



# PAC Program Guidelines

This provides parents/guardians with an overview of the PAC Afterschool Program guidelines and expectations for participation. **By registering for this program, it is understood that the PAC Program Guidelines document serves as a behavior contract between PAC, parents/guardians, and participants.** The guidelines are available at all program sites, and it is the parent/guardians' responsibility to familiarize themselves and their children with the information included.

## Program Description

Phoenix Afterschool Center (PAC) is an out-of-school time recreation program for school-age children throughout Phoenix. Under the supervision of professional recreation staff, youth are provided with a variety of age-appropriate developmental large group activities that are fun, stimulating, and enriching. PAC staff is looking forward to getting to know the participants and their parents/guardians. It is important that we work together to ensure that every child enjoys his or her recreation experience. Please take the time to carefully read the following program information to ensure our program matches your child's out-of-school time needs.

**Per Arizona Revised Statute 36-882, PAC is not a licensed afterschool program.**

**PHOENIX AFTERSCHOOL CENTER**



## Program Components

Each day, participants will have structured, scheduled, age-appropriate activities, as well as supervised free play. A daily activity planner is available for review at any time, and will include the following program components:

- Physical Activities and Games
- Educational Enrichment
- Arts and Cultural Activities
- Health and Fitness

## Participation Requirements

To participate in the PAC program, participants must be:

- At least six years old by the session start date, and no older than 13 years old; or enrolled in 1st through 8th grades, depending upon site restrictions
- Able to follow PAC program rules and expectations that ensure the safety, health, and fun of everyone
- Able to follow oral instructions
- Able to participate in large group settings
- Able to manage personal hygiene without direct assistance from PAC staff

# Code of Conduct

The City of Phoenix endeavors to provide programs, events, and activities within a Parks and Recreation system which foster, promote, and emphasize, a positive, safe, and rewarding environment for the youth of our community. In support of this mission, the Parks and Recreation Board has adopted a policy on Codes of Conduct for all who attend, or participate in, a City of Phoenix Parks and Recreation program, and/or uses their facilities. This policy sets minimum standards and expectations for the conduct of everyone. Everyone includes, but is not limited to: administrators, participants, coaches, referees, officials, spectators, attendees, parents/guardians, teachers, etc.

**Policy on Codes of Conduct:** When using facilities for, or participating in youth programs and activities, managed by or allowed by the City of Phoenix, **everyone is responsible for:**

- Conducting themselves in a proper and socially acceptable manner
- Exhibiting behavior that supports the health,

safety, and well-being of others

- Providing a drug-free environment
- Refraining from the use of profanity, offensive language, and ethnic slurs
- Abiding by all laws, rules, regulations, and ordinances, whether city, state, or local
- Abstaining from any type of conduct intended to humiliate or intimidate others

**Failure to comply:** The implementation, distribution, monitoring, and enforcement of an organizational “Code of Conduct” as outlined above, is a stipulation of the organization’s usage of Parks and Recreation department programs and facilities. Failure to comply with any established stipulations of usage, and/or failure to obtain all permits, licenses, or registrations required by law, city ordinance, park regulation, or reasonable request from an authorized staff person can result in immediate suspension of facility use privileges and/or citation and/or loss of eligibility to utilize and City of Phoenix programs and facilities on the part of the individuals and/or the organization or user group.

## Program Registration

Registration for the PAC program begins each year in July, before the school year begins. Registration is open and ongoing until a site fills. Once the site fills, a parent /guardian can place their child(ren) on a waitlist. **Some sites and sessions fill faster than others.**

Parents/guardians have the option to register their child(ren) for one or more sessions when registration begins. PAC has four sessions that correspond to school breaks (**PAC is not in session when school is not in session**):

- Session one: first day of school to fall break
- Session two: return from fall break to winter break
- Session three: return from winter break to spring break
- Session four: return from spring break to last day of school

**Registration is first come, first serve.**

At the time of registration, there are several prompts to be answered:

- Do you require an ADA / Disability Accommodation? **Additional information on page three**
- How will your child leave the program each day? **On their own (walk/bike); Parent pick-up**
- Contact information for parent/guardian; and emergency contact information
- Acknowledgement of the minimum age for PAC (**6 years old**), and PAC verifies participant ages
- Acknowledgement of the City of Phoenix refund policy **No refunds, unless a program is canceled**
- What school does your child attend? **Please enter the name of your child's school**

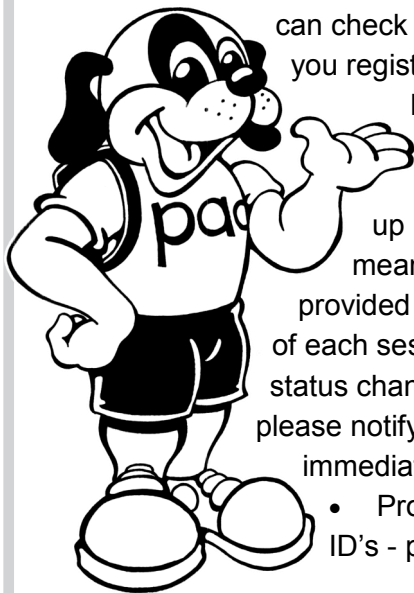


# Program Attendance

PAC is a “drop in” program: youth are not required to stay all day, and are not required to attend every day.

## What does this mean for my child?

- Unlike childcare programs, PAC participants are allowed to go home freely from the program on their own volition.
- Participants must check in and out each day. It is the participant’s responsibility to sign in. There is not an attendance procedure like school or day-care. If your child is not attending, we do not require parents or guardians to call PAC or the school office, and no one from PAC will call you.
  - Participants authorized to walk home can check out and leave. When you registered, you designated how your child would be permitted to leave the program (parent pick-up, walk, or another means). That information is provided to PAC staff at the start of each session. If the departure status changes for your child, please notify the PAC office immediately.
  - Program staff do not check ID’s - participants are expected



to know who picks them up each day.

- If there are circumstances that arise which require restrictions on who is allowed to pick up your child, you must notify the PAC office in writing.
- **Important: staff cannot physically restrain a participant who is not authorized to walk home, but is trying to walk home.** Staff will begin calling parents/guardians immediately. Emergency contacts will then be called should PAC be unable to reach parents/guardians. It is very important for PAC to have up-to-date contact information.
- Update your information the first week of the program, and any time there is a change.
- **PAC staff do not get involved in domestic situations, or legal disputes, with the exception of orders of protection. Please contact the PAC office at 602-262-7370 or by email at [pac@phoenix.gov](mailto:pac@phoenix.gov) for additional information.**
- Per Arizona law, you may request information through a public records request. Visit [www.phoenix.gov](http://www.phoenix.gov) for additional information.

**Per Arizona revised statute 36-882, PAC is not a licensed afterschool program**

# ADA Accommodation Requests

The City of Phoenix Parks and Recreation Department is committed to providing reasonable accommodation and accessibility for all residents.

These requests should be made a minimum of 14 business days prior to the start of the program. To request a reasonable accommodation for PAC: Call 602-262-7370 (voice) or 602-262-6713 (TTY), or E-mail [pac@phoenix.gov](mailto:pac@phoenix.gov)

**The PAC program wants every child to be successful. Disclosing that your child needs an accommodation allows staff to work with parents/guardians to design an accommodation plan specific to each child. All information is kept confidential. All participants are required to follow PAC rules.**

The City of Phoenix prohibits discrimination on the basis of race,

ethnicity, national origin, sex, religion, age, sexual orientation, or disability in its services, programs, and activities. Anyone who believes he or she has been discriminated against may file a complaint with the City of Phoenix Equal Opportunity Department.

The City of Phoenix does not carry accident insurance to cover participants. Involvement in any activity is done at the participant’s own risk.

# Program Information

PAC is an out-of-school time recreation program for children in grades 1st - 5th, (or 1st - 8th, based on campus). Please note: **If a child is determined to be enrolled based on false information on the registration form/online system, the child will be removed from PAC with no refund.**

## *Personal items:*

- **The City of Phoenix is not responsible for theft or damage to personal items**
- Participants are discouraged from bringing toys, money, cameras, video games, sports equipment or other valuables.
- Personal items like backpacks, outer wear, etc. should be marked clearly with the participant's name.
- **Participants who have cell phones and/or other wireless communication devices must keep them off and stored in their personal areas (bags/purses/etc.).** Participants will only be permitted to remove and use these devices when approved by the Recreation Leader. Permission will not be granted for other children's' use of the cell phone.

## *Program hours:*

- Program hours are from school release until 6:00 PM each day, including early release days.
- There is no program on official City of Phoenix holidays (listed

below), when school is not in session, or on teacher in-service days.

- Official City of Phoenix observed holidays:  
New Years Day; Martin Luther King, Jr. Day; Presidents' Day; Cesar Chavez Day; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day, the day after Thanksgiving; and Christmas Day.

## *Communication:*

- Communication between staff and parents/guardians is vital. We encourage parents/guardians to review notes, *Parent Notification Forms*, and parent table signs for important program changes, announcements, information, and reminders.
- The parent table is the "front counter" and information hub for each site. Participants check in and out there, information is posted, and it is also the place parents/guardians come to pick up their child.
- *Parent Notification Forms* are issued for disciplinary situations, as well as, a means of communicating important feedback to parents/guardians. Parents/guardians are required to sign these notices in order for the child to return the following day. *By signing, the parent/guardian acknowledges s/he*

*was notified but not necessarily that they agree with the information provided on the notice.*

- Due to the large number of participants at each site, children are not permitted to use school phones. All arrangements should be made prior to arrival at the program. Should you have an emergency situation, please call the PAC office number and/or the PAC site phone number, posted at the parent table.

## *Photographs:*

- As a public program, pictures are taken by program staff and occasionally the media comes out to promote our programs.
- Images can be used for promotional purposes without additional parental consent.
- By registering for the program you have granted us permission to use the images.
- If you have any questions, please contact the PAC office regarding restrictions.

## *Refunds*

- There are no refunds unless the program is cancelled by the City of Phoenix.
- Refunds are not issued for missed days, suspension days, or program expulsion.
- Program registrations are non-transferable.

# Refund Policy

**All refund requests must be made in writing.** Anyone registered for a class or a program that the City cancels will receive a full refund. Anyone registered for a class or a program who requests a refund in writing 10 or more business days prior to the class or program start date may receive a refund, minus a \$5 per program per registrant processing fee if the class is greater than \$10. Anyone registered for a class or a program who requests a refund fewer than 10 business days prior to the class/program start date will not receive a refund. *Send written/email refund requests to:* Phoenix Parks and Recreation - PAC 2700 N. 15th Ave. Phoenix, AZ 85007



# Health and Safety

## *Snack:*

- Snack is provided by the school district. As such, some sites do not have a daily afternoon snack.
- Parents/guardians are responsible for providing those items if their child requires an afternoon snack. We strongly encourage foods that meet the nutritional needs of children and support our nutrition education programming. The best food to bring is high in nutrients and low in sugar.
- There are designated times and locations for participants to eat each day. All food items should be nonperishable as there is no refrigeration available for storage. There are also no microwaves or cooking equipment available.

## *Medication:*

- If your child is required to take medication of any kind during the course of the program, it is the parent/guardian's responsibility to ensure their child takes it.
- Medication cannot be dispersed by any of the program staff.
- A secure area will be provided for storage. Inhalers, pill bottles, etc. must be in the original container, clearly marked with your child's first and last name, as well as the medication instructions. Children must notify the site leader when their medication is to be taken so that they can get it out of storage.
- \*\*School nurses and staff are not available after school.

## *Medical treatment:*

- Recreation staff do not provide medical treatment.
- When an incident occurs the Recreation Leader will evaluate the situation. If it is serious, they will call 911, the recreation office, and the parent.
- When it is a minor situation, parent/guardian will be notified at pickup time and be provided with a notification form.
- Parents/guardians are always contacted first; the emergency contact list is used only when a parent/guardian cannot be contacted. It's very important to keep the emergency card on site up to date.

## *Communicable disease:*

- The control of disease, and specifically communicable disease, is very important and rests initially with each parent/guardian. Parents/guardians see and recognize changes in their children first.
- When illness is detected, sick children should not be sent to the program.
- If a child comes to the program or becomes ill during the program, parent/guardians will be notified. Parent/guardians are required to make immediate arrangements to pick up the sick child. The child will remain isolated until pick-up. A doctor's release could be requested to grant a participant approval to return following an illness (examples but limited to: ring worm, lice, etc.).

## *Bathroom breaks:*

- For participant safety and program efficiency, bathroom breaks are handled in groups. These restroom breaks will occur before and after activity rotations.

## *Volunteers:*

- The PAC program does not allow volunteers at the program site

## *Appropriate dress:*

- Participants should dress appropriately for indoor and outdoor activities.
- Closed toe shoes are recommended.
- Dressing for the weather is also recommended.
- There are times of the day that all participants will be required to be outside.
- Students are encouraged to hydrate regularly before and after outdoor activities.

## *Accommodations:*

- **Please see page three, ADA Accommodations**
- Staff will make every effort to meet any reasonable accommodation your child may need
- All program rules and expectations must be followed with or without accommodation.
- To meet State Health Laws, participants must be able to manage personal hygiene without direct assistance from PAC staff.



# Participant Pick-Up | Late Pick-Up

Parents/guardians are responsible for transportation to and from the site. These policies apply for the entire school year. We understand that emergencies occur, and in those situations, the following procedure will be enforced:

- Program end-time is pick-up time; participants that are not picked up before closing time will receive:
  - First violation - warning via *Parent Notification Form*
  - Second violation - participant will receive a one day suspension
  - Third violation - participant will be removed from the program, and no refund will be issued
- When a participant is not picked up at closing, staff begin calling contact numbers. If they are unable to make personal contact, they are required to call police and/or Arizona State Department of Child Safety after 15 minutes to report abandonment.
- PAC staff do not accept money or compensation for late pick-ups.

*Leaving campus:*

- If a youth leaves the program, he/she must also leave the school campus.
- Children may only return to the site when accompanied by an adult, or with a signed note.
- **Participants cannot check out and wait in the parking lot for their ride.**  
For their safety, participants are required to wait in the program area and check out only after a parent/guardian comes to the room to pick them up.

## Behavior

The PAC program has established rules that need to be followed for the safety and fun of everyone. These rules and expectations are enforced consistently across the City at all PAC locations.

As with any large program involving youths, there are sometimes incidents of inappropriate behavior by some participants. If a person becomes disruptive, affects the safety of self and/or others, or negatively interferes with others' abilities to enjoy the facilities and program, there will be disciplinary consequences.

In those cases, the PAC program takes a proactive stance in communicating and addressing the behavior before severe actions need to be taken.

**By registering for this program, it is understood that the PAC Program Guidelines document serves as a behavior contract between PAC and parent/guardians and participants.** The guidelines are available at all program sites, and online, and it is the parent/guardians' responsibility to familiarize themselves with the information included.

## Participant Progressive Discipline

The goal of the PAC program is to keep kids involved by working with the child and the parent/guardians to correct inappropriate behavior; yet, PAC will not compromise program rules or the participants' safety. Discipline is necessary to provide a safe, non-threatening environment, maintain control, and reduce liability for all participants while correcting inappropriate behavior. PAC wants to help a child achieve a desirable

behavioral outcome. All discipline decisions are based on the best interests of the program, its participants, and our school partners. Staff is expected to explain program rules and expectations to the participants clearly and regularly and to implement discipline in a fair and consistent manner based on the guidelines outlined here (physical punishment is absolutely forbidden). PAC uses a progressive discipline model

which means staff follows a series of steps to help correct the behavior (steps can be repeated with the intent of reaching a positive outcome). Individual behaviors will affect the progression of corrective action based on the seriousness of the incident. The severity of each infraction will be evaluated and the Recreation Leader will issue an appropriate consequence.

**Continued on page 6**

# Participant Progressive Discipline

Continued from page 5

Each situation is handled on an individual basis.

- Discipline situations can result in the use of one or all of the consequences over a period of time.
- Penalties increase for participants that do not follow the rules (even if it is a different offense each time).
- For example, a participant that gets a one day suspension for hitting another participant may get a three or five day suspension for the next offense even if it was a different rule infraction such as verbal abuse of staff.
- PAC maintains participant records for two years. All records will be considered in progressive discipline.
- Repeated or severe infractions can result in the immediate removal (expulsion) of a participant.

The course of action described below will be followed under normal circumstances; however, the steps may be accelerated for severe behavior. Examples of severe behavior include, but are not limited to, any physical contact (fighting, biting, hitting, spitting, etc.), throwing objects, leaving supervised program activity/ area, abusive language or threats of violence against

staff, participants, or the facility, and bullying.

*Progressive disciplinary steps:*

**All steps are cumulative over the course of the school year.**

- **Warning**

PAC staff will take immediate action to resolve immediate threats/situations and issue a verbal warning and give participant redirection.

- **Reflection time**

Sit out of activities for one minute per every year in age, but never longer than 10 minutes for any age (ex. six years old = six minutes, 10-12 years olds = no more than 10 minutes).

- **Last chance / shadow**

Participant will sit out of activities and shadow Recreation Leader for the remainder of the program day. Parent/guardian will be notified.

- **Suspension**

Parent/guardian will be notified and participant is suspended from the program for up to one week, as approved by Coordinator.

- \* First offense: one day suspension

- \* Second offense: three day suspension

- \* Third offense: five day suspension, and parent meeting with PAC staff/Coordinator before participant may return

PAC staff reserve the right to

suspend indefinitely, at the discretion of the PAC Leader and Coordinator.

- **Expulsion**

Parent/guardian will be notified and participant will not be allowed to return to the program; no refund will be issued.

PAC staff shall identify and document the concerns on the *Parent Notification Report*, given to parent/guardians at pick up.

PAC staff will communicate with the individual, family member, guardian or agency to discuss the concern and attempt to resolve the situation or prepare a resolution process. Participants may not return to the program until parent/guardian signs the *Parent Notification Report* and returns it to the Recreation Leader.

Staff who continually need to monitor a participant that is having problems is neglecting the safety and programming needs of the other participants.

**The City of Phoenix reserves the right to suspend participants who exhibit safety and/or behavior issues from one to five days, or permanently remove any participant from the program if serious or repeat infractions occur for just cause.** A mandatory parent/guardian-PAC Coordinator meeting may be required prior to allowing a participant to return to the program.



## Contact Information

**PAC Hotline** (602) 262-7370

**TTY**

(602) 262-6713

**Email:** [pac@phoenix.gov](mailto:pac@phoenix.gov)

**City of Phoenix website:** [phoenix.gov/parks](http://phoenix.gov/parks)

**PAC website:** [phoenix.gov/parks/pac](http://phoenix.gov/parks/pac)

# PAC Program Rules & Expectations

There are a number of program rules that participants and their parent/guardians are expected to be aware of and follow. These general guidelines have been developed to ensure the safety and enjoyment of everyone. Parent/guardians need to review the rules carefully with their child. The PAC program setting and format of large group activities may not be appropriate for all children. Failure to follow the rules could lead to disciplinary action, including suspension and/or expulsion, with no refund. **It is not possible nor practical to list all rules & expectations here, therefore, common sense, respect, and good judgment should provide guidance.** Participants are required to report all incidents and concerns to the Recreation Leader immediately. *Remember, this program is a privilege, not a right, for participants.*

- PAC is a no contact program.
  - \* There is no hitting, pushing, touching, kicking, sitting on, or hanging on other participants or staff. Contact and dangerous behavior will result in a suspension. Participants must alert staff immediately if this occurs.
- Listen and follow all directions from PAC staff members and program guests.
- School campuses are “closed campuses”
  - \* If participants are not signed into the PAC program, they are required to leave the school property. Since school campuses are “closed”, once a participant leaves the PAC

site, and/or school property, they may not return to the program.

- Participants are expected to report directly to the PAC program area to check in; they cannot loiter around campus.
- Stay with the group in supervised areas.
  - \* Do not wander the school grounds. Since school campuses are “closed”, leaving program area without permission will result in a suspension.
- Running indoors is only allowed during organized activities.
- Horseplay and use of profanities are not allowed.
- Be courteous and respect the rights and property of others; do not touch anything that is not yours.
- Harassment or bullying in any form whether verbal, physical, emotional, etc. is prohibited.
  - \* Participants will be suspended for infractions.
- Use indoor voices during indoor activities
- Refrain from talking during announcements or guest speakers.
- Everyone helps to keep PAC areas clean and safe.
- Food and drink are only allowed during assigned time and in designated place.
- If a participant requests permission to use the restroom, the participant is required to use those which are designated for

PAC use.

- \* Loitering in restrooms is not permitted.
- Always practice good sportsmanship
- Participants may not take pictures or video of any other participant.
- Staff areas are off limits to participants.
- Participants may not sleep during the program and are required to participate in the activity rotation they are in.
  - \* Participation is critical to the success of each activity.
- Heelys, rollerblading, skateboarding, go-peds, bike riding and other high-risk activities are not allowed.
  - If a participant steals, damages, or vandalizes equipment and/or facilities, his/her parent/guardian will be liable for the cost of repair or replacement.
- Participants will be sent home when they are ill or when communicable diseases such as lice, ringworm, pink eye, etc. are recognized pending parent notification.
  - \* Isolation will result if no contact can be made. All school district rules and expectations are enforced during the PAC program; school rules always apply during PAC.
- **All youths must be enrolled before attending the program. Participants are not allowed to bring friends or relatives with them to the program**

