

2025-2026 Town of Frisco Recreation Programs Policies and Procedures



Town of Frisco Recreation Department
605 Recreation Way P.O. Box 4100 Frisco, CO 80443
Cell Phone: (970) 418-0898 E-mail: FriscoCamps@townoffrisco.com

Contents

Contents	1
Purpose and Philosophy:	2
Hours and Dates of Operation:.....	2
Procedures for Enrollment, Registration, Cancellation and Admission:	3
Fee Schedule:.....	4
Attendance, Sign In/Out Procedures:.....	5
Late Pick Up and Late Arrival Procedures:	6
Behavior Guidance Policies:	7
Discipline Policy:	7
Services Offered for Special Needs:	9
Illness, Disease, Accidents:	9
Inclement Weather and Unhealthy Air Quality:	9
Vehicle Safety Procedures/Rules:.....	9
Parent Permission for Excursions and Related Activities:.....	10
Special Activities Rules and Procedures	10
Media and Internet Use Policy:	11
Medication Policies and Procedures:	11
Children’s Personal Belongings and Money:	11
Visitor Policy:	12

Filing a Complaint:	12
Reporting Child Abuse and Neglect:	12
Emergency Procedures:.....	12
Children with Disabilities Emergency Plan:	14
Plan for Continuity of Operations after Emergency:.....	14
For unforeseen closures due to wildfire, covid, etc	14
If an emergency is taking place at an alternative location:	14
Waterfront Emergencies:	15
Missing Person/Child Separated Procedure:.....	15

Purpose and Philosophy:

Our goal is to create safe and engaging kids’ activities for your kids or grandkids. Frisco has several popular options that meet the needs of many different children from ages 5-12. We offer a variety of [youth day camps](#) that reflect our outdoorsy mountain town spirit, with something for nearly every child. From week-long camps for kids during school breaks, to after school programs that teach new skills and push the imagination, there’s bound to be something for the kids in your life to enjoy. Frisco [youth programs](#) are exciting and varied, including biking, skateboarding, boating, Nordic skiing, and downhill skiing, just to name a few activities. Ages of Children Accepted: 5-13

Hours and Dates of Operation:

We have three state of Colorado licensed childcare programs running throughout the year. Our licensed after school program takes place at Frisco Elementary from 3:55pm - 5:30pm on Mondays, Tuesdays, Thursdays, and Fridays and Wednesdays from 3:05pm - 5:30pm.

Our licensed “Mini Camps” take place during the school year on most days when the Summit School District is out. We will not be operating Mini Camps on Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, Independence Day, or Memorial Day. Mini Camps run from 8:00am to 5:30pm.

Our licensed Frisco Fun Club Summer Day Camp programs run during the summer following the Summit School District calendar, excluding the 4th of July. These run from 8:00am - 5:30pm, Monday-Friday. We also offer Specialty “Single Skill” programs such as Skateboarding, Biking, Downhill Skiing and Nordic Skiing. Our specialty programs run from 9:00am – 5:00pm. Please visit our website friscocamps.com for up-to-date information.

Procedures for Enrollment, Registration, Cancellation and Admission:

Children will be enrolled in our program using our online registration system. To register visit our website: friscocamps.com. **Complete enrollment includes both registration on friscocamps.com and completed medical forms in ePact. A child will not be admitted into our program until both are completed.**

- **ePact:** Our programs use ePact to gather registration, medical forms and information from families. ePact makes it easy for you to share comprehensive health and emergency contact details, so we can provide the best support to your child. You can update this anytime and we will automatically receive those new details. Completed waivers and immunization submissions must be uploaded by the child's parent or guardian prior to their first day of programs. ePACT will be automatically sending e-mailed invitations to complete all required information online. You will need to "reconfirm" your child's information every year.
- **Immunizations:** If your child cannot get vaccines because of medical reasons, you must submit an official Immunization Medical Exemption form, signed by a health care provider licensed to give vaccines. You only need to submit this form once, unless your student's information or school changes. You can get the form at www.colorado.gov/vaccineexemption. If you choose not to have your child vaccinated according to the current ACIP schedule for personal belief or religious reasons, you must submit a non-medical exemption form. Multiple options are available at www.colorado.gov/vaccineexemption.
- **Cancellations/Withdraw made by Town of Frisco:** Any Town of Frisco program may be changed or cancelled due to lack of enrollment, weather, or situations beyond our control. We will make every effort to contact you if the program has been changed or cancelled. If the program is cancelled, we will provide a full refund within 30 days. To ensure we can contact you in the event of a change to any of our programs, please update your contact phone number and email address in our registration system and ePact.
- **Regular After School and Kid's Night Out Programming Cancellation/Withdraw Policies:** This policy applies to Frisco Fun Club after-school programs at Frisco Elementary. Cancellations must be made through the [Programs Enrollment Change Form](#). Cancellations must be made by 8 am 2 business-days prior to the registered day of after-school or kid's night out in order to receive a refund. No refunds will be given if the cancellation is made with less than 2 business-days notice. Example, to cancel enrollment for Monday After School, we must be notified by the Thursday before, at 8 am. A \$3 fee will apply for all cancellations. **If your child is registered but cannot attend due to illness, please notify the site supervisor by 10 am the day of for After School Programs or Kids Night Out to receive a refund.** Please view our sick policy below for more information on when to keep a sick child home.
- **Fun Club Day Camp Cancellation/Withdraw Policies:** All cancellations for Frisco Fun Club enroll by day camp programs must be made by completing the Frisco [Programs Enrollment Change Form](#). Cancellations must be made by 8 am 4 business days prior to the registered day of camp to receive a refund. No refunds

will be given if the cancellation is made with less than a 4 business-day notice. Example: Cancellation for camp on Monday must be made by Tuesday morning at 8 am the week prior. A \$3 fee will apply for all days cancelled. **If a child is sick or injured, a parent may cancel their child's enrollment by 7:30am day of to receive a refund.** To make a cancellation the day of the program, please text the camp cell phone at 970-418-0898 and complete the enrollment change form. A \$3 fee will apply for the cancellation. Any cancellation that takes place after 7:30am on the day the child is scheduled to attend will NOT receive a refund.

- **Specialty Camps/Specialty After School Program Cancellation/Withdraw:** This policy applies to Adventure Camp, Bike Camp, H2O Camp, Skateboard Camp, After School Biking, After School Skateboarding, Zeke's Shredders and Little Vikings. Cancellation 14 or more days prior to the start date of the camp/after school specialty program will receive a full refund. Cancellation less than 14 days prior to the start date of the camp will not receive a refund. All cancellations will be subject to a \$15 cancellation fee.
- **Sick/Exclusion Policy:** Your child must remain home from Frisco Programs if they diarrhea, fever, "flu-like" symptoms, severe coughing or wheezing, rash with fever, vomiting, chicken pox, head lice or scabies, Hepatitis A, impetigo, ringworm, roseola, strep throat, Measles, Mumps, Rubella, or Pertussis. Your child must be symptom free (with fever controlled without medication) for 24 hours to attend. Please refer to the [CO DPHE Infectious Disease Guide](#). **If your child is registered but cannot attend due to illness, please notify the site supervisor by 7:30 am for Day Camp Programs and 10 am for After School Programs the day of to receive a refund.** If your child becomes sick, unwell, or unsafe while attending our program, the child will be removed, and parents/guardians will be notified to pick up their child within 60 minutes. By implementing these measures, we can help protect children, staff, and visiting families from measles outbreaks. Please reach out to Summit County Public Health at Health@summitcountyco.gov or call 970.668.9161 with any questions.
- **No-Show:** Due to limited capacity, no refund or credit is given to any child who does not attend a day at Town of Frisco programs for which they hold a reservation unless staff is notified following our cancellation policy above.
- **Waitlist:** Staff use the waitlist to fill spaces that become available. You must be on this list to get into Frisco Fun Club on a full capacity day. When space becomes available Frisco staff will reach out to the next person on the waitlist, giving the family a deadline to respond. If we receive no response before the deadline, we will move to the next person on the waitlist.

Fee Schedule:

- **Frisco Elementary After School Programming:** \$15 for Monday, Tuesday, Thursday, and Friday; \$20 for Wednesday

- **Fun Club Day Camps:** Frisco/Copper Mountain Residents \$50/day; Non-Residents \$55/day. Field Trip Days: Summer Fun Club field trip days (Thursdays) will cost \$60 a day for Town of Frisco residents and \$65 a day for non-residents
- **Specialty Camps:** All week-long specialty/sports day camps will be \$350 per week for Town of Frisco residents and \$375 per week for non-residents.
- **Verification of residency** will be required to be eligible for early registration and the resident rate. Please note that proof of residency guidelines will be updated for the 2027 summer camps to prioritize Frisco residents.
- **Second Child Discount:** You pay full price for your first child for day camps (\$50 resident/\$55 non-resident) and each additional child after that will receive 20% off (\$40 resident/\$44 non-resident.) To receive the discount your children must be registered for the SAME day of camp. This discount applies to children with the same guardians; no other family members will be eligible to receive this discount.
- **Scholarships/CCAP:** Minimal scholarships are available. For more information regarding financial assistance, please reach out to friscocamps@townoffrisco.com.

Attendance, Sign In/Out Procedures:

- **After School Programming:** Children will be signed in by a lead or supervisor when arriving at after school; parents or guardians will then need to sign out with the lead counselor or supervisor. **Licensing requires a full signature and the current time on the Sign Out sheet when picking up your child.** The only individuals who are authorized to pick up your child are those you list on ePACT or in writing from the parent via email or text.
If a student does not arrive and they are on the roster, staff will first check the school grounds, then with school staff, then contact parents within 10 minutes of starting after school programs. If a child comes to after school and is not on the roster, staff will call or text their parent to confirm they should be at after school. Staff will charge parents if they were not registered and do end up staying.
- **Day Camp Programs:** Parents or Guardians will need to sign their child in and out each day. **State licensing requires a full signature and the current time on the Sign In / Sign Out sheet when dropping off/picking up your child.** The only individuals who are authorized to pick up your child are those you list on ePACT or in writing from the parent.
- **All Programs:** Children will only be released to a parent or approved adult listed on ePact. Children will not be released to other people unless designated by written authorization by parent through email or text. If you would like your child to get home alone, you may designate this in ePact. Staff assume responsibility for children from arrival until departure from camp. If the children and staff are off campus on a field trip, information on location and a return time will be available on the weekly camp activity schedule emailed to parents and guardians and/or posted at the door.

- **Alternative Sign Out Situations** - Alternative sign out situations such as children signing themselves out must follow above procedures including providing a written authorization with parent/guardian signature stating alternative arrival/dismissal requests. If you are unable to sign your child in or out daily, you must write a letter of authorization to give your child, staff or a designated other, permission to sign your child in or out of camp. This letter must be given to the FFC Site Director/Supervisor. Staff will communicate if the agreed upon transportation method is approved. For those signing themselves out, staff will check in via phone call to parents or child at agreed upon time to ensure child has arrived at agreed upon location.
- **Attendance during the day:** Staff will verify attendance before and after each group transition from one space to another. Written documentation will be kept on file for attendance verification. When transitioning between school and programs, staff will check in children using our check in and out forms.

Late Pick Up and Late Arrival Procedures:

Our day camp activities begin no later than 9:00am, and after school no later than 4:15pm on M,T,Th,F and 3:30pm on Wed; please make sure your child is there by this time each day. Field Trip days will require an early departure. Please check the weekly camp emails to be prepared for daily activities. Check the camp schedule to see if there is an off-site activity scheduled. If you are going to be late for camp, please call and/or text the camp cell phone ASAP - (970) 418-0898. Discuss with staff when you anticipate arriving at camp and where your child's group will be at that time.

- **When children don't arrive at after school:** If a student does not arrive and they are on the roster, staff will first check the school grounds, then with school staff, and then contact parents within 10 minutes of starting after school programs.
- **When children arrive late to camp:** The parent or guardian must locate a staff member and inform them of their late arrival. Please make sure to call the camp cell phone at 970-418-0898 to identify where your child's group is. Parent or guardian must then **sign** the camper(s) in. The child(ren) will then be given the opportunity to join an activity of their respective age group. If an excursion or field trip has been planned and the child arrives after the group has left, he/she **must be transported by the parent or guardian to the location**. If your child misses the transportation for any given excursion, you will **not** receive a refund for this day. It is your responsibility to be on time. All field trips are subject to change due to unforeseen circumstances. The planned location and length of time at the field trip site will be stated in the weekly email.
- **When children are picked up late:** Parents and guardians will be given a 5-minute grace period without any repercussions. After 5 minutes, parents will be contacted. After 10 minutes with no response from primary guardian, other authorized adults will be called. After 20 minutes, local law enforcement will be called. A late fee of \$1 per minute will be charged for late pickups starting after 5:35pm, depending on discretion of program leadership. Late pickups will be documented. In the case of

repeated late pickups, program leadership may suspend or dismiss children from programs at the discretion of the Recreation Programs Supervisor and Manager.

- To ensure all children are picked up at the end of each day, staff will review the sign out sheet and check the surroundings premises. If a child is not signed out, staff will get in contact with a guardian to confirm the child has been picked up.

Behavior Guidance Policies:

When redirecting behavior, staff will first attempt to use positive responses to behavior such as offering support, reinforcing positive behavior, coaching correct behavior, challenging/promoting reflection and reprimanding/providing feedback. After attempting positive responses, staff may move to consequences and intervening/rescuing. Staff will follow these tips to redirect behavior:

1. Be steady, fair and consistent
2. Get down on the child's level when speaking to them
3. Acknowledge the feelings of the child
4. Remember that the behavior is often caused by stress, frustration or another negative emotion. Ask the child what they are feeling.
5. Address the child's behavior individually (by name), directly, and immediately. DO NOT address the whole group if only one or two children are being disruptive
6. Be specific about why the behavior is inappropriate and set limits
7. Avoid an argument or shouting match, keep calm and try to not show outward frustration
8. Do not blame or ridicule the child or use sarcasm – instead validate the child's feelings.
9. Do not touch the child – this includes sitting on laps, and hugs (side hugs are permitted)
10. If the child's inappropriate behavior continues, staff will reach out to leadership for assistance

Discipline Policy:

This discipline policy is designed to help campers develop accountability, self-control, and responsibility when attending a Town of Frisco Recreation program. Staff will take reasonable measures to assist and redirect a child's undesirable behavior, maintaining safety as our top priority. Physical redirection may be used to keep a child from imminent danger. The child will be immediately released once removed from imminent danger. Physical restraint will not be used. Staff will provide individualized social and emotional intervention support for children who need them, using pbisworld.com for guidance, and if needed, a childhood mental health consultant or other specialist. Undesirable behaviors in any Town of Frisco Recreation Program include but are not limited to the following: actions attempting to or resulting in harm to themselves or others (physical, emotional or verbal). Repeated interference with the Town of Frisco's ability to provide a safe environment to

participants and staff. Actions attempting or resulting in property damage, bullying, teasing or taunting of others. Chronic or extreme disruptive behaviors. Bringing dangerous or hazardous weapons or materials to any recreation program.

Staff will follow the following steps prior to suspension, expulsion or requests to parents/guardians to withdraw their child from our care:

- **First Warning***: Participant will be given a verbal warning by staff and then provided with an appropriate age redirection. This interaction/behavior will be promptly relayed to the Recreation Programs Supervisor.
- **Second Warning***: If undesired behaviors continue or escalate, the participant will be required to meet with the Recreation Programs Supervisor or other designated staff to discuss their actions and create the plan of action moving forward. This interaction/behavior will be promptly relayed to the Recreation Programs Manager. Parent/guardian will be notified, and staff will complete an 'Incident Report' that will be reviewed with the parent/guardian upon camper pick up. The Incident Report will be placed in camp files for documentation. (A parent/guardian will be called and asked to meet with the Recreation Programs Supervisor or Manager to discuss what actions can be taken to alleviate the situation.)
- **Third Warning***: Participant will be required to meet with the Recreation Programs Manager to review the plan of action moving forward. Camper will be asked to leave the program for the remainder of the day. Staff will complete an 'Incident Report' that will be reviewed with the parent/guardian upon camper pick up. The Incident Report will be placed in the camper's file. (A parent/guardian will be called and asked to meet with the Recreation Programs Supervisor or Manager to discuss what actions can be taken to alleviate the situation.)
- **Fourth Warning***: If the participant continues to be unable to conduct themselves within the guidelines for recreation programs, a parent/guardian will be notified, and the participant will be asked to leave the program until further notice. Staff will complete an 'Incident Report' and the Recreation Programs Supervisor will set up a time to meet with the parent/guardian and Recreation Programs Manager 24-48 hours following the incident. A discussion will take place on how to proceed.

**Please note that the participant may be asked to leave the program for the remainder of the day at the discretion of the Recreation Department staff at any point and time. If the undesired behavior takes place on a field trip, the parent may be asked to drive to any designated location to pick up their child.*

Recreation Department Staff reserve the right to immediately terminate a participant from a program. Chronic and/or extreme behavior may warrant dismissal at the discretion of the Recreation Programs Supervisor and Manager. Any participant that is dismissed from a Town of Frisco recreation program will jeopardize their ability to return to any future recreation programs or events. In the event a child is dismissed from a program for any period, the registration fee is non-refundable.

Services Offered for Special Needs:

Parents/Guardians of children with special needs must contact the Recreation Programs Supervisor at least 5 business days in advance so that we can determine what reasonable accommodations can be made to allow for the use of our programs and facilities.

Decisions related to the enrollment or dismissal of a child with a disability or chronic condition will be made in compliance with the Americans with Disabilities Act. For a child with special health care needs requiring intervention and/or medication, the individual health care plan must be updated at least every twelve (12) months from the date of the initial plan, and as changes occur. The plan must include all information needed to care for the child, must be signed by the health care provider and parent(s) or guardian(s), and must include, but not be limited to, the following: Medication and dosing schedule; Nutrition and feeding instructions; Medical equipment or adaptive devices, including instructions; Medical emergency instructions; Toileting and personal hygiene instructions; Behavioral interventions; and Medical procedure/ intervention.

Illness, Disease, Accidents:

Staff are trained in Child/Infant/Adult CPR and Basic 1st Aid. State Licensing requires that parents keep their children home when he or she shows any signs of an illness or significant injury. If a child comes to the program ill or severely injured or becomes ill during program hours, the child will be isolated, and parents will be asked to pick up their child within 60 minutes of exclusion. Campers may not attend camp until they are symptoms free for at least 24 hours. This includes but is not limited to fever, vomiting, diarrhea, etc. In the case of a medical emergency, every effort will be made to reach the parents. If parents cannot be reached, we will contact the emergency phone numbers listed in ePact. Emergency medical treatment (by professionals) will be given when all efforts to reach parents or guardians have failed. Children will be transported by ambulance personnel or staff to the closest medical facility. The Recreation Programs Supervisor will submit an accident report to the state.

Inclement Weather and Unhealthy Air Quality:

In case of excessively hot, cold or inclement weather, or unhealthy air quality, children will be brought into a secure environment to protect them from the weather. Always prepare your child with proper clothing for all weather conditions, comfortable footwear for walking and hiking, and a sturdy backpack to transport belongings. In the event of unhealthy air quality, we will use <https://www.airnow.gov/aqi/aqi-basics/> to determine when air quality is unhealthy for sensitive groups. If necessary, we will provide indoor activities for children to participate in.

Vehicle Safety Procedures/Rules:

- **For After School Programming:** Children should not use any electronic devices while inside of a vehicle.

- **For School Day Out and Summer Programs:** Use of electronic devices while riding in a vehicle may only be permitted during an especially long drive, and at the discretion of the staff.
- **For All Programs:** The Town of Frisco will obtain written permission from parents or guardians for any transportation of their child during childcare hours. While in the vehicles, all children will be secured in a child restraint system that is appropriate for the age and development of that child. The child restraint will conform to all applicable Colorado child passenger safety laws. All children under nine (9) years of age who are being transported shall be properly restrained in a child restraint system, according to the vehicle and child restraint system manufacturer's instructions. Children must remain seated while the vehicle is in motion. Their arms, legs, and heads must always remain inside the vehicle. Staff members will always follow childcare licensing rules for staff to child ratios. Children will not be left unattended in a vehicle. Staff will supervise the children entering and exiting the vehicle. If there is only one staff member acting as the driver, they will use the rear-view mirror to supervise children as well as listen to provide behavior redirection as needed. Any additional staff will actively supervise by listening, scanning and counting children and providing behavior redirection as needed. All staff will receive a 3 hour "Precautions when Transporting Children" training before driving children. In case of an emergency, the vehicle will be pulled to the side of the road, and the situation will be evaluated. Staff will contact program leadership and communicate situation. All campers will be supervised – one staff member will be an emergency coordinator and communicate with emergency services as needed.

Parent Permission for Excursions and Related Activities:

- **For All Programs:** Notification of any excursions, field trips or related activities will be communicated through the weekly newsletter via email. You will give permission for the field trip when signing your child in at the start of each day, we will attach the weekly newsletter to the roster so you can see what the day's activities are and give permission if needed. The Town of Frisco will obtain written permission from parents or guardians for any transportation of their child during childcare hours via ePact.

Special Activities Rules and Procedures

- During the Summer, Children may participate in special activities such as Swimming, Kayaking, Canoeing, Motor Boating, Rafting, Rock Climbing, Hiking, and/or Biking. Frisco Fun Club will follow the state of Colorado "Rules Regulating Special Activities". These rules can be found at coloradoofficeoffearlychildhood.com. We write our own procedures related to these activities as well. (available upon request)
- In the winter, children may also participate in other activities such as Tubing, Sledding, Ice Skating, and/or Nordic Skiing. The state of Colorado does not provide specific rules and regulations for these activities so we will follow our own special activity rules (available upon request)

- If you do not want your child to participate in any of the activities listed in this section, please make sure to opt them out by emailing program leadership at friscocamps@townoffrisco.com.

Media and Internet Use Policy:

Media/television access will be limited to rainy days, long van rides, and special occasions. All media that children are exposed to will be developmentally appropriate and will not contain explicit language or topics. Permission for such activities will be granted through ePact. In the case of children using their own technology, staff will advise children to choose the media that is appropriate. Staff will provide media checks in various intervals throughout media use to check for appropriate media use. If media policies are not followed, children may lose the privilege of media use.

Medication Policies and Procedures:

- **Administering Medication:** The staff working with a child with a health care plan will be informed, trained, and delegated responsibility for carrying out the health care plan by the Department-approved Child Care Health Consultant; supervision of the plan and interventions will be documented.
- **Health Care Plans:** Children with medication needs must have a Department-approved health care plan authorized by the child's health care provider and parent(s) or guardian(s) defining the interventions needed to care for a child who has an identified health or developmental condition or concern including, but not limited to seizures, asthma, diabetes, severe allergies, heart or respiratory conditions, and physical disabilities. Any applicable medications, supplies, and/or medical equipment must be available to the staff prior to the child's first (1st) day of care.
- **Storing Medicine:** Staff delegated responsibility of carrying out health care plans will facilitate the documentation of receiving medication and returning medication to parent(s) or guardian(s). All medicine will be stored according to the child's health care plan. Medication will be inaccessible to children. Emergency medication/timely medication will go where the child goes when not at the childcare facility (such as excursions or field trips). This medication will be carried by staff unless the child's health plan says otherwise. Medications acquired by the facility or abandoned by parents or guardians will be disposed of in accordance with 6 CCR 1007-2, Part 1

Children's Personal Belongings and Money:

Please do not allow your children to bring any toys, money, or other personal belongings to camp. If any of these items are needed for the day's activities, parents and campers will be given at least 48 hours' notice. We cannot be responsible for these items if they become broken or misplaced. Frisco Fun Club requires your children to bring appropriate footwear and clothing for outdoor and indoor play, water bottles, sunscreen, rain jacket, and a backpack. Special items for any given day will be listed in the weekly email. Please label all

your children's belongings. Children will be provided with a containment system for their belongings while at camp.

- **Clothing:** Please send children in weather appropriate clothing with shoes that can get wet and dirty. We utilize the Peninsula Recreation Area grounds, take walks, paint, ride bikes/skateboards/scooters, and go to local parks, to name a few of our activities, so please keep this in mind when dressing your camper. We will go inside during inclement weather. Please mark your child's name on all items.
- **Lunch and Snacks:** Each child must bring a sack lunch and at least 2 snacks for full day camps, and at least 1 snack for after school that does not require heating up/refrigeration every day. You may bring a small cooler with the camper's name clearly labeled. If a child does not have a snack, we may provide a snack such as Goldfish, fruit snacks or Nature's Bakery fig bars. If you have restrictions on what snacks should/should not be provided to your child, please include this in your ePact health paperwork.

Visitor Policy:

Visitors are welcome. All adult visitors must sign in and check in with the Site Supervisor and provide one piece of identification. The visitor will then be provided with a "visitor's badge" and must keep this badge on through the duration of their visit. All visitors will not be allowed to be alone with children at any time. All visitors with no official identification – i.e. youth – must come with an adult or have prior guardian permission to come to our program.

Filing a Complaint:

If you have a licensing question or concern, please discuss it first with the site supervisor. If further resolution is needed, licensing concerns/complaints can be made by calling The Colorado Department of Early Childhood at 303-866-5958.

Reporting Child Abuse and Neglect:

Frisco Fun Club adheres to the "Child Protection Act of 1987" (C.R.S. 19-3-301) in the Colorado Children's Code. If at any time a childcare worker reasonably suspects child abuse, it is the responsibility of that childcare worker to report or to cause a report to be made immediately upon receiving such information to the local county department or social or human services at 1-844-CO-4-KIDS (1-844-264-5437) or the police/sheriff's department. Parents may also report any suspected child abuse to this number. We will use co4kids.org as a resource for reporting suspected child abuse or neglect.

Emergency Procedures:

Frisco Programs will follow the "Standard Response Protocol" using Hold, Secure, Lockdown, Evacuate, and Shelter protocols in the case of emergencies. These are the same protocols used by the Summit School District. No two emergencies are the same. While the various steps and suggestions outlined in these procedures represent the camp's

guidelines, staff will use their good judgement as the final authority until they are able to contact assistance. The safety and well-being of the campers and staff ALWAYS comes first. More details on how each protocol is performed can be found in our “Emergency Disaster Preparedness Plan” located at each site.

Hold: HOLD IN YOUR ROOM OR AREA. There are situations that require children and staff to remain in their areas/rooms or stay out of access areas. For example, an altercation in the hallway may require keeping children out of the halls until it is resolved. Typically, the supervisor or lead is responsible for initiating a Hold. However, anyone should be able to call for a Hold if they observe something happening that would require this action.

Secure: SECURE GET INSIDE, LOCK OUTSIDE DOORS. Secure Action is called when there is a threat or hazard outside of the building. Whether it’s due to violence or criminal activity in the immediate neighborhood, or a dangerous animal in the playground, Secure uses the security of the physical facility to act as protection.

Lockdown: LOCKS, LIGHTS, OUT OF SIGHT. Lockdown is called when there is a threat or hazard inside the school or building. From parental custody disputes to intruders to an active assailant, Lockdown uses classroom and school security actions to protect children and staff from the threat. When there is a life safety threat at the building, a Lockdown will be immediately initiated by any staff member. Lockdown alerts will be made by word of mouth or by phone call to all staff.

Evacuate: TO A LOCATION Evacuate is called when there is a need to move people from one location to another for safety reasons. An on-site evacuation is conducted usually because of a mechanical failure that would disrupt the programs day, such as a power outage. If it can’t be resolved quickly, the program may have an early dismissal. An off-site evacuation may be necessary when it’s no longer safe to stay in the building such as a gas leak or bomb threat. In this case, people will be allowed to bring their personal items with them. If there has been a violent event at the building, an offsite evacuation will almost always be necessary. People may or may not be able to bring their personal items with them.

Shelter: STATE THE HAZARD AND SAFETY STRATEGY Shelter is called when specific protective actions are needed based on a threat or hazard. Training should include responses to threats such as tornadoes, earthquakes, hazardous materials situations or other local threats.

Reunification Plan: In the event of an emergency that requires evacuation staff will follow the STANDARD REUNIFICATION METHOD

- Once children arrive at off-site reunification location (if needed), notify parents of location
- Establish a parent check-in location, OUT OF SIGHT of children (outside preferred)
- Gather children in the child staging area, OUT OF SIGHT of parents/guardians. Staff will actively supervise children staying in appropriate ratio.
- Staff will act as Greeters and direct parents/guardians to check in location
- Staff will also act as a reunifier who brings the child from the child staging area to the parent - use regular sign-in/out sheet

- If a child is not present, a supervisor or lead counselor takes their parent/guardian to a private location to discuss the missing child's location and next steps
- Parents and guardians will be notified of the possibility of multiple pick-up sites, families with children in multiple sites, and carpools with children in multiple sites
- These will be our standard reunification sites unless communicated differently by program staff:
 - **When evacuating Slopeside Hall:** Staff will bring children first to the Day Lodge basement; if that is not far enough from the danger, they will escort children to the Frisco Library at 37 Peak One Dr, Frisco, CO 80443
 - **When evacuating Frisco Elementary:** Staff will bring children to Frisco Town Hall at 1 East Main Street Frisco, CO 80443

Children with Disabilities Emergency Plan: Children with disabilities or special needs will be given assistance by the nearest staff (and possibly by other children). All staff will cooperate to accommodate special needs.

Plan for Continuity of Operations after Emergency: We will continue to monitor the situation and update parents and guardians on the continuity of operations as needed.

For unforeseen closures due to wildfire, covid, etc – Staff will email all families enrolled with a plan/procedure that will be followed.

If an emergency is taking place at an alternative location:

In the case of an emergency at an alternative location, staff will follow these guidelines:

1. If the injury is not a life/death situation or is an illness, contact the supervisor or lead staff first. If the emergency appears to be life/death/loss of limb related, call 911 first (or appropriate EMS number), then notify camp or supervisor by contacting the onsite director. If injury or illness, call camp nurse Chris Frost
2. Cooperate with the public emergency personnel at the scene. Get the name, badge number, and jurisdiction of the officer taking the report. If possible, get the report number, too.
3. Contact the child's parents only if you have authorization from the Camp Director or health-care supervisor.
4. If you are a secondary staff member at the scene: Campers' safety is first! Focus on group management of other campers to ensure they are safe, calm, organized, and entertained.
5. Quickly and quietly follow the directions of the person in charge of the situation.
6. Do not panic . . . remember, you must set an example for the campers at the scene.
7. Offer advice only if you are more knowledgeable about the incident or you are asked.
8. Do not discuss or allow campers to discuss the situation with anyone other than camp personnel or law-enforcement officials.

9. Assist in preparing reports as needed.

Waterfront Emergencies: General Guidelines: The buddy system is used at all aquatic activities such as swimming and kayaking. “Buddy checks” will occur at least once during each aquatic activity period. In the event of an aquatic emergency, the waterfront staff member with highest qualification/position shall be in charge. Please refer to the Special Activities rules and guidelines for more detailed protocols.

Missing Person/Child Separated Procedure: Staff will review with campers what to do if separated from the group. Upon determination that a camper is missing, staff will:

1. Determine when and where the camper was last seen. Stay calm so they don't frighten the other campers.
2. Discover (if possible) the state of mind of the camper. Were they depressed or angry, threatening to run away? Did they fall behind on a hike, or leave to visit a friend in another group? A camper who does not wish to be found will require wider and more careful search.
3. Do a search of the immediate area with available staff. (The camper may have wandered to the edge of the activity.) Ask nearby campers and staff if they have seen or know where the camper is. Before leaving the rest of the group to find a camper, see that they are supervised by another staff member.
4. Check out any known accomplices (friends in other groups, etc).
5. Check bathrooms, Nordic Center, Day Lodge, Slopeside, other Frisco Elementary rooms, vans, and other groups, depending on location.
6. Contact the Programs Supervisor or other administrative personnel about the situation. Include the name of the missing camper, when and where last seen, description of child: hair, eyes, weight, height, and, as close as possible, clothing. The Programs Supervisor will organize an extended search. If the camper is not found in 20 minutes, the camper will be presumed lost. The Camp Director will institute a public search that will include contacting the sheriff department, camp office, and camper's parents.
7. Do not ignore the remaining campers. Be calm and positive. Acknowledge their fears and move on to some activity.
8. Complete an incident report and any other reports requested.

For any questions related to Frisco programs policies and procedures, please reach out to frisocamps@townoffrisco.com.

All families are required to sign stating they have read and understand our policies and procedures when completing their ePact paperwork.