

## BRUSHY CREEK MUNICIPAL UTILITY DISTRICT

### STANDARDS OF CARE 2020

#### I. GENERAL INFORMATION/ADMINISTRATION

Purpose: The following Standards of Care are to be the minimum standards for youth programs and recreation activities operated by Brushy Creek Municipal Utility District. The programs operated by Brushy Creek Municipal Utility District are not licensed by the State of Texas as certified day care programs.

##### a. Organization

- i. The Brushy Creek Municipal Utility District Recreation Department reports to the General Manager, who is responsible to the District's Board of Directors.
- ii. Implementation of the Standards of Care is the responsibility of the Recreation Department staff.
- iii. The Youth Programs Standards of Care will apply to Brushy Creek Municipal Utility District's Camp Foxtail programs and youth recreation activities.
- iv. The District's then current Standards of Care will be available on site for public and staff review.
- v. Parents of participants will be provided a current copy of the Standards of Care prior to the start of the summer day camp.

b. Implementation: The Standards of Care will be the responsibility of the Brushy Creek Municipal Utility District Recreation Department, with the Recreation Program and Events Coordinator overseeing the overall program and the Camp Specialist administering the program on-site.

##### c. Day Camp Objectives

- i. To offer a program that offers youth a wide range of recreational activities including: sports, games, arts and crafts, education, special events, swimming and field trips.
- ii. To provide a safe environment; always promoting health and welfare for all participants.
- iii. To provide a memorable, enriching experience in a fun atmosphere.

#### II. STAFFING

a. The District's General Manager shall prepare and keep on site records that include minimum qualifications of all Recreation Personnel. The District's Board of Directors shall approve job descriptions per District policy.

##### b. Drug and Alcohol Testing

- i. As part of the District's commitment to safeguard the health of its employees, provide a safe workplace, and supply customers with the highest quality of service possible, the District shall undertake drug and alcohol testing under the following circumstances:

##### 1. Pre-Employment Testing

- a. Job applicants will be required to undergo drug testing after a conditional offer of employment has been made and before actually performing work for the first time.

## 2. Reasonable Suspicion Testing

- a. Reasonable suspicion that an employee may be using drugs or alcohol may be cause for drug and/or alcohol testing. Reasonable suspicion exists when a specific contemporaneous event or observation indicates recent potential alcohol or drug use. Specific objective facts must be present and reasonable inferences made, through objective measurable behavior and documentation of delinquent performance that suggest the employee is impaired by drugs or alcohol. All documentation will be made by a trained observer.

## c. Criminal Background Checks

- i. All applicants, employees, non-employee instructors, vendors, and volunteers for the Brushy Creek Municipal Utility District ages 16 and over will be subject to criminal background checks prior to performing services for the District.
- ii. The District will also conduct annual background checks on all employees.

## d. Minimum Staff Ratios

The minimum staff ratio will be one staff member per fifteen children, ages 5-12.

- i. Each participant will be assigned to a program staff member who is then responsible for them and who will be aware of any participant's special needs as noted on the camper information form.
- ii. Reasonable accommodation will be made for those with special needs. Participants requiring additional personal assistance, i.e. feeding, changing clothes, using restrooms, must provide an attendant for the duration of the program. Staff will not provide personal assistance. The attendant will be admitted to the program free of charge, but must pass a criminal background check.

## e. Training

- i. The Recreation Department is responsible for providing training and orientation to all camp staff.
- ii. Training and orientation on working with children and other job specific responsibilities will be included.
- iii. All staff will be trained in appropriate procedures to handle emergencies, including first aid and CPR.
- iv. Camp Staff will be familiar with Camp Foxtail's policies pertaining to discipline, guidance and release of participants, and will submit a signed acknowledgment of training.

## III. FACILITY STANDARDS

### a. Safety Measures

- i. Emergency evacuation and relocation plans will be posted at each facility.
- ii. Camp staff will have access to a fully stocked first aid kit.
- iii. In a situation where evacuation is necessary, the first priority of staff is to make sure all participants are in a safe location.

- iv. Program sites will be inspected annually by the Fire Marshal and must comply with the Fire Marshal's directives. The recommended number of fire extinguishers will be available and "primed" for use.
- v. Fire drills will be conducted at the program site at least once during each program session.
- b. Inspections
  - i. Regular inspections shall be given for safety and sanitation concerns. Any and all concerns should be passed on to the Recreation Program and Events Coordinator.
  - ii. Program site equipment and supplies will be safe for participant use, and will only be allowed for use when supervised by program staff.
- c. Health and Sanitation
  - i. The program site shall have adequate indoor toilets and lavatories located and equipped so that participants can use them independently and program staff can supervise as needed.
  - ii. The site shall have not less than one toilet for every 30 participants.
  - iii. The site shall have an adequate supply of water that will be provided to participants in a safe and sanitary manner.

#### IV. SERVICE STANDARDS

- a. Appearance and Behavior
  - i. Staff shirt, appropriate footwear and name badges are to be worn at all times.
  - ii. Participants and parents will be treated with respect at all times.
- b. Communication with Parents
  - i. Staff will keep parents continuously informed of activities and schedules. A weekly schedule will be distributed and copies will be kept with the daily sign-in sheets.
  - ii. Camp staff will note details of camper behavior (accomplishments, discipline issues and general activities) and update parents as much as practicable.
- c. Additional Staff Responsibilities
  - i. Staff will monitor the sign in/out log at all times.
  - ii. Staff will dedicate their on-duty time to campers and/or parents to ensure a meaningful and pleasant experience.
  - iii. Staff will make an attempt to answer any complaints at the site and resolve all problems. Situations that are not able to be resolved by staff will be passed to the Camp Director and situations unable to be resolved by the Camp Director will be passed to the Recreation Programs and Events Coordinator.
  - iv. Prior to beginning each day, staff will check into the appropriate location for any instructions or information relevant to the proposed activities to be conducted that day.

#### V. OPERATIONAL ISSUES

- a. Practices/Procedures
  - i. Emergency numbers for fire, police and emergency medical services are posted at the program site, as well as with staff on any field trips. Those numbers include

Camp Specialist, Recreation Programs and Events Coordinator and parent contact information.

- ii. A program manual is given to every staff member. The manual will include the following:
  - 1. Behavior Management and Discipline Procedures
  - 2. Rules and Regulations
  - 3. Policies and Procedures
  - 4. Youth Programs Standards of Care
  - 5. Guidelines for communication with children and parents
- iii. Sign in and out sheets will be used every day. Only adults listed on the release form will be allowed to pick up a participant. An authorized person must enter the building, present appropriate identification and sign the sheet in order for staff to release the child.
- iv. Children 5<sup>th</sup> grade and older may come and go upon parental acknowledgement through execution of a parental consent form.

- v. Enrollment information will be kept and maintained on each child and shall include:
  1. Child's name, birth date, home address, home telephone number, physician phone number and address, and phone number 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 transportation release form.
  4. Liability and medical release waiver.
  5. Emergency contact information.
  6. Statement of child's special needs or concerns.
- b. Discipline
  - i. Discipline and guidance of participants must be consistent and based on an understanding of individual needs and development.
  - ii. There shall be no harsh, cruel or unusual treatment.
    1. Corporal punishment in any form will not be tolerated.
    2. Children shall not be shaken, hit, bit or have anything put in or on their mouth as punishment.
    3. Children shall not be humiliated, yelled at or rejected.
    4. Children shall not be subjected to abusive or profane language.
    5. Punishment shall not be associated with food.
    6. Staff may use brief, supervised separation from group if necessary, but staff shall not place children in a locked room or in dark room with the door closed.
  - iii. Participants will be aware of all camp 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.
  - iv. Incident reports will be filled out on any disciplinary issues, and information is to be shared with parents/guardians. Continued disciplinary occurrences may result in the participant being asked to leave the program.
  - v. Participants who show patterns of endangerment to themselves, other participants or staff will be asked to leave the program immediately.
- c. Injury/Illness
  - i. Participants who are considered to be a health or safety concern to other participants or staff will not be permitted to the program.
  - ii. Parents/Guardians will be immediately notified by staff when a child is injured or has been involved in any situation in which the child has been placed at risk.
  - iii. 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 symptoms until medical evaluation indicates that the child can be included in the activities. In the event that an injury occurs that exceeds the role of basic first aid, staff will call 911.
  - iv. When an injury occurs, an incident report shall be filled out immediately. The form shall be filled out completely and turned in to the Chief Administrative Officer.

- v. Staff shall notify parents/guardians if there is an outbreak of a communicable disease in the facility, required to be reported to the County Department of Health. Staff must notify parents of children in a group where there is an outbreak of lice or other infestation.
  - vi. In the event of suspected abuse, program staff will report suspected abuse or neglect in accordance with the Texas Family Code. In the case where a staff member is involved in an incident with a child that could be constructed as abuse, the incident must be immediately reported to the Recreation Programs and Event Coordinator. The Recreation Programs and Event Coordinator will notify all appropriate agencies.
  - vii. 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 with fines and/or confinement. Confidential reports may be made by calling 1-800-252-5400.
  - viii. A parent or guardian must complete and sign a medication form that details the name of medication assigned to the participant, the dosage amount and the time it needs to be taken. Participants must be able to administer their own medication; staff will not assist with the administration process. Medication will be signed into the Programs Coordinator and will be kept in a secure area with limited access. All medication taken must be properly documented; participants will not be allowed to administer medication that has not been properly signed-in. The medication form will include a hold harmless agreement to protect the District. This form must be completed for non-prescriptions and prescription medications.
  - ix. Medication dispensed will be limited to those not requiring special knowledge or skills on the part of the staff with the exception of Epi-Pens used for the control of anaphylactic shock.
- d. Transportation
- i. Brushy Creek Municipal Utility District contracts for transportation services from Round Rock ISD, and all rules and regulations concerning transportation are defined by Round Rock ISD.
  - ii. Staff is not to transport participants in any personal vehicle at any time.
  - iii. Staff will carry participant information forms when away from program site.
  - iv. First aid supplies will be taken when transporting participants.
  - v. Before participants are transported to and from any activity, event or field trip, a release form must be completed by a parent or guardian.

## VI. ACTIVITIES AND PROGRAMMING

- a. Activities for each group will be planned according to participants' age, interest and abilities. The activities should be flexible and promote social, emotional and educational growth of each participant.
- b. A weekly schedule of activities will be posted each Monday morning for parents and guardians.
- c. Programs will include indoor and outdoor activities, with a range of low, medium and high impact activities.

- d. When taking field trips, staff will:
  - i. Have emergency contact and medical information for each participant.
  - ii. Have a written attendance sheet of participants that is checked frequently, including before departure, and at destination arrival. Checking the attendance sheet includes calling the participant's name and making eye contact with each participant.
  - iii. Carry a first aid kit.
  - iv. Carry a cellular phone for emergency use.
  - v. Ensure participants are wearing a Camp Foxtail shirt so that they are easily identified.

VII. GENERAL GUIDELINES FOR PARTICIPANTS

- a. Participants are not allowed to make telephone calls unless there is an emergency. Staff should make the phone call for the child.
- b. Children must respect staff and each other.
- c. Participants and staff must wear athletic shoes at all times, unless they are at an aquatic facility.
- d. Staff must know where participants are at all times. Participants are not allowed to filter in with the general public and staff must be aware of their surroundings.
- e. Participants should keep hands, feet and objects to themselves.
- f. Participants and staff must behave in a responsible manner, being helpful and cooperative.

VIII. MONITORING AND ENFORCEMENT

- a. Staff and program issues will be monitored by Brushy Creek Municipal Utility District. The General Manager shall visit the camp site on a weekly basis for an informal inspection of the programs. Camp Director and Recreation Programs and Event Coordinator are responsible for informally checking the camp activities on a daily basis. When this staff is not available, another full-time staff person will be assigned for daily checks.
- b. An annual report will be given by Programs Department to the Board of Directors of the District regarding the overall implementation of, and adherence to, the Standards of Care.