



Town of Hamlin  
Recreation Department  
1658 Lake Road  
Hamlin, NY 14464  
Phone: (585) 964-7222 | recreation@hamlinny.org

## **Parent & Participant Policies and Code of Conduct**

Hamlin Recreation is committed to providing a safe, welcoming, and positive environment for all children participating in our programs. The safety and well-being of participants and staff is our first priority.

This Code of Conduct outlines registration, behavior, safety, communication, transportation, and pickup expectations for participants and their parents/guardians. By participating in Hamlin Recreation Childcare, families agree to follow these expectations and all applicable program policies and procedures.

### **DAILY PROGRAM REQUIREMENTS**

Parents/guardians are responsible for ensuring their child arrives prepared for the program each day.

#### **Required Daily Items & Attire**

Participants must:

- Bring a labeled water bottle every day.
- Wear appropriate clothing for indoor and outdoor activities.
- Wear shoes appropriate for active play.

For playground and active outdoor activities, shoes must have a closed toe and secure heel or heel strap.

Crocs are permitted but must be worn with socks.

Children who do not have appropriate footwear may be restricted from certain activities when necessary for safety.

### **REGISTRATION & ELIGIBILITY TO ATTEND**

Registration and payment alone do not guarantee that a participant is approved to begin attending Hamlin Recreation Childcare.

To ensure adequate staffing, complete records, and safe transportation arrangements, all registration requirements must be completed before a child may attend.

#### **Registration Deadline**

Registration for childcare must be completed by 12:00 PM (noon) on the Friday before care is needed.

Registrations received after the Friday noon deadline may not be accepted for the following week. Families are responsible for planning ahead when childcare will be needed.

### **Required Paperwork**

All required registration paperwork must be fully completed and received by the deadline established by Hamlin Recreation.

Required documentation may include, but is not limited to:

- Completed registration forms
- Emergency contact information
- Authorized pickup information
- Required health/medical information
- Transportation information
- Required waivers and permissions
- Signed Participant & Parent/Guardian Code of Conduct
- Any additional documentation required for the safe participation of the child

Incomplete paperwork will delay the participant's start date.

A child will not be permitted to attend until all required documentation has been received and reviewed by Hamlin Recreation office staff.

Submission of paperwork after an established deadline does not guarantee that the participant will be permitted to begin care on the originally requested date.

### **Transportation Approval**

When school transportation is required, Hamlin Recreation must receive confirmation that the appropriate school transportation department has acknowledged and approved the child's transportation arrangements before the child may begin attending the program.

A transportation request submitted by a parent/guardian does not constitute transportation approval.

Participants will not be permitted to begin care until required transportation arrangements have been confirmed.

Parents/guardians are responsible for providing accurate transportation information and completing any forms or requests required by the school district or transportation provider.

### **Approval to Begin Care**

A participant is considered approved to begin care only after:

1. Registration has been completed by the required deadline.
2. All required paperwork has been received and reviewed.
3. This Code of Conduct has been signed.
4. Payment requirements have been satisfied.
5. When applicable, transportation arrangements have been acknowledged and approved.

**Parents/guardians should not send or drop off a child for care until Hamlin Recreation has confirmed that the participant is approved to begin.**

A participant who has not completed the required registration process will not be permitted to attend.

### **ARRIVAL, SIGN-IN & SIGN-OUT**

All participants must be properly signed in and signed out each day using the designated Recreation attendance tablet.

### **Sign-In**

The parent/guardian or authorized adult dropping off the participant must:

- Bring the child into the designated childcare area and ensure the child is received by Recreation staff.
- Complete the required sign-in on the attendance tablet.
- Enter their full legal name when signing the participant in.

Children may not be dropped off without being received by Recreation staff.

### **Sign-Out**

The parent/guardian or authorized pickup person must:

- Be prepared to present photo identification every day.
- Complete the required sign-out on the attendance tablet.
- Enter their full legal name when signing the participant out.

Children will only be released to individuals listed as authorized pickup persons.

### **Attendance Tablet**

Participants/children are not permitted to access, operate, or enter information into the attendance tablet at any time.

Sign-in and sign-out must be completed by the responsible parent/guardian or authorized adult.

Parents/guardians are responsible for ensuring that the attendance record is completed accurately each day.

## **PAYMENT REQUIREMENTS**

Payment is required as part of the registration process.

Families may pay online at the time of registration or may choose to make payment directly through the Recreation Office to avoid online service fees or to establish an approved payment plan.

If payment is not made online at the time of registration:

- Payment must be made through the Recreation Office within 7 days of registration, or an approved payment plan must be established.
- Regardless of the 7-day payment period, payment or an approved payment plan must be in place no later than 12:00 PM (noon) on the Friday before care is needed.
- If the Friday deadline occurs before the end of the 7-day payment period, the Friday deadline takes priority.

A registration is not considered complete until payment has been received or an approved payment plan has been established.

Participants will not be permitted to attend care when payment requirements have not been completed by the applicable deadline.

Failure to complete payment or establish an approved payment plan by the required deadline does not constitute a cancellation by Hamlin Recreation and does not qualify for a refund or credit for scheduled care.

## **PICKUP & IDENTIFICATION**

Children will only be released to individuals authorized for pickup.

Photo identification is required for pickup every day.

Parents/guardians and all other authorized pickup persons should be prepared to present valid photo identification to Recreation staff each time they pick up a child.

Staff will not release a child to an individual who cannot provide the required identification or who is not authorized to pick up the child.

Parents/guardians are responsible for keeping their child's authorized pickup information current.

## **PARTICIPANT EXPECTATIONS**

Participants are expected to:

- Follow reasonable directions given by Recreation staff.
- Treat other participants, staff, volunteers, and visitors with respect.
- Keep hands, feet, and objects to themselves.
- Use appropriate language and behavior.
- Remain in assigned and supervised program areas.
- Ask staff permission before leaving an activity or designated area.
- Follow restroom, transition, transportation, field trip, and facility safety procedures.
- Use Recreation equipment, toys, supplies, and facilities appropriately.
- Respect the personal belongings of others.
- Participate without intentionally preventing others from safely enjoying the program.
- Follow staff directions during emergencies, drills, transitions, and situations requiring an immediate response.

## **FOOD, SNACKS & MEALS**

Parents/guardians are responsible for providing any meals and/or snacks their child will need while attending the program unless Hamlin Recreation specifically indicates that food will be provided for a particular activity or program.

Food should arrive ready for the child to eat.

Recreation staff do not prepare or cook meals for participants. Parents/guardians should not send food that requires cooking or significant preparation by staff.

Children should also bring a labeled water bottle every day.

Parents/guardians are responsible for informing Hamlin Recreation of any known food allergies or dietary concerns that staff need to be aware of.

Children may not share or trade food with other participants.

## **HEALTH, ILLNESS & MEDICATION**

Parents/guardians must provide accurate and current health information necessary for the safe participation of their child.

Children who are ill or unable to safely participate in normal program activities should not attend.

If a child becomes ill while in care, the parent/guardian will be contacted and required to arrange prompt pickup.

Parents/guardians must inform Hamlin Recreation of medications or emergency health needs that may affect their child's participation.

Recreation staff do not administer medication.

Any medication or emergency health item brought to the program must comply with Hamlin Recreation's established health and medication procedures.

## **PROGRAM SUPPORT NEEDS**

Hamlin Recreation Childcare is a group-care program and routine one-to-one staffing is not provided.

Parents/guardians should provide Recreation staff with information about behavioral, developmental, communication, sensory, medical, or other support needs that may affect their

child's safe and successful participation. Families are encouraged to communicate these needs before the child's first day so staff can prepare and discuss appropriate supports within the program.

### **ATTENDANCE & ABSENCES**

Parents/guardians must notify Hamlin Recreation when their child will not be attending as scheduled.

Notification to the school, teacher, bus driver, or transportation department does not constitute notification to Hamlin Recreation.

This is especially important when a child is expected to arrive by school transportation. Staff must be able to account for every child expected in the program.

Parents/guardians are responsible for communicating changes to their child's normal attendance or transportation schedule. Changes requiring school transportation must also follow the applicable school transportation department's procedures and approval requirements.

#### **Extended Absence / Return to Care**

If a child is absent for three consecutive scheduled program days due to illness, a doctor's note/medical clearance is required before the child may return to care.

The medical documentation must indicate that the child is able to return to childcare and participate in normal program activities.

A child who requires medical clearance will not be permitted to return until the required documentation has been received by Hamlin Recreation.

### **ELECTRONICS & ITEMS FROM HOME**

Participants are encouraged to leave unnecessary personal belongings at home. Unless specifically requested or approved by Recreation staff, toys, games, trading cards, electronics, and other personal items should not be brought to the program.

Personal electronic devices, including cell phones, tablets, and similar devices, must remain stored in the participant's backpack, cubby, or designated belongings area during program hours, including activities, field trips, outdoor activities, transitions, meals, transportation, and bus rides.

Devices must remain out of sight and may not be accessed during program time.

Smart watches may be worn but may not be used for phone calls, messaging, internet access, or other non-program-related functions during program hours.

#### **Electronic Device Violations**

**First Infraction:** Verbal reminder.

**Second Infraction:** Participant will be directed to store the device in their backpack, cubby, or designated belongings area. Staff will visually confirm that it has been put away.

**Third Infraction:** A formal Behavior Write-Up will be issued.

**Continued Violations:** The parent/guardian will be contacted and required to retrieve the device. Program staff will not physically confiscate, hold, or take possession of a participant's personal electronic device.

#### **Personal Belongings**

Hamlin Recreation and the Town of Hamlin are not responsible for lost, stolen, misplaced, or damaged electronics or other personal belongings brought from home.

Necessary personal items, including water bottles and clothing, should be clearly labeled with the participant's name.

## **RESTROOM & PERSONAL CARE**

Participants must be independent with restroom and personal care needs.

Hamlin Recreation staff do not provide toileting assistance, change participants' clothing, or provide hands-on personal care.

Parents/guardians should notify Recreation staff if their child may experience occasional restroom accidents or has a known concern related to independent restroom use.

If a participant may have restroom accidents, the parent/guardian must provide a complete change of clothing, clearly labeled with the participant's name, to be kept with the child's belongings.

Participants must be able to change themselves independently following an accident.

If a participant has an accident and does not have appropriate replacement clothing, is unable to independently clean/change themselves, or the situation cannot be appropriately managed within the program's level of care, the parent/guardian will be contacted and required to pick up the participant.

Soiled clothing will be secured for the parent/guardian to take home. Recreation staff will not wash or launder soiled clothing.

## **CARE OF PROGRAM PROPERTY & EQUIPMENT**

Participants are expected to respect Hamlin Recreation facilities, equipment, supplies, games, toys, furniture, and the belongings of others.

This includes, but is not limited to:

- Games and game pieces
- Toys
- Sports and recreation equipment
- Yoga, gymnastics, and activity mats
- Arts and crafts supplies
- Books
- Electronics and program equipment
- Furniture
- Playground equipment
- Buildings and facilities

Normal wear and accidental damage may occur during regular program use and will be handled accordingly.

Intentional damage, destruction, misuse, or reckless use of Recreation property is not acceptable.

Participants may receive a Behavior Write-Up for intentionally damaging or misusing program property. Repeated incidents will be handled through the Progressive Disciplinary Process.

Serious intentional property destruction, or misuse of equipment or property that creates an immediate safety risk, may result in immediate pickup and additional disciplinary action under the Violence & Immediate Safety Concerns section of this Code of Conduct.

Parents/guardians will be notified when significant intentional damage occurs.

## **REFUND & CANCELLATION POLICY**

- **General Cancellations:** Cancellation requests must be made at least 7 days prior to the date of care to qualify for a refund. A \$10 cancellation fee will be deducted from approved refunds.

- **Participant Illness or Injury:** Refunds due to participant illness or injury may be considered with the submission of a doctor's note.
- **Registration & Paperwork Requirements:** Failure to complete or submit required paperwork, forms, waivers, transportation information/approval, or this signed Code of Conduct by the established deadline does not qualify for a refund or credit.
- Registration and payment do not override registration, paperwork, or transportation deadlines. If a participant cannot attend because the parent/guardian did not complete the requirements necessary for the child to begin care, fees paid for those missed dates will not be refunded or credited.
- **Missed Care:** No refunds or credits will be issued for days a participant does not attend scheduled care, including voluntary absences or failure to notify Recreation of an attendance or transportation change.

### **Disciplinary Suspensions & Removal (refunds)**

No refund or credit will be issued for days missed as the result of disciplinary action, including:

- The day a participant is required to leave the program early because of behavior or a safety concern.
- A two-program-day disciplinary suspension.
- Any additional disciplinary suspension.
- Scheduled care occurring within the applicable non-refundable cancellation period.

If a participant is permanently removed from the program under the Participant Code of Conduct, prepaid care dates outside the applicable non-refundable cancellation period may be eligible for a refund.

Any eligible refund will be limited to unused prepaid care outside that period and remains subject to applicable cancellation fees and non-refundable program costs.

## **BEHAVIOR MANAGEMENT**

Hamlin Recreation staff will use positive and supportive strategies when addressing inappropriate behavior whenever it is safe and appropriate to do so.

Strategies may include:

- Redirection
- Positive reinforcement
- Verbal reminders or warnings
- Providing appropriate time and space for a child to regain control
- Adjusting an activity, structure, or supervision when appropriate
- Fair and consistent consequences
- Parent/guardian communication

Staff will document disruptive or concerning behavior when appropriate.

A **Behavior Write-Up** may be issued when behavior is significant, repeated, disruptive, unsafe, or continues after staff intervention.

Parents/guardians will be informed of significant behavioral concerns and may be asked to work with Recreation staff to establish expectations for successful continued participation.

## **PROGRESSIVE DISCIPLINARY PROCESS**

For behavior that does not present an immediate or significant safety risk, Hamlin Recreation will generally use the following progressive disciplinary process:

- **Three Documented Behavior Write-Ups:** Probation.

- After three documented Behavior Write-Ups, the parent/guardian will receive a warning letter and the participant will be placed on probation pending possible removal from the program.
- **Additional Write-Up Within 30 Days: Final Warning & Two-Program-Day Suspension**
  - If another documented Behavior Write-Up occurs within 30 days while the participant is on probation, the parent/guardian will receive a final warning and the participant will receive a two-program-day suspension. The parent/guardian will be notified of the suspension dates and the date the participant may return.
- **Continued Behavior: Removal from Program**
  - Further documented behavioral concerns following the final warning and two-program-day suspension may result in the participant being removed from the program and not permitted to return.

The nature, severity, frequency, and pattern of behavior may be considered when determining the appropriate response.

### **VIOLENCE & IMMEDIATE SAFETY CONCERNS**

Violent, dangerous, or seriously unsafe behavior does not have to proceed through the normal Progressive Disciplinary Process.

Hamlin Recreation is not required to issue three Behavior Write-Ups, place a participant on probation, or issue a final warning before taking action when a participant's behavior creates an immediate or significant risk to themselves or others.

Behavior that may result in immediate removal from the program for the day includes, but is not limited to:

- Hitting, punching, kicking, biting, choking, or intentionally physically attacking another person.
- Fighting or significant physical aggression.
- Throwing objects at another person or using an object in a manner that could cause injury.
- Threatening serious physical harm to another participant, staff member, volunteer, or other person.
- Possessing or using a weapon or using another object as a weapon.
- Intentionally leaving the program area, facility, field trip location, or staff supervision when doing so creates a safety risk.
- Dangerous behavior that places the participant, another child, staff member, or another person at risk of injury.
- Serious destruction of property when the behavior creates a safety concern.
- Refusing critical safety directions during an emergency or other situation requiring immediate compliance.
- Other serious conduct that creates an immediate or significant safety concern.

When a participant engages in violent or dangerous behavior, the parent/guardian may be contacted and required to pick up the participant immediately.

Staff will take reasonable steps to maintain the safety of all participants while awaiting pickup.

### **IMMEDIATE REMOVAL, SUSPENSION & EXPULSION**

Being required to leave the program for the remainder of the day does not automatically mean that a participant has been permanently removed from the program.

Following a serious incident, the Recreation Supervisor will review the circumstances and determine whether the participant may safely return, whether a suspension or additional conditions are appropriate, or whether removal from the program is necessary.

Depending on the severity of the incident, Hamlin Recreation may bypass some or all of the normal Progressive Disciplinary Process.

Extremely serious conduct may result in immediate suspension or removal from the program.

This may include, but is not limited to:

- Use or possession of a weapon.
- A credible threat of serious violence.
- Intentional violence resulting in serious injury or creating a substantial risk of serious injury.
- Repeated violent or dangerous behavior when previous interventions have not been successful.
- Conduct of such severity that the participant cannot safely continue in the program.

Final decisions regarding suspension, removal, or continued participation will be made by the Recreation Supervisor based on the circumstances of the incident and the safety of the program.

### **REPEATED BEHAVIOR**

Behavior does not have to be violent to become a significant program concern.

Repeated behavior that interferes with staff's ability to safely supervise the program, significantly disrupts other participants, or repeatedly requires staff intervention may result in Behavior Write-Ups and progression through the disciplinary process.

Multiple incidents may be considered together when evaluating an ongoing pattern of behavior.

### **PHOTOGRAPHS & MEDIA**

Photos may be taken of participants in programs, classes, and activities, or of individuals using Town parks and facilities. Photos may be used in future Town of Hamlin Recreation brochures, websites, social media websites, pamphlets, flyers or news releases.

Parents/guardians are provided the opportunity during registration to grant or deny permission for Hamlin Recreation to photograph and/or use images of their child.

Hamlin Recreation will follow the photo/media permission selected by the parent/guardian on the participant's registration paperwork. Parents/guardians are responsible for notifying Hamlin Recreation if their photo/media permission changes.

### **PARENT/GUARDIAN EXPECTATIONS**

Parents/guardians are expected to:

- Review program expectations with their child.
- Provide accurate and complete registration, emergency, health, transportation, and authorized pickup information.
- Notify Recreation staff when required information changes.
- Remain reachable while their child is participating in the program.

- Ensure their child arrives each day with a labeled water bottle and appropriate clothing and footwear.
- Bring photo identification every day when picking up their child.
- Ensure anyone authorized to pick up their child understands that photo identification is required.
- Communicate respectfully with Recreation staff.
- Work cooperatively with staff when behavioral or safety concerns arise.
- Arrange prompt pickup when contacted because of illness, behavior, or another safety concern.
- Ensure their child is picked up by the program's scheduled closing time.
- Follow all Hamlin Recreation Childcare policies and procedures.

### **PARENT/GUARDIAN CONDUCT**

Parents/guardians and authorized pickup persons are expected to communicate and interact respectfully with Recreation staff, volunteers, participants and other families.

Threatening, abusive, intimidating, harassing, aggressive, or otherwise unsafe behavior toward staff, volunteers, participants or other families is not acceptable.

Serious or repeated violations may affect a family's continued participation in the program.

Immediate safety concerns may result in the individual being required to leave the program site.

### **PICKUP & LATE PICKUP POLICY**

Children must be picked up by an authorized individual and in accordance with Hamlin Recreation's sign-out procedures.

All children must be picked up no later than 6:00 PM.

Beginning at 6:01 PM, a late fee of \$1.00 per minute, per child will be charged until the child is signed out.

Late pickups will be documented and reported for billing and recordkeeping.

If a parent/guardian has not arrived, staff will attempt to contact the parent/guardian and authorized emergency contacts while continuing to supervise the child.

Parents/guardians are expected to contact Hamlin Recreation as soon as possible if an unexpected circumstance will delay pickup.

Repeated late pickups or failure to cooperate with program pickup requirements may jeopardize continued enrollment in the program.

### **REQUIRED PICKUP FOR BEHAVIOR, ILLNESS OR SAFETY**

When a parent/guardian is contacted and instructed to pick up a participant because of behavior, illness, or an immediate safety concern, prompt pickup is required.

The parent/guardian or another authorized pickup person must make arrangements to pick up the participant as soon as possible.

Failure to respond to Recreation staff, repeated delays in arranging pickup, or failure to make appropriate pickup arrangements may affect the participant's continued enrollment.

A required behavioral pickup does not prevent Hamlin Recreation from taking additional disciplinary action under this Code of Conduct.

### **PARENT/GUARDIAN ACKNOWLEDGMENT**

I acknowledge that I have received, read, and understand the Hamlin Recreation Childcare Participant & Parent/Guardian Code of Conduct.

I agree to follow the policies and expectations contained in this document and understand that they apply throughout my child's enrollment in Hamlin Recreation Childcare.

I understand that registration and payment alone do not authorize my child to attend and that all required paperwork, established deadlines, and applicable transportation approvals must be completed before my child may begin care.

I understand that childcare registration must be completed by 12:00 PM (noon) on the Friday before care is needed, and that late or incomplete registration may delay my child's start date.

I understand the behavioral expectations of the program and Hamlin Recreation's Progressive Disciplinary Process, including Behavior Write-Ups, probation, a final warning with a two-program-day suspension, and possible removal from the program.

I understand that violent, dangerous, or seriously unsafe behavior may result in immediate pickup, suspension, or removal from the program without completing the normal Progressive Disciplinary Process.

I understand that I am required to remain reachable while my child is in care and to arrange prompt pickup when contacted by Recreation staff.

I understand that children must be picked up by 6:00 PM and that a \$1.00 per minute, per child late fee begins at 6:01 PM.

I understand that photo identification is required every day at pickup and that participants must be signed in and signed out by a parent/guardian or authorized adult using their full legal name.

I understand the program's payment, attendance, health, restroom/personal care, electronics/items from home, property, refund/cancellation, and photo/media policies as outlined in this document.

I understand that the safety of all participants and staff must be considered when determining whether a participant can safely remain in or return to the program.

**Participant Name:** \_\_\_\_\_

**Parent/Guardian Name:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Recreation Staff Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Recreation Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_