



City of Frisco
Parks and Recreation Department
Standards of Care

I. GENERAL INFORMATION / ADMINISTRATION

Purpose: To provide the minimum standards by which the City of Frisco Parks and Recreation Department, referred to as “Play Frisco”, will operate the City’s camp programs. The following Standards of Care are required by the Texas Human Resources Code, Section 42.041 (b) (14), as approved by the Texas Legislature during the 86th legislative session. This will allow the department to qualify as exempt from requirements of the Texas Human Resources Code.

A. Organization:

1. The governing body of camp programs is the City Council of the City of Frisco, Texas.
2. Implementation of the Programming & Youth Services Standards of Care is the responsibility of the Parks and Recreation Department Director or his or her designee and Department employees.
3. The Play Frisco Standards of Care will apply to all day camp programs which are conducted by Play Frisco throughout the year.
4. Each youth program site will have available for public and staff a current copy of the Standards of Care upon request.
5. Parents of participants will be provided a current copy of the Standards of Care during the registration process.
6. A current copy of the Standards of Care will be available on PlayFrisco.org.

B. Implementation:

1. The Standards of Care will be the responsibility of Play Frisco, with the Programming and Youth Services Supervisor overseeing the overall program and the Youth Services Coordinator administering the program on-site.
2. Regulations apply to these on-going programs:
 - a. Single Day Camps
 - b. Holiday Break Camps
 - c. Spring Break Camps
 - d. Summer Camps
 - e. Parent’s Night Out Programs

3. 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 the Standards of Care during the registration process and in the camp information email prior to camp starting each year.

4. Program Sites:

- a. Frisco Athletic Center | 5828 Nancy Jane Lane, Frisco, TX 75035

C. Camp Program Objectives:

1. To create a sense of well-being through play so that play will become essential regardless of age or ability.
2. 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.
3. To provide an encouraging atmosphere emphasizing positive development of physical skills, emotional growth, and self-confidence.
4. To provide a safe environment; always promoting good health and welfare for all.
5. To teach children the value of leisure by meeting 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 childcare and for referring other complaints to the municipal authorities or, in the case of abuse/neglect allegation, to the local police authorities.

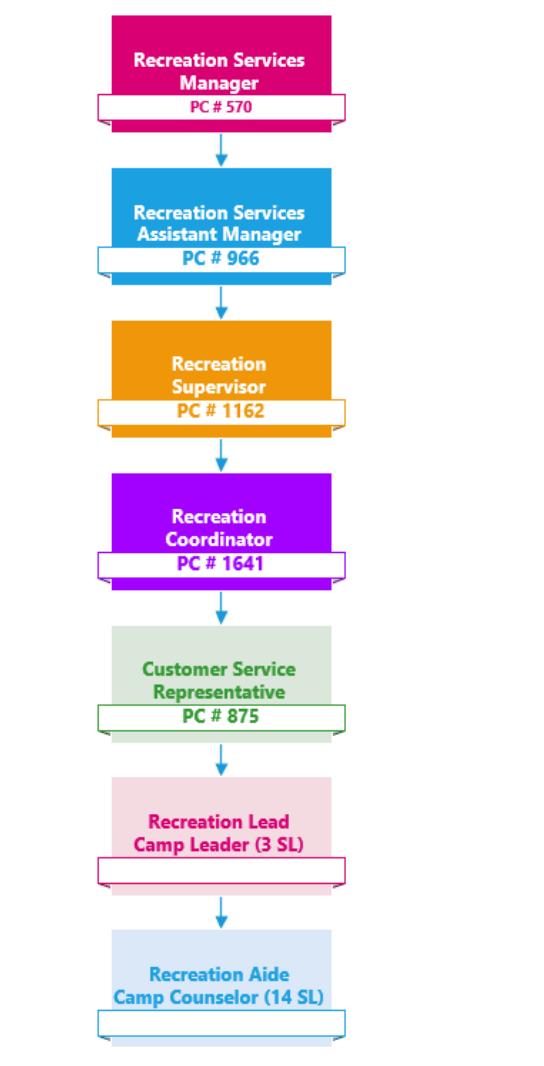
E. Standards of Care Review:

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 Recreation Services Division Manager at 972-292-6501 or the Parks and Recreation Administrative Offices at 972-292-6500, Monday through Friday, 8:00 a.m. - 5:00 p.m.

II. STAFFING

ORG CHART



- A. **Recreation Coordinator - Programming and Youth Services**– The coordinator directs camp leaders and counselors and supervises the administration of activities of children in a day camp setting. [View job description.](#)
- B. **Recreation Leader – Camp Leader** – The camp leader assists the Recreation coordinator and leads the activities of children in a day camp setting. [View job description.](#)
- C. **Recreation Aide – Camp Counselor** – The 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 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. [View job description.](#)

Other Information:

1. Criminal Background Checks: Criminal background checks will be conducted on prospective day camp employees over the age of 18. Applicants may be disqualified if they have a criminal conviction. A prospective employee will be subject to a pre-employment drug test and/or physical prior to hiring.
2. Staffing Ratios: The state required ratio for number of children (ages 5-13) may not exceed 15:1 child to staff. Play Frisco Camp Programs will maintain a 12:1 child (ages 5-13) to staff ratio. On all field trips Play Frisco Camps will maintain an 8:1 child 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 Programming and Youth Services Coordinator or Programming and Youth Services Supervisor immediately.
- B. Each camp must have a fully stocked first aid kit. This shall be checked on a weekly basis by the Recreation Coordinator. If supplies are needed, this will be reported to an Aquatics Coordinator for restocking. It shall include but is not limited to bandages, exam gloves, hot/cold packs, gauze, tweezers, and scissors.
- C. In a situation where evacuation is necessary, the priority of staff is to make sure all participants are in a safe location. Program sites will be inspected by the Fire Marshall annually. The Recreation Services Division Manager is responsible for compliance with Fire Marshall's directives. The recommended number of fire extinguishers shall be inspected quarterly and be available and "primed" for use. Fire drills should be conducted once a month during any camp programs.
- D. Medication will only be administered with written parent consent completed before dropping-off for camp as provided by the City of Frisco. Prescription medications shall be left with staff in their original container, labeled with the child's name, date, directions, and the child's physician's name. Medication will be logged when dispensed to child.
- E. Staff will store medication in a secure location, any medications requiring refrigeration must be noted on the Medication Consent Form.

- F. Medication shall be dispensed only as stated on the bottle or by the physician per via written instructions, and not past the expiration date. Medication will be dispensed in the presence of at least two Play Frisco Employees and one of them must be a Full-Time Employee.
- G. Non-prescription medication will NOT be administered for any reason.
- H. Parents/Guardians are responsible for removing medication at the end of the program or when the child is withdrawn. Any medication left on-site will be properly disposed of two weeks after the conclusion of the program.
- I. There will be 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.
- J. All participants must wear athletic shoes daily. Sandals will not be allowed except for walking to and from the pool / aquatic center.

IV. SERVICE STANDARDS — Program Staff

- 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 Programming and Youth Services Coordinator or Programming and Youth Services Supervisor immediately.
- B. This information will be provided to staff as a part of the program staff manual:
 - 1. Play Frisco staff shirts, appropriate shorts and tennis shoes are to be worn at all times. Shorts should have at least a 5-inch inseam, 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 Three to four staff shirts. Uniform schedules will be given to staff during training and should be followed throughout the summer. Any deviation must be approved by the Programming and Youth Services Coordinator.
 - 3. Men and women's swimsuits should provide full coverage when swimming activities are held in the indoor pool or at the Frisco Water Park. A Play Frisco Staff Shirt must be worn by all staff in and out of the water during swimming activities to help identify them.
 - 4. Name tags/IDs should always be worn and clearly visible.
 - 5. Program participants and parents will always be treated with respect.

6. Program 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) and provided to the Programming and Youth Services Coordinator.
7. Program staff will keep parents informed of camp activities. A schedule of activities will be distributed at least one week in advance and extra copies will be kept with program staff on-site. Parents/Guardians will be notified of changes to the schedule via email correspondence, playfrisco.org, and social media posts.
8. Program staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) in the daily campers' log and verbally update parents/guardians as much as possible.
9. Program staff will always monitor the check-in/check-out log.
10. Program staff will clean program areas after each activity. Floors will be swept/vacuumed, mirrors cleaned, sanitized and supplies put away. Areas needing additional cleaning, or spills that occur will be reported to the Programming and Youth Services Coordinator so that a member of the janitorial crew can assist.
11. Program staff will spend much of their time actively involved with participants and/or parents. Program staff will check all messages for the day, prior to beginning any camp activities, and relay any relevant information to participants or their parents/guardians.

V. SERVICE STANDARDS – General

- A. Emergency phone numbers are kept at the Frisco Athletic Center Front Desk, and with Program Leadership on field trips. Those numbers include fire, police, and ambulance services.
- B. The Program 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/guardians
- C. Upon registration for a Play Frisco Camp Program a questionnaire will be completed that provides information about the child(ren) being registered and the individuals authorized for pick-up.
- D. Check-in/check-out logs will be used every day. Only adults listed on the child(ren)'s questionnaire will be allowed to pick-up. The authorized parent/guardian must show an ID and complete check-out for staff to release the child(ren).
- E. Emergency evacuation and relocation plans will be posted at each facility.

- F. Games and activities will be developed with safety at the forefront. This will include pre-checks of equipment and spaces for hazards, as well as cleaning equipment to be used before and after the activity.
- G. Kids will be encouraged to use hand sanitizer or wash their hands regularly.
- H. Food Information:
 - 1. Surfaces will be cleaned before meal/snack times.
 - 2. Children will be required to wash their hands before and after eating.
 - 3. Children must bring their own lunch/snacks each day. Food will not be shared or traded between children.
- I. Field Trip Requirements:
 - 1. 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.
 - 2. A fully stocked first aid kit will be kept on the vehicle while travelling to and from field trip sites. This shall be checked on a weekly basis by the Recreation Coordinator. If supplies are needed, this will be reported to an Aquatics Coordinator for restocking. It shall include but is not limited to bandages, rubber gloves, hot/cold packs, gauze, tweezers, and scissors.
 - 3. All field trips will adhere to the field trip plan provided in the program staff manual and parent/guardian manual including the staff to participant ratios, safety policies and procedures, and required reporting.
- J. Enrollment information will be kept and maintained for each child and shall include:
 - 1. Child's name, birth date, home address, home telephone number,, 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. Parent/Guardian consent to administer medication, and relevant medical information.
- K. 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.
- L. The Programming and Youth 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 when there is an outbreak of lice or other infestation.

VI. 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 program 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/guardians when picking up the child (or sooner when extreme cases occur). Parents/guardians will be asked to sign the incident reports to indicate they have been advised about specific problems and/or negative behaviors.
 - E. Excessive, repetitive and/or the 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.
 - F. 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.

VII. 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/guardians 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 and submitted to the Aquatics Supervisor for filing. The Programming and Youth Services Coordinator will be notified of all incidents that occur.
- 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 Programming and Youth Services Supervisor. The Supervisor 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.

VIII. GENERAL GUIDELINES FOR CHILDREN

- A. As part of the Program 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, Program staff should make the call for the child.
 2. Children must stay off tables, counter tops, etc.
 3. Children should walk in the building. Running is only permitted in the gym and outside.
 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 always wear closed toe shoes.
 8. Children must always be supervised and not allowed to wander unsupervised. When travelling between spaces a staff member will be at the front of the line and another will be at the end. Additional staff will space out in the line to help monitor children.
- 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, educational, and physical advancement.
1. A weekly calendar of activities will be made available for parents prior to the week of camp they are attending.
 2. When taking field trips, staff will:
 - a. Count everyone before they leave the program site, while at the field trip site, prior to leaving the field trip site, and as soon as they return to the program site.
 - b. Carry medical and emergency contact information for each child and necessary medication with them while on the trip.
 - c. Carry a first aid kit in all vehicles and with Program Leadership at the field trip site. They will also have a mobile phone available while travelling and while on-site.
 - d. Ensure All participants are wearing wristbands that have Play Frisco and the Frisco Athletic Center phone number inscribed on them. Participants are also required to wear program shirts on field trips so that children are easily identified.

IX. MONITORING AND ENFORCEMENT

- A. Standards of Care established by the City of Frisco will be monitored and enforced by City Departments responsible for their respective areas when applicable.
- B. Staff and program issues will be monitored and enforced by Play Frisco. The Programming and Youth Services Coordinator is responsible for visually checking the camp activities daily. When not available, another full-time staff person is responsible for that check.
- C. Monthly reporting by the Programming and Youth Services Coordinator to the Programming and Youth Services Supervisor 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 Play Frisco please contact the Programming and Youth Services Supervisor or the Programming and Youth Services Coordinator at 972-292-6600.