

Section A: YOUTH RECREATION PROGRAMS ADMINISTRATION PROCEDURES

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File: AA - DEFINITIONS

For the purposes of these procedures, the following definitions and distinctions will apply:

1. Program Definitions

- a. "Youth Recreation Programs" – any Recreation Department program designed to serve the primary play interests of children. Youth programs need not necessarily be held in the summer.
- b. "Classes" – Recreation Department educational enrichment programs designed for instruction or care.
- c. "Youth Sports Programs" – Recreation Department athletic activities for children including, but not limited to Recreation Flag Football, Soccer, T-ball, and Basketball.
- d. "Recreational Camp" – any day, residential, sports, travel or trip camp wholly or in part for recreation which operates *for profit or philanthropic or charitable purposes*, serves five or more children, and operates for any period of time between June 1 and September 30. Provided it is not promoted or advertised as a camp, among other exemptions, single purpose classes, workshops, clinics, or programs sponsored by municipal recreation departments will not be deemed to be a recreational camp for children.

2. "Participant" – a minor who attends a youth or sports program for children, including Counselors-in-Training.

File: AB – RECREATION COORDINATOR ON-DUTY

1. Recreation Youth Programs
 - a. The Recreation Coordinator overseeing a particular youth recreation program is responsible for notifying program staff who is responsible for the administration of that program at all times.
 - b. In the absence of a Recreation Coordinator, such as a lunch break or otherwise, the Recreation Coordinator or Recreation Director will appoint a designee to oversee the program who will meet the following requirements:
 - i. Is at least 21 years of age; and
 - ii. Has at least two seasons of previous experience working as part of a recreational program for children.
 - c. Notifying the staff who is in charge will be done using pocket charts that will be displayed at each program location. The pocket chart will include interchangeable name tags and feature information such as the Recreation Coordinator On-Duty, who is responsible for check-in and check-out for that day, and any other important information as necessary.
2. Sports Programs
 - a. In the case of Recreation sports programs, the Recreation Coordinator or Recreation Director will designate either a program supervisor or program director to be on site and responsible for that day's administration of the program.
3. References:
 - a. 105 CMR 430.102(D)

File: AC – REQUIRED RATIOS OF COUNSELORS-TO-PARTICIPANTS

1. Recreation Department programs will have at least two counselors for every 10 participants below the age of seven (one counselor for every five participants).
2. Recreation Department programs will have at least two counselors for every 20 participants age seven and above (one counselor for every 10 participants).
3. Junior counselors may be included in meeting up to one-half of the child-to-staff ratio within each unit, however this should always be in the presence of a counselor (for example, one counselor and one junior counselor may be allowed to supervise 15 children ages seven and above). Under no circumstances should junior counselors be left alone unsupervised with a child.
4. To meet these required ratios, counselors will be within the line of sight, or within close proximity such as visits to the bathroom, to participants at all times.
5. To protect program participants, staff, and volunteers, the Walpole Recreation Department prohibits employees and volunteers to be alone with a single child where he or she cannot be readily observed by others. As staff supervises children, they should position themselves in such a way that other staff can see them.
6. References:
 - a. 105 CMR 430.101

File: AD – TAKING ATTENDANCE, “FRONT DESK” STAFFING, CHECK-IN/CHECK-OUT PROCEDURES

1. Attendance & Check-in
 - a. Before the start-date for every program, the Recreation Coordinator responsible for that program is responsible for printing out a program’s Activity Attendance Sheet from the Recreation Software.
 - b. At the start of a program day, one staff member will be designated responsible for managing children and taking attendance at arrival, as well as ensuring that no child leaves the building or activity group unless accompanied by an authorized adult or counselor.
 - c. The designee must record each participant’s attendance at the start of each class. Attendance must be taken for the entire duration of that program (start-date to end-date). Attendance must be recorded regardless of whether the program is run by part-time Recreation Department staff, instructors, vendors, volunteers, etc.
 - d. If a child leaves an activity group for any reason (such as getting a drink of water or using the restroom) that is beyond the line of sight or within close proximity of a counselor, that child must be accompanied by a counselor to leave the activity group. Pursuant to point (b), no child may leave the activity group unless accompanied by an authorized adult or counselor.
 - e. At the conclusion of every program, the staff, instructor, vendor, volunteer must return the attendance sheet to the supervising Recreation Coordinator, who must scan it in and save the document in the Public Drive folder entitled “Program Attendance.” Program attendance records must be kept for a minimum of three years.
2. Check-out Procedures
 - a. At the start of a program day, one staff member will be designated responsible for managing children at dismissal as well as ensuring that no child leaves the building or activity group unless accompanied by an adult.
 - b. The Recreation Department will release children only to their authorized parent or legal guardian, or an individual designated in writing by the participants’ parent or legal guardian. Parents/guardians or other designated individuals will be required to provide identification and initial the check-out along with the time of the check-out.
 - c. Alternative dismissal arrangements may be authorized for a child if submitted in writing by the parent/guardian to the Recreation Director.
3. References:
 - a. 105 CMR 430.190

File: AE – PROGRAM SUPPLY BAGS

1. Program Supply Bags will be available and on-hand for counselors at each program location. Counselors are responsible for bringing at least one Program Supply Bag with them and keeping it in close proximity during activities. When not in use, Program Supply Bags will be kept in the Recreation Department office at Blackburn Hall or another secure location, such as the main cabin at Jarvis Farm or at Studio East.
2. Counselors must replace supplies taken from Supply Bags at the end of the shift so they may be available for the next shift if necessary.
3. Required contents:
 - a. First Aid Kits
 - i. First Aid supplies will be readily available at every program and every location to the staff among the program bags.
 - ii. First aid kits will meet the American National Standards Institute Z308.1 requirements.
 - b. Program Packet
 - i. Curriculum
 - ii. Attendance Sheets
 - iii. Program Fact Sheets (including all pertinent information, such as “No Program” dates, directions, what to bring, etc.)
 - iv. Program-specific procedures (traffic control, fire-drill information, list of emergency contact numbers)
 - v. Blank accident/incident reports
 - vi. Blank headcount timesheets
 - c. Tape & scissors
 - d. Blank name tags
 - e. Writing utensils (pen, sharpie)
 - f. Any other supplies as needed, determined by the Recreation Coordinator
4. A checklist of the contents (including specifics, such as First Aid supplies) should be posted by the bags in the Recreation office.
5. Recreation Coordinators will be responsible for verifying and initialing that the contents are stocked on a weekly basis.
6. References
 - a. 105 CMR 430.161

File: AF - HEADCOUNT PROCEDURES

1. Each Program Instructor/Counselor, or Director will be responsible for knowing how many children have been assigned under his/her care.
2. Staff will conduct verbal headcounts on 60-minute intervals (every-hour, on-the-hour) and/or at any point that an activity group moves to a different activity location, to verify that each participant is accounted for.
3. At random times throughout the day, Recreation Coordinators or their on-site designee shall conduct compliance checks, verifying that instructors know how many children are under their care and how many children are in their group.

File: AG – BOOK-END SUPERVISING PROCEDURES

1. When moving between activity locations during recreation youth programs, counselors will organize children into lines, with a designated staff member at the front and back of the line.
2. When moving through parking lots and/or crossing roadways, a third counselor or staff member will stand alongside the children on the side facing the traffic.

File: AH – ACCIDENT/INCIDENT REPORTS

1. A report will be available in each Program Supply Bag for each accident (injury) or incident (behavior) that occurs at a program.
2. Written accident or injury reports need to be submitted to the Recreation Director as soon as possible but no later than by the close of business for that day. The Recreation Director will submit any accident reports to town administration.
3. The Recreation Department will maintain a medical log that will contain a record of all participant and staff health complaints and treatment. The medical log will be maintained in a readily available format by the Recreation Director. Such medical log will be maintained confidentially.
4. References
 - a. 105 CMR 430.154
 - b. 105 CMR 430.155

File: AI – PROTECTION FROM THE SUN

1. The Recreation Department will at all times encourage participants and staff to reduce exposure to ultraviolet exposure from the sun. Such measures may include, but not be limited to, encouraging the use of wide-brim hats, long-sleeve shirts, long pants, screens with a solar protection of 25 or greater, and lip balm. Encouragements to this effect will be featured in the individual program packets.
2. Application of Sunscreen
 - a. Parents/guardians will be responsible for applying sun protection to their child prior to the start of a day's program and for providing sunscreen and/or sun protection for their child for that day.
 - b. Counselors will remind participants to apply sun protection at appropriate times during the day.
 - c. Any sun protection provided from home will be delivered in a plastic bag with that child's name clearly written on the bag. The plastic bag containing the sunscreen or sun protection should be kept in the participant's backpack or among their personal items.
 - d. Parents/guardians who wish for instructors or Recreation Department staff to assist their child apply sun protection must first submit a written authorization to the Recreation Department. Instructors will not apply protection to a child without written authorization beforehand. Instructors will only apply sun protection in the form of spray and are prohibited from applying lotion.
3. References:
 - a. 105 CMR 430.163

File: AJ – MEALS PROVIDED FROM HOME

1. Parents/guardians will be required to provide an appropriate lunch and a beverage at each session of a youth program. Parents will also be encouraged to provide their child with snacks.
2. Lunches should be stored in a participant's backpack, cubby, or among their personal items. Parents will be encouraged to bring non-perishable food for lunch. However, limited refrigeration space will be available for participants whose lunches require refrigeration to maintain safe temperatures (such as tuna fish or yogurt). Lunches should clearly be marked with the name of the participant.
3. The Recreation Department encourages parents to omit peanut butter or nut-free items from among their children's meals and snacks. Although the Recreation Department doesn't prohibit nut items, peanut or peanut butter outright, each program where meals and snack are consumed will contain separate areas designated as peanut-free.
4. Children will be encouraged to eat a well-balanced diet, but no participant will be forced or otherwise coerced to eat against his or her will.
5. If a child forgets his/her lunch, the Recreation Department should first attempt to contact the family to see if arrangements can be made. If no arrangements are available, the Recreation Department will supply participants with a lunch for a small fee. No participant will be denied a meal for any reason other than by written medical direction.
6. References:
 - a. 105 CMR 430.334
 - b. 105 CMR 430.335

File: AK – PARTICIPANT DISCIPLINE

1. Discipline and guidance will be consistent and based upon an understanding of the individual needs and development of a child. Discipline will be distributed with the goal of maximizing the growth and development of a child and for protecting the group and the individuals within it.
2. All program participants are expected to act in an appropriate manner. Children and staff will be trained to follow general behavior rules, including:
 - a. Be Kind – keep hands, feet, and objects to yourself
 - b. Be Respectful – to other staff, others, yourself, and the environment
 - c. Be Safe – stay with a staff member and your group
3. Unacceptable behavior will include, but shall not be limited to:
 - a. Refusing to follow behavior guidelines or Department rules
 - b. Using profanity, vulgarity, or obscenity
 - c. Stealing or damaging property (personal or department property)
 - d. Disrupting the program
 - e. Leaving the program without permission
 - f. Endangering the health and safety of children and/or the staff
4. In the event of an incident, program staff will be required to take appropriate action at the time of the incident.
 - a. Staff will redirect the camper to more appropriate behavior.
 - b. If inappropriate behavior continues, appropriate action may include but not be limited to, removing the child from the activity and giving the participant a time-out. The child will be reminded of behavior guidelines and program rules and the child will be asked to decide on action steps to correct his/her behavior.
 - c. During a time-out period, the child will be supervised by a Program Supervisor or Program Director (or whoever is designated responsible) as not to interrupt instructor to participant ratios. Program Staff will be trained to be firm and fair and not to yell or strike a child.
 - d. Any minor incidents or misbehavior will be reported to the Program Director, who will document the situation, the inappropriate behavior, and any action taken, then relay the information to the parent or guardian at the end of the day for correction. When necessary, the Recreation Coordinator will communicate further with the parent or guardian.
5. Excessive incidents of misbehavior, especially those that threaten the safety of a participant and/or staff member, will be reported by either a Recreation Coordinator or Recreation Director to the parent/guardian immediately. In extreme cases, the parent/guardian may be asked to remove their child immediately or indefinitely.
6. Discipline prohibitions:
 - a. Corporal punishment, including spanking, is strictly prohibited;
 - b. No participant will be subjected to cruel or severe punishment, humiliation, or verbal abuse;
 - c. No participant will be denied food, water, or shelter; and

d. No child will be punished for soiling, wetting, or not using the bathroom.

7. References:

a. 105 CMR 430.191

b. 105 CMR 430.334

File: AL – SPECIAL CONTINGENCY FOR CHILD ATTENDANCE & PICKUP

1. If a child is registered for a program, but fails to arrive for a day's activities, the Recreation Coordinator on-duty, or their designee, will double check the roster and the attendance as listed in the software registration system. If the child is on the roster for the day after all, but has failed to arrive, program staff may attempt to contact the parent or guardian for a status update and whether the child will be attending for that day.
2. If a child arrives for a program, but is not registered and is unable to register on the spot (such as if a parent is unavailable to register the child) program staff should first
 - a. Check to see if the child's parents if still on site
 - b. Call the child's parent/guardian if the child's phone number is obtained for that day's registration
 - c. If the parent is unobtainable, the child may be allowed to participate for that given day's activities, provided that the registrant must contact the Recreation Department for resolution before being allowed to participate in any future lessons. Attendance sheets as well as the registration software should be updated accordingly.
3. If a child is missing at the point of pick-up at the end of the day, the Recreation Coordinator will first verify with the designated person responsible for check-out if the child was picked up earlier that day. If the child has not been checked out for the day and still has not arrived by the point of pick-up, the Recreation Coordinator will activate the *Lost Participant Plan*. If still not located, dial 9-1-1.
4. If a child is not picked up in a timely manner (15 minutes after dismissal) every effort will be made to contact parent(s)/guardian(s) or the person(s) listed as an Emergency Contact to pick up the child. If no contact can be made within 30 minutes after utilizing the emergency numbers, the Recreation Director may place the child with the care of the Walpole Police Department.
5. References:
 - a. 105 CMR 430.211

File: AM – POLICIES & PROCEDURES TO PROTECT PARTICIPANTS FROM ABUSE AND NEGLECT WHILE IN THE RECREATION DEPARTMENT’S CARE AND CUSTODY

1. Definitions
 - a. “Abuse” means the non-accidental commission of any act(s) by a caretaker, as such term is defined in 110 CMR 2.00, including, but not limited to, parents, guardians, staff or volunteers, upon a child or camper which causes, or creates a substantial risk of physical or emotional injury or constitutes a sexual offense under the laws of the Commonwealth or any sexual contact between staff or volunteers and a child or camper. This definition is not dependent upon location and abuse can occur while the child is not at the Recreation Department or its facilities.
 - b. “Neglect” means failure by a caretaker, as such term is defined in 110 CMR 2.00, including, but not limited to, parents, guardians, staff or volunteers, either deliberately or by negligence or inability, to take actions necessary to provide a child or camper with minimally adequate food, shelter, clothing, medical care, supervision or other essential care; provided, however, that such inability is due solely to inadequate economic resources or due to the existence of a disabling condition. This definition is not dependent upon location and abuse can occur while the child is not at the Recreation Department or its facilities.
2. All children who attend Recreation Department programs will be protected from abuse and neglect while under the Recreation Department’s care and custody. Any suspected case of abuse or neglect will be reported in writing with factual information and observation from department staff to the Recreation Director immediately.
 - a. Every attempt will be made to report this information immediately to the Recreation Director, whether he/she is on-duty or off-duty. If the Recreation Director is unattainable, suspected cases should be reported to the Assistant Recreation Director immediately.
 - b. If neither the Recreation Director or Assistant Recreation Director are attainable, suspected cases should then be reported by a Recreation Coordinator to the Town Administrator or Assistant Town Administrator
3. All cases of abuse or neglect will then be immediately reported by either the Recreation Director or the Assistant Recreation Director to the Department of Children and Families.
4. To protect program participants, staff, and volunteers, the Walpole Recreation Department prohibits employees and volunteers to be alone with a single child where he or she cannot be readily observed by others. As staff supervises children, they should position themselves in such a way that other staff can see them.
5. Staff will never leave a child unsupervised.
6. Staff will not abuse children in any way, including:
 - a. Physical abuse – striking, spanking, shaking, slapping, etc.
 - b. Verbal abuse – humiliating, degrading, threatening, etc.
 - c. Sexual abuse – touching, or speaking inappropriately, etc.
 - d. Mental abuse – shaming, withholding kindness, being cruel, etc.

- e. Neglect – withholding food, water, or basic care, etc.
- 7. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement, rather than competition, comparison, criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
- 8. The Recreation Department will cooperate in all official investigations of abuse or neglect, including identifying parents of campers currently or previously enrolled in the program who may have been in contact with the subject of the investigation.
- 9. Any staff member who is allegedly abusive or neglectful will not have any unsupervised contact with participants until the Massachusetts Department of Children and Families' investigation is completed. If the investigation proves that the complaint is valid, the staff member will be dismissed immediately.
- 10. The Recreation Director will notify the Department of Public Health and the Board of Health if a report is filed alleging abuse or neglect of a child while in the care of the Recreation Department. The report filed with the Department of Children and Families will not be forwarded to the Department of Public Health or the Board of Health.
- 11. References
 - a. 105 CMR 430.093
 - b. 110 CMR 2.00

File: AN – POLICIES & PROCEDURES FOR REPORTING ANY SUSPECTED INCIDENTS OF CHILD ABUSE & NEGLECT

1. All staff will immediately report any suspected child abuse or neglect. Any suspected case of abuse or neglect will be reported in writing with factual information and observation from department staff to the Recreation Director immediately.
 - a. Every attempt will be made to report this information immediately to the Recreation Director, whether he/she is on-duty or off-duty. If the Recreation Director is unattainable, suspected cases should be reported to the Assistant Recreation Director immediately.
 - b. If neither the Recreation Director or Assistant Recreation Director are attainable, suspected cases should then be reported by a Recreation Coordinator to the Town Administrator or Assistant Town Administrator.
 - c. The Recreation Director shall notify the Board of Health if a 51A report alleging abuse or neglect of a child while in the care of the recreational camp for children or during a program related activity is filed. The 51A report itself shall not be forwarded to the Board of Health. Either the Recreation Director or the Assistant Director will immediately report suspected abuse or neglect to the Massachusetts Department of Children or Families.
2. An allegedly abusive or neglectful staff person will not have any unsupervised contact with participants until the Massachusetts Department of Children or Families investigation is completed.
3. The Recreation Department shall cooperate in all official criminal and administrative investigations of abuse and neglect alleged to have occurred at the camp, including identifying parents of campers currently or previously enrolled in the camp who may have been in contact with the subject of the investigation.
4. References:
 - a. 105 CMR 430.093
 - b. MGL c 119 §51A

File: AO – SPOT AUDIT OF THESE PROCEDURES

1. At various times throughout the course of each season, the Recreation Coordinator may conduct random spot audits of recreation programs, classes, and sports programs to ensure compliance with these procedures.
2. The spot audits will be performed on an established rubric that Department staff will be able to check for reference.



File: AP – PROGRAM CHECKLIST

Please keep this checklist displayed in a public location.

Information	Y	N	N/A	Comments
Appropriate Ratios Achieved: <ul style="list-style-type: none"> - Under Age 7: 2 counselors:10 kids - Ages 7 and over: 2 counselors:20 kids - No child left alone - No counselor and child left alone with each other 				
Staff Greeting Participants & Families Upon Check-in:				
Designated Check-in/Check-out Person:				
Attendance Recorded: <ul style="list-style-type: none"> - Attendance completely filled out - All children at program included on the roster 				
Spot Headcount <ul style="list-style-type: none"> - Does counselor know how many children under his/her care? - Does the number match number of children present - Are counselors doing headcounts once every hour? - Are counselors doing headcounts when moving between locations? 				
Program Supply Bags On-Hand: <ul style="list-style-type: none"> - First-Aid Kits - Blank Accident/Incident Reports - Any other supplies, as needed 				
Staff Wearing Department Uniform: <ul style="list-style-type: none"> - Recreation Department T-Shirts - Appropriate Footwear 				
Staff Engaging & Participating in Program Activities: <ul style="list-style-type: none"> - Not sitting off by themselves - Not using cell phone 				
Other Comments:				