Active Tracks

Parent Handbook 2017/2018

**Programs**

*Track Out/Summer Camp*

We provide school-aged children in year round, traditional, and home-school calendars with opportunities to participate in outdoor group play and exploratory learning that keeps them actively engaged throughout their day.

*Before/After School Care*

We provide before school care starting at 7:00 a.m. for Holly Grove Elementary and Holly Springs Elementary. We pick up at Holly Grove Elementary and Holly Springs Elementary for after school care. After school kids are provided a snack as well as time with a certified teacher to work on homework.

**Our Mission**

At Active Tracks, our mission is to promote healthy living for the whole child through active play and exploration.

**Philosophy**

We believe

* Play can enhance a child’s self-esteem, confidence, creativity, problem-solving skills, and intellectual development
* Children should spend more than an hour a day playing outside to help develop cognitive, social, and emotional skills and encourage healthy life choices.
* Every child deserves a safe and welcoming environment to build friendships and explore their interests
* Building good character takes a team of adults that are able to positively encourage a child while at the same time challenging and stretching them to reach their fullest potential
* Adults that interact with children should highlight and celebrate strengths while improving and building upon areas of weakness.

**Hours of Operation**

*Track Out/Summer Camp*

Active Tracks is open from 7:00 a.m.-6:00 p.m. Monday through Friday. The daily programs run from 9:30 to 4:00. Early arrival and after care are provided free of charge for any child enrolled that day or week in an Active Tracks program.

*Before/After School Care*

Before school hours start at 7:00 a.m. until the children are dropped off at school. After school care starts when the children are picked up from school and ends at 6:00 p.m.

*Holidays*

We will be closed on the following holidays...

* July 4th
* Labor Day
* Christmas Week
* Good Friday
* Memorial Day

**Arrivals and Departures**

An adult who is 18 years of age or older must sign your child in and out every day. This policy is in place to ensure the safety of your child. Any adult picking up your child must be on their application form and be authorized to pick up your child. We will ask to see ID upon pickup.

Drop-off: Arrival time is at 7:00-9:30 a.m.

Pick-up: Departure time is 4:00-6:00 p.m.

*Early Pick Up*

If you plan to pick up your child before 3:00 please notify Active Tracks in writing and check our weekly schedule. There are times when we will be off campus and you may have to pick-up and sign-out your child at a different location.

*Late Pick-up Fees*

If you are unable to pick up your child by 6:00 please contact the Active Tracks. There is a $5 late fee charge for the first 10 minutes after 6:00 and $1 per minute after 6:10. If we have not been able to reach a parent or emergency contact by 6:30 we will contact Holly Springs police to assist us.

**What to Bring to Camp**

*Clothing/Attire*

* Wear sneakers not crocs, sandals, flip flops, etc.
* A cap or hat for sun
* Wear sunscreen (SPF 15 or higher)
* In winter make sure you have the appropriate jackets, gloves, etc.
* \*For K-2 students we suggest a change of clothes in case of an accident

*Water*

* Pack a thermos or beverage cooler
* We suggest at least a liter of water for the day
* Make sure it is clearly labeled with your child’s name

*Food\**

* We suggest a balanced lunch including a serving of meat or meat alternative, vegetables/fruit, and bread/grains
* 2 healthy snacks- such as pretzels, crackers, cereal, nuts, bread/grains
* Drinks

**\****Food Allergies***-** If your child has a food allergy please make sure our staff is informed so we can maintain the safety of your child during snack and lunch times.

**Inclement Weather**

Active Tracks generally follows public school cancellations\* and delays\* please check T.V. stations and radio for information. If you don’t see a note on our Facebook page the following applies:

* If school is closed, Active Tracks programs are closed. We do NOT make up a day due to inclement weather and we do NOT refund missed days due to inclement weather.
* If school is delayed, Active Tracks is delayed the same amount of time
* When public schools are canceled or dismissed early due to inclement weather, parents should plan to pick up their children accordingly.

\*Active Tracks will make decisions on a case-to-case basis. Often we are still open even if schools are closed. We will put updates on our Facebook page as needed.

*Before/After School*

When school is canceled we will NOT have a before/after school program that day. We do NOT make up before/after school days missed due to inclement weather, illness, or vacations.

Weather permitting Active Tracks’ programs will include daily outdoor activities. If severe rain, lightning or other unsafe conditions, present themselves then camp activities will be modified as necessary to ensure the safety of the children.

**Registration and Enrollment**

Registration is on a first come, first serve basis. Please contact us before EVERY track out. We only hold a spot if we hear from you before the track out to confirm the days that you will need. Once classes are full, a waiting list will be started and parents will be informed when a spot is available. Before attending Active Tracks, all paperwork including application form (one per family) must be completed and registration fee must be paid.

\*Please inform Active Tracks immediately if there is a change in your contact information or other pertinent information such as a change in custody orders

**Payment, Cancellation, and Refund Policy**

*Track Out/Summer Camp/Before and After care Payment-*Payment for the current week or day(s) must be paid in full prior to or on the first day your child participates in our program.

There will be a $25.00 processing fee for any checks returned due to insufficient funds. Payment to cover the $25 processing fee must be made in cash or cashier’s check.

*Cancellation*- Two weeks prior to the enrollment date a written notice is required to cancel. If no written notice is received your account will be charged for the registered enrollment dates. A $50 cancellation fee will be charged if written notice is received before the deadline.

*Refunds*- No refunds or adjustments will be granted for vacations or when Active Tracks’ programs are cancelled due to inclement weather. If your child cannot attend a full week due to illness Active Tracks will exchange amount paid for a future week. Active tracks reserved the right to apply any refund amount to existing balances first. If your child is asked to leave our program due to behavior or other problems there will be NO refund.

*Late Payment Fee-*Payments are due the first day of camp. Before and after school payments are due per schedule. If a balance is past 30 days a late fee of $50 will be added each month to your account. After 6 months a late fee of $100 will be added each month to your account unless partial payment are being made. If needed your account will be sent to collections.

**Health and Safety Guidelines**

Active Tracks continually strives to promote healthy environments for our participants. Parents will be asked to pick up their child if your child presents the following…

* Temperature of 100.6 or higher
* Nausea, vomiting;
* Severe headache;
* Diarrhea;
* Red, watery eyes with yellowish discharge;
* Undiagnosed rash
* Head lice
* Constant coughing or runny nose
* Conditions requiring one-on-one care
* Any contagious illness

Parents are asked to follow the same guidelines regarding illness before sending your child to camp. Every child should have no known contagious diseases or illnesses when dropping them off. A child should be symptom free for 24 hours before they return.

**Medication**

Medicine will not be administered unless it has been approved by a physician and is clearly labeled with child’s name, dosage, and name of medicine. Parents much complete appropriate Medical Authorization Form before staff can provide any medicine. Medications except emergency medicines such as an Epipen will be stored in a locked cabinet.

**Accidents and Emergencies**

At least one staff member per 25 kids will be trained in Basic First Aid and CPR. A First Aid Kit is available to teachers at all times including in the transportation vehicles. For minor injuries a certified staff member will administer first aid and the incident/accident will be documented and reported to the parent. If a medical emergency occurs, a staff member will call 911 and then contact the child’s parents.

**Child Abuse and Neglect**

By North Carolina law, all staff members are required to report suspected cases of

child abuse/neglect.

**Discipline Policy**

Active Tracks staff members are committed to providing a welcoming and nurturing environment for your child.

*Staff Expectations*

Our discipline policy involves positive reinforcement and redirection. When a problem does occur we will work with the children to resolve issues and concerns in a peaceful and self-controlled manner. Our goal is to give children the skills needed to resolve problems when conflicts occur in the future.

Active Tracks staff members will NOT physically restrained a child unless it is necessary to protect the health and safety of another person. We will NOT use corporal punishment, humiliating words, or inappropriate tones with children.

*Child Behavior Expectations*

Children at Active tracks are expected to adhere to the following rules and procedures including but not limited to...

1. Be Respectful to staff and other children including

Listen to staff, use appropriate language, follow directions, take care of equipment and materials, etc.

1. Be Safe- stay in designated areas, ask a staff member before using the restroom, etc.
2. Be Responsible-such as keeping track of personal belongings, remembering lunch, snacks, and water, etc.

*Behavior Consequences*

If a child is unable to follow our rules and procedures the parent(s)/guardian will be notified. If the child’s behavior continues to be a concern or is unsafe for other children they will be subject to suspension or dismissal. If your child is suspended or dismissed we will NOT provide a refund for remaining days/weeks.

*Immediate Suspension/Dismissal*

If a child displays the following behaviors it may result in immediate suspension or dismissal from camp…

* Physically or emotionally threatening another person
* Fighting
* Possession of a weapon of any kind
* Prohibited conduct such abusive jokes, insults, slurs, threats, name calling, bullying or intimidation, etc.
* Vandalism, destruction, or theft
* Sexual misconduct
* Possession of drugs or alcohol
* Running away

**Vandalism and Property Damage**

Any child who destroy or vandalize property while enrolled at Active tracks will be required to pay for the losses and damages

**Staff Requirements**

All staff at Active Tracks had a criminal background record checks and prior experience working with children. Anyone driving our vehicles will have a CDL (Commercial Driver License) issued by the state of North Carolina if required based on vehicle capacity.

\*Active Tracks does not discriminate on the basis of gender, sexual orientation, race, color, religion, disability, nation or ethnic origin in admissions or in our employment policies.

**Parent Input**

If you have any questions or concerns, please contact Active Tracks at [info@activetracks.com](mailto:info@activetracks.com) or call 919-346-4696.