



YOUTH PROGRAMS PARENT HANDBOOK



Austin Parks & Recreation
Department
AustinTexas.gov/Parks
Youth Programs Parent Handbook Updated Annually



WELCOME LETTER



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 (PAR) 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 PAR 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 payment is not received by the 20th of the month your child will be removed from the program and deposit 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 Guidelines" 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 will be issued to the credit card used in the initial transaction, by check from the City of Austin (please allow 4-6 weeks for processing) or you can request to have the refund applied to your account.
- 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

1. Navigate to www.austintexas.gov/parksonline.
2. Determine if you already have a Household Account.

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.

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*.

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.

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 or email pardfinaid@austintexas.gov.

INCLUSION SUPPORT SERVICES

PARD provides opportunities wherein all individuals are accepted, included and welcomed to play, learn and grow together. If your child has a disability and you would like to request an accommodation or service, please contact the PARD program site or our Inclusion Unit staff.

PARD Inclusion Staff are Certified Therapeutic Recreation Specialists who help perform assessments and develop recommendations for successful participation. If you have additional questions or want more information on services provided, please call (512) 974-3914 or email 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.

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 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. Participants who are unable to pass the swim test 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 participants are not allowed to leave without written permission.

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 asked to bring a digital device for some activities. This will only be on pre-set 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 GUIDELINES

BEHAVIOR MANAGEMENT POLICY

It is the policy of PARD to provide youth program participants a safe and hostile free environment during their participation in PARD led programs.

PARD reserves the right to remove any participant from a program or facility without warning when it is determined that the participant's behavior poses a direct threat to other participants, themselves and/or staff. Practicing safe behaviors is expected and any disregard or inability to follow may result in removal from the program.

Definitions

Youth: individuals 5-17 years of age.

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

Disruptive Behavior: any conduct that interrupts or disturbs a PARD service or program in such a manner that it negatively impacts the safety or ability of other participants to successfully participate in that service or program. Disruptive behavior could include, but is not limited to: use of disparaging or abusive language, horseplay, yelling, distracting others, invading other's personal space, bullying, etc.

Unsafe Behavior: any action that causes bodily injury to oneself or others, or causes damage to property or that poses a risk that bodily injury or damage to property is reasonably likely to occur and cannot be eliminated by a modification of policies, practices, or procedures, or

by the provision of auxiliary aids or services.

Multiple incidents: three or more incidents of behavior that is considered disruptive or failure to comply with the rules.



Procedures

This policy is designed to provide guidance as to handling youth disruptive and unsafe behavior displayed during a PARD led program or service. Guidance of youth must be consistent and based on an understanding of program and individual needs.

For the safety and consideration of all patrons, PARD expects youth program participants to follow program rules and respect other participants, staff and property.

When using any behavior management methods, staff will use positive behavior management techniques and language. Staff shall observe the following:

- There will be no harsh, cruel, corporal or humiliating punishment.
- Staff will not use profane or abusive language in any circumstance around youth.
- Staff will not physically contain a youth or place a youth in a locked, unsupervised room.
- Staff may use brief supervised separation from the group if necessary.

For any youth program participant who demonstrates repeated disruptive behavior or who does not adhere to facility or rules, the following procedure will be observed by staff:

- The youth participant who engages in disruptive behavior shall be given verbal warnings by staff and the staff will document the warning and the nature of the disruptive behavior in writing, using the daily communication log or similar tool per site's standard operating procedure.
- Staff will complete an incident report upon multiple incidents of disruptive behavior.

- Staff will notify the participant's parent/guardian or caregiver and provide details regarding the incident.
- Program staff shall contact the PARD Inclusion Unit for consultation and assessment of the participant.

For any youth program participant who demonstrates unsafe behavior, the following procedure will be observed by staff:

- Staff reserve the right to remove any youth participant from a program or facility until the unsafe behavior has been corrected.
- Staff will complete an incident report documenting the unsafe behavior.
- Staff will notify the participant's parent/guardian or caregiver.
- Program staff shall contact the PARD Inclusion Unit for consultation and assessment of the participant.
- PARD reserves the right to remove the youth from the program or facility without warning when it is determined that a youth's unsafe behavior poses a direct threat to other participants, themselves and/or staff.
- Staff will contact law enforcement officers if determined to be necessary.

If a youth participant is removed from a program or facility for disruptive or unsafe behavior, then PARD shall specify in writing the date, time, and conditions under which a participant may return.

If a youth participant is removed from a program or facility for disruptive or unsafe behavior, then PARD reserves the right to:

- Withhold a refund of any fees for time remaining in the program from which a participant has been removed from the program or facility. PARD refund procedures can be found on page 5.
- After multiple recorded incidents, conditions for returning to a PARD program will be established through a meeting with the program site supervisor, the parent/guardian/caretaker of the participant, and a representative from the PARD Inclusion Unit.

WELLNESS GUIDELINES

ACTIVITIES OF DAILY LIVING

All participants must independently maintain all Activities of Daily Living (ADL), including personal care functions and proper hygiene. Staff are not allowed to provide physical intervention to participants who need assistance with ADL themselves. Staff may only offer verbal cues to assist participants in completing personal care needs or any ADL's. 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 ADL's 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.

Participants may be required to provide a doctor's note as proof of contagious illness in order to secure a partial/prorated refund for

programming. 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 City of Austin's COVID-19 site for most current information.
Coxsackie (hand, mouth and foot disease)	YES	See <i>Fever</i> ; children with widespread blisters may need to stay home until the blisters dry up
Diarrhea	YES	12 hours after last diarrhea
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)	See <i>Fever</i>
Rota Virus	YES	When diarrhea subsides or doctor approves readmission
Strep Throat/Scarlet Fever	YES	See <i>Fever</i>
Thrush	NO (should seek treatment)	
Vomiting	YES	12 hours after vomiting

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

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.

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 5). If provided a notice from a doctor or letter requiring the participant to abstain from PARD programs due to illness, program fees may be partially refunded for related absences (see page 16).
- 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 15).

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 12).



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. (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 cannot be used while registering online. Contact staff at the site to process a payment using youth scholarships. (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 5*).

CITY OF AUSTIN

MAYOR AND CITY COUNCIL

Kirk Watson	Mayor
Paige Ellis	Mayor Pro Tem
Natasha Harper-Madison	Council Member
Vanessa Fuentes	Council Member
José Velásquez	Council Member
José “Chito” Vela	Council Member
Ryan Alter	Council Member
Mackenzie Kelly	Council Member
Leslie Pool	Council Member
Paige Ellis	Council Member
Zohaib “Zo” Qadri	Council Member
Alison Alter	Council Member

OFFICE OF THE CITY MANAGER

Spencer Cronk	City Manager
Veronica Briseño	Deputy City Manager
Rey Arellano	Assistant City Manager
Gina Fiandaca	Assistant City Manager
Rodney Gonzales	Assistant City Manager
Stephanie Hayden-Howard	Assistant City Manager

AUSTIN PARKS AND RECREATION DEPARTMENT

Kimberly A. McNeeley, CPRP	Director
Liana Kallivoka, PhD, P.E.	Assistant Director
Jodi Jay	Assistant Director
Lucas Massie, CPRP	Assistant Director
Suzanne Piper	Chief Administrative Officer
Christa McCarthy	Division Manager
David Crabb	Division Manager
Laura Esparza, CPRP	Division Manager
Amanda Ross	Division Manager

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



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