

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	4
Age Groups	4
Registration	4
Waiting Lists	4
Cancellation Policy	4
Special Needs	4
Parker Arts Education Operations	5
When We Can No Longer Serve a Child	6
Filing a Complaint	6
Reporting Abuse	6
DAILY PROCEDURES CLASS	
Entry/Exit	7
Belongings	7
Notifications	7
DAILY PROCEDURES CAMPS	7
Sign In/Out	7
Late Arrival/Early Pick Up	8
Late Pick Up	8
Authorized Adults	8
Meals and Snacks	8
Lunch Bunch	8
Supervision & Lost Child	9
Personal Belongings	9
Notifications	9
ADMINISTERING CHILDREN'S MEDICINE	
Medications	9
Inhalers and EpiPens	9
Illness, Accidents, and Injuries	9
EMERGENCY PROCEDURES	
Emergency Contacts	10
Emergency Drills and Evacuations	10
Fire/Gas	10
Severe Weather/Tornado	10
Bomb Threat	10
Hazardous Materials and Suspicious Odors	11
Secure/Lockdown	11
Door Policy	11
EMERGENCY LOCATIONS	
PACE Center	11

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 Event 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
The Schoolhouse, 19650 E. Mainstreet, Parker, CO 80138

Building Contact Information

Patron Services Phone: 303.805.6800

Weather Hotline: 303.805.3289

Education Phone: 303.805.3374

Education Email: PACEdu@parkerco.gov

Jordan Griffiths, Education Specialist

Phone: 303.805.3387

E-Mail: jgriffiths@parkerco.gov

Marguerite Hughbanks, Education Assistant

Phone: 303.805.3374

E-Mail: PACEdu@parkerco.gov

Kirstin Fletcher, Education Manager

Phone: 303.805.3364

E-Mail: kfletcher@parkerco.gov

Denise Zoglmann, Asst. Cultural Director of Operations

Phone Number: 303.805.3368

E-Mail: dzoglmann@parkerco.gov

Holiday Closure Dates

New Year's Day

Martin Luther King Jr. Day

Presidents' Day

Memorial Day

Independence Day

Parker Days Festival

Labor Day

Veterans Day

Thanksgiving Day

Christmas Eve

Christmas

Juneteenth (Parker Arts camps not included)

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/camps.

If school is not in session (i.e. Douglas County school break or weekend), 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.

When possible, make-up sessions will be rescheduled for classes. Camps cannot be rescheduled. Refunds will not be issued for partial or full class cancellations due to weather closures.

REGISTRATION

Admission Policy

Admission in the class shall be granted without regard to race, sex, religion, ability or national origin or any other status protected by law.

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.

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.

Classes/camps can be found online at the Parker Arts Website: www.ParkerArts.org.

Registrations are redirected from the Parker Arts website to Xplor/Perfectmind.com:

<https://parkerco.perfectmind.com/SocialSite/MemberRegistration/MemberSignIn>

Xplor/Perfectmind.com is the same registration that the Recreation Department uses. User accounts created are for both Cultural and Recreation programs.

Waiting Lists

The online system will automatically show customers when a class reaches maximum enrollment. A waitlist option will allow patrons to sign up to the waitlist 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 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 and camps must be seven 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 class cancellations and a \$10 processing fee for camp cancellations.

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 staff 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 encouraged to stay onsite during class.

Parker Arts Education Operations

Parker Arts partners and contracts with local and national enrichment providers to offer classes, workshops, and weekly camps. These contracted providers are responsible for their instructors, curriculum, supplies, safety, and communication. Classes that are indicated with “Parker Arts Instructor”, are run by Town of Parker staff. All contracted instructors and Town of Parker staff instructors are the point of contact for classes/camps. All class/camp activities, policies, scheduling, attendance, attire, etc. must be addressed through the instructor. Parker Arts Education Staff can assist in relaying communication if necessary. Parker Arts contractors are required to certify completion of full background screen for their teaching staff. All full-time and part-time Town of Parker staff are fully background screened.

Facility Monitoring

The Town of Parker has cameras located throughout facilities, which will be used to monitor and record the premises. The PACE Center has cameras in each classroom, hallway, and lobby. The Schoolhouse has cameras in the lobby and hallways. Cameras are not located in restrooms or backstage dressing rooms. If the class/camp requires a room within the facility to be designated as a changing or dressing room, cameras will be enabled in such room.

Education Rules

Parents, please review the following rules with your children: (Note that each enrichment contractor may have a different behavior policy.)

1. Always listen to contracted instructors and Parker Arts staff.
2. Always respect others and maintain individual boundaries.
3. Clean up after breaks or eating.
4. Do not deface or damage classroom equipment.
5. Permission is required before leaving to get a drink or use the restroom.
6. Be patient and encourage others.
7. Speak with kind words. No swearing, no verbal abuse.
8. No physical abuse or verbal abuse toward classmates, instructors, or staff will be tolerated.

Consequences

Failure to follow the rules of Parker Arts staff and contracted instructors may result in: (Note that each enrichment contractor may have a different consequence policy.)

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/camps.

All student/parent concerns should be directed to enrichment contractor to resolve the issue.

Filing a Complaint

Parker Arts staff has an open-door policy. We encourage parents/guardians to discuss any problems or concerns with staff 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

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.

Mandatory Reporting

Certain instructors may qualify as Mandatory Reporters pursuant to Colorado Revised Statutes Section 19-3-304. Mandatory Reporters must comply with all statutory requirements. Parker Arts recommends all instructors, even those who are not considered Mandatory Reporters under the statute, receive Mandatory Reporter Reporting training at least once every three years. A free training is available at <https://co4kids.org/mandatory-reporters>.

Instructors who have reasonable cause to suspect that a student has indicated self-harm, harm to others, sexual abuse, neglect, or bullying must report concerns to law enforcement or the Colorado Department of Human Services (DHS). Instructors should notify Parker Arts staff immediately. If it is an emergency, call 911. They can ensure the immediate safety of a child and get medical attention if needed. If it is not an emergency, call:

- 844-CO-4-KIDS 844-263-5437
- Colorado Department of Human Services Child Welfare Division 303.866.4511
- Douglas County 303.688.4825
- Parker Police Department 303.841.9800

After making a report to law enforcement or DHS, instructors should notify Parker Arts staff that they reported suspected harm or abuse. Parker Arts staff will not file reports of suspected harm or abuse on behalf of contracted instructors who witnessed abuse or have reasonable cause to believe that the student has indicated harm or abuse, as set forth above.

DAILY PROCEDURES FOR CLASSES

Entrance/Exit

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 and all other patrons under the age of 12 must be supervised by an adult (guardian or instructor) while onsite. Children 12 and older may be onsite without adult supervision.

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.

Personal Belongings

Belongings can be stored inside the classroom while attending class. However, Parker Arts venues are open to the public and therefore items may not be secure. Staff are not responsible for any damaged, misplaced or stolen items. Please check Lost and Found located in the Parent Lounge for lost items.

Notifications

If your child is ill, has a planned absence, or will arrive late or be picked up early, parents should notify the instructor. If the instructor cannot be reached, parents should notify the Education Department at 303.805.3374 or via email at PACEdu@parkerco.gov. As a last resort, parents may contact the PACE Center Box Office at 303.805.6800 for immediate assistance, however the Box Office is only open from Noon to 5:00pm Monday – Saturday.

Instructors will email all participants prior to class/camp with details, expectations, schedule notifications and contact information.

DAILY PROCEDURES FOR CAMPS

Camp Sign In

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.

At PACE Center, students will enter camp through the exterior door to their classroom. Parker Arts staff will be available to direct campers to the appropriate classroom door.

Parents must walk their child to the exterior classroom door each day, while on the first day of camp, parents should greet the instructor and confirm enrollment and emergency contact information. The instructor will mark your child's attendance.

At The Schoolhouse, students and parents will enter the lobby and be directed to their classroom by Parker Arts Staff. Again, parents must walk their child to the classroom door each day, confirm enrollment and emergency contact information. The instructor will mark your child's attendance.

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. Students 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.

Classroom doors to camps will be closed and locked for the duration of camp.

Sign Out

Parents must walk to the exterior classroom door to pick up children each day. Parent/guardian must be listed as an "authorized pick up" during the registration process. To add additional authorized adults, please communicate with the camp instructor directly. If parents seek permission for their child ages 13 and over to sign themselves in and out of camp, parents may select this option on the waiver during registration.

Late Arrival/Early Pick Up

In the event of a late arrival or early pick up, parents must go to the front desk in the lobby to request staff assistance. Do not knock on the exterior door of the camp for assistance.

Late Pick Up

Parents should not expect classroom supervision of their child outside of the scheduled camp hours. If a child is still present after the designated camp time, instructors will attempt to contact parents and/or other authorized adults. Once fifteen minutes have passed, and an authorized adult has not been located, your child will be supervised by staff. If thirty minutes pass without communication by parents, 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/guardians listed as an "authorized pick up" on the waiver during camp registration. If an unauthorized adult attempts to pick up a child from 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 camp. 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 nut-free. Parents must note, however, that many public events take place at the PACE Center and that we are not a nut-free facility. Any food allergies or special accommodation that need to be made should be clearly specified on the waiver during registration and discussed with the instructors and Education Staff.

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@parkerco.gov or call 303.805.3374 to request Lunch Bunch prior to the start of camp.

Supervision

Campers are never left alone or one-on-one with an instructor. Campers attend bathroom and snack breaks as a group. Campers are expected to communicate their needs to instructors and to always stay with the camp.

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.

Personal Belongings

Belongings can be stored inside the classroom while attending class. However, Parker Arts venues are open to the public and therefore items may not be secure. Staff are not responsible for any damaged, misplaced or stolen items. Please check Lost and Found located in the Parent Lounge regularly.

Notifications

If your child is ill, has a planned absence, or will arrive late or be picked up early, parents should notify the instructor. If the instructor cannot be reached, parents should notify the Education Staff at 303.805.3374 or via email at PACEdu@parkerco.gov. As a last resort, parents may contact the PACE Center Box Office at 303.805.6800 for immediate assistance, however the Box Office is only open from Noon to 5:00pm Monday – Saturday.

MEDICATIONS

Children enrolled in programs hosted by the Town, such as day camps and classes, may be permitted to carry and self-administer their own medication, other than medical marijuana, only if the Town receives a signed Medication Possession and Self-Administration Waiver Form. Prescription medication must be in the original pharmacy labeled container. The label shall state the child's name, medication, dosage, number and/or time(s) of dosages per day, and the name of the prescribing health care provider. Over-the-counter medication must be in its original packaging. A parent or guardian may deliver medication to their child during camp/class hours. Children must keep the medication in a safe area, such as in their backpack. Medication shall only be self-administered by students permitted to do so or by their parent(s) or guardian(s) **and** as authorized by their medical provider. Town of Parker staff will not store or administer medication, homeopathic remedies, or herbal preparations for children enrolled in classes.

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 staff if your child has been diagnosed with a communicable disease. Parker Arts staff must notify parents and the Health Department of any serious contagious diseases (other than the common cold or flu).

Administering First Aid

All 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 staff 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 direct instructors, children and all patrons to evacuate the building.

Children will be evacuated at the nearest fire exit and to the nearest safe area 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 have deemed the basement of the PACE Center and The Schoolhouse to be the safest area in the event of a tornado. Roll calls 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 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 in the janitorial storage closet. Staff will call 911 and children will be moved to a safe area within the facility or the designated haven area in the parking lot, where they will remain until emergency response personnel gives clearance to return to the building.

Secure / Lockdown

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

Secure is called when there is a threat or hazard outside the building. Secure ensures patrons are inside the building, secures the building perimeter and locks all outside doors. Generally, secure 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, 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 following orders of emergency personnel.

Parker Arts Door Policy

Parker Arts locks all doors internally and externally in the PACE Center except for the main lobby doors. Staff and instructors are permitted to hold open doors for sign in/out only.

EMERGENCY LOCATIONS

