



PACE Center Mainstreet Center Ruth Memorial Chapel O'Brien Park

**PARKER
ARTS**

Parker Arts Education
Parent Handbook

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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: fine arts, digital arts, drama and performing arts, technical theater, dance, music, science, nature, STEAM, language arts, culinary arts, travel, continuing education and adaptive classes for individuals with disabilities.

Program Contacts

Business: Town of Parker Cultural Department; Parker Arts

Building Address: Parker Arts Culture and Events Center (PACE), 20000 Pikes Peak Avenue, Parker, CO, 80108

Building Contact Information

Contact: PACE Center Box Office

Phone Number: 303.805.6800

Weather Hotline: 303.805.3289

Education Email: PACEdu@parkeronline.org

Contact: Kirstin Fletcher, Education Manger

Phone Number: 303.805.3364

E-Mail: kfletcher@parkeronline.org

Contact: Alyssa Haines, Education Assistant

Phone Number: 303.805.3374

E-Mail: ahaines@parkeronline.org

Contact: Shaun Albrechtson, Assistant Cultural Director of Programs

Phone Number: 303.805.3368

E-Mail: salbrechtson@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 (online or phone)
3. Child Enrollment Record (camps only): download online and submit 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. In select instances, a wait list option will allow patrons to sign up in case of cancellations or an added session. If a spot becomes available, you will be contacted to be enrolled.

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 must be made three business days prior to the scheduled start of the activity. There is a \$5 processing fee for each change to the initial registration purchase.

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

Special Needs

PACE Center is 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 cultural instructor to make the best accommodations for their child. Parents and caregivers are welcomed to attend class with their child.

When We Can No Longer Serve a Child

PACE Center staff 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

We reserve the right to refuse service to or dismiss any child from PACE Center classes.

Filing a Complaint

Our education administration 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

Daily Procedures

Arrival/Departure

Upon arrival to class each morning, parents 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 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.

Parents should not expect classroom supervision of their child outside of the scheduled class/camp hours. Please notify the PACE Center Box Office at 303.805.6800 in the event of an emergency and you require a 15 minute grace period to pick up your child.

Sign In/Out

For camps and workshops, an authorized adult will be asked to sign their child in/out each day on the daily attendance sheet by signing their initials beside the child's name.

Late Drop Off

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

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.

Absent

Parents/Guardians must notify the Education Department at 303.805.3374 if their child is going to be absent. If no one answers, please leave a message with the date, time and reason for your child's absence. Parents may also call PACE Box Office at 303.805.6800 for immediate assistance. Note, PACE Center Box Office is open 9:00am to 9:00pm daily.

Unauthorized Adults

Children will only be released to the adults listed on the authorized pick up list. 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. Children will only be released to an unauthorized adult with advanced parent notification and Photo ID of individual picking up the child. A mature student (15+) may sign themselves in and out provided parent authorization after the initial drop off of the first day of class/camp.

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 class with a water bottle and healthy 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 Enrollment Record and discussed with the Education Department or instructors.

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.

Personal Belongings

Each child will be provided with a safe place to keep belongings within the classroom. Please note there are no lockers available at PACE Center. If students choose to bring personal items or money it is done at their own risk. Such personal items include but are not limited to:

- Cell phones
- Money
- Toys
- Electronic game devices
- Portable music players including I-Pods, MP3 players

Staff is not responsible for any damaged, misplaced or stolen items. Children's' personal belongings may be subject to search.

Sunscreen

In the event instructors would like to take the class outdoors to perform on the Amphitheater, play in Harmony Park or eat lunch and snacks outdoors, sunscreen will be applied in accordance with the sunscreen waiver and release.

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 instructors and staff may result in:

1. Verbal Warning
2. Time out including sitting out from activities for a specific amount of time.
3. Call to student's parents to pick up for the remainder of the day. A behavioral written notice will be issued in this instance.
4. In the event of a second written warning, the student will not be allowed back for the remainder of the session and no refund will be given.
5. In the event of a severe behavior incident, it is up to the discretion of the instructor and Education Manager 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.

Lost Children

In the event a child is determined lost or missing, PACE Center 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.

Closing Procedures

Instructors and PACE Center 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 PACE Center staff will only leave after the last child has been picked up by an authorized adult.

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.

Administering Children's Medicine

Nurse Practice Act

Please notify the Education Manager if during class/camp your child will need any type of medication. Parents need to meet with the Education Manager in advance to set up a Health Care Plan specific to your child. Only PACE Center staff is authorized to administer medication. Confidentiality of the child will be maintained at all times. All medications will be kept in a locked storage closet away from children.

Medications

Instructors and PACE Center staff cannot dispense over the counter medicine. 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. We require that these items be given to the instructors who will be with these students all day and can ensure that the appropriate child is using these tools correctly.

Parents/guardian must complete the necessary health forms for inhalers, EpiPens and emergency Benadryl. These medicines must be given to Education Manager before the start of the education session. They must also be unopened with the original manufacturer label still intact. In addition, the child's name must be listed on the outside of the carton, the expiration date listed, and the required dose highlighted clearly.

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).

Our 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

PACE Center staffs are thoroughly trained in the established safety procedures. Staff will periodically practice and document fire and tornado drills. Evacuation routes are outlined in this manual for all spaces utilized within PACE Center.

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 PACE Center 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.

Evacuation Procedures for Person with Special Needs

Those children/adults requiring assistance will be assigned a specific staff member at the beginning of each education session day who will assist the student with special needs during emergency situations.

Bomb Threat

After being notified by Town administrators or Police Department that there is a threat, Education Manager and PACE Center staff will immediately take roll call to verify everyone is accounted for. Instructors, children and all patrons will wait for instructions from staff.

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.

Gunfire / Robbery / Theft

Children should follow direction of the staff to the nearest and safest location either inside or outside of the building.