



# Rodney Street

*Building Lives Through Tennis & Education*

## Summer Tennis and Enrichment Parent Handbook



TABLE OF CONTENTS

Communication..... 2

Program Hours (Drop-Off and Pick-Up Procedures)..... 2

Late Arrivals ..... 3

Early Dismissals..... 3

Absences ..... 3

Program Attire/What to Pack ..... 3

    Lost Items/Clothing..... 4

    Toys/Electronics..... 4

    Sunscreen/Bug Repellent..... 4

Inclement Weather ..... 4

Swimming..... 4

Lunch..... 4

Beverages..... 5

Medical Information ..... 5

    Storage and Administration of Medication ..... 5

    Contagious Disease Policy..... 5

    Medical Records..... 5

Parental Assistance ..... 5

Behavior Policy..... 6

Payment Terms and Policy..... 7

    REGISTRATION ..... 7

    SCHEDULE TRANSFERS..... 7

    TERMINATION POLICY..... 8

    PAYMENTS AND DEPOSITS..... 8

    PAYMENT IN FULL DUE DATES and WEEKLY PROGRAM FEES ..... 8

    ABSENCES..... 8

    CANCELLATION POLICY ..... 8

Welcome to RodneyStreet's Summer Tennis and Enrichment Program! Thank you for considering RodneyStreet as your choice for fun, learning, enrichment, and great summer memories.

Our summer program staff is led by a team of youth development professionals who are passionate about working with children and young adults. We execute a thorough screening process and provide them with pre-summer program training to ensure that they have the necessary resources and knowledge to provide a safe, quality summer program experience to our participants.

If a parent/guardian completed an enrollment application online, they should have received a copy of their application sent to the Primary Parent/Guardian email supplied in the application.

**Important Note About Our Program:** RodneyStreet is a Tennis and Education organization. We hold both components of our programming to the same importance. Tennis, STEAM and character building are intentionally used together for a well-rounded experience. We use tennis to reinforce skills learned in the classroom and vice versa. Upon enrolling in RodneyStreet summer programming, full participation in both areas is highly encouraged. Our program model is designed with a holistic approach. Participants should attend programming ready to engage in both Tennis and STEAM activities – if a participant is interested in extra tennis work OUTSIDE OF PROGRAMMING, that can be accommodated privately with our programming department.

While each child's daily schedule is likely to be different, we plan each day to be filled with fun and engaging activities, programs, and events. By providing this type of atmosphere, our goal is to give children the opportunity to learn and grow throughout the summer in a fun and safe environment.

The following pages will provide details regarding our program. We look forward to seeing you and your family this summer!

## Communication

All parent communication during the summer program day will be handled directly by summer program staff (i.e., Program Manager, Tennis Coordinator, Group Head Coach/Instructor). Important notifications will be sent out via email and REMIND (text service). Please contact Edward Murray, Program Manager, at [edward@rstta.org](mailto:edward@rstta.org) if you do not receive a program information e-mail by the Wednesday before your initial program week is to begin.

## Program Hours (Drop-Off and Pick-Up Procedures)

The full summer program schedule begins no earlier than 9:00 AM and ends at 4:00 PM.

Drop-off begins at 8:30 AM at the Field House located on Rising Sun Lane. Parents will drive onto the driveway in front of the Field House, walk their child or children into the building and will be able to sign their kids in for the day.

Pick-up begins at 4:00 PM and will be located across the street from the Field House behind the Weaver Gym. Parents will pick up children under the overpass. Staff members will be awaiting parent's arrival starting at 4:00 PM. Pick-up ends at 5:30 PM.



Please be prompt. No one will be admitted into the summer program before the designated drop-off times, and habitual lateness may result in enrollment cancellation.

Your child must be signed in and out each day. Please notify the Program Manager by email or REMIND (text service) if the participant is to be picked up early or by someone different than usual. The enrollment application provided a section for those allowed by parent/guardian to pick up participant. RodneyStreet will not allow any child to leave summer program with any unauthorized person unless directly specified by the parent/guardian. Anyone authorized to pick up a child must be prepared to present identification. Any individual, unknown to staff, picking up will be asked for photo ID before a participant will be dismissed from summer program. Please always have a photo ID when picking up any participant.

The enrollment application also provided a section to authorize a participant to walk home or take public transportation.

If a parent/guardian needs to review authorization provided or makes changes, please email [admin@rstta.org](mailto:admin@rstta.org) with request.

## Pick-Up Authorization

- Please list the full names of ALL persons authorized to pick up your child from RodneyStreet Programming. **Photo identification will be required from ALL persons.**
- By default, any parent/guardian and emergency contact(s) listed in this application will be considered as authorized to pick up your child from RodneyStreet Programming. In the event of a custody agreement, which prevents a parent or guardian from picking up your child, we must be provided with a copy of legal documentation which states such information/rulings.
- Please keep this list up to date and notify us immediately if you would like to make changes.
- Please notify a staff member in advance, if possible, when someone other than the parent/guardian will be picking up your child.

### Authorized to pick up my child

Name	Relationship	Phone Number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Save/Add Row"/>

- My child is authorized to walk home
- My child is authorized to take public transportation

Figure 1 Pick-Up Authorization Section in Enrollment Application

## Late Arrivals

Any child arriving after the summer program day has begun (9:00 AM), will need to be brought to his or her specific summer program group location, and signed in by his or her assigned counselor or Program Manager.

## Early Dismissals

If you need to pick up your child early, please inform the Program Manager as soon as possible of the requested pick-up time via email or REMIND (text service) so that we can accommodate the request.

## Absences

If your child is sick or unable to attend the program, please contact the Program Manager via email or REMIND (text service).

Days missed are not refundable. When you enroll in the summer program, you reserve the time, space, staffing and provisions for your child whether your child attends the summer program or not that day. Thank you for your understanding.

## Program Attire/What to Pack

1. Bathing suit and towel.

2. Sneakers, shorts, and T-shirt (no flip flops, crocs, or sandals will be allowed in summer program). On rainy/cool days, children should be dressed to suit the weather.

### Lost Items/Clothing

To minimize participants losing their clothing and/or possessions, we ask that you:

1. Place name tags with your child's first and last name on all personal items.
2. Educate your child to check for their belongings at the pool and at the end of the program day.
3. Check our Lost & Found areas/bins should your child be missing an item.

### Toys/Electronics

Children are advised not to bring anything of monetary or sentimental value to the summer program. RodneyStreet will not be responsible if such items are lost, stolen or broken.

### Sunscreen/Bug Repellent

Please apply sunscreen and bug repellent to your child in the morning before summer program begins, and then remind your child to re-apply the same, especially after any trips to the pool. RodneyStreet may be able to provide some sunscreen, so please contact the Program Manager.

Please consider this a necessary supply to purchase/have on hand for your child. RodneyStreet staff will not apply sunscreen or bug repellent on your child. However, we will teach your child how to self-apply the products you send with them, as well as remind them and allow time for this important summer program safety element.

### Inclement Weather

During days with inclement and/or dangerous weather forecasted, an email and REMIND (text service) will be sent out with program status information (ex. time change, cancellation).

### Swimming

Swimming will take place at Eden Park (901 New Castle Ave, Wilmington DE 19801) every Tuesday from 10:00 am-11:30 am. There will be certified lifeguards who work at the facility, and staff will swim as well to ensure all safety. Buses will be provided to and from the swimming area.

If the parent or child chooses not to participate in swimming: there is a shaded area located at the pool; children are expected to sit with a staff member for the duration of the swimming time.

Please pack a bathing suit and towel for your child each day, even on non-swim days.

### Lunch

RodneyStreet participates in the City of Wilmington Summer Food Service Program (SFSP) for lunches provided to our participants. The lunch menu will be shared with parents/guardians when we are in receipt from the City of Wilmington.

If you will be providing your child with their own lunch, please let our Program Manager know an accurate meal request count may be submitted to the SFSP. If you bag a lunch for your child, please

send your child to summer program each day with healthy food choices packed in an insulated lunch bag. In our commitment to healthy living, we ask that you do not pack candy or soda. RodneyStreet strives to be nut free. Please do not send nut-based products with your children.

## Beverages

If you bag a lunch for your child, please include a drink. There will be water and water breaks provided by RodneyStreet throughout the day. Please also include a labeled re-fillable water bottle in your child's bag each day.

## Medical Information

Please address all health concerns directly with the Program Manager.

Care will be administered at summer program for all minor incidents. Should an injury require emergency medical treatment, we will make every attempt to notify parents and emergency contacts.

## Storage and Administration of Medication

RodneyStreet programming will have access to Tower Hill's on-site school nurse. Edward Murray (Program Manager) is certified to administer medicine to children.

Medication prescribed for participants and brought from home shall only be administered if it is from the original container bearing a pharmacy label. There must also be written permission from the parent/guardian, which includes the name of the participant, day(s) and time(s) to be administered, dose to be administered, name of medication, and signature of parent/guardian. Participants will not be allowed to carry their own medication.

## Contagious Disease Policy

Please do not send your child to the summer program if he/she is sick and/or has a fever. A sick child will be required to remain out of the program until a doctor's note states that the child is no longer contagious. This note must be sent or brought to the Program Manager and kept on file.

Parents will be contacted if, in the Program Manager's judgement, a sick participant should be sent home.

## Medical Records

Please ensure you have sent RodneyStreet a complete medical health history for your child before the summer program begins.

## Parental Assistance

We set high goals and strive to reach and maintain these goals throughout the summer. In order to do so, we need your help at home:

1. Please send your child to the summer program prepared and ready for each day.
2. Please make sure your child has a healthy lunch (if you choose to pack one) and a refillable water bottle.

3. We ask that you communicate any problems and concerns that you may have with the Program Manager.

Your feedback is important to us. It helps us to better serve the needs and safety of all our participants.

If a child is reported missing from the summer program, the Program Manager will execute a thorough search of the grounds. If the child is unable to be found, the parents and the police will be notified immediately.

## Behavior Policy

RodneyStreet uses positive behavior management to ensure that all children are treated equally with respect. Our staff is trained to treat all our participants with care and respect. Throughout the summer our participants will engage in various educational and recreational activities. An emphasis will be put on positive behavior intervention and supports. We will put an emphasis on positive approaches to encourage good behavior. All children will be held to the same standard, and we encourage parents to go over the expectations and program rules. Many of our rules are designed to keep all children safe while respecting boundaries for all.

**RodneyStreet has an Anti-Bully policy:** Bullying of any children at RodneyStreet is immediate grounds for expulsion of the program. All children should feel safe and respected while in our program. At no time should a child be fearful of any other person while here. Please have a conversation with your child about bullying and if you need any assistance, please feel free to talk to any of the administrative staff.

**Medication:** If your child has been prescribed medication for any reason, please ensure that they take them. If your child has been diagnosed with ADD or ADHD please inform the program manager immediately so that we can assess whether RodneyStreet is the right fit for your child. If your child has asthma or any diagnosed affliction that needs medication to be taken at the program, please ensure that we have his/her medical plan and medication.

**Below is a list of infractions and possible consequences for your child if they frequently exhibit these behaviors:**

1. **Fighting:** RodneyStreet has zero tolerance for fighting. Your child can be suspended from the program for a minimum of 2 days. If your child frequently hits other children, they will be removed from the program.
2. **Bullying:** If your child has been found to have bullied another child, they will be suspended from the program a minimum of 1 day. If they are continuously bullying other children or one child, they will be removed from the program.
3. **Cursing:** Children caught continuously using profanity will be given time-out from activities and parents will be notified. We encourage parents to please have conversations about using inappropriate language.
4. **Disrespectful actions towards staff:** Children who often defy staff directives and exhibit a lack of respect for staff can and will be suspended or removed from the program. Your child needs



to understand that most directives coming from staff are either for their own safety or due to program structure.

5. **Running away:** Children who run from the staff on outings, program areas or attempt to run out of buildings will be either suspended or removed from the program. It is highly unsafe for children to run from staff at any time. Please let us know if your child has the tendency to run if they get upset or flustered.
6. **Hitting of staff:** If your child hits a staff at any time, it is grounds for removal from the program. If your child is fighting other children and the staff break it up the staff should not be subjected to your child taking their anger or frustrations on them.
7. **Destruction of property:** If your child destroys program property on purpose it will be the parent's responsibility to replace that item. The child will also be suspended for a minimum of 2 days or removed from the program.
8. **Continuous behavior issues:** If your child is a constant behavior problem and has been suspended multiple times for breaking program rules they could be removed from the program.

## Payment Terms and Policy

### REGISTRATION

Our preferred method of registration is online. Paper registrations are also available (must be mailed to offices, not hand delivered to office or program sites – this includes payments).

Program Information and Registration: <https://form.jotform.com/230514281753149>

You may reserve a space for your child(ren) by paying the full program fee or with a non-refundable \$50 deposit for each week of program by the payment due dates listed below. Online payments are preferred. In person payments may be submitted directly to our Program Manager (checks preferred; please ensure you receive a payment receipt). Checks mailed to our office address must be postmarked by the payment due dates listed below.

*Important Note: If there is an outstanding balance from any previous program attendance, registration will not be confirmed until balance is paid in full.*

### SCHEDULE TRANSFERS

Any changes to registration or transfers are subject to availability and space is not guaranteed. If space is not available during the week you've requested, we will contact you. Change requests can be made up to 2 weeks before the scheduled week starts. Any fee differences will be charged in full once your request is processed.

To request a change, please either communicate in person with our Program Manager or via email: [admin@rstta.org](mailto:admin@rstta.org).

If you have specific billing questions, please email our Office Manager at [admin@rstta.org](mailto:admin@rstta.org), with *Summer Program Billing Question* in the subject line.

## TERMINATION POLICY

RodneyStreet reserves the right to suspend and/or terminate program services for the following reasons:

1. Overdue fee payment(s).
2. Harassment, intimidation or bullying whether written, physical, verbal or via electronic communication will not be tolerated. Any action that disrupts or interferes with the orderly operation of programming or the rights of other participants may be considered grounds for suspension and/or termination.
3. Chronic tardiness at pick-up time.
4. Chronic failure to inform RodneyStreet of a child's absence.
5. Use/possession of illegal substances or weapons.
6. Any child who leaves the program grounds on their own without notification will not be allowed to return for the rest of the program.
7. No refunds will be issued if a participant is terminated because of their involvement regarding items 1 through 6 in the Termination Policy list.
8. Incomplete or inaccurate emergency contact information.

## PAYMENTS AND DEPOSITS

You may reserve a space for your child by paying the full program fee or with a non-refundable \$50 deposit for each week. We determine refunds on a case-by-case basis.

If you have specific billing questions, please email us at [admin@rstta.org](mailto:admin@rstta.org).

## PAYMENT IN FULL DUE DATES and WEEKLY PROGRAM1 FEES

WK 1: 6/12 - 6/16 | JUNE 1 - \$150

WK 2: 6/19 - 6/23 | JUNE 1 - \$150

WK 3: 6/26 - 6/30 | JUNE 1 - \$150

WK 4: 7/3 - 7/7 | JUNE 15 - \$90 (Closed July 3<sup>rd</sup> and 4<sup>th</sup>)

WK 5: 7/10 - 7/14 | JUNE 15 - \$150

WK 6: 7/17 - 7/21 | JUNE 15 - \$150

WK 7: 7/24 - 7/28 | JULY 1 - \$150

WK 8: 7/31 - 8/4 | JULY 1 - \$150

## ABSENCES

If your child is sick or unable to attend the program, please contact the Program Manager. Please refer to the parent handbook for instructions on how absences are to be reported. Days missed are not refundable. When you enroll in the summer program, you reserve the time, space, staffing and resources for your child, whether your child attends or not that day. Thank you for your understanding.

## CANCELLATION POLICY

All program deposits are non-refundable. Refunds for any registration fees paid, less the deposit may be submitted one month prior to the billing date. Refund requests submitted after the program billing date may receive 50% of any registration fees paid, less the deposit. All refund requests are subject to approval by the Executive Director and/or Program Manager. Refunds will be returned in the same form that payment was made (Exception: cash payments will be returned by check.) We determine refunds

on a case-by-case basis, however no refunds are provided if the child leaves the program early due to disruptive behavior, as determined by the Executive Director and/or Program Manager. Refunds may take up to two (2) weeks to process.

To cancel any registration or if you have specific billing questions, please email us at [admin@rstta.org](mailto:admin@rstta.org).