



Youth Program Standards of Care

2023

TABLE OF CONTENTS

Standards of Care

<u>General Administration</u>	3
Organization	3
Definitions	3
Inspections	4
Enrollment	5
Suspected Abuse	5
<u>Staffing - Responsibilities and Training</u>	5
Supervisor Qualifications	5
Supervisor Responsibilities	5
Coordinator Qualifications	6
Coordinator Responsibilities	6
Leader Qualifications	6
Leader Responsibilities	7
Training/Orientation	7
<u>Operations</u>	8
Staff-Participant Ratio	8
Discipline	8
Programming	8
Communication	9
Transportation	9
<u>Facility Standards</u>	9
Safety	9
Fire	10
Health	10
<u>Exhibits</u>	13
Texas DFPS Licensing Division Background Check Rule	13
Authorization for Dispensing Medication	16
Anaphylaxis Emergency Action Plan	17

***Programs include: Holiday Camps, Spring Break Camps, and Summer Adventure Camps**

Any questions related to Standards of Care should be addressed to the Recreation Supervisor at 817-743-4304.

CITY OF KELLER PARKS AND RECREATION STANDARDS OF CARE

The following Standards of Care have been adopted by the City Council of the City of Keller. The Standards of Care are intended to be minimum standards by which the City of Keller Parks and Recreation will operate the City's Youth Programs. The programs listed in this Standards of Care are recreational in nature and are not licensed day care programs.

GENERAL ADMINISTRATION

1. Organization

- A. The governing body of the City of Keller Parks and Recreation is the City of Keller City Council.
- B. Implementation of the Youth Programs Standards of Care is the responsibility of the Director of Parks and Recreation and Departmental employees.
- C. Youth Programs ("Program") to which these Standards of Care will apply to all elementary-age day camps and programs for children six - eleven years old.
- D. Each Youth Program site will have available for public and staff review a current copy of the Standards of Care.
- E. Parents of participants will be provided the website address of where a current copy of the Standards of Care is located.
- F. Criminal background checks will be conducted on prospective staff. No person with a conviction or who is under indictment for, or is the subject of an official criminal complaint alleging violation of any of the crimes listed in the Texas Department of Family and Protective Service's Licensing Division Background Check rules may affect a candidate's ability to be present with children. An example of current guidelines is attached as Exhibit A.

2. Definitions

- A. City: City of Keller.
- B. City Council: City Council of the City of Keller.
- C. Department: Recreation Department, The Keller Pointe, Keller Library, and Keller Senior Activities Center of the City of Keller.
- D. Youth Programs or Program: City of Keller Youth Programs consisting of all elementary-age day camps and programs for children six - eleven years old.
- E. Program Manual: Notebook of policies, procedures, required forms, and organizational and programming information relevant to City of Keller Youth Programs.

- F. Director: City of Keller Parks and Recreation Director or his/her designee.
- G. Program Manager: City of Keller Parks and Recreation Division full-time Manager who has been assigned administrative responsibility for City of Keller Camp Programs.
- H. Program Supervisor: City of Keller Parks and Recreation full-time employee who has been assigned responsibility to implement the City's Youth Programs.
- I. Program Site: Area and facilities where City of Keller Youth Programs are held consisting of The Keller Pointe, Keller Sports Park, Keller Town Hall, Keller Library, and Keller Senior Activities Center.
- J. Participant: A youth whose parent(s) have completed all required registration procedures and determined to be eligible for a City of Keller Youth Program.
- K. Parent(s): This term will be used to represent one or both parent(s) or adults who have legal custody and authority to enroll their child(ren) in City of Keller Youth Programs.
- L. Employee(s) or Staff: Term used to describe people who have been hired to work for the City of Keller and are assigned responsibility for managing, administering, or implementing some portion of the City of Keller Youth Programs.

3. Inspections/Monitoring/Enforcement

- A. A monthly inspection report will be initiated by the Supervisor or Coordinator of each Program to confirm the Standards of Care are being adhered to.
 - (1) Inspection reports will be sent to the Program Supervisor for review and kept on record for at least two (2) years.
 - (2) The Program Manager will review the report and establish deadlines and criteria for compliance with the Standards of Care.
- B. The Supervisor will make visual inspections of the Program based on the following schedule:
 - (1) The Holiday & Spring Break Camp Program will be inspected once during its holiday schedule; and
 - (2) Summer Adventure Camp will be inspected once a week, during the summer break.
- C. Complaints regarding enforcement of the Standards of Care will be directed to the Supervisor. The Supervisor will be responsible to take the necessary steps to resolve the problems. Complaints regarding enforcement of the Standards of Care and their resolution will be recorded by the Coordinator. Serious complaints regarding enforcement of the Standards of Care will be addressed by the Program Supervisor and the complaint and resolution will be noted.
- D. The Program Manager will make an annual report on the overall status of the Youth Programs and their operation relative to compliance with the Standards of Care. This shall be provided to City Council upon request.

4. Enrollment

- A. Before a child can be enrolled, a parent must sign registration forms that contain the child's:
- (1) name, address, home telephone number, email address;
 - (2) name and address of parents and telephone number during Program hours;
 - (3) the names of people to whom the child can be released;
 - (4) a statement of the child's special needs;
 - (5) emergency medical authorization;
 - (7) a Release of Liability Waiver signed by the child's parent, legal guardian or caregiver.

5. Suspected Abuse

Program employees will report suspected child abuse or neglect in accordance with the Texas Family Code.

STAFFING - RESPONSIBILITIES AND TRAINING

6. Supervisor ("Supervisor") Qualifications

- A. Supervisor will be full-time, professional employees of the City of Keller Parks and Recreation and will be required to have all Program Leader or Coordinator qualifications as outlined in Section 10 of the document.
- B. Supervisor must have a bachelor's degree from an accredited college or university in Recreation, Kinesiology, or related field or at least six (6) years of experience in sports or recreation field in lieu of education.
- C. Supervisor must have a minimum of two (2) years of experience in a supervisory or similar division head role.
- D. Supervisor must have a minimum of four (4) years of experience in the recreation industry.
- E. Supervisor must pass a background investigation including testing for illegal substances.
- F. Supervisor must have successfully completed a course in first aid and Cardio Pulmonary Resuscitation (CPR) and First Aid for Infant/Child/Adult with AED based on either American Heart Association, American Red Cross or Jeff Ellis and Associates standards.

7. Supervisor Responsibilities

- A. Supervisors are responsible for administering the Program's daily operations in compliance with the adopted Standards of Care provided herein.
- B. Supervisors are responsible for hiring, supervising, and evaluating all divisional personnel.

C. Supervisors are responsible for planning, implementing, and evaluating programs.

8. Coordinator (“Coordinator”) Qualifications

A. Coordinator will be part-time or temporary employees, professional employees of the City of Keller and will be required to have all Program Leader qualifications as outlined in Section 10 of the document except for section 10A.

B. Coordinator must have one (1) year of experience in planning and implementing recreational activities.

C. Leaders must pass a background investigation including testing for illegal substances

D. Must be eighteen (18) years of age or older.

E. Must have successfully completed a course in first aid and Cardio Pulmonary Resuscitation (CPR) and First Aid for Infant/Child/Adult with AED based on either American Heart Association, American Red Cross standards or Jeff Ellis and Associates standards

F. Valid Texas Driver’s License and a safe driving record.

9. Coordinator Responsibilities

A. Coordinators are responsible for assisting in the administration of the Program’s daily operations in compliance with the adopted Standards of Care.

B. Coordinators are responsible for assisting in the recommendation for hiring and training Leaders.

C. Coordinators are responsible for assisting in the planning, implementing, and evaluating programs.

D. Coordinators will be required to provide all Program Leader with their responsibilities as outlined in Section 11 of the document.

10. Leader Qualifications

A. Leaders will be part-time or temporary employees of the City of Keller.

B. Must be eighteen (18) years of age or older.

C. Leaders should be able to consistently exhibit competency, good judgment, and self-control when working with children.

E. Leaders must relate to children with courtesy, respect, tolerance, and patience.

F. Have three months full time or six months part time experience supervising children ages six months – twelve years old in recreation and/or educational programs.

- F. Leaders must have successfully completed a course in first aid and Cardio Pulmonary Resuscitation (CPR) and First Aid for Infant/Child/Adult with AED based on either American Heart Association, American Red Cross or Jeff Ellis and Associates standards
- G. Leaders must pass a background investigation including testing for illegal substances.
- G. Valid Texas Driver's License and a safe driving record.

11. Leader Responsibilities

- A. Leaders will be responsible to provide participants with an environment in which they can feel safe, enjoy wholesome recreation activities, and participate in appropriate social opportunities with their peers.
- B. Leaders will be responsible to know and follow all City, Departmental, and Program standards, policies, and procedures that apply to City of Keller Youth Programs.
- C. Leaders must ensure that participants are released only to a parent or an adult designated by the parent. All Program sites will have a copy of the Department approved plan to verify the identity of a person authorized to pick up a participant if that person is not known to the Leader.
- D. Lead, supervise and conduct athletic, child care room and recreation program classes and activities.
- E. Supervise children properly and respond immediately during emergencies, including administering first aid as necessary.
- F. Effectively communicate with children, parents/guardians, and the public.

12. Training/Orientation

- A. The Department is responsible for providing training and orientation to Program Employees in working with children and for specific job responsibilities. Supervisors will provide each Coordinator and Leader with a Program manual. Online child care training may be completed in lieu of departmental training for three hours of the required eight hours per year.
- B. Program employees must be familiar with the Standards of Care for Youth Program operation as adopted by the City Council.
- C. Program employees must be familiar with the Program's policies including discipline, guidance, and release of participants as outlined in the Program Manual.
- D. Program employees will be trained in utilizing appropriate procedures to handle emergencies.
- E. Program employees will be trained in areas including City, Departmental, and Program policies and procedures, provision of recreation activities, safety issues, child development, and organization.
- F. Program employees will be required to sign an acknowledgment that they received the required training.

OPERATIONS

13. Staff-Participant Ratio

- A. In a City of Keller Youth Program, the standard ratio of participants to Leaders will be 15 to 1. In the event a Leader is unable to report to the Program site, a replacement will be assigned.
- B. Each participant shall have a Program employee who is responsible for him or her and who is aware of the participant's habits, interests, and any special problems as identified by the participant's parent(s) during the registration process.

14. Discipline

- A. Program employees will implement discipline and guidance in a consistent manner based on the best interests of Program participants.
- B. Program employees will not administer cruel or harsh punishment or treatment.
- C. Program employees may use brief, supervised separation from the group if necessary.
- D. As necessary, Program employees will initiate discipline reports to the parent(s) of participants. Parents will be asked to sign discipline reports to indicate they have been advised about specific problems or incidents.
- E. A sufficient number and/or severe nature of discipline reports as detailed in the Program Manual may result in participant being suspended from the Program.
- F. In instances where there is a danger to participants or staff, offending participants will be removed from the Program site as soon as possible.

15. Programming

- A. Program employees will attempt to provide activities for each group according to the participants' ages, interests, and abilities. The activities must be appropriate to participants' health, safety, and well-being. The activities also must be flexible and promote the participants' emotional, social, and mental growth.
- B. Program employees will attempt to provide indoor and outdoor times, which include:
 - (1) alternating active and passive activities;
 - (2) opportunity for individual and group activities;
 - (3) outdoor time each day, weather permitting.
- C. Program employees will be attentive and considerate of the participants' safety on field trips and during any transportation provided under the Program.
 - (1) During trips, Program employees supervising participants must have immediate access to

emergency medical forms and emergency contact information for each participant.

- (2) Program employees must have a written list of the participants in the group and must check the roll frequently.
- (3) Program employees must have first aid supplies and a guide to first aid and emergency care available on field trips.

16. Communication

- A. Each Program employee may use their own cell phone device or use a city provided device to allow the staff to be contacted by Parks and Recreation personnel, and for use in contacting the Supervisor, Coordinator, or making emergency calls. Phone use while on duty must be limited to work related calls only.
- B. The Coordinator will post the following telephone numbers adjacent to a telephone accessible to all Program employees at each site:
 - (1) Keller ambulance or emergency medical services;
 - (2) City of Keller Police Department;
 - (3) City of Keller Fire Department;
 - (4) The Keller Pointe, Keller Sports Park, Keller Senior Activities Center, & Keller Town Hall;
 - (5) Numbers at which parents may be reached;
 - (3) The telephone number for the site itself.

17. Transportation

- A. Before a participant may be transported to and from city sponsored activities, a City waiver form, completed by the parent of the participant, must be filed.
- B. First aid supplies will be available in all Program vehicles that transport children.
- C. All Program vehicles used for transporting participants must have available a 6-BC portable fire extinguisher which will be installed in the passenger compartment of the vehicle and must be accessible to the adult occupants.

FACILITY STANDARDS

18. Safety

- A. Program employees will inspect Program sites daily to detect sanitation and safety concerns that might affect the health and safety of the participants. A daily inspection report will be completed by Program employees and kept on file by the Supervisor.

- B. Buildings, grounds, and equipment on the Program site will be inspected, cleaned, repaired, and maintained to protect the health of the participants.
- C. Program equipment and supplies must be safe for the participants' use.
- D. Program employees must have first aid supplies readily available at each site, during transportation to an off-site activity, and for the duration of any off-site activity.
- E. Program air conditioners, electric fans, and heaters must be mounted out of participants' reach or have safeguards that keep participants from being injured.
- F. Program porches and platforms more than 30 inches above the ground must be equipped with railings participants can reach.
- G. All swing seats at Program sites must be constructed of durable, lightweight, relatively pliable material.
- H. Program employees must have first aid supplies readily available to staff in a designated location.

19. Fire

- A. In case of fire, danger of fire, explosion, or other emergency, Program employees' first priority is to evacuate the participants to a designated safe area.
- B. The Program site will have an annual fire inspection by the local Fire Marshal, and the resulting report will detail any safety concerns observed. The report will be forwarded to the Program Manager who will review and establish deadlines and criteria for compliance.
- C. Each Program site must have at least one (1) fire extinguisher approved by the Fire Marshal readily available to all Program employees. The fire extinguisher is to be inspected monthly by the Building Maintenance Supervisor and a monthly report will be forwarded to the Program Manager who will keep the report on file for a minimum of two (2) years. All Program employees will be trained in the proper use of fire extinguishers.
- D. Fire drills will be initiated at Program sites based on the following schedule:
 - (1) Spring Break Camp and Holiday Camp: A fire drill once during the session.
 - (2) Summer Adventure Camp: A fire drill twice during the session.

20. Health

- A. Illness or Injury
 - (1) A participant who has an illness, injury or medical condition to the extent that admittance to the Program would create a health or safety concern to other participants or employees will not be admitted to the Program provided a reasonable accommodation cannot be offered to alleviate such concerns.
 - (2) Illnesses and injuries will be handled in a manner to protect the health of all participants

and employees.

- (3) Program employees will follow plans to provide emergency care for injured participants with symptoms of an acute illness as specified in the Program manual.
- (4) Program employees will follow the recommendation of the Texas Department of Health concerning the admission or readmission of any participant after a communicable disease.

B. Program employees will administer medication only if:

- (1) Parent(s) complete and sign a medication form that provides authorization for employee to dispense medication with details as to time and dosages. An example of current guidelines is attached as Exhibit B.
- (2) Prescription medications are in the original containers labeled with the child's name, a date, directions, and the physician's name. Program employees will administer the medication only as stated on the label. Program employees will not administer medication after the expired date.
- (3) Nonprescription medications are labeled with the child's name and the date the medication was brought to the Program. Nonprescription medication must be in the original container. Program employees will only administer nonprescription medications if a doctor's note is provided and only according to label direction.
- (4) Medication dispensed will be limited to routine oral ingestion not requiring special knowledge or skills on the part of Program employees.
- (5) Program employees must ensure medications are inaccessible to participants or, if it is necessary to keep medications in the refrigerator (when available), medications will be kept separate from food.
- (6) Children who may require epi-pen injections due to severe allergic reactions must complete an Anaphylaxis Emergency Action Plan (AEAP) before their child starts the program. Staff will administer the epi-pen in case of emergency based on the instructions stated on the AEAP. An example of current guidelines is attached as Exhibit C.

C. Toilet Facilities

- (1) The Program site will have inside toilets located and equipped so children can use them independently, and Program staff can supervise as needed.
- (2) There must be one (1) flush toilet for every 30 children. Urinals may be counted in the ratio of toilets to children, but they must not exceed 50% of the total number of toilets.
- (3) An appropriate and adequate number of lavatories will be provided.

D. Sanitation

- (1) The Program facilities must have adequate light, ventilation, and heat.
- (2) The Program must have an adequate supply of water meeting the standards of the Texas Department of Health for drinking water and ensure that it will be supplied to the participants in a safe and sanitary manner.
- (3) Program employees must see that garbage is removed from buildings daily.

Exhibit A -
Texas DFPS Licensing Division Background Check Central Registry Rules

Types of Central Registry Findings for Child Abuse or Neglect	Is This Person Eligible for a Risk Evaluation?	If This Person Is Eligible for a Risk Evaluation, May the Person be Present at an Operation While Children are in Care Pending the Outcome of the Risk Evaluation?
(1) A Sustained DFPS Finding of Physical Abuse.	Except for a person described in subsection (b) of this section, this person is permanently barred from being present at an operation while children are in care. Persons described in subsection (b) of this section are eligible for a risk evaluation.	Except for a person described in subsection (b) of this section, this is not applicable, because this person is not eligible for a risk evaluation. This person must not be present at an operation while children are in care. Persons described in subsection (b) of this section cannot be present at an operation while children are in care pending a risk evaluation. However, if the risk evaluation is approved, then they may be present at the operation.
(2) A Sustained DFPS Finding of Sexual Abuse.	No, this person is permanently barred from being present at an operation while children are in care.	Not applicable, because this person is not eligible for a risk evaluation. This person must not be present at an operation while children are in care.
(3) A Sustained DFPS Finding of Labor Trafficking.	No, this person is permanently barred from being present at an operation while children are in care.	Not applicable, because this person is not eligible for a risk evaluation. This person must not be present at an operation while children are in care.
(4) A Sustained DFPS Finding of Sex Trafficking.	No, this person is permanently barred from being present at an operation while children are in care.	Not applicable, because this person is not eligible for a risk evaluation. This person must not be present at an operation while children are in care.

(continued)

Exhibit A – continued
Texas DFPS Licensing Division Background Check Central Registry Rules

Types of Central Registry Findings for Child Abuse or Neglect	Is This Person Eligible for a Risk Evaluation?	If This Person Is Eligible for a Risk Evaluation, May the Person be Present at an Operation While Children are in Care Pending the Outcome of the Risk Evaluation?
(5) A Sustained DFPS Finding of Emotional Abuse.	Yes	Yes, (i) if the person continued to work at the operation pending the outcome of due process for the designated finding because we had not determined the person's presence at the same operation was an immediate threat or danger to the health or safety of children; or (ii) if we previously approved a risk evaluation without conditions for the same finding, the more recent check does not reveal new information about the finding, and the circumstances of the person's contact with children at the operation are the same as when we approved the risk evaluation.
(6) A Sustained DFPS Finding of Neglect (including abandonment, neglectful supervision, physical neglect, medical neglect, and refusal to accept parental responsibility).	Yes	Yes, (i) if the person continued to work at the operation pending the outcome of due process for the designated finding because we had not determined the person's presence at the same operation was an immediate threat or danger to the health or safety of children; or (ii) if we previously approved a risk evaluation without conditions for the same finding, the more recent check does not reveal new information about the finding, and the circumstances of the person's contact with children at the operation are the same as when we approved the risk evaluation.

(continued)

Exhibit A – continued
Texas DFPS Licensing Division Background Check Central Registry Rules

Types of Central Registry Findings for Child Abuse or Neglect	Is This Person Eligible for a Risk Evaluation?	If This Person Is Eligible for a Risk Evaluation, May the Person be Present at an Operation While Children are in Care Pending the Outcome of the Risk Evaluation?
(7) A DFPS Finding, Not Already Sustained, of Any Types of Child Abuse or Neglect Previously Mentioned In This Chart, Where We Have Determined the Presence of the Person at an Operation Is an Immediate Threat or Danger to the Health or Safety of Children.	No, this person is temporarily barred from being present at an operation while children are in care.	Not applicable, because this person is not eligible for a risk evaluation. This person must not be present at an operation while children are in care. Note: The removal from contact with children is not permanent until the finding is sustained.
(8) A Finding of Abuse or Neglect from another state or jurisdiction, regardless of whether the finding is sustained.	The person's eligibility for a risk evaluation is the same as the relevant sustained DFPS finding noted in sections (1) – (6) of this chart.	The person's ability to be present at an operation while children are in care pending the outcome of a risk evaluation is the same as the relevant sustained DFPS finding noted in sections (1) – (6) of this chart.

Exhibit C –
Anaphylaxis Emergency Action Plan



Anaphylaxis Emergency Action Plan

Patient Name: _____ Age: _____

Allergies: _____

Asthma Yes (*high risk for severe reaction*) No

Additional health problems besides anaphylaxis: _____

Concurrent medications: _____

	Symptoms of Anaphylaxis
MOUTH	itching, swelling of lips and/or tongue
THROAT*	itching, tightness/closure, hoarseness
SKIN	itching, hives, redness, swelling
GUT	vomiting, diarrhea, cramps
LUNG*	shortness of breath, cough, wheeze
HEART*	weak pulse, dizziness, passing out

*Only a few symptoms may be present. Severity of symptoms can change quickly.
Some symptoms can be life-threatening. ACT FAST!

Emergency Action Steps - DO NOT HESITATE TO GIVE EPINEPHRINE!

1. Inject epinephrine in thigh using (check one): Adrenaclick (0.15 mg) Adrenaclick (0.3 mg)
 Auvi-Q (0.15 mg) Auvi-Q (0.3 mg)
 EpiPen Jr (0.15 mg) EpiPen (0.3 mg)
- Epinephrine Injection, USP Auto-injector- authorized generic
 (0.15 mg) (0.3 mg)
 Other (0.15 mg) Other (0.3 mg)

Specify others: _____

IMPORTANT: ASTHMA INHALERS AND/OR ANTIHISTAMINES CAN'T BE DEPENDED ON IN ANAPHYLAXIS.

2. Call 911 or rescue squad (before calling contact)

3. Emergency contact #1: home _____ work _____ cell _____

Emergency contact #2: home _____ work _____ cell _____

Emergency contact #3: home _____ work _____ cell _____

Comments: _____

Doctor's Signature/Date/Phone Number

Parent's Signature (for individuals under age 18 yrs)/Date

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