



MSCR Youth Programs Handbook

MADISON SCHOOL & COMMUNITY RECREATION
328 E Lakeside Street, Madison, WI 53715 • Phone: 608/204-3000 • mscr.org

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MSCR Youth Programs will:

- Provide a stable, safe, and supportive environment for participants.
- Challenge youth to develop as learners and support the development of skills necessary for participant success.
- Promote and implement healthy behavior management practices, as well as addressing issues of concern in a respectful and professional manner.
- Maintain a safe environment for participants and staff following all current guidance from state, local and school district authorities.

Participants and Families will:

- Support the delivery of safe, fun, quality programming.
- Follow MSCR/MMSD policies & procedures and code of conduct.
- Notify appropriate staff of any questions or concerns as they arise.
- Respond to requests and/or concerns as needed.



Dear Guardians and Participants:

Welcome to Madison School & Community Recreation's Youth Programs. We are pleased that you have chosen to have your child join us. MSCR has been serving youth and families for over 90 years. Our goal is to provide a safe, enriching and positive experience for your child.

In keeping with our mission to enhance the quality of life in the Madison area, we feel it is especially important now to voice our unconditional support for participants, staff and families whose rights and protections are coming increasingly under threat from rhetoric, decisions and actions at the national and local levels. MSCR, along with our MMSD colleagues, is committed to anti-racist work for the improvement of our programs and community.

We are a school recreation department that values and celebrates diversity unequivocally.

We are proud to be home to a community of participants, families, adults and staff of different races, faiths, national origins, immigration status, political viewpoints, abilities, sexual orientation and gender identity. Every participant, adult and family is a valued member of our community.

We stand by our immigrant participants, families and staff.

All participants, adults, families and staff, regardless of immigration status, are important members of our community, and we are committed to ensuring that they are always welcome and safe in our schools and programs.

We stand by our families and participants with disabilities and their families.

We will continue to protect the rights of children and adults with disabilities. We are committed to ensuring that all children and adults with disabilities are engaged in high-quality programs within inclusive environments.

We stand by our trans participants, staff and families.

We take seriously our responsibility to provide safe and nondiscriminatory environments for participants and participants of all gender identities. This includes our practice of allowing participants and staff to use facilities consistent with their gender identity.

This handbook is designed to serve as a guide to help plan for a rewarding, fun and safe experience for both you and your participant. We're proud to offer child care and enrichment opportunities to families while following health and safety practices for participants, staff and families.

Please read through the following handbook completely with your participant.

We look forward to getting to know you!

Sincerely,

Mary Roth
Executive Director



MSCR MISSION STATEMENT

MSCR will enhance the quality of life for individuals in the Madison Metropolitan School District and for the community by providing recreation and enrichment opportunities year-round that are accessible to all.

PROGRAM STRUCTURE & INFORMATION

- Each program location has limited participants divided into groups. Program size varies by program.
- Each group will have program leaders with support from a site director and assistant director.
- Participants will be grouped by age to the extent possible.
- Within MSCR program time, we will work to minimize the amount of commingling between groups.
- Families will be provided with a program-specific schedule and structure.
- MSCR is a department of the Madison Metropolitan School District; MSCR staff may access Infinite Campus to gain additional information regarding your child.

DROP-OFF, PICK-UP & CHECK-IN PROCEDURES

- Participants must check in and out of the program following the program's specific process.
- No participant will be released into the care of another participant (anyone under the age of 18) or any adult not on the authorized pick up list unless there is guardian permission.
- Photo ID must be presented by authorized person.
- Please contact your Site Director to inform them that your participant will not be in attendance.
- Specific drop-off and pick-up locations and logistics will be provided on site.

CLEANING & SANITIZING

- Frequent hand washing/sanitizing breaks will be scheduled throughout the day.
- Staff will sanitize surfaces before and after meals/snacks.
- All program areas are cleaned regularly

MSCR GENERAL HEALTH & SAFETY - POLICIES & PROCEDURES

ILLNESS, ACCIDENTS AND INJURIES

- If your participant has a known medical condition (asthma, diabetes, seizure disorder, etc.), please inform the MSCR Site Director and instruct MSCR what to do if a problem should occur during program hours.
 - Please see MSCR's medication policy below.
- If your participant arrives or becomes ill at the program, staff will have your participant go to a quiet area and assess the nature of the problem.
 - If your participant has a fever over 100° Fahrenheit, diarrhea or vomiting, MSCR staff will notify the guardian and ask that you pick up your participant within one hour.
 - If your participant is not feeling well, MSCR staff will escort your participant to a quiet area to rest until feeling better or until the program ends.
- If your participant is injured at an MSCR program, staff will attend to your participant immediately and notify the MSCR Site Director. Your participant will not be left alone. The following steps will be followed in case of accident or injury:

- o Appropriate first aid will be administered. For minor injuries, such as a small scratch or abrasion, staff will assist/allow the participant to clean the wound area with soap and running water, then bandage it if necessary. A cold pack will be applied to minor sprains or bumps. The MSCR Site Director will evaluate more serious injuries to determine the need for further medical attention or for a call to the participant's guardian.
- o If appropriate, the injured participant will be moved to a quiet area under supervision.
- o If emergency medical attention is required staff will: call 911, administer first aid, and contact the guardian.
- o Staff will complete an MSCR Participant Injury form to document the incident and provide a copy to the guardian.
- Until a guardian or emergency contact arrives, every effort will be made to respect the privacy and dignity of your participant. If safe to do so, your participant will be moved to a comfortable location away from other participants. A staff member will stay with your participant.
- MSCR is a department of the Madison Metropolitan School District; MSCR staff may access Infinite Campus to gain additional information regarding your participant.

You will be contacted if there is an emergency with your participant while at a MSCR program. If you cannot be reached we will proceed in contacting those individuals listed as your emergency contacts. Please be sure we have current emergency information for your participant, including a secondary contact, so that we are always able to reach someone should an emergency occur.

ALLERGIES

If your participant has any allergies please communicate directly with the MSCR Site Director of your participant's program and indicate this on the registration form. If your participant requires any allergy medication or an inhaler, please complete the necessary Medication Administration forms.

MEDICATION

No prescription medication or non-prescription medication, including, but not limited to aspirin/pain relievers or inhalers, will be given to a participant unless the following conditions are met:

- A signed, dated [Participant Medication Administration Consent](#) is on file.
- An *Order for Medication Administration* form signed by the prescribing physician must be completed and on file with MSCR for any Dr. prescribed medications or non-OTC medications.
 - o Both Medication Administration forms are available from the Site Director or the MSCR office.
- Prescription medication must be in the original container and labeled with the participant's name, name of drug, dosage, directions for administering, date, and physician's name.
- Non-prescription medication must be in the original container and labeled with the participant's name, dosage and directions for administering.
- Guardians must provide the time that the medication (prescription or non-prescription) was last administered.
- A written report, including the type of medication given, dosage, time, date and the name of the person administering the medication will be kept in the participant's record and in the medical log book at the program site.
- Medication requiring refrigeration will be kept in the refrigerator in a separate, covered container clearly marked "medication".
 - o Some MSCR programs do not have access to refrigeration; please speak with an MSCR supervisor to



discuss options.

PARTICIPANT EXPECTATIONS & CHILD GUIDANCE

EXPECTATIONS FOR PARTICIPATION IN AN MSCR PROGRAM:

MSCR will hold all participants to the following expectations. Failure to comply with these expectations may result in discontinuation from the MSCR program.

- Willing to participate in the scheduled activity/activities
- Maintain attendance and active participation in a group setting with 1:10 ratio for the duration of the program
- Maintain safe behavior for self, others and the program
- Understand and comply with health and safety guidelines
- Adhere to MSCR behavior guidelines
- Treat all participants, staff and others connected with MSCR programs with respect and dignity in language, attitude, and behavior.

CHILD GUIDANCE

MSCR strives to provide a safe, supportive, and caring environment for participants and staff. Each participant is treated as an individual; therefore, guidance procedures differ from participant to participant.

MSCR supports child guidance in the following ways:

- Provide developmentally appropriate, culturally relevant, inclusive and engaging activities
- Provide quality educational and recreational programming
- Consistent and active supervision
- Positive role models
- Reinforcement of appropriate behavior
- Redirection of inappropriate behavior
- Staff trained in positive behavior management techniques
- Basic rules that are clarified for participants and reinforced on a daily basis.

BEHAVIOR

- MSCR strives to provide a safe and welcoming experience for every participant at the program. To ensure the safety of self and others, all MSCR participants are expected to follow the program rules and guidelines outlined below. The MSCR Youth Behavior Communication Report is used when the result of a participant's behavior requires additional MSCR staff intervention. The form outlines the observed behavior, the severity, the consequence and communication with the family.

- Expected Program Behaviors
 - Follow program rules/stay in program area
 - Treat staff and other participants with respect
 - Comply and actively participate in program activities
 - Respect materials or property of others
 - Appropriate use of technology
 - Appropriate language and/or expression
 - Respect physical space and boundaries
- Explanation of Major/Minor Behaviors
 - Level One - Minor
 - Smaller or isolated issues are marked as minor. The staff member issuing the reminder will provide a consequence for the behavior, and may communicate home. MSCR program staff provides intervention and redirection, gives reminders and develops a plan to support the participant.
 - Level Two - Major
 - A serious incident, or a pattern of multiple similar behaviors, qualifies as a major infraction. These cases are handled by the Site Director. MSCR staff work with family to implement a plan to improve behavior. The participant may be referred to MSCR Administration for possible removal from the program, if appropriate.
- Adult family members will support the delivery of safe, fun, quality programming by following MSCR/MMSD policies & procedures and code of conduct, notifying appropriate staff of any questions or concerns as they arise and responding to requests and/or concerns as needed. Failure to do so may result in removal from the program.

CONSEQUENCES FOR MISBEHAVIOR:

Depending on the severity and frequency of the behavior, participants may:

- Miss a portion of program activity
- Be suspended from the MSCR program for a short time period (1-5 days). If participants are suspended from MSCR programs, they will need to agree to conditions before they are allowed to re-enter a program.
- Be removed from the program

DISCHARGE POLICY

A participant may be discharged from a program for any of the following reasons:

- Failure to pay fees or make arrangements for fees in a timely manner.
- Repeated failure to pick up a participant on time.
- Failure on behalf of participants to meet behavior expectations (see Expectations for Participation in an MSCR Program).
- Immediate termination may result from violent, unsafe behavior where a participant is a danger to self, staff or other participants in the program.
- A guardian who chooses not to abide by the policies and guidelines of MSCR and MMSD, or in any way abuses or threatens a staff member, will place their participant's status of being able to participate in MSCR programs in jeopardy.

When termination of program enrollment occurs, the family will be notified by phone and through written communication of the effective date that the participant will be withdrawn from the program. A fee refund may be issued under certain circumstances. Guardians can appeal the decision to terminate their participant's enrollment through a written request to the Executive Director. The Executive Director will then convene a committee to begin the appeal process.



BEHAVIOR ON THE BUS

MSCR and MMSD's participant Conduct and Discipline Plan applies to regular, yellow bus transportation. Consequently, behavioral expectations for participants are the same on the yellow bus as they are in school. If a participant engages in misconduct while on a yellow bus, the bus driver is required to report the misconduct to the MSCR Site Director or their designee within 24 hours of the incident. Continued negative or unsafe behavior on the bus could result in your participant not being able to ride the bus.

MSCR INFORMATION

MSCR STAFF

Madison School & Community Recreation (MSCR) makes every effort to hire qualified, caring and professional staff with the experience and training to work with youth in a recreational setting. All MSCR employees have been screened and passed a background check through the Wisconsin Department of Justice. We take pride in the quality of our staff and maintain high standards by training staff in a variety of topics including CPR/AED, child development, lesson planning, behavior management, trauma informed practices, mandatory reporting, mindfulness and school safety & crisis response.

STAFF EVALUATIONS

All MSCR Seasonal staff are evaluated at minimum once per semester by their program supervisor. Program supervisors work directly with and observe staff to provide feedback and suggested methods of improvement in all areas in an effort to create a better experience for our participants.

CONFIDENTIALITY

All participant and family information is kept confidential unless a signed release from the legal guardian(s) is obtained, and is used only for the purpose of guarding the participant's health and safety. MSCR staff are trained to respect and protect the families' right to confidentiality.

REQUESTS FOR INFORMATION

Requests for information about a participant from outside agencies or organizations can only be fulfilled with parent permission. In the event of a legal dispute, a court order will be required.

REACHING YOUR PARTICIPANT IN AN EMERGENCY

In the event you need to reach your participant in an emergency, please contact the MSCR Site Director directly. If they are unable to be reached, please call the main MSCR line at 608-204-3000. We will contact the appropriate Site Director or Supervisor and call you back as quickly as possible. Please give the following information when you call

- Your name and your child's name
- MSCR program at which your child is enrolled
- Phone number at which you can be reached
- Give clear instruction on what you need us to do for your child

ABSENT PARTICIPANT

For any and all absences, please call the listed site phone number. As a courtesy, if a participant does not arrive at the program within a reasonable amount of time and the staff have not received a message that a participant should be absent, program staff will try to contact guardians. If MSCR staff is not able to reach specified contacts, no further



attempts to locate the absent participant will be made. It is important that guardians remember to call so that valuable staff time is not lost on unnecessary calls. MSCR is responsible for participants only during the time they are checked into the program. There is no credit or fee reduction for days missed.

PROGRAM CANCELLATIONS

If an MSCR program is canceled, delayed, or closed early due to weather or other emergencies, you will be contacted by MSCR, and it will be posted on the MSCR website (mscr.org). MSCR makes every attempt to hold programs and offers a wide variety of alternative activities during inclement weather. If you choose not to send your participant to a program due to inclement or hot weather there is no credit or fee reduction for the days missed.

PERSONAL BELONGINGS

Participants should not bring any items of value to the program (games, toys, money, electronics, jewelry, etc.). MSCR Elementary Programs do not allow cell phone use by participants. Cell phones should be kept at home or put away during program time. MSCR is not responsible for any items that are lost or stolen. **Please clearly mark your participant's belongings with their first name, last initial and phone number.**

SERVICES FOR INDIVIDUALS WITH DISABILITIES

INCLUSION SERVICES

In compliance with the Americans with Disabilities Act (ADA), MSCR is committed to an inclusive approach to recreation and will provide reasonable accommodations to meet program expectations and enhance program participation without fundamentally altering a program. Inclusion services are free and available upon request.

To discuss program options and potential support needs, contact the Inclusion Services Specialist for your program attendance area.

To access services:

1. When you register, mark "YES" in the Require Accommodations section of the online or paper registration form and indicate the potential accommodations needed.
 - a. We request at least 2 weeks to plan and secure reasonable accommodations. In some cases this process may take longer.
2. Complete the Participant Profile available at <http://www.mscr.org/registration/inclusion-services>
3. Upon receipt of the necessary documents, MSCR's Inclusion Services staff reviews your request and works with you to establish an individualized inclusion plan.

Jill Jaworski - Inclusion Services Specialist
608-228-2087 or jjaworski1@madison.k12.wi.us
Supports: Youth programs on Madison's West & North side

Jason Busack - Inclusion Services Specialist
608-622-6927 or jbbusack@madison.k12.wi.us
Supports: Youth programs on Madison's East side

MSCR PROGRAM POLICIES & PROCEDURES

RUNAWAY CHILD POLICY

The following procedure is in place to deal with a participant who leaves or threatens to leave the premises:

- Every effort, short of physically restraining the child, shall be made to keep the child from leaving the program area.
- MSCR staff are directed not to leave the rest of the group inadequately supervised to pursue a running child.
- The Site Director is to be notified immediately if a participant runs from the program.
- A guardian is to be notified that the child has left the premises. They shall be asked to come and search for their child.
- If guardians cannot be reached, the designated emergency contacts will be notified and asked to aid in locating the child.
- If a guardian or emergency contacts is unable to come, a staff member shall inform them of the disappearance of the child and that the police are being notified.

CHILD ABUSE/NEGLECT POLICY

MSCR programs and staff are legally required to report either knowledge of, or a reasonable suspicion that a child may have been abused or neglected. Based on legal requirements (Act 81), MSCR has adopted guidelines which provide direction for the program staff in identifying and reporting suspected child abuse or child neglect cases. These guidelines are printed in staff manuals assigned to each staff member.

LATE PICK-UP

- Guardians arriving to pick-up their participant after the program has closed will be assessed a late fee of \$5.00 per participant for each fifteen minutes or portion thereof. Guardians will be billed separately for late pick-ups. If you must be late, please contact your program site and let the staff know.
- Late fees will not be covered by fee waivers. These waivers only cover fees until the end of the program.
- Habitual unexcused late pick-ups will not be tolerated. Consequences may include discharge from current program or being disallowed from future program registrations.
- If you fail to pick up your participant within 30 minutes of the end of the program, the staff member in charge has the jurisdiction to call the Dane County Department of Human Services or the Madison Police Department. It is imperative that the adult responsible for picking up the participant calls the program to notify staff of their anticipated arrival time.

EMERGENCY PROCEDURES

- No two emergencies are the same. While various steps and suggested actions outlined here represent sound procedure; staff's own judgment should be the final authority until staff are able to contact a supervisor.
- MSCR policies for emergencies will be followed on site, and during field trips.
- All sites have emergency numbers posted by the primary program phone.
- In the event of an emergency, staff will follow this procedure:
 - o Assess the situation rapidly, accurately and remain calm.
 - o Call 911 first and all supervisors and families immediately thereafter.
 - o If feasible, a staff member will meet emergency personnel at the main entrance.
 - o Staff will not leave the victim unattended unless absolutely necessary. Retrieval of first aid supplies such



- as gloves, airway masks, bandages, etc may necessitate leaving briefly.
- o Staff will administer proper first aid, using appropriate personal protective equipment.
- o Staff will fill out accident and/or incident report.
 - Forms will be completed immediately after the incident, including all required information and details relating to the accident.

FEEDBACK PROCEDURE

MSCR is committed to providing the best possible programming and experience for all of our participants. In the event that guardians have concerns that are not effectively addressed or resolved directly with the individuals responsible, please contact the Site Director who will work with you to understand and address your concerns. If they cannot be resolved at this level, they can be brought to the Program Supervisor.

For site specific contact information please call 608-204-3000 or email mscr@madison.k12.wi.us

WAIVER AND RELEASE OF LIABILITY

By registering for MSCR youth programming, I hereby understand and agree to the following:

1. My child(ren) and I will adhere to MSCR rules and procedures.
2. I will hold the Madison Metropolitan School District (MMSD) harmless and defend the District against any claims brought by and on behalf of my child(ren) for any injury sustained by my child(ren) as a result of his/her participation in a MSCR program, provided, however, that this provision shall not apply to liabilities caused by or resulting from the gross negligence of the District, its employees or agents.
3. MMSD/MSCR staff may take photos of my child(ren) and I consent to the use of my child(ren)'s photo for promotional or educational purposes.
4. I hereby give permission for MSCR to take or transport my child(ren) on supervised field trips during program hours.
5. All children must leave the building at the close of the program. Guardians are responsible for their children at closing time. A late charge of \$5 per 15 minutes will be charged to your account for pick-ups after the program ends.
6. I hereby grant permission for MMSD/MSCR staff to share, with each other, any information or records regarding my child. This includes the ability of MMSD school staff to disclose to MSCR staff pupil records or information related to disability status, health conditions and behavioral concerns for the purpose of providing appropriate accommodations and supports in MSCR youth programming.
7. MSCR/MMSD staff have my permission to assist my child in the application of sunscreen and/or insect repellent prior to outdoor activities. It is my understanding that children are required to bring both sunscreen and insect repellent for use during MSCR programs. Children should come to their program in the morning with sunscreen already applied.
8. If emergency medical care is deemed necessary and I am unable to be reached, MSCR staff is authorized to act on my child's behalf in granting permission for my child to receive emergency treatment or surgery.

By registering or participating, the registrant understands that individual accident insurance is not provided for MSCR programs and agrees to adhere to program rules. I do hereby, for myself, my heirs, executors, and administrators, waive, release, and forever discharge any and all rights and claims for damages that I may have or that may hereafter accrue to me arising out of or, in any way connected with my participation in MSCR programs. Photos may be taken during the program for educational and marketing purposes. I have read and agree to follow the registration policies.