

**Wm. “Bill” Austen
Youth Center and
Eagle Skate Park
315 SW 2nd Ave.
Cape Coral, FL 33991
(239) 242-3950**

**Program Rule Book
Policies and Procedures**



Parks & Recreation Department
“It Starts In Parks”



Updated October 2008

Wm. "Bill" Austen Youth Center
239-242-3950

Youth Services
239-242-3950

Cape Coral Art Studio
239-574-0802

Four Freedoms Park
239-574-0804

Rotary Park
239-549-4606

Cape Coral Yacht Club
239-574-0806

Special Populations
239-574-0574

Sun Splash Family Water park
239-574-0557

Yacht Club
239-574-0806

Tony Rotino Senior Center
239-574-0807

Lake Kennedy Senior Center
239-574-0575

Athletics
239-242-3490

Table of Contents

Camp Divisions	Pg. 1
Table of Contents	Pg. 2
Youth Center Mission Statement	Pg. 3
Operating Hours & Procedures	Pg. 3
T.I.G.E.R.S. Drop In Program	Pg. 4
Payment Procedures	Pg. 4
Insufficient Payment	Pg. 5
Refunds	Pg. 5
Youth Center Drop off & Pick up	Pg. 5
Youth Center Late Pick-up	Pg. 5
Accident Procedures	Pg. 6
Head Lice	Pg. 6
Dress Code Policy	Pg. 6-7
Suggestions	Pg. 7
Responsibilities of children	Pg. 7-8
Transportation	Pg. 8
Communication	Pg. 8
Medication Policy	Pg. 8-9
Vending/Food Policy	Pg.9
Disciplinary and Actions	Pg. 9-10
Program Policies & Procedure Agreement	Pg. 11

Youth Center/Skate Park Mission Statement

To provide the youth population of Cape Coral with safe, healthy activities and facilities that promote the development of positive attitudes, healthy lifestyles and personal community involvement

Operating Hours & Procedures

<i>Days</i>	<i>Youth Center</i>	<i>Skate Park</i>
YC T.I.G.E.R.S. Members Mon-Thur YC Members Mon-Thur	2:00 pm-6:00 pm 6:00 pm-9:00 pm	3:00 pm-9:00 pm
YC T.I.G.E.R.S. Members Friday YC Members Friday	2:00 pm-6:00 pm 6:00 pm-10:00 pm	3:00 pm-10:00 pm
YC T.I.G.E.R.S. And YC Members: Saturday Sunday	 12:00 pm-10:00 pm CLOSED	 12:00 pm-10:00 pm 12:00 pm-7:00 pm

- Hours are subject to change
- Children must be 8 years old to attend the Youth Center
- Children 6 & 7 years old may attend the Skate Park with parent supervision
- For YC T.I.G.E.R.S. members 5th grade and lower the Youth Center hours for Monday-Friday are from 2:00pm-6:00pm. Center will re-open at 6:30pm for these members Youth Center members hours Monday-Thursday are 6:00pm-9:00pm, Fridays 6:00pm-10:00pm
- Regular operating hours apply to children 6th grade & up
- The Eagle Skate Park opens at 12:00pm on School's out days and holidays
- The Youth Center opens at 12:00pm on School's out days and holidays and are subject to change during holiday breaks
- The Youth Center Summer Camps run Monday-Friday 7:00 a.m. to 4:00 p.m.

- The Youth Center Summer Drop In hours are Monday-Thursday 4:00 p.m. to 9:00 p.m. and Friday 4:00 p.m. to 10:00 p.m.

T.I.G.E.R.S. Drop In Program

Our T.I.G.E.R.S. drop in program is a comprehensive program with engaging activities, Arts & Crafts, Homework Assistance, Sports, Games, Playground Exercises, computer stations and much more. T.I.G.E.R.S drop in program will require a Youth Center Membership and just \$25.00 per week for the program for residents and \$38.00 per week for non residents. Hours of Operation for this program will be 2-6 pm Monday thru Friday while school is in session.

- Children attending the after school drop in program may not be at the facility for more than 4 consecutive hours even if attending a different evening activity (children must leave premises for a minimum of 30 minutes).

Payment Procedures

- Payments can be made by cash, check, money order, MC, Visa, Discover, or American Express.
- If payment is made by cash the exact change is preferred
- Post dated check and payments made by children will not be accepted
- Youth Center and Skate Park daily/yearly fees are subject to change without notice
- All checks should be made payable to the City of Cape Coral
- Payments must be made prior to the start of all activities and programs.

Insufficient Payment

- A \$25 minimum service fee will apply to all returned checks
 - Further payments for the Youth Center or Skate Park will not be accepted until returned check and service fee is paid
 - Upon return of second check, center fees must be paid in cash, money order, or Credit Card (MC, Visa, Discover or American Express) for a minimum of one year
 - In the event that a credit card is declined twice center fees must be paid by cash, check, or money order
 - Restitution for insufficient payments must be made at City Hall Cashier's office
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Refunds

- No refunds or credits will be issued for days when the Skate Park is closed due to an act of nature
- Any refunds must be submitted in writing to the Center Manager

Youth Center Drop Off & Pick Up

- All children are encouraged to sign in upon arriving and sign out upon departure at the Youth Center/Skate Park
- Children can sign themselves out of the Youth Center at any time, but they must leave the premises immediately after signing out which includes outside grounds
- Children will be called for by the Counselor using 2-way radios
- We ask that all parents wait in the front lobby until your child has arrived

Youth Center/Skate Park Late Pick Up

- A penalty of \$1.00 per minute will be charged if children are left past operating hours
 - Late fee payment is due upon child pick-up and if not paid the children may not return
 - If more than two late pick-ups occur your child's enrollment will be under review & The Department of Children and Families will be notified
 - If your child is not picked-up within a half hour of closing time the Cape Coral Police Department and the Department of Children and Families will be notified. Your child will then be removed for placement in an overnight facility and Children and Families will be directly involved
 - If a child 5th grade and under is not picked up by parent or legal guardian at 6pm and child leaves the premises and returns in 2 or more occasions The Department of Children and Families will be notified
 - The Youth Center/Skate Park is not liable once a child leaves the premises
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Accident Procedures

- If a child is injured at the Youth Center or Skate Park, an accident/ incident report will be documented and will need to be signed by the parent
- It is up to the Facility staff's discretion to call 911 and notify parent in the case of an emergency
- Staff is not permitted to apply medicated treatments
- The City of Cape Coral staff is only permitted to apply band aids and/or ice.

Head Lice

- Checks are done periodically on all children enrolled within our program
- When a case arises, parents are notified and the child will be isolated
- Child will be permitted back only after being checked by administrative staff and has no nits on their hair shaft.
- There is a no nit policy for all programs.

Dress Code Policy

- Shoes shall be worn at all times
- Apparel shall be adequate in both length and coverage to be considered appropriate for the Youth Center/Skate Park
- Shirts or blouses shall be appropriately fastened in accordance with the design of the shirt or blouse. The length shall extend beyond the waist level. (If it has to be pulled down to keep from showing your stomach, it is too short.)
- Transparent or see through clothing, bare midriff, low cut clothing or tops, and outfits that provide minimum coverage are prohibited
- Wallet chains or chains of any length are prohibited
- Apparel or symbols which may be gang or cult related are prohibited
- Apparel emblems, insignias, badges, or symbols that promote the use of alcohol, drugs, tobacco, or any other illegal or inappropriate activities are prohibited

Dress Code Policy Continued:

- Bandanas, stocking caps, and do-rags are not permitted
- The Youth Center administration reserves the right to declare other items not covered in this dress code inappropriate for the Youth Center/Skate Park. The final decision as to whether an item is appropriate rests with the Youth Center administration staff

Suggestions

- Label all of your children's belongings
- Check the lost and found often
- Personal items, iPods, game boys, and any other electronically equipped toys are prohibited from our program.
- The City of Cape Coral will not be responsible for lost or stolen items
- Do not leave money or items of any value unattended

Responsibilities of Children

- Displaying good sportsmanship at all times
 - Taking care of their own personal belongings
 - Helping with any and all clean up of materials or equipment
 - All equipment must be used in the proper manner
 - Being quiet and listening during check in, while instructions are being given and during any transitions
 - Obeying all playground, classroom and program rules
 - Bringing a daily snack or enough change for the machine in the vending area
 - Report any type of broken equipment to Administrative staff
 - Reporting an accident or injury of anyone to Administrative staff
 - Immediately reporting any strangers to Administrative staff
 - Treating all people and animals with respect, sharing all toys and equipment
 - Wearing proper clothing attire at all times
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Responsibilities of Children Continued...

- Using proper etiquette when in restrooms, classrooms, hallways, recreational facilities, etc
- Throwing all types of trash in appropriate receptacles

Transportation

- When traveling in a city vehicle children are expected to wear their seat-belts, refrain from eating or drinking , and follow all vehicle guidelines
- When traveling in a Lee County school bus all children are expected to follow all bus guidelines
- When in a bus or city vehicle children are expected to remain seated and follow instructions from the driver

Communication

- Cape Coral Parks & Recreation encourages all parents to get to know the staff at the facilities
- Our staff will make you aware of any concerns, commendable behavior, or accidents when they arise
- If you have any concerns please address them with the Administrative staff

Medication Policy

- If a child is on medication during a program the city requires additional forms to be completed prior to children attending programs
- It is the responsibility of the parent to ensure completed medication forms are turned in with child's medication for each visit
- All medication must be in pill form, in the correct dosage (scored/cut if needed), and in it's original prescribed bottle
- Medication procedures include:
 - Fill out form and leave medication with Administrative staff
 - Medication will be placed in a zip locked bag with child's name picture, and medication release form. The staff will prepare a dispensable cup with the child's name and date for each day the medicine will be given

Medication Policy Continued

- When a child needs to receive medication, the Counselors will radio for the child to come up to the front desk. The Counselor will hand the medication to the child in a cup, log the time, date and initials on a medication release form. A witness will be present during this time and needs to initial on the medication release form.

- The City of Cape Coral is not held responsible if medication is given at the incorrect time

Vending/Food Policy

- When packing food please pack non-perishable items
- Do not pack any food that needs to be heated

Disciplinary action will result if

- Any staff member, participant, or center guest is not treated with respect
- There is defacing, abuse, vandalism, tampering, or stealing of any property of the facility. This includes all classrooms and equipment within the building , all center equipment, all outdoor living habitat, and wildlife. Parents/guardians will be financially responsible for damages caused by your child
- There is use of profanity, foul or abusive language, or body gestures towards any person
- There is fighting, hitting, or pushing of any person
- A rock, stick, sand or any other dangerous object is thrown
- Refusal to follow policies and posted rules
- There is running or yelling in the classrooms, hallway, or any off-site trip locations.
- There is ball playing in the classroom or any interior hallways
- There is excessive talking, disruption or not paying attention
- Misuse or damage to equipment can result in a fee charged for the replacement of equipment
- Use of, or handling of, any drug related activity on City property

Disciplinary action to be used

- The situation will be documented and verbally discussed with the child/children involved
 - The child will be re-directed to another facility or area of facility
 - The child will lose time in an activity
 - Discipline reports will be issued for more severe situations, suspensions from the Administrative staff will depend on the issue/issues being addressed
 - Parents will be contacted to pick up child from facility
 - Parents will have 30 minutes to pick up child from the center. After 30 minutes has passed a late fee will be charged and other actions will be taken (see late pick-up)
 - After suspension, and a parent meeting, the child will be brought back to the program on a probationary period. Further problems will constitute grounds for permanent dismissal from the facilities
 - No refunds or credits will be issued for suspensions periods.
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