

PACE Center Mainstreet Center Ruth Memorial Chapel O'Brien Park

**PARKER
ARTS**

Parker Arts Education
Parent Handbook

TABLE OF CONTENTS

PROGRAM POLICIES

Mission	3
Program Description	3
Program Contacts	3
Office Contact & Emergency Numbers	3
Education Staff and Building Contact Information	3
Holiday Closures	3
Weather Closures	3
Admission Policy	3
Age Groups	4
Registration	4
Waiting Lists	4
Payment	4
Refund/Withdrawal Policy	4
Special Needs	4
When We Can No Longer Serve a Child	4
Filling a Complaint	5

DAILY PROCEDURES

Arrival/Departure	5
Attendance	5
Sign In/Out	5
Absent	5
Late Drop Off/Pick Up	5
Unauthorized Adults	6
Meals and Snacks	6
Personal Belongings	6
Sunscreen	6
Session Rules	6
Consequences	6
Lost Children	7
Closing Procedures	7
Reporting Child Abuse	7

ADMINISTERING CHILDREN'S MEDICINE

Nurse Practice Act	7
Medications	7
Inhalers and EpiPens	8
Illness, Accidents, and Injuries	8
EMERGENCY PROCEDURES	
Emergency Contacts	8
Emergency Drills and Evacuations	8
Fire/Gas	8
Severe Weather/Tornado	9
Evacuation Procedures for Person with Special Needs	9
Bomb Threat	9
Hazardous Materials and Suspicious Odors	9
Gunfire/Robbery/Theft	9

FACILITY MAP

PACE Center Rendering	10
-----------------------	----

Program Policies

Mission

Parker Arts Education mission is to provide safe, fun, and enriching classes, workshops and camps for all ages at Parker Arts Culture and Events Center and The Schoolhouse. Educational programs include but are not limited to: visual arts, digital arts, drama and performing arts, technical theater, dance, music, science, nature, STEAM, language arts, culinary arts, travel, continuing education and inclusive classes for individuals with disabilities.

Program Contacts

Business: Town of Parker Cultural Department; Parker Arts

Address: Parker Arts Culture and Events Center (PACE), 20000 Pikes Peak Avenue, Parker, CO, 80138

Building Contact Information

Contact: PACE Center Patron Services

Phone Number: 303.805.6800

Weather Hotline: 303.805.3289

Education Phone: 303.805.3374

Education Email: PACEedu@parkeronline.org

Contact: Kirstin Fletcher, Education Manager

Phone Number: 303.805.3364

E-Mail: kfletcher@parkeronline.org

Contact: Alyssa Haines, Education Specialist

Phone Number: 303.805.3374

E-Mail: ahaines@parkeronline.org

Contact: Denise Zoglmann, Assistant Cultural Director of Operations

Phone Number: 303.805.3368

E-Mail: dzoglmann@parkeronline.org

Holiday Closure Dates

New Year's Day

Martin Luther King Jr. Day

Presidents' Day

Memorial Day

Independence Day

Parker Days Annual Festival

Labor Day

Veterans Day

Thanksgiving Day

Christmas Eve

Christmas

Weather Closures

Parker Arts follows inclement weather closure procedures of Douglas County Schools. If schools are closed, Parker Arts enrichment for all ages are closed for that day (morning, afternoon and evening classes are cancelled). There are no delayed-starts for Parker Arts enrichment classes or school shows. If school is not in session (i.e. school break), cancellation of classes/camps will be determined by the Education Manager by 8:00 a.m. Closures will be posted on the Parker Arts website and the Parker Arts Weather Hotline at 303.805.3289.

If the class is closed early due to weather, PACE Center staff will notify parents as early in the day as possible. Parents will be responsible for picking up their children or arranging a ride home with an authorized adult.

If permissible, make-up sessions will be scheduled for classes. Camps are not permissible for makeup days.

Refunds will not be issued for partial or full class cancellations due to weather closures.

Admission Policy

Admission in the class shall be granted without regard to race, sex, religion, ability or national origin.

Ages

Each participant must be the correct age by the first day the class starts. Ages qualifications are set for the following reasons: curriculum content and difficulty, dexterity and coordination, student age dynamics, and instructor student ratio.

Registration

Pre-registration is required. Payment is due at the time of registration. Prior to attending class, each student must have the following completed and parent signed release forms:

1. Registration (online or phone)
2. Waiver and Release; Photo Release (online)
3. Emergency Contact Form (camp only) online PDF and submit prior to the first day of camp
4. Sunscreen Waivers will be provided for applicable classes/camps

Please maintain current information in your registration account with the Town of Parker. Parker Arts staff and instructors utilize this information to maintain communication with families, including in the event of an emergency.

Waiting Lists

The online system will automatically show customers when a class reaches maximum enrollment. A wait list option will allow patrons to sign up to the wait list for no fee. If a spot becomes available, you will be contacted to enroll and pay the registration fee.

Cancellation Policy

Parker Cultural Department reserves the right to cancel\combine classes with insufficient registration (minimum not met). If a class is canceled due to insufficient registration, you will be notified prior to the class and will receive a full refund, credit or transfer to another class.

Cancellation, refund and transfer requests for classes must be made three business days prior to the scheduled start of the activity to receive a refund less a processing fee. There is a \$5 processing fee for each change to the initial registration. Cancellation, refund and transfer requests for camps must be made seven business days prior to the scheduled start of the camp to receive a refund less a processing fee. There is a \$10 processing fee for each change to the initial camp registration.

No refunds will be made due to inclement weather closures, emergencies, or unforeseeable circumstances.

Special Needs

Parker Arts facilities: the PACE Center and The Schoolhouse are ADA compliant – General Rules 7.7-1.14. We will provide reasonable accommodations, modifications, and services in accordance with the needs of a student's disability. Parents must communicate the child's physical, emotional, and /or cognitive needs with the Education Manager prior to the first day of attendance and are encouraged to speak directly with instructor to make the best accommodations for their child. Parents and caregivers are welcomed to attend class with their child.

Education Session Rules

Parents, please review the following rules with your children:

1. Always listen to instructors and PACE staff.
2. Always respect others and maintain individual boundaries.

3. When you get to class, put all your belongings away in the designated area.
4. Clean up after playing games/down time or eating.
5. You must have permission from an instructor before getting a drink or going to the bathroom.
6. Be patient and encouraging toward others.
7. No running in the hallways.
8. Speak with kind words. No swearing, no verbal abuse.
9. No hitting, pushing or kicking will be tolerated.

Consequences

Failure to follow the rules or listen to Parker Arts staff and contracted instructors may result in:

1. In the event of a first incident, a verbal warning will be given to the child. Sitting out from activities may be requested. Communication of warning will be provided to parents to assist in corrective behavior.
2. In the event of a second incident, a verbal warning will be given to the child and behavioral written notice will be issued to parents. Sitting out from activities may be requested.
3. In the event of a third incident, a behavioral written notice will be issued to parents and the student will be asked to leave for the remainder of the day; parents must pick up their child immediately.
4. In the event of a severe behavioral incident, it is up to the discretion of the class/camp instructor to determine if the student will be asked to withdraw from the session and no refund will be given.

Children are encouraged to be respectful and practice behavior that is kind, fair, safe and responsible. The children are taught to accept responsibility for their own actions, develop self-discipline and expand problem solving skills. Children are expected to adhere to instructor rules, pay attention, and be respectful when they are sitting out of a class exercise. Misbehavior and unproductive actions will not be tolerated in the classroom, at lunch, during breaks or in the parking lot.

When We Can No Longer Serve a Child

Parker Arts staff and contracted instructors will make every effort to provide a positive experience for each student. However, if s/he cannot abide by the rules of the class s/he will be dismissed. Behaviors resulting in dismissal include but are not limited to:

1. Profanity
2. Disrespect
3. Bullying
4. Unsafe and/or inappropriate behavior
5. Harmful contact with instructor or other students

Instructors and staff reserve the right to refuse service to or dismiss any child from Parker Arts classes.

Filing a Complaint

Parker Arts staff has an open door policy. We encourage parents/guardians to discuss any problems or concerns with the Manager in a timely manner. If parents wish to report a licensing violation, they may contact:

Town of Parker
Parker Arts Education
Kirstin Fletcher
20000 Pikes Peak Ave.
Parker, CO 80108
303.805.3364

State of Colorado
Department of Human Services
Division of Child Care
1575 Sherman Street
Denver, Colorado 80203

As part of the contracting process, every Parker Arts contractor/vendor has certified completion of full background screen for their teaching staff.

Parker Arts issues a Cultural Contractor Personnel Policies Manual to all contracted instructors/vendors which they are required to read, sign off, and adhere to.

Reporting Self-Harm

Staff who has reasonable cause to suspect that a child has indicated self-harm or harm to others must report concerns to the Parker Police Department Resource Officer and/or Safe to Tell.

Reporting Child Abuse

(Under Guideline 7.701.53)

Staff who has reasonable cause to know or suspect that a child has been subjected to abuse or neglect or who has observed the child being subjected to circumstances or conditions that would reasonably result in child abuse or neglect must immediately report or cause a report to be made of such fact to:

Douglas County Human Services 4400 Castleton Court
Castle Rock, CO 80109 303.688.4825

If you as a parent have any reasonable cause or suspect that your child has been subjected to abuse or neglect during their education session, please contact the Douglas County Human Services at the address above.

Daily Procedures for Classes

Arrival/Departure

Parents and students are asked to utilize the main public entrance in the PACE Center lobby on the north side of the building. Parents may not park on the street in front of the PACE Center on Pikes Peak Avenue, as it is a through lane and an emergency access road. On the first day of class, parents should greet the instructor and confirm enrollment and emergency contact information.

Students may enter a classroom ten (10) minutes prior to the start of the class (except for the dance studio). Student must leave the classroom within ten (10) minutes following the end of the class to be respectful of the instructor's and the facility's time.

It is the parents'/students' responsibility to know when and where class will be held based on the information provided during registration. Cultural classes are scheduled for both the PACE Center and The Schoolhouse. Typically, instructors email prior to the start of class, but this may not always be possible.

Personal Belongings

Each child will be provided with a place to keep belongings within the classroom. Please note there are no secure spaces available at the PACE Center. If students choose to bring personal items or money it is done at their own risk. Staff is not responsible for any damaged, misplaced or stolen items. Please check Lost and Found located in the Parent Lounge regularly.

Absent

Parents should notify the instructor or the Education Department if their child is going to be absent at 303.805.3374 or via email at PACEedu@parkeronline.org.

Notification

In the event of an emergency, absence, anticipated late arrival or late pick up please notify Parker Arts Education Department at 303.805.3374 or via email at PACEedu@parkeronline.org. Parker Arts Education staff are available Monday – Friday from 8:00am – 5:00pm. Parents may also call PACE

Center Patron Services at 303.805.6800 for immediate assistance. Note, PACE Center Patron Services is open 9:00am to 5:00pm daily Monday – Friday and 12:00pm to 5:00pm on Saturday.

Daily Procedures for Camps

Arrival/Departure

Parents and students are asked to utilize the main public entrance in the PACE Center lobby on the north side of the building. Parents are expected to walk their child into the building each day of class/camp. On the first day of class/camp, parents should greet the instructor, and confirm enrollment and emergency contact information. Parents may not park on the street in front of PACE Center on Pikes Peak Avenue, as it is a through lane and an emergency access road.

Classroom doors to camps will be closed in preparation for the day's camp. However, campers may have access to the classroom ten (10) minutes prior to the start of camp. Parents may not drop their child(ren) any sooner than ten minutes prior to the start of camp. Student must leave the classroom at the end of the camp to be respectful of the instructor's and the facility's time, as there is no grace period at the end of camp.

Sign In/Out

An authorized adult will be asked to sign their child in/out each day on the daily attendance roster by signing their initials beside the child's name. If parents seek permission for their child ages 12 and over to sign themselves in and out of camp, parents may complete a Parental Sign In/Out Authorization Form.

Late Arrival

In the event of a late arrival, it is the parent's responsibility to walk their child to class and sign the daily attendance sheet.

Late Pick Up

Parents should not expect classroom supervision of their child outside of the scheduled class/camp hours. If a child is still present after the designated class/camp time, instructors will attempt to contact parents and/or other authorized adults listed to pick up the student within fifteen minutes. Once fifteen minutes has past and an authorized adult has not been located, your child will be supervised by staff. If thirty minutes pass without contact by parents/guardians, staff will contact the Parker Police Department for child pick up and families will incur a \$25 fee.

Unauthorized Adults

Children will only be released to parents and adults listed on the Emergency Contact Form. If an unauthorized adult attempts to pick up a child from class/camp, the parents and Police will be contacted. The unauthorized visitor will be asked to leave the premises.

Meals and Snacks

Parents should consider the length of time their child will attend class. If the class duration is greater than two hours, children are expected to come to camp with a water bottle and peanut-free snack. Students attending a half-day camp should bring a peanut-free snack and a water bottle clearly labeled with their name. Students attending a full-day camp should bring a peanut-free lunch and two snacks, and a drink and/or water bottle clearly labeled with their name. Please be aware that this is an allergy-aware facility. Due to severe peanut allergies, we ask that all lunches and snacks be peanut-free. Parents must note, however, that many public events take place at the PACE Center and that we are not a peanut-free facility. Any food allergies or special accommodations that need to be made should be clearly specified on the Child Emergency Contact Form and discussed with the instructors and Education Department.

Lunch Bunch

Participants may participate in a free, supervised lunch hour (Lunch Bunch) when they are registered to both a morning half-day camp and an afternoon half-day camp within the same week. Lunch Bunch is only offered during summer camps. Parents must email PACEdu@parkeronline.org or call 303.805.3374 to request Lunch Bunch prior to the start of camp.

Sunscreen

In the event instructors would like to take the class outdoors for an extended period of time to perform/play/lunch in the amphitheater or Harmony Park, sunscreen will be applied in accordance with the sunscreen waiver and release. This release is provided on an as needed basis.

Lost Children

In the event a child is determined lost or missing, Parker Arts staff will conduct an extensive search of the facility. The Educator Manager will immediately notify the police, parents/guardian of child, and the Department of Human Services. Parents must never pick up their child(ren) without signing them out.

Closing Procedures

Instructors and Parker Arts staff will conduct a thorough walk-through of the facility, including all restrooms. They will review daily attendance logs to ensure that all students have left for the day. Instructors and Parker Arts staff will only leave after the last child has been picked up by an authorized adult.

Personal Belongings

Each child will be provided with a place to keep belongings within the classroom. Please note there are no secure spaces available at the PACE Center. If students choose to bring personal items or money it is done at their own risk. Staff is not responsible for any damaged, misplaced or stolen items. Please check Lost and Found located in the Parent Lounge regularly.

Absent

Parents should notify the instructor or the Education Department if their child is going to be absent at 303.805.3374 or via email at PACEdu@parkeronline.org.

Notification

In the event of an emergency, absence, anticipated late arrival or late pick up please notify the instructor or Parker Arts Education Department at 303.805.3374 or via email at PACEdu@parkeronline.org. Parker Arts Education staff are available Monday – Friday from 8:00am – 5:00pm. Parents may also call PACE Center Patron Services at 303.805.6800 for immediate assistance. Note, PACE Center Patron Services is open 9:00am to 5:00pm daily Monday – Friday and 12:00pm to 5:00pm on Saturday.

Administering Children's Medicine

Medications

Instructors and PACE Center staff cannot dispense over the counter medicine. Please notify the instructor or Education Department if during class/camp your child will need prescribed medication. Parents need to meet with the Education Manager in advance to set up a Health Care Plan specific to your child. Confidentiality of the child will be maintained at all times. All medications will be kept in a locked storage closet away from children. We can dispense prescription medications provided the following conditions are met:

- Written authorization from health care provider

- Parental written consent
- Medication in the original labeled container

Inhalers and EpiPens

Children requiring accessibility to inhalers and EpiPens will be allowed to have these items close at hand. The child's name must be listed on the outside of the container, the expiration date listed, and the required dose highlighted clearly. We require parents to inform instructors of the medication to ensure it is made available to their child(ren).

Illnesses, Accidents, and Injuries

Parents/Guardians will be notified immediately when a child becomes ill. The sick child will be provided a quiet comfortable area to rest until an unauthorized adult arrives.

Please contact the Education Manager immediately, if your child has been diagnosed with a communicable disease. PACE Center staff must notify parents and the Health Department of any serious contagious diseases (other than the common cold or flu).

Administering First Aid

Parker Arts staff is CPR / First Aid / AED certified. If a child receives a minor injury (e.g., scraped knee), staff will administer first aid. In the event of major emergencies, 911 will be called immediately and the parents will be notified. All injuries are documented and will be reported to parents at the end of the day.

Emergency Procedures

Emergency Contacts

Emergencies: 9-1-1

Poison Control: 303.739.1123

Police Non-Emergency: 303.339.8150

Ambulance: 9-1-1

South Metro Fire Rescue National Weather Service: www.nws.noaa.gov

Emergency Room: 720.225.1900

Parker Adventist Hospital 9395 Crown Crest Blvd., Parker CO 80138

Emergency Drills and Evacuations

Parker Arts staffs are trained in the established safety procedures. Staff will periodically practice and document emergency drills. Evacuation routes are outlined in this manual.

Fire/Gas

Building alarms indicating fire and evacuation will sound. Additionally, a voice-over alarm will sound announcing "May I have your attention, this is an emergency, please remain calm and walk to the nearest exit and leave the building immediately." This will indicate to instructors, children and all patrons to evacuate the building.

Children will be evacuated at the nearest fire exit and to the nearest safe area primary rally point (to the North of the building) or to the secondary rally point (to the East of the building).

The Education Manager will verify that all children and staff are out of the building by conducting a search of the facility and roll call. The facility will not be re-entered until the appropriate authorities give clearance.

Severe Weather / Tornado

If a tornado warning is posted for Douglas County, PACE Center staff will page the building and announce, "May I have your attention, there is a tornado warning for this area. Please walk immediately, as directed by staff, to safe areas to take shelter."

Staff has deemed the basement of the PACE Center and The Schoolhouse to be the safest area in the event of a tornado. Roll call will be taken to verify everyone is accounted for. Once the appropriate authorities give clearance, instructors, children and all patrons will return to their regularly scheduled activities.

Bomb Threat

After being verifying a threat, PACE Center staff will immediately notify instructors to take roll call to verify everyone is accounted for and wait for further instructions from the Police Department.

Hazardous Materials and Suspicious Odors

If someone suspects that a harmful substance has been released or spilled, staff must first secure the space surrounding the substance and evacuate the children from the area. MSDS books are located in the janitorial storage closet. Staff will call 911 and children will be moved to a safe area within the facility or the designated safe haven area in the parking lot, where they will remain until emergency response personnel gives clearance to return to the building.

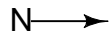
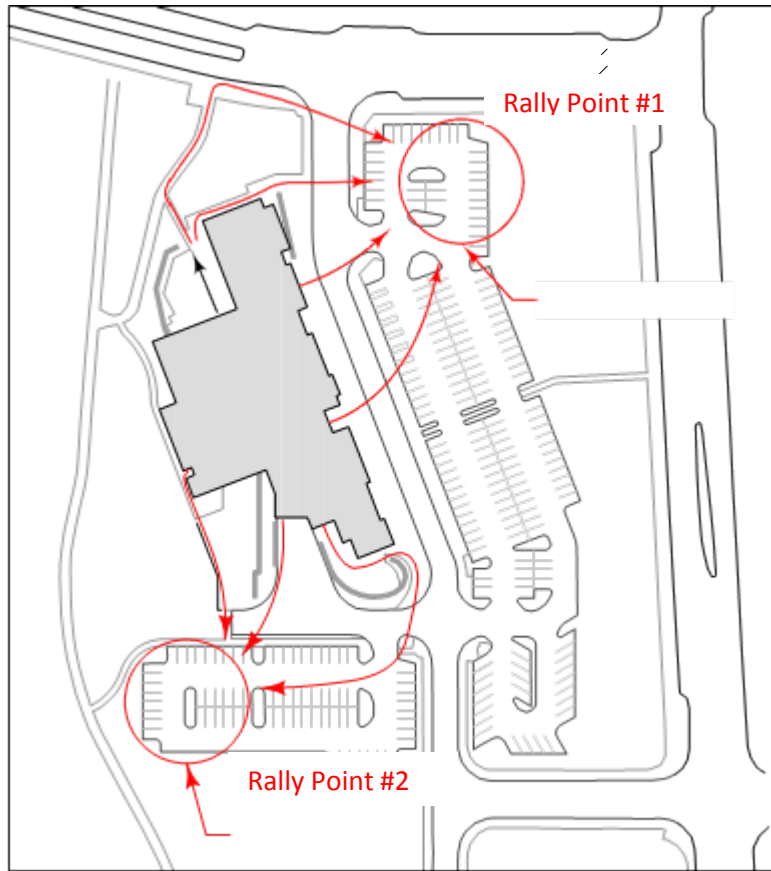
Lockdown / Lockout

Children should follow direction of the staff to the nearest and safest location either inside or outside of the building based on the emergency action required.

Lockout is called when there is a threat or hazard outside the building. Lockout ensures patrons are inside the building, secures the building perimeter and locks all outside doors. General lockout guidelines are to secure the perimeter. Procedures include: ensure patrons that are outside return inside; lock all external doors; monitor community threat developments; after the hazard has passed, announce lockout is terminated.

Lockdown is called when there is a threat or hazard inside the building. Lockdown uses room security to protect occupants from a threat by locking all interior doors. General guidelines are to run, hide fight and include: locking the room door and/or barricading the door; turning off the lights; and placing patrons out of sight of any doors or windows; and finally follow orders of emergency personnel.

Rally Point Locations



First Aid Kit Locations

⊕ First Aid Kit

