Police, Fire, and Consumer Health Departments when applicable.
- B. Staff and program issues will be monitored and enforced by the North Richland Hills Parks and Recreation Department. The NRH Centre Manager shall visit each site on a bi-weekly basis. The

Membership Services Supervisor is responsible for visually checking the camp activities on a daily basis. When not available, another full-time staff person is responsible for that check.

- C. Monthly reporting by the Membership Services Supervisor to the NRH Centre Manager will include a review of adherence to the *Standards of Care* as well as operational summaries of the programming month.

For further information regarding the *Youth Program Standards of Care* or any other information about the youth programs offered through the City of North Richland Hills Parks and Recreation Department please contact the NRH Centre Manager or Membership Services Supervisor at 817-427-6600 or email NRHPARD@nrhtx.com.

XI. Addendum

Due to the impact of COVID-19 and recommendations by the Centers for Disease Control, the following updates will be made to Day Camp:

- Activities will be based at the NRH Centre, indoor and outdoor, with trips to parks/trails within walking distance/safe range of the facility
- Updated Check In and Check Out Procedures to accommodate employee and camper health check screening upon arrival at the NRH Centre and social distancing recommendations
- Camper group ratios have been updated to have no more than 10 individuals, including staff members. Same staff and campers will remain as a group throughout the summer.
- Games and activities will be developed with social distancing recommendations in place
- Lunch and snack adjustments have been made to meet CDC guidelines
- No field trips outside the NRH Centre that require use of vans and/or buses
- Sanitization of areas will be completed based on CDC guidelines
- Parent meeting will be completed virtually
- The majority of camp staff training will be virtual

2021 Camp NRH Parent Agreement

Please read the following agreement carefully before signing, as this will be kept with your child's records.

To enhance the Camp NRH experience for both the parent and the child, the following information is submitted in writing to each child's parent or guardian. **In order to complete enrollment, the Parent Agreement must be signed, dated, and returned to the NRH Centre.**

- ❖ I understand that Camp NRH starts at 7:15 a.m. I understand that Camp NRH ends at 6:00 p.m. daily and that I cannot pick my child up later. A late fee of \$1.00 per minutes late will be assessed if my child is picked up after 6 pm.
- ❖ I understand that I must inform camp staff if my child will be absent by calling the NRH Centre at (817) 427-6608 or emailing rnewman@nrhtx.com by 9:00 am on the morning of the absence.
- ❖ I understand that full payment is due for Camp NRH, even if my child only attends a day or two.
- ❖ I understand the discipline policy and that my child will be written up for inappropriate behavior which can lead up to suspension from the program.
- ❖ I understand that all fees are due 14 days prior to the scheduled week. Failure to pay on the due date will result in the withdrawal of my child, and a space may not be available to re-register.
- ❖ I understand that I must sign my child in and out of ePACT daily and I will be required to show a photo ID to do so. All persons authorized to pick up my child must be listed as an authorized pick-up on my child's ePACT profile.
- ❖ I understand that my child will be transported on field trips. Field trips may be postponed due to COVID-19 protocols.
- ❖ I understand that I must send a lunch with my child each day. This lunch must be disposable.
- ❖ I understand that, from time to time, my child may watch a movie as a part of the Camp NRH program. If there are any movies I do not wish for my child to see, I will notify Camp NRH staff. All movies are G or PG rated.
- ❖ I understand that my child cannot be dropped off at a field trip site. My child must check in at Camp NRH on field trip days by 9 am.
- ❖ I understand that my deposit is non-refundable non-transferable when withdrawing after April 15, 2021.
- ❖ I understand that protocols for COVID-19 will be in place and that my child will need to wear a face covering during activities at Camp NRH.

This is a reference of the Parent Agreement. Parents will sign this agreement virtually in ePACT.