CHANDLER
arizona

Building BLOCKS

PARENT GUIDE

CHANDLER

Building BLOCKS

COMMUNITY CENTER

125 E. Commonwealth Ave.
Chandler, AZ 85225

Mail Stop 501, P.O. Box 4008
Chandler, AZ 85244-4008

Customer Service Counter | 480-782-2727

Fax | 480-782-2734

chandleraz.gov/**community-center**

ENVIRONMENTAL EDUCATION CENTER

4050 E. Chandler Heights Rd.
Chandler, AZ 85249

Mail Stop 420, P.O. Box 4008
Chandler, AZ 85244-4008

Customer Service Counter | 480-782-2890

Fax | 480-782-2888

chandleraz.gov/**eec**

TUMBLEWEED RECREATION CENTER

745 E. Germann Rd.
Chandler, AZ 85286

Mail Stop 503, P.O. Box 4008
Chandler, AZ 85244-4008

Customer Service Counter | 480-782-2900

Fax | 480-782-2929

chandleraz.gov/**tumbleweed**

Dear Parents and Guardians:

Welcome to the City of Chandler's Building Blocks Program! We have worked hard to create enjoyable and memorable recreation based programs for your child(ren) to assist their transition into a classroom environment. To guarantee the success of these programs and the safety of our participants, we ask that all parents read through the information provided in this guide.

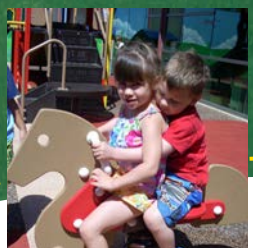
Though each site offers unique lesson plans, our overriding policies and guidelines are the same. In this parent guide you will find a list of policies and guidelines that we ask all parents, participants, and staff to follow. Please take a few moments to read it over and then sign the Policy Acknowledgement and Emergency Forms provided in this guide.

If you have any questions please contact me directly or my assistant, Sarah Phillips.

Thank you for your cooperation and we look forward to another fun Building Blocks session!

Sincerely,
Marissa Barreras
Chandler Building Blocks Coordinator
480-782-2912
marissa.barreras@chandleraz.gov

Sarah Phillips
Recreation Leader III
480-782-4339
sarah.phillips@chandleraz.gov



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POLICIES AND PROCEDURES

REFUNDS

- If the Recreation Division cancels a session, a full refund or transfer will be issued.
- Program fees paid by credit card, check, or cash will be refunded within two to four full business weeks after approval by the Program Coordinator.
- Refunds will be made only to the original payee or credit card holder.
- 100% refunds will only be granted if requested 48 hours, or more, in advance of program start. 50% refunds will only be granted if requested the day of program start. This policy is enforced so that we can plan supplies and activities properly.

ABSENCES

Refunds are not available for vacations, special events, short-term illnesses of four days or less, or other personal commitments that prevent attendance.

EXTENDED ILLNESSES

A refund may be available for an extended illness of five or more consecutive program days. A doctor's note and written note from the parent or guardian explaining the situation must be received within eight working days from the first day of absence. Upon review, participants may receive a prorated refund for the unused days.

INCLUSION AND PARTICIPATION

The Department welcomes the participation of children and adults, including those with disabilities. A reasonable accommodation should be requested two (2) weeks in advance. Contact Collette Prather at 480-782-2709 via voice or AZ Relay at 711. Staff is not able to provide services of a personal nature, such as assistance in eating, toileting, or dressing. Participants are welcome to bring a caregiver or aide, if they need assistance with these activities.

CODE OF CONDUCT AND SAFETY

The City of Chandler Community Services Department strives to maintain an atmosphere of camaraderie, courtesy, and respect. To ensure the safety and enjoyment of everyone in our recreational facilities, classes, programs, and activities, participants are expected to conduct themselves in an appropriate manner, at all times.

Appropriate behavior includes the ability and willingness to follow instructions and to interact positively with other individuals. Staff will discuss behaviors of concern with a participant and his/her family, when necessary.

Unsafe or unacceptable behavior will not be tolerated from anyone visiting a facility or participating in any City of Chandler class, program, or activity. Any person acting inappropriately may be subject to Progressive Discipline Action Steps, which may include revocation of the privilege of using department facilities or participating in departmental activities, classes, or programs for a period of time (including a permanent ban), as determined by staff, based on the circumstances of a specific incident.

Please inquire at the front desk to view the Code of Conduct and Safety in its entirety.

SAFETY CONCERNS

- Parents/Guardians are responsible for the welfare of their child(ren) prior to and after the program in which the child is enrolled.
- Participants should not be dropped off before the program start time nor should the parent/guardian leave the participant past the end of the program hours.

BEHAVIOR POLICY

- Our purpose is to provide recreation for youth of various ages. Since we're here to have fun, we take problems seriously.
- We log all behavior incidents, and if incidents are serious and/or frequent, we will talk to the parent/guardian, either on the phone or in person.
- After each incident that warrants parent/guardian contact, we will consider it a "red light." After three "red lights", participants will be asked to leave the program and will not be given a refund. At the discretion of the program coordinator, participants who are asked to leave the program may not be permitted to enroll in future sessions.
- Incident Report of Child Abuse-Arizona State Law/Code Section 13-3620, 8-201 states mandatory reporting required by a physician, resident, dentist, chiropractor, medical examiner, nurse, psychologist, social worker, school personnel, peace officer, parent, counselor, clergy/priest. The Recreation Division will notify the Chandler Police Department Victim Services Unit at 480-782-4535 of all issues relating to the Arizona State Law of Child Abuse.
- This policy is set in place in order to ensure safety and to prevent behavior problems for all participants and staff members. If you have any questions, please speak to program staff.
- We will spend the first week of Building Blocks reviewing rules and classroom procedures.

Class rules are as followed:

1) Walk at all times.
2) Play and work cooperatively.
3) Be kind to one another.
4) Use indoor voices and speak only if it is your turn.
5) Always clean up after yourself.
6) Follow directions when they are given.

Class Discipline Steps:

Children will start on green light everyday...

1) Verbal Warning.
2) Verbal Warning (Second if needed).
3) Yellow light = Three minute time out.
   - After second time out child will be sent home on red light.
   - Discuss behavior with parent.
4) Red light = phone call to parent.
   - Contact parent to pick up child.
   - Mandatory meeting with parent and instructor.
   - Three red lights in a session and child will be removed from program, unless a Behavior Contract is established.

Violence, threats, fighting, and profanity are **NOT** tolerated. Child will be sent directly to red light and the appropriate disciplinary action will be taken. Parents will be notified immediately.

PHOTOGRAPHING

- Photographs and videotaping of youth participating in the program is discouraged by parents/guardians, and/or visitors due to the confidentiality of the child(ren) present.
- Photographs and video footage taken of your child(ren) as a result of participation in activities of the program may be used in promotional materials. **Please inform program staff before your child attends, if you do not want your child's photo or video to be taken.**

MEDICATION ADMINISTRATION

- Recreation staff and representatives are not trained or permitted to provide medication administration services to program participants.
- If you require assistance with medication administration during participation in one of our programs, you will need to make arrangements to have a caregiver provide such services for you.
- Participants' self-administration of medications will be permitted only in accordance with an approved, in advance, Request for Reasonable Accommodation.
- Medications covered by this policy include, but are not limited to, all prescription and over-the-counter drugs, inhalers, and epinephrine auto-injectors (e.g., EpiPens).
- **Any questions regarding the administration of medications should be directed to the Program Coordinator.**

LOST AND FOUND

Lost and found is located at the Guest Services Counter. Two weeks after the program ends, unclaimed lost and found items will be given to charity. The program is not responsible for any items lost during the program.

PROGRAM DRESS CODE

- Participants should wear comfortable clothing such as a t-shirt and jeans.
- We play active games and explore the outdoors. Your child will get dirty, wet, painted, and/or messy. Do not send them in their best clothes.
- Athletic or soft soled shoes (NON-MARKING with CLOSED TOED, LACED, BUCKLED, OR VELCRO CLOSED) are required for all program activities. NO flip flops or sandals of any type. After first warning, child will be sent home.
- To reduce the amount of lost and found, please have your child(ren)'s clothing marked with their name on it.
- Participants should wear shorts/leggings under dresses.
- Backpacks are allowed, but not mandatory.
- Labeled change of clothes optional.

PARTICIPANT DROP-OFF & PICK-UP

- **Our programs are a drop-in program. Children may come and go under their own volition.**
- Building Blocks instructors cannot transport your child(ren) from program to program. Parents will be required to transfer their child(ren) between programs.
- **Please refer to your program site's detail pages for specific drop-off and pick-up times.**
- A participant may be dropped off or picked up any time between their scheduled program times, depending on the session for which they are registered for.
- After three incidents of early drop-offs or late pick-ups, your child will be removed from the program with no refund.

DROP-OFF

- Parents are to walk their children in and out of the building during drop-off and pick-up.

LATE DROP-OFF/EARLY PICK-UP

- Please notify the Program Coordinator when you will be dropping off your child after the start time or picking up prior to the established pick-up hours.
- **After two incidents of late pick-ups, we will drop your child from the program.**

ALTERNATE PICK-UPS

- If someone will be picking up your participant who is not a parent or legal guardian, we ask that you list that person as an "alternate pick-up" on the Emergency contact form.
- All employees reserve the right to ask for identification and refuse a pick-up to unauthorized individuals.

HEALTH

- Each participant is required to wear a face covering to the program until further notice.
- If your child is experiencing a fever, cough, muscle aches, runny nose or sore throat be considerate of others and please keep him/her at home on that day. If a child comes to the program with these symptoms the parent will be contacted and required to pick up the child.

TOYS

Toys are not permitted, unless they are for show and tell day. Weapons, however, are never allowed.

COMMUNICATION WITH PARENTS

- The program staff is committed to communicating with parents about their child's positive and/or negative behaviors. There may be a form inside your child's folder at the end of the day.
- If at anytime you do not understand the comments on the form, please talk with the Program Coordinator or program staff about the incident.
- See an example of this form on the following page.

MY COLOR TODAY WAS:

COMMUNICATION WITH PARENTS

DATE:_____

THIS IS WHAT HAPPENED TODAY:

_____

_____

_____

_____

PARENT COMMENTS:

_____

_____

_____

_____

Parent/Guardian Signature:_____ Date: _____

- The Building Blocks staff is committed to communicating with parents about their child's positive and/or negative behavior. This form will be sent home with child for parent to review, comment and sign.
- If at anytime you do not understand the comments on the form, please talk with the Building Blocks Coordinator or program staff about the information provided.
- Three red lights in a session and child will be removed from program.

EMERGENCY FORM

I, _____, the parent/legal guardian of the participant(s) listed below:

	Child's Name	Birth Date	Program child will be participating in
1.			
2.			
3.			

give permission for emergency medical service to be administered to my child/participant listed above. I understand that the City of Chandler does not carry accident insurance for these programs. I agree to indemnify and hold harmless the City of Chandler from all losses or injuries sustained during my child's/youth's participation. I also give permission for any photo/video taken of my child/participant to be used by the City of Chandler.

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Email: _____

In case of emergency, please contact: (Please print)

PARENT/GUARDIAN CONTACT

Name: _____

Cell Number: _____

Home Number: _____

Relation to Child: _____

SECONDARY CONTACT

Name: _____

Cell Number: _____

Home Number: _____

Relation to Child: _____

In case of emergency, please list child's address: _____

The City of Chandler intends to comply with the Americans with Disabilities Act (ADA).
To request a reasonable accommodation, please contact Collette Prather at (480) 782-2709 at least two weeks in advance.

List any physical disabilities/conditions: _____

_____

List any allergies to food or medications known: _____

_____

Doctor's Name: _____ Phone Number: _____

Staff cannot administer any medication. The City of Chandler will not store medication and is not responsible or liable for any medication your child requires.

Alternate Pick-ups: (Please list the names and contact information for people permitted to pick-up your child.)
If someone other then myself will be picking my child up from class I will **notify staff in writing** and that person will be required to show photo ID before my child will be released.

	Name	Relation to Child	Phone Number
1.			
2.			
3.			

SELECT THE SEASON

☐ Summer ☐ Fall ☐ Winter ☐ Spring

POLICY ACKNOWLEDGEMENT

PARENTS: Please read the attached information regarding our program policies. When you have read them, please sign this acknowledgement sheet.

I, _____, the parent/legal guardian of the participant(s) listed below:

1. _____
2. _____
3. _____
4. _____

have read and understand the Parent Guide, **Inclusion and Participation, Code of Conduct and Safety, Behavior policy, Drop-off/Pick-up policy, and the Refund policy.** My child(ren) and I will adhere to these policies/guidelines for the duration of the program. I attest to the fact that my child is of the appropriate age to attend the program I am registered for.

Parent/Guardian Signature: _____ Date:_____

COMMUNITY CENTER (CC)
SITE SPECIFIC ADDITIONAL DETAILS

PARTICIPANT DROP-OFF & PICK-UP
- Building Blocks will meet in Room #105.

ARRIVAL AND DEPARTURE TIMES

	MORNING	ADVANCED
Doors Open	9 a.m.	11:30 a.m.
Latest Pick-Up	11 a.m.	2:30 p.m.

CLASSROOM RESTROOMS
Children must be of age before the first day of class and potty-trained; no diapers or pull-ups permitted. After three accidents, the participant will be removed from the program. Restrooms are available within the classrooms. Staff is not permitted to assist a child in the bathroom. If a child needs help pulling up clothes or zipping clothing we will have the child come out of the bathroom area and have a co-worker watch as we assist the child.

SNACK
- Please make sure your child(ren) eat a well-balanced meal before class.
- Parents of each participant will provide one non-perishable snack for their child every day. **We ask that you do not bring snacks that have any type of nuts. Also please don't bring foods that have been processed in a plant that processes nuts or contains traces of nuts, tree nuts, etc. Snacks containing these items WILL BE SENT HOME**.
- Participants should bring a water bottle labeled with their name to class every day.

ENVIRONMENTAL EDUCATION CENTER (EEC)
SITE SPECIFIC ADDITIONAL DETAILS

PARTICIPANT DROP-OFF & PICK-UP
- Building Blocks will meet in the Coyote classroom.
- The EEC will allow parents to utilize the bus drop off location, just south of the main facility entrance for drop-off and pick-up only.

ARRIVAL AND DEPARTURE TIMES

	MORNING
Doors Open	9 a.m.
Latest Pick-Up	11 a.m.

CLASSROOM RESTROOMS
Children must be of age before the first day of class and potty-trained; no diapers or pull-ups permitted. After three accidents, the participant will be removed from the program. Staff is not permitted to assist a child in the bathroom. If a child needs help pulling up clothes or zipping clothing we will have the child come out of the bathroom area and have a co-worker watch as we assist the child.

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- Participants should bring a water bottle labeled with their name to class every day.

TUMBLEWEED RECREATION CENTER (TRC)
SITE SPECIFIC ADDITIONAL DETAILS

PARTICIPANT DROP-OFF & PICK-UP
- Building Blocks will meet in the Apple and Zebra Rooms.

ARRIVAL AND DEPARTURE TIMES

	MORNING	AFTERNOON	ADVANCED
Doors Open	9 a.m.	Noon	11:30 a.m.
Latest Pick-Up	11 a.m.	2 p.m.	2:30 p.m.

BUILDING BLOCKS HOLIDAY (December)	
Doors Open	9 a.m.
Latest Pick-Up	Noon

CLASSROOM RESTROOMS
Children must be of age before the first day of class and potty-trained; no diapers or pull-ups permitted. After three accidents, the participant will be removed from the program. Restrooms are available within the classrooms. Staff is not permitted to assist a child in the bathroom. If a child needs help pulling up clothes or zipping clothing we will have the child come out of the bathroom area and have a co-worker watch as we assist the child.

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- Participants should bring a water bottle labeled with their name to class every day.

FACILITY MEMBERSHIP/PASSES
- Enrollment in the program does not entitle the parent(s) or child(ren) use of the Tumbleweed Recreation Center facility for any purposes other than the program.
- Participants and/or parent(s) may purchase daily passes as needed at the Guest Services Counter for youth ages 8 and older. Participants under the age of 8 may not remain in the building without adult supervision.
- To become a pass holder at the TRC, please call Guest Services Counter at 480-782-2900.