



CITY OF KNOXVILLE
PARKS AND RECREATION

2023-2024

K.O.R.E. After School Program

PARENT/GUARDIAN HANDBOOK



www.knoxvilletn.gov/recreation



K.O.R.E. Knoxville Outdoor Recreation Experience



CITY OF KNOXVILLE
PARKS AND RECREATION

COMMUNITY CENTER LOCATIONS AND CONTACTS

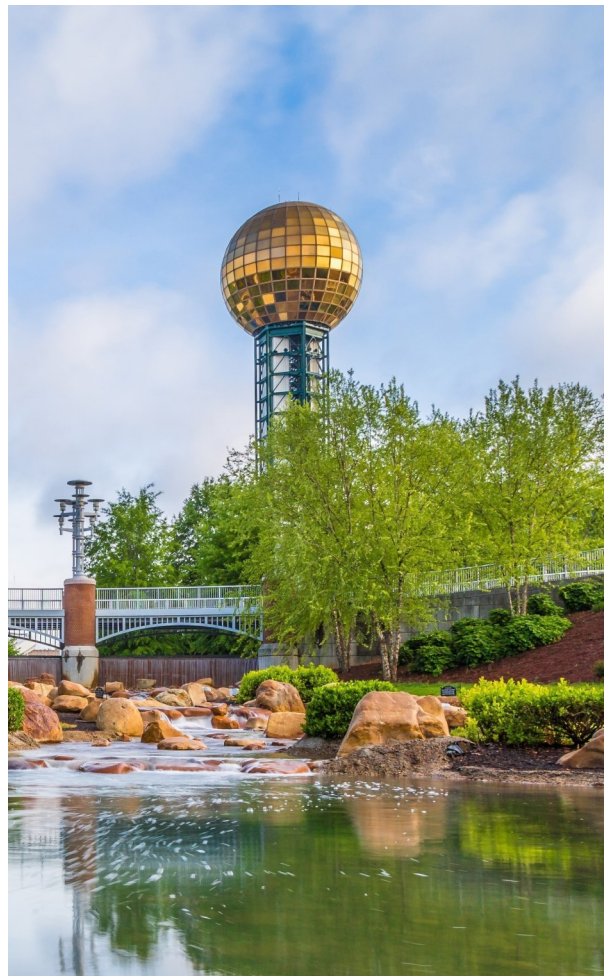
Recreation Center	Phone #
Cal Johnson 507 Hall of Fame Drive	865-522-3177
Cecil Webb 923 Baker Avenue	865-577-0651
Christenberry 931 Oglewood Avenue	865-637-5991
Cumberland Estates 4529 Silverhill Drive	865-588-3442
Deane Hill 7414 Deane Hill Drive	865-690-0781
Dr. E.V. Davidson 3124 Wilson Avenue	865-971-4746
Inskip-Norwood 301 Inskip Drive	865-687-6321
Richard Leake 3511 Alice Bell Road	865-525-2031
West Haven 3622 Sisk Road	865-546-1315

Parks and Recreation Administrative Office

5930 Lyons View Pike

(865) 215-1714

www.knoxvilletn.gov/recprograms



Dear Parents,

Thank you for choosing the City of Knoxville Parks and Recreation K.O.R.E. After School Program for your child’s after school care.

We believe in enriching activities that encourage social and emotional growth, and promote respect and kindness towards others. Our after school program allows children the opportunity to try different things, develop new friendships, explore the outdoors, kick start an active lifestyle and, most of all, to have fun!

Our staff is trained and committed to providing a safe, welcoming environment for your child as well as top notch quality programs and activities.

In this handbook, you will find the necessary information pertaining to our program policies and procedures. We believe that everyone contributes to providing a safe and enriching environment for our participants—so please make sure to review the Code of Conduct found on page 3 with your child.

Community Center Staff

We are committed to providing your child a safe environment, caring workers, and fun-filled afternoons.

We hire those with a passion for play! In addition to the experience they bring, our staff receives in-depth training that includes topics on behavior management, customer service, activity programming, risk management, and child development. We provide staff with an opportunity to participate in hands on activities in order to prepare them for the dynamic program environment. All staff must pass a background check as well as attend harassment, bloodborne pathogen and daily health trainings.

Information you should provide to your community center location

- ◆ Submit copy of certified **Birth Certificate** to verify age.
- ◆ If medication needed, complete & submit **Medication Authorization Form** and community needs to Community Center staff.
- ◆ If you want child to **walk or bike home**, discuss specifics with staff on or before first

School Closure/ Inclement Weather Policy

If Knox County Schools is closed for Spring Break, Fall Break, Holiday, In-Service, illness, etc., we **will not** operate the After School Program.

If Knox County Schools releases early due to inclement weather, the After School Program **does not** operate that day.

Items you should/should not send with your child

- ◆ Please remember to write your child's name on ALL of his/her property/belongings.
- ◆ Sturdy, comfortable gym shoes—please no sandals, open toed shoes, or flip flops.
- ◆ Hat or jacket dependent on weather
- ◆ **PLEASE DO NOT SEND VALUABLE ITEMS WITH YOUR CHILD (iPods, cell phones, Nintendo DS, etc.)**

Participant Eligibility Requirements

Basic participation skills are required of each participant in order to participate in KORE After School Program. Participants must be able to meet these standards with minimal assistance.

- ◆ Actively participate in planned activities during the after school hours
- ◆ Does not require one-on-one supervision
- ◆ Able to understand, follow and accept directions and maintain self-control
- ◆ Takes turns and shares in a cooperative manner
- ◆ Respects others, and their property/belongings, and personal space
- ◆ Able to stay with his/her assigned group
- ◆ Must be able to maintain personal care (i.e. eating, dressing, toileting, etc.)

**REASONABLE ACCOMMODATION
REQUEST & PROCESS AVAILABLE DURING
REGISTRATION PROCESS ONLINE**

Code of Conduct

The City of Knoxville Parks and Recreation Department has established a code of conduct for participants, staff, and parents. It is based upon the guiding principles of respect, safety, behavior and personal property. Parents are encouraged to review the Code of Conduct with their child PRIOR to the start of the after school care program. A signed copy will be required for your child's file. The Code of Conduct can be found in the attachment section of this handbook. All children are required to abide by these policies

Discipline

Please encourage your child to discuss any negative behavior received from another child with a staff member.

Listed below are behaviors that will not be tolerated and will cause disciplinary action to be taken:

- ◆ Bullying
- ◆ Hitting/Fighting/Causing Physical Harm
- ◆ Profanity, Disrespect to Others
- ◆ Verbal Assault
- ◆ Refusal to Cooperate
- ◆ Theft/Destruction of Property
- ◆ Temper Tantrums
- ◆ Possessing Drugs/Alcohol/Weapons
- ◆ Biting/Spitting
- ◆ Non-Participation
- ◆ Unauthorized departure from Facility Grounds or Assigned Group

Disciplinary actions are listed below.

The City of Knoxville Parks and Recreation Department reserves the right to skip steps should the situation warrant.

Disciplinary Actions

For the safety and well being of all participants, we reserve the right to implement the following disciplinary actions:

1. Time-Out: We make sure the child is aware they have crossed a defined boundary. They will sit out for a brief period of time.
2. Activity Suspension: If behavior persists, the child is suspended from daily activity. Parent will be verbally informed of issue.
3. Parental Call: If the behavior persists, the behavior and resolution will be discussed via phone call with parent.
4. Parental Meeting: If the behavior persists, a meeting will be scheduled with the parent.
5. Program Suspension: If the behavior persists, the child may be suspended for a determined period.
6. Expulsion: If the behavior persists, the City of Knoxville reserves the right to expel the child.



Code of Conduct

The City of Knoxville Parks and Recreation Department is dedicated to providing an outstanding after school program for the youth of the Knoxville area. To accomplish this goal, participants are expected to behave appropriately and promote a safe, fun, and healthy environment through productive participation. We ask that all participants and parents/guardians read this code together before arriving for our program.

All participants are required to:

- ◆ Show respect to program staff and follow rules and directions at all times
- ◆ Solve problems positively
- ◆ Be respectful of all property and equipment
- ◆ Wear appropriate clothing for all activities
- ◆ Not engage in any acts of bullying or physical/sexual/verbal abuse
- ◆ Stay with assigned group and leave only with the permission of a staff member
- ◆ Not bring any weapons, firearms or objects that threaten or cause harm to others or self
- ◆ Must follow the medication policies and not carry any over the counter or prescription medicines.

NOTE: It is not possible to anticipate every possible situation that may arise. In the absence of a particular situation or activity not listed above, COMMON SENSE AND COURTESY SHALL PREVAIL.

CONSEQUENCES:

Our staff will immediately investigate all incidents. Should a child's behavior be deemed inappropriate, our staff will handle the situation with appropriate discipline practices. This includes "timeouts" from the group and notifying the parent(s).

If a child does not or cannot respect his or her fellow participants, our staff, the environment, and/or the entire program community and does not respond to our intervention, further disciplinary action will be taken up to and including dismissal from our after school program.

By signing below, I have read and agree to the Code of Conduct set forth by the City of Knoxville Parks and Recreation Department and will review said policy with my child(ren) prior to the beginning date of the K.O.R.E. After School Program.

SIGNED ONLINE DURING REGISTRATION PROCESS

Field Trips

Sites may offer field trips during the after school program. Parent/guardian must sign the field trip permission form for child to join.

Drop Off & Pick Up

For safety, children should not walk unattended to or from a vehicle. The child should be walked to a Staff member and each child must be signed in and out daily. Children are not allowed to sign themselves out unless they have filled out the **Walker/Biker Permission Form**, which is available online during registration or at the center.

Late Pick Up Policy

Late penalties will be applied for those remaining at the Community Center after 5:45pm.

1. First & Second Offenses - Verbal Reminder
2. Third Offense—1 day suspension
3. Fourth Offense—2 day suspension
4. Fifth Offense—1 week suspension
5. Sixth Offense—Dismissal from program

At the end of the after school program day, the staff will attempt to contact a Parent, Guardian, or Emergency Contact. If you are unable to pick up your child by 6:00pm, the Knoxville Police Department will be contacted. Please communicate any emergencies to the Center staff.

Authorized Adults

Please keep your Authorized Pickup list updated on your online account.

If there is anyone who is unauthorized to pick up your child, please note this on their registration form. We cannot deny a parent from picking up a child. If there is a custody issue with a child and a parent is denied access

Updating Online Account

If your family information changes, please make sure to update our records too. This includes pertinent information, such as work/home telephone numbers, medical information changes, addresses, and authorized person for pick-up.

Confidentiality

The City of Knoxville Parks and Recreation Department respects the rights of each family to privacy and confidentiality regarding health, behavior, and developmental records and information concerning your child. The practice of maintaining the confidentiality of verbal information and written records is a basic ethical policy at all City of Knoxville Parks & Recreation Programs.

Medication Policy

If your child requires medication during the after school program, you must submit a Medication Authorization Form. Parents are responsible for delivering medication to staff at the appropriate location in original containers with the labels attached. Expired medications are not accepted. Medications will be administered under the direct supervision of a trained staff member and the administering of medication will be documented.

All medication must:

- ◆ Be in the original container with the current prescription label or direction label attached, and the prescription must not be expired.
- ◆ Be labeled with the child's name, the name of the medication, the dosage amount, and the time/times to be given.
- ◆ Have written permission with the signature of the prescribing physician (valid for the entire after school program), and parent's signature.
- ◆ Be picked up on the last day of your child's participation in our program OR be picked up when the medication expires. (Our staff will properly dispose of any medication that has not been retrieved.)

Illness / Injuries

If your child becomes ill (included, but not limited to fever or vomiting), you will be contacted to come pick up your child immediately. Please keep your contact information current. If you cannot be reached, we will contact someone on your Emergency Contact list.

If your child receives a minor injury, such as a scraped knee, staff will provide bandaging or an ice-pack where needed. In the event of a serious illness or injury, staff will take whatever steps are necessary to obtain emergency medical care. These steps may include, but are not limited to the following:

- ◆ Attempt to contact a parent or guardian to inform you or give you the opportunity to take your child to a physician.
- ◆ Attempt to contact you through any person listed on your emergency form.
- ◆ If we cannot contact you, or your child needs immediate attention, we will call emergency personnel.

*** Please keep your phone number and emergency contact numbers up-to-date.**

For the well-being of all participants, any child with an illness that is contagious and can be passed on to others should refrain from attending the after school program. Also, we request to be notified if your child has been exposed to any communicable diseases. If your child has one or more of the following symptoms, he/she may not be allowed to attend that day:

- ◆ Temperature over 100.4 degrees Fahrenheit
- ◆ Sore throat
- ◆ Vomiting or diarrhea
- ◆ Nausea
- ◆ Shortness of breath or difficulty breathing
- ◆ Any communicable disease

Medication Authorization Form

**** Required for prescription and non-prescription medications ****

ONE MEDICATION PER FORM

Full Name of Child: _____ **DOB:** _____

Parent/Guardian Name: _____

Home Phone: _____ Cell: _____ Work: _____

Community Center Name: _____

Name and strength of medication: _____ Emergency Medication Yes No

Dosage of Medication: _____

Date medication begins: _____ Date medication ends: _____ Route of administration: _____

Time of day medication is to be given: _____ If as needed, for what symptoms? _____

Side effects: _____

Physician's Printed Name/Title _____

Physician's Address: _____ Phone: _____

Physician Signature

Date

**** City of Knoxville Parks and Recreation Department Medication policies are listed on page 5 of the Parent Handbook. ****