



AUSTIN  
PARKS & RECREATION

# YOUTH PROGRAMS PARENT HANDBOOK



Austin Parks & Recreation  
Department  
[AustinTexas.gov/Parks](https://austintexas.gov/Parks)  
Youth Programs Parent Handbook Updated Annually



# WELCOME LETTER



WE CREATE  
**COMMUNITY**



Dear Parents and Guardians,

I would like to welcome you, and thank you for choosing the City of Austin Parks & Recreation Department to be a part of your family's activities. It's no secret Austin is home to a wide variety of recreation and leisure opportunities, and we are thrilled you have entrusted us to steward your child through new and exciting experiences.

Our organization believes every child deserves opportunity; the opportunity to grow and learn through meaningful experiences with positive and supportive relationships in a healthy and safe environment. Our Department is committed to providing affordable, safe, accessible and high-quality programs with an intentional focus on youth development. As a single mother of an active 8 year old boy, I know how important the out of school time is to parents and their families. So, whether your child participates in an after school program, a camp, sports, or any one of our other great programs, our hope is that your child and family will be positively impacted and enriched because of your time with us.

The Parent Handbook is designed to acquaint you with our youth program guidelines, as well as to provide valuable information to help prepare you and your child for what to expect in our programs. We encourage you to browse through the handbook and use it as a resource should you have any questions.

As always, we hope you enjoy your experience with us! And again, thank you for choosing the City of Austin Parks & Recreation Department!

Sincerely,

Jodi Jay, Assistant Director  
Austin Parks & Recreation Department

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# REGISTRATION INFORMATION

## GENERAL PAYMENT INFORMATION

All youth program payments and outstanding balances are due to your Austin Parks and Recreation Department (PARD) program site by designated due date(s). Program sessions with a deposit option (After School and Summer Camps), require deposits upon program registration. If outstanding balances are not received by designated due dates, your child will be removed from the program and the deposit will be forfeited. Once registration is forfeited, re-enrollment will require a separate deposit (if applicable), along with full payment.

Participants who pay a deposit for either After School or Summer Camp session(s) are secured a place in that session until the remaining balance is due. Full payment of the activity fee will also secure a place in that session; this option is greatly encouraged. After School deposits will be applied to the first month of scheduled enrollment; Summer Camp deposit is applied to the respective session. Requests to transfer deposit/payment between PARD program sites may be permitted prior to the program's designated outstanding balance due date.



## AFTER SCHOOL/SUMMER CAMP PAYMENT

- **After School** (Fall and Spring Sessions) monthly payments and outstanding balances are due by the 15th of the prior month. Postmark dates are not accepted. If the 15th falls on a weekend or holiday, payment is due the following business day. If full payment is not received by the 20th of the month your child will be removed from the program and any deposits paid will be forfeited.
- **Summer Camp** session payments are due 21 calendar days (three weeks) prior to the start of camp. If payment is not received 18 calendar days prior to the start of camp, your child will be removed from the program, your deposit will be forfeited, and registration will be offered to another child on the waiting list.

**Please Note:** All checks received by PARD program sites are promptly processed. A fee will be charged for returned checks.

**\*\*\*ALL DEPOSITS ARE NON-REFUNDABLE\*\*\***



## CANCELLATION AND REFUND INFORMATION

Failure to attend a class does not entitle you to a credit, prorated fee, refund or transfer. Under certain circumstances, individuals may be entitled to a refund due to illness. PARD may require a doctor's notification as proof of contagious illness in order to secure a partial/prorated refund for programming. See Health & Wellness Program Participation Guidelines for more information.

- PARD reserves the right to withhold a refund of any fees for participants/users who have been removed from a program or facility for disruptive or unsafe behavior as defined on "Behavior Management Policy" on page 12.
- Registration cancellations requests received up to 7 calendar days (one week) prior to the first program meeting will receive a refund minus the processing fee at the PARD program site, as well as any deposits. If the cost of the program is less than the processing fee, half the registration cost will be refunded.
- Registration cancellations received less than 7 calendar days (one week) prior to the first class meeting will not be issued a refund.
- Refunds are issued to the charging credit card, or by check from the City of Austin (please allow 6-8 weeks for processing). Or you may request to have the refund applied to your account for any future programs.
- Refunds will be applied to outstanding account balances before funds are released. Registration fees will be fully refunded if PARD cancels the class.

## ONLINE REGISTRATION AND ACCOUNT CREATION

**IMPORTANT:** If you or a member of your household have participated in PARD programs in the past, you likely have a "Household Account". If you receive an error message about duplicate information while creating an account, please contact staff at your program site to retrieve your account username and password. This will avoid creating a duplicate account, which will create problems when you attempt to use the system.

1. Navigate to [www.austintexas.gov/parksonline](http://www.austintexas.gov/parksonline).
2. Determine if you already have a Household Account.

**IMPORTANT:** Each household has one account with a head of household, secondary guardian (*optional*) and additional family members (*optional*) who live at that residence. Do not include extended family or friends. Do not include family members who do not live in your household. Update household information at anytime using the "My Account" tab. Contact your program site to add medical alerts or accommodation requests. If your child is a member of two households, let us know so we can link the child to both accounts.

## Login or create your Household Account

- Enter your username and password, or select “Need an account?” and create your new account.
3. Once logged in, review and update your contact information.
    - Only enter you or your spouse as the Primary “Guardian.”
    - Only enter the spouse of the Primary as the Secondary “Guardian” (optional).
    - Enter contact information, emergency contacts, etc.
    - On the Family Member screen or when prompted, please select your name and verify the information, and add your demographic data. This information is not visible to front line staff.
    - Add family members who live in the same residence (including children) who will be using our services.
  4. Browse, register and pay for activities online with your Household Account.
    - There are multiple ways to search for activities.
      - The homepage has a “Search” tab at the top, “Quick Links” for browsing shortcuts such as “Browse Activities” or “Make a Payment”, or you can use the photo icons to search by subject.
      - You can also narrow down your search results by selecting other options, such as type, location or use the “Keyword Search” field.
    - Once you’ve found the activity you want to register for, select the shopping cart icon “Add to Cart” for online registration to the left. Register for multiple classes or click the “Enroll Now” button when you’re ready to checkout.
    - Pay by Visa, MasterCard, Discover or American Express and receipt will be sent to the email address you provided. If a class is full, join the waiting list at no charge.

**TIPS:** Registration policies regarding refunds, transfers and other important activity information can be found by clicking on the item details “Information” icon for online registration to the right of the activity. Check your SPAM folder for receipts and other important messages about your program from [austinparksrec@rectrac.com](mailto:austinparksrec@rectrac.com).

If you have any questions about registration or cancellations, please contact the site you are trying to register for during business hours. Additional information can be found at the [Online Registration FAQ](#).

## ENROLLMENT PROCEDURE

Austin Parks and Recreation is dedicated to providing accessible and equitable services to participants. For the most up-to-date information on enrollment and registration procedures for After School and Summer Camp programming, please visit [The Programs Information Page](#).

## MINIMUM REGISTRATION

PARD reserves the right to cancel a class that does not meet the minimum enrollment requirement prior to the start date. If this occurs,

you will be notified and a full refund will be issued.



## PARTICIPANT WAIVER

A Program Registration/Participant Waiver must be completed and signed by a parent/guardian before a child may participate in any PARD program. This form contains important contact and medical information about your child that is kept on file. Please include any requested accommodations.

It is imperative parents/guardians fully complete the program registration/participant waiver for each participant and include any medical conditions that will impact participation in the program. To ensure safety of the participant, please provide notification of any modification that the participant may require under the Americans with Disability Act (ADA).

## WAIT LIST

In accordance with the Local Standards of Care for Youth Recreational Programs, the maximum number of participants a program may serve is determined by a staff-to-participant ratio. When a program reaches full enrollment, interested participants are placed on a wait list and are notified, in the order they joined the wait list, as openings become available.

**NEW:** WebTrac's Auto-Waitlist feature provides a consistent approach for managing PARD program waitlists. Participants will receive a system-generated email with an enrollment offer should a spot become available in the registered program. Participants will have **48 hours** to respond to the email and either accept or decline the spot. Households can track their waitlist number online through the "My Pending Enrollments" tab in webtrac. For more information, visit <https://txaustinweb.myvscloud.com/webtrac/web/>



# PROGRAM INFORMATION

## FINANCIAL AID

Our goal is to create positive experiences for Austin's youth through access to PARD programs. Financial assistance is available to households that qualify. Financial assistance can take up to 3 weeks to process, so apply in advance of program registration. Financial assistance cannot be applied to payments that have already been received. Continued participation in the program requires regular renewal. For more information about financial aid, visit [www.austintexas.gov/pardfinaid](http://www.austintexas.gov/pardfinaid) or email [pardfinaid@austintexas.gov](mailto:pardfinaid@austintexas.gov).

## THERAPEUTIC RECREATION – MODIFICATIONS & SUPPORTS

PARD provides opportunities wherein all individuals are accepted, included and welcomed to play, learn and grow together. Therapeutic Recreation – Modification & Supports (TR-M&S) works with families to support participants with an ADA qualifying disability.

If your child has a disability and you would like to request a program modification, please contact the PARD program site or our TR-M&S staff. PARD TR-M&S staff are Certified Therapeutic Recreation Specialists with the qualifications to perform assessments and develop personalized modification plans to aid in successful program participation.

Program Modification requests can take up to 2 weeks to process. If your child needs modifications for a PARD program, ensure that your modification request is made in advanced. The family will receive confirmation from TR-M&S staff when the modifications are finalized and ready to be applied to services. If you have additional questions or want more information on services provided, please visit [www.austintexas.gov/departments/inclusion-support-services](http://www.austintexas.gov/departments/inclusion-support-services) or contact them at [inclusion@austintexas.gov](mailto:inclusion@austintexas.gov).

## YOUTH DEVELOPMENT AND ENRICHMENT PROGRAMMING

PARD has identified a crucial need for Youth Development and Enrichment programming in Austin. In response, we have adopted the 40 Developmental Assets® as our youth development strategy, which is a recognized standard in youth programming. This approach encourages the development of key attributes in areas including: Support, Empowerment, Boundaries and Expectations by providing youth participants opportunities to experience these qualities. To learn more about the 40 Developmental Assets®, please visit [www.search-institute.org](http://www.search-institute.org).

## CHILDCARE LICENSING

PARD Programs are exempt from childcare licensing by the State of Texas for children 5 to 13 years of age. PARD is regulated by the Austin City Council through the Local Standards of Care for Youth Recreational Programs. If you would like to review a copy of this ordinance, please visit our website at [www.austintexas.gov/recreation](http://www.austintexas.gov/recreation) or contact our

main office at (512) 974-6700.

**Please Note:** PARD staff are required to report any suspicion of abuse or neglect. If you have any questions regarding this policy, please contact your PARD program site.

## FIELD TRIPS

If a field trip is scheduled, parents/guardians will be notified in advance. Participants must arrive before the departure time in order to participate in the program that day. Participants will not be allowed to stay behind at the site if they arrive late or do not want to participate in the field trip. Fees for field trips may be an additional expense and must be paid in full. Schedules and destinations are subject to change.



## SWIMMING

PARD programs with swimming components will have schedules posted at the site. Participants will have an opportunity to pass a swim test, administered by PARD's certified lifeguards, allowing them to swim in the deep end, utilize diving boards, water slides, and other applicable swimming pool features. A Participant whose parent/guardian has indicated in writing on the registration form an unfamiliarity with swimming and/or an increased risk of injury or death when swimming will be provided and required to wear a well-fitting, Coast Guard-approved personal flotation device. Participants who are unable to pass the swim test or whose parent/guardian has indicated in writing or on the registration form a participant's inability to swim will be restricted to the shallow waters. If a parent/guardian wants to join swim time, the child must be signed out of the program before swimming. Once a child is signed out of a PARD program, the parent/guardian assumes full responsibility. Swimming schedules are subject to change.

## SAFETY DRILLS

PARD has emergency plans in effect at each program site in the event of inclement weather or other hazardous situations. Additionally, program sites conduct random safety drills. All youth programming

staff are *CPR* and *First Aid* trained. Furthermore, staff at facilities with swimming activities are also trained in *Basic Water Rescue*.

## LOST PARTICIPANT PREVENTION AND PROCEDURE

Staff are trained to prevent a lost participant scenario, and to react in a timely and professional manner if one were to occur. The opportunity for a lost participant incident to occur is greatly reduced by adhering to appropriate leader-to-participant ratios, the buddy system, and frequent head counts and roll calls. As soon as staff realize a participant is missing from the group, they immediately activate the following procedures:

1. Staff note the exact time a participant was no longer with the group.
2. Staff identify the participant who is lost and gather details.
3. Staff inform the Program Supervisor of the situation.
4. While program staff continue to keep the other participants together and safe, remaining staff search for the participant, checking in with the group often to see if the participant has returned.
5. If the participant is not found within 10 minutes of the search, staff contact 911 while search continues.
6. Immediately following 911, staff contact the guardian of the lost participant and inform them of the situation.



## PROGRAM POLICIES

### SIGN IN/SIGN OUT

After School participants who are transported from school to a PARD program will be signed in by staff. Other than a parent/guardian, only persons listed on a Program Registration/Participant Waiver as emergency contacts with permission to **pick up youth** may pick up and sign out a child. Contact the program site for instructions on making changes to the emergency contacts list after the waiver has been



submitted. Proper ID is required before staff will release a child. Teen

**Please Note:** If participants are not picked up by the program end time, a \$1 per minute late fee may be charged.

## **ABSENCE/ATTENDANCE**

If your child is not attending the program on a given day, please inform the site. If we have not been contacted by you, a courtesy call may be placed to confirm your child's absence. Absenteeism does not entitle you to a credit, prorated fee, refund or transfer.

## **ITEMS TO BRING TO CAMP**

Please bring a water bottle, sunscreen, insect repellent, lunch and two healthy snacks with your child. On days with pool activities, please bring swim clothes, towel and a change of clothes. Please label all personal items.

## **LUNCH/SNACK**

Participants must bring their own **non-microwavable, non-refrigerated** lunch in a sack or cooler each day of camp. Additionally, we strongly encourage you provide your child with two healthy snacks to eat during daily designated snack times. Please mark your child's lunch clearly with first and last name. Participants are not allowed to leave during lunch without a parent/guardian, and sharing food between participants is highly discouraged. Please do not send glass containers. Please be aware that some sites may have additional food/snack requirements due to certain dietary and/or allergy restrictions, such as peanut allergy. Please check with site program staff for additional information.

Participants are required to wash their hands prior to snack/meal time. All surfaces where eating will take place will be thoroughly wiped down and disinfected prior to the commencement of snack/lunch time.

The sharing of food and beverages is strictly prohibited. After snack/meal time, all trash will be collected, surfaces wiped down, and participants will once again wash or sanitize their hands.

PARD programs may provide lunch and/or healthy snacks. Please check with your PARD program site to confirm if food is provided.

## **PERSONAL BELONGINGS**

PARD is not responsible for lost, damaged or stolen property. Participants should NOT bring any valuable items to youth programs. Staff require the attention of each participant, therefore students are not allowed to play with personal belongings such as:

- Cell phones
- MP3 players and head phones
- Tablets or laptops
- Pocket or hand held games
- Trading or playing cards
- Anything disruptive

If participants bring any of the preceding items, they will be asked to

keep them in their backpack. If the items are not put away or become distracting or disruptive, staff will collect and keep in the office. Exceptions may apply to teen programming.

Participants may be allowed to bring a digital device for some activities. This will only be on predetermined days and advance notification will be given. Please refer to your PARD program site for more information.

## **APPROPRIATE DRESS**

Participants are expected to wear appropriate attire for program activities. Participants should NOT wear expensive clothing as many projects and activities are messy and your child may get dirty or wet. Please provide an old shirt to use as a smock to protect your child's clothing. Closed-toe shoes are required for safety except while at pools.

## **EXPECTATIONS**

Participants are encouraged to participate in all activities. At all times participants are expected to respect themselves, other participants, staff and PARD property. Behaviors that endanger oneself, other participants or staff are prohibited. Participants are expected to keep hands and feet to themselves. Foul or abusive language, disruptive behavior, running and/or shouting within buildings will not be allowed.

# **BEHAVIOR MANAGEMENT POLICY**

The Parks and Recreation Department (PARD) is committed to providing a safe and respectful environment for all program participants. PARD reserves the right to remove any participant from a program or facility without prior notice if their behavior poses a direct threat to themselves, other participants, or staff. Practicing safe behaviors is expected and any disregard or inability to follow may result in removal from the program. To maintain a safe and enjoyable environment, PARD has developed a behavior response policy designed to preserve a healthy program experience for all concerned.

## **DEFINITIONS**

Program Participant: Individuals who have registered for, paid, and attend any PARD class, program, sport, or activity.

PARD-Led Programs: any activity in which a PARD employee is responsible for structured programming and participant safety.

Disruptive Behavior: Any conduct that interferes with program activities, staff duties, or other participants' ability to engage successfully. Examples include but are not limited to:

- Use of disparaging or abusive language
- Excessive yelling or horseplay
- Persistent distractions to others
- Bullying or invading personal space

Unsafe Behavior: Actions that cause bodily harm or property damage,

or create a situation where such harm or damage is imminent and cannot be mitigated through reasonable accommodations. Including:

- Harming oneself, such as, but not limited to:
  - Elopement into unsafe areas (busy roads, wooded areas, water sources, etc)
  - Physical self-harm
  - Possession, use, or transfer of alcohol, illegal drugs, tobacco products, including matches and lighters
  - Use of, possession, or verbal suggestion of possession of weapons (ex: knives, glass, sharp objects, etc.)
- Harming others, such as, but not limited to:
  - Fighting and/or aggressive behavior
  - Throwing objects
  - Possession/use of weapons (ex: knives, glass, sharp objects, etc.)
  - Hitting or kicking others
  - Verbal abuse and/or profanity
  - Endangering the safety of others
  - Exposure of private areas to others
- Damage of property:
  - Vandalism
  - Behaviors resulting in breaking or damaging property
  - Theft – taking any item that does not belong to the child
  - Parent/guardian may be responsible for ANY damage caused by their participant.

## **PROCEDURES FOR ADDRESSING BEHAVIOR**

PARD staff will use positive behavior management techniques and clear communication when guiding youth participants. All PARD staff are provided behavior management training opportunities. PARD utilizes Satori Alternatives to Managing Aggression (SAMA), as a research-backed training foundation for understanding and responding to behavior. PARD staff should not use harsh, corporal, or humiliating punishment, should avoid using profane language, will not physically contain youth, place youth in locked rooms, or leave youth in an unsupervised separation. Staff will utilize their training when addressing incidents in programming and will implement the following procedures in cases of disruptive or unsafe behavior:

### **Disruptive Behavior Response**

Verbal Warnings: Staff will issue up to two verbal warnings and these warnings and incident information will be documented in a communication log or similar tool per site's standard operating procedure.

Incident Report: If disruptive behavior persists after verbal warnings, staff will complete an incident report.

Parental Notification: Staff will notify the participant's parent/guardian, providing details of the incident. Parents may be asked for feedback to prevent disruptive behavior from continuing.



Pause in Program Attendance: If behavior continues despite interventions, a pause or break from the program may be required.

### **Unsafe Behavior Response**

Program Pause/Removal: Unsafe incidents may result in a pause from programming with duration and time related to the severity of the incident. If a participant's actions pose an immediate risk of bodily harm, staff may remove them from the program immediately and without prior warning.

Incident Report: Staff will document the unsafe behavior in an incident report.

Parental Notification: Staff will immediately notify the participant's parent/guardian.

Incident review: Staff will review the incident and incident reports

Parent Meeting: A parent meeting may be called if it is determined that changes could be made to prevent unsafe incidents from occurring in the future.

Law Enforcement Notification: If deemed necessary, staff will contact law enforcement for support during an unsafe incident.

- Staff will use the following guidelines to determine if law enforcement should be called:
  - If a participant makes a direct threat with intent of self-harm or harm of others
  - If a participant has a weapon and has made a threat to use it
  - If staff have complied with all procedures and training yet a direct threat of injury or safety remains

A parent/guardian may be contacted to pick up a child prior to program completion in order to prevent escalation of an incident of unsafe behavior. It is the responsibility of the parent/guardian to respond to these calls and pick-up the child within a timely manner. Failure to do so may result in further actions.

### **REINSTATEMENT AND REFUND POLICY**

- If program participation is paused, staff will provide the parent/guardian with a date, time, and conditions for return in writing.
- Refunds for removed participants will be determined according to PARD's refund policy.

### **CODE OF CONDUCT FOR PARENTS**

To ensure a positive and safe environment for all participants, parents are expected to adhere to the following code of conduct while their child is participating in a PARD program:

- I will encourage my child to follow program rules and engage respectfully with staff and peers.
- I will remember that children learn best by example and will demonstrate respect and good behavior at all times.
- I will support my child's overall development, improvement, social

interaction, and enjoyment rather than focus solely on achievement.

- I will not yell at, ridicule, or publicly criticize my child or any other child for mistakes or behavioral challenges.
- I will communicate any concerns with staff privately and respectfully.
- I will not make negative comments or engage in disruptive behavior towards staff, participants, or other parents.
- I will not interfere with program activities or enter restricted areas without permission from staff.
- I will respect the role of camp counselors and staff, understanding that their primary goal is to provide a safe and enriching environment for all participants.

Failure to follow this code of conduct may result in restricted access to the program or dismissal from the premises.

### **REQUESTING MODIFICATIONS FOR QUALIFYING DISABILITIES**

Upon registration or entry into the program, the parent/guardian is asked on the program waiver if the participant requires any program modifications due to an ADA qualifying disability. It is the parents' responsibility to disclose this information and request Therapeutic Recreation – Modifications and Support (TR-M&S) in a timely manner. If any of the participants' needs are behavior-related, the parent/guardian will be contacted for additional information which may include but is not limited to behavior modification programs in place at school or home. Parents/guardians should contact TR-M&S at least 2 weeks prior to the beginning of the program to ensure appropriate modifications are put into place. Individualized modifications do not exempt a participant from following City of Austin Parks and Recreation program rules, expectations or policies. All modifications put into place by the TR-M&S team represent a good faith effort and may not guarantee success in the program.

## **WELLNESS GUIDELINES**

### **ACTIVITIES OF DAILY LIVING**

All participants must independently maintain all Activities of Daily Living (ADLs), including personal care functions to include but not limited to toilet hygiene, bowel/bladder management, changing clothes, all aspects of eating and feeding, and practice positive hygiene related to personal cleanliness. Staff are not allowed to provide physical intervention to participants who need assistance with ADLs. Staff may only offer verbal cues to assist participants in completing personal care needs or any ADLs. Staff are allowed to assist with opening containers or to hand an individual a needed assistive device. Staff are not allowed to physically assist a participant with transferring from one location to another, such as from a wheelchair to a stationary chair or to assist a participant in walking. Staff may hand a participant a walker, wheelchair, cane, or other assistive mobility devices.

Any participant who needs assistance with ADLs or mobility is welcome to bring an attendant or companion with them to PARD programs, activities or events. This attendant/companion will not be charged for participating in the program, activity or event, as long as they are with the paid participant. Should there be additional expenses such as meals, entrance/admission costs, field trips, etc. not covered by the program registration fee the companion will be responsible for covering those expenses.

## **MEDICATION RELEASE AND STANDARDS**

If a child needs to take prescription or non-prescription medication during program hours (program must exceed one hour) a signed Permission To Give Medication form is required.

Medication will be self-administered by the participant under PARD staff supervision (dosage schedule, verification, measurement and documentation when given).

- Staff are not permitted to administer medications. Typical exceptions include epinephrine auto-injector devices and Insulin Pens.
  - Epinephrine auto-injector devices can only be administered during an emergency by trained staff. In the event of an emergency, 911 will be called.
  - The administration of Insulin Pens must be previously arranged through the PARD Inclusion Unit in order for staff to receive proper training.
- Staff will only accept the exact dosage needed during the registered program hours and will not accept an entire bottle of liquid, tablets or powder. Staff may not accept more than a week's worth of medication for a participant, not to exceed a 5-day supply.
  - For example, if a program meets once a week, staff can only accept medication for that one occurrence. Any unused medication will be returned to the parent/guardian on the last day of the program.
- Medication must be stored in its original container with the child's given name, valid expiration date and correct dosage.
- Medication that is inconsistent with the prescribed dosage cannot be administered by staff.
- Staff will maintain possession of all medication, including inhalers and epinephrine auto-injector devices, in a secured location only accessible by staff.
- Staff will maintain a medication log with the name of the child to whom the medication is administered, the time the medication is dispensed and the name of the person dispensing the medication.

If you have questions or concerns about the administration of medications, please contact the PARD Inclusion Unit at *inclusion@austintexas.gov*.



# ILLNESS GUIDELINES

## ILLNESS/INJURY

If a child becomes ill or has a temperature of 100 degrees Fahrenheit or greater, staff will call the phone numbers listed on the Program Registration/Participant Waiver so that your child may be picked up. If a child becomes seriously injured, staff will contact the parent/guardian and call 911 for assistance.

## ILLNESS IN THE PROGRAM

Any participant who is showing signs of sickness such as a fever, cough, or shortness of breath, should stay home and not attend programming. Individuals experiencing symptoms of transmissible illness should contact their health care provider for immediate assistance.

Should a participant start to feel ill, or begin to show contagious illness symptoms during PARD programming, the following steps will be taken:

- Participant will immediately be separated from the group and move to a designated isolated area away from others
- Parents/Guardians will be contacted immediately and asked to pick up the ill individual

Under certain circumstances, individuals may be entitled to a partial/prorated refund due to illness. In such a circumstance, participants will be required to provide a doctor's note as proof of contagious illness in order to receive the refund. See [Health & Wellness Program Participation Guidelines](#) for more information.

A physician's note may be required as proof of contagious illness and/or clearance to return to programming. Such documentation may be required in order to secure a partial/prorated refund for absence due to illness. See [Health & Wellness Program Participation Guidelines](#) for more information.

Illness/Infection Symptom	Should you stay home?	When you can return
Chicken Pox	YES	When all pox are scabbed
Cold	NO (without fever) YES (with fever)	See <i>Fever</i>
COVID-19	YES	Please refer to the <a href="#">City of Austin's COVID-19 site</a> for most current information.
Coxsackie (hand, mouth and foot disease)	YES	24 hours after fever subsides and fever reducing medications have not been given in the past 8 hours; children with widespread blisters may need to stay home until the blisters dry up
Diarrhea	YES	12 hours after last diarrhea

Illness/Infection Symptom	Should you stay home?	When you can return
Ear Infection	NO (with doctor diagnosis)	
Fever (undiagnosed illness) 100° F or greater	YES	24 hours after fever subsides and fever reducing medications have not been given in the past 8 hours
Giardia	YES	When diarrhea subsides or doctor approves readmission
Impetigo	YES	When treatment has begun
Lice	YES	When 1 treatment has been given
Pink Eye	YES	24 hours after treatment has begun
Unidentified Rash	YES	When rash is gone unless doctor approves readmission
Ring Worm	NO (keep area covered)	
Roseola	YES (with fever)	<i>See Fever</i>
Rota Virus	YES	When diarrhea subsides or doctor approves readmission
Strep Throat/Scarlet Fever	YES	24 hours after fever subsides and fever reducing medications have not been given in the past 8 hours
Thrush	NO (should seek treatment)	
Vomiting	YES	12 hours after vomiting

## FREQUENTLY ASKED QUESTIONS

### 1. If my child does not attend every day can my fee be prorated?

No. Attendance is the responsibility of the participant. Failure to attend a class does not entitle you to a transfer or refund. Make-ups are not available and fees are not prorated for absences (see page 4). Under certain circumstances, individuals may be entitled to a partial/prorated refund due to illness. (see page 17).

### 2. How should my child dress?

Wear comfortable clothing appropriate for activities and movement such as t-shirts, pants or shorts and closed-toe shoes (see page 12).

### 3. Do I need to sign my child in and out every day?

Yes. Safety is our first concern; therefore, we require that your child be signed in and out every day (see page 10).

**4. Can a neighbor, friend or relative pick up my child?**

Yes, but the child must be signed in or out by an “emergency contact” with permission to pick up youth indicated on the child’s Program Registration/Participant Waiver. Photo ID is required. Changes or additions to the “emergency contact” list can only be made by following instructions provided by the PARD program site (see page 10)

**5. If I’m in a hurry can you send my child out to meet me at the curb?**

No. Safety is our first concern; therefore, we require that your child be signed in and out every day. Participants will not be allowed to run out to the car or wait at the curb (see page 10).

**6. Can you just give my child aspirin for a headache?**

No. If your child needs to take any type of medication (prescribed or non-prescribed), a Permission To Give Medication must be provided by the parent or guardian (see page 16).

**7. Why can’t my child bring his/her digital device?**

PARD is not responsible for any lost, damaged or stolen property. Our staff require your child’s attention; items from home can be distracting to other students and staff as well as pose safety concerns. Exceptions may apply to teen programming; please check with your PARD program site (see page 11).

**8. Under what conditions can my child be removed from a program?**

While PARD makes every effort to ensure the success of each participant, staff reserve the right to remove any participant from a program or facility when disruptive or unsafe behavior places other participants, themselves, or staff in danger. Practicing and maintaining safe behaviors are expected of all participants and any disregard or inability to follow will also result in removal from the program (see page 13).

**9. Is online registration secure?**

Online registration is processed by our registration software. You will create or update your user account, which is only accessible by you. If you don’t know your password, you can request a new one which is generated by the software and not visible to staff. Staff are only able to update information you provide and register you for a class through their own staff user accounts. Staff cannot access your online account. Neither PARD, nor the software vendor store credit card information. Payments are processed through a credit card processing vendor to protect our customer’s privacy and security.

**10. Will spaces be held for online, walk-in and phone registration?**

No spaces will be held. Online, walk-in and phone registration will all be offered for live registration on a space available basis.

**11. What happens if the class is full?**

If a class is full, a spot on the waiting list will be offered. There is

no fee to be on the waiting list. If a participant drops a class that space will be offered to the first person on the waiting list. If you are offered a space in class from the waiting list, we will notify you of the deadline to secure the space with the payment. If you decline or let the deadline expire without making the payment, we will remove the student from the roster and offer the space to the next student on the waiting list.



**12. Are participant waivers required if I register online?**

A Program Registration/Participant Waiver with original signatures is required at the program site prior to participation.

**13. If I make an ADA accommodation request, do I have to wait to speak with staff before registering online?**

No. Please complete online registration and contact staff at the site to place the request. Visit [www.austintexas.gov/departments/inclusion-support-services](http://www.austintexas.gov/departments/inclusion-support-services) for details (see page 8)

**14. If I qualify for Financial Aid, can I register for programs online?**

If you have been approved for Financial Aid, your account will automatically calculate the correct price when paying for an activity online. If it doesn't, contact staff at the site to inquire further. Youth scholarships can now be used while registering online. Visit [www.austintexas.gov/pardfinaid](http://www.austintexas.gov/pardfinaid) for details. (see page 8)

**15. Can I make partial payments online for classes with that option?**

Yes. For example, many summer camp programs allow deposits to be paid at the time of registration. Remaining balances must be paid by the required deadline or you risk being dropped from that activity. You can pay the remaining balance online by clicking on the "Make a Payment" quick link.

**16. What if my plans change and I can't attend the program?**

Notify staff at the site and your situation will be addressed in accordance with the registration policies for cancellations, refunds and transfers (see page 4).



# CITY OF AUSTIN

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Paige Ellis .....	Council Member
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Stephanie Hayden-Howard .....	Assistant City Manager
Eddie Garcia .....	Assistant City Manager
Susana Carbajal .....	Assistant City Manager
Ed Van Eenoo .....	Chief Financial Officer

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Liana Kallivoka .....	Assistant Director
Jodi Jay .....	Assistant Director
Lucas Massie .....	Assistant Director
Suzanne Piper .....	Chief Administrative Officer

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Austin Parks & Recreation  
200 South Lamar Blvd  
Austin, Texas 78704



The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance please contact (512) 974-3914 or Relay Texas 7-1-1.

April 2025