

Dear Parents and Players,

Welcome to Swanton Recreation’s Youth Programs. This manual is designed to answer questions you may have about your child's experience. Please review this manual carefully, and reach out to us if you have any further questions.

We have organized our programs with the development of our youth as our first priority. We encourage you to participate in your children's activities and help make their team sports experience a positive one.

We greatly appreciate your support!

Swanton Recreation Team

***“OUR MISSION IS TO DEVELOP DIVERSE, AFFORDABLE, RECREATIONAL PROGRAMS AND ACTIVITIES FOR THE COMMUNITY IN A SAFE AND WELCOMING ENVIRONMENT.”***

**GENERAL INFORMATION**

**REGISTRATION:**

* Accepted via our website [www.swantonrec.org](http://www.swantonrec.org)
* We accept MasterCard/Visa & Discover, Cash, Checks made payable to; Swanton Recreation
* All registrations are done online through the public side of the website or in-house. Registrations are accepted online or In-Person.
	+ In person at Swanton Recreation Office, 16 Jewett St, Swanton VT 05488
	+ Over the Phone, 802-868-2493
* In-Person registrations need to have created a household account on the Recreation website prior to coming in.
* Registrations are accepted on a first come, first serve basis. Some programs have limited enrollment, so early registration is encouraged.
* Registration on the website can be paid online or offline;
	+ Online payment is with a credit card;
	+ Offline payment is to mail or drop off the receipt with payment. Note: Using the Offline Payment Option- "Check Out Offline" does NOT enroll the person for the program(s) that were selected, until payment, by check or cash, has been received and processed. The person is not counted towards the minimum or maximum numbers for a program and may not get into the program if it fills before we receive the payment. Send in or drop off payment immediately.

**REGISTRATION DEADLINES**

* Registration deadlines are set at 7 days prior to the start date of a non athletic program, 3 weeks prior to the start date of an athletic program, unless otherwise stated.
* Deadlines are set to ensure that minimum numbers are met to offer a program and commitments are made to instructors based on numbers one week prior to start date.
* Registrations received after the deadline will be accepted if space is available, but there is no guarantee of placement.
* Registration will close when a program has reached its maximum number and a waiting list will be created.
* No registrations are accepted after the second meeting of a program, or in the case of a youth sports program, a player has to attend one practice before the first game, otherwise they cannot register.

**FEES & PAYMENTS**

* Payment must be made in full at the time of registration, either by the online or offline payment options, unless a deposit is allowed. Deposits are NON-Refundable.
* If a deposit has been paid, the remaining balance is due by the required date listed for the program.
* Participants will not be allowed to attend a program until payment is paid in full. Checks are to be made payable to: Swanton Recreation

**ONLINE REGISTRATION WITH ONLINE PAYMENT**

* Payment with a Credit Card
	+ Select the programs that you want and place them into your cart.
	+ Proceed to check out.
	+ At the payment option choose- "Check Out Online" and pay with a credit card. You will be enrolled and paid for those programs that you selected.
	+ NOTE: This method of paying online is provided to you for your convenience. If you proceed to checkout, you will be charged an additional fee of 3.00% + $0.00 with a minimum fee of $1.00. This fee is added to the total charge for the goods/service you purchased today. The exact fee will be displayed on the credit card form before you submit your payment. If you do not wish to pay this fee, please click “Return to Cart” below. Depending on the items selected, you may cancel your purchase or choose an offline payment method instead to avoid incurring this fee. \*\*Please note that these fees are not refundable.\*\*
	+ The program fees will be billed by Swanton Recreation, and the service fees will be billed by GovtPortal.
	+ **Service fees are non-refundable**. The town does not collect or keep the service fees.

**ONLINE REGISTRATION WITH OFFLINE PAYMENT**

* Print Form and Pay with Check/Cash
	+ Select the programs that you want and place them into your cart.
	+ Proceed to check out.
	+ At the payment option choose- "Check Out Offline" and print off the Registration Form. The form needs to be mailed, brought in, or use the drop box, with payment, either check or cash.
	+ Note: Using the Offline Payment Option- "Check Out Offline" does NOT enroll the person for the program(s) that were selected, until payment, check or cash, has been received and processed. The person is not counted towards the minimum or maximum numbers for a program and may not get into the program if it fills before payment is received and processed. Send in or drop off payment immediately.
	+ Drop Box- A drop box is available for after hour payments of programs. The box is located at the front of the Swanton Recreation Building- located at 16 Jewett St Place printed form and payment in an envelope marked with the participants name.

**NOTIFICATION**

* A receipt is emailed for all registrations that are entered and paid for. The email will come from swantonrecreation@gmail.com. It is important to print off your receipt, detailed information and location will be on the receipt.
* There also may be additional waivers or an informational flier attached. Be sure to read through all information.
* Registered participants will be notified by email of any changes or cancellations.

**ONLINE REGISTRATION CLOSES**

* Online registration for programs closes the day before the start date of the program, unless otherwise stated.
* Weekend programs close on Thursday- lists are sent to instructors on Friday.
* Registrations after this time must be done at the office.

No registrations are accepted after the second time a program meets.

**AGE REQUIREMENTS:**

* If a minimum age is specified for a program, a child must be of that age by the end of the program.
* If a school grade requirement is specified for a program, it refers to the grade they are currently in or if summer program, then for grade will be entering.

**REFUNDS, CREDITS, TRANSFERS:**

* Refunds and Credits are only issued based on the Registration Withdrawal Policies.
* Refunds are only issued by check back to the customer.
* Refunds take approximately 3 to 4 weeks.
* Transfers are considered withdrawals and are subject to Registration Withdrawal Policies.
* Credits to your account are issued based on withdrawal policies but are considered refunds.
* Summer programs have their own withdrawal/refund and cancellation policies; see below or your receipt for details.

**REFUNDS**

* In the event that a participant cancels out of a program, refunds will be handled as stated below.
* If you have an outstanding balance, the refund will be automatically applied to that balance and any remainder will be refunded.
* Refund checks take approximately three-four weeks to process and receive.
	+ Processing Fee- $5.00 or the Deposit, is deducted off all refunds. Remaining is refunded as stated.
	+ Remaining Balance- Will be refunded up to Eight (8) days prior to the start date of a program. (Commitments are made to instructors based on numbers one week prior)
	+ No Refund- No Refund is given if notification is less than Eight (8) days prior to start date.

**REGISTRATION WITHDRAWAL POLICIES:**

* **Two Calendar Weeks Prior To Start of Program** We will issue a check refund for the cost of the program less a $5/withdrawal fee. **One Calendar Week Prior to Start of Program** We will issue an account credit less a $5/withdrawal fee (credits do not expire but would not be refundable). **Less Than One Calendar Week Prior to Start of Program or After Program has Started** There will be **No Refunds** or **Credits** issued.
* **Medical Withdrawals** Should a participant need to withdraw from a program due to a major injury/illness after the withdrawal period has passed or program start, we will issue a **Refund** only if a Doctor’s note is submitted within 5 days of notification but **No refunds or credits** will be issued if notification is made after the program has ended. **Note:** 1) Medical Withdrawals are allowed for major injury or major illness which is defined as not being able to participate in the program. Common colds, ear, nose & throat infections and general distress will not be covered under a medical withdrawal.

**PROGRAM & SPECIAL EVENT CANCELLATIONS:**

***Nothing spoils a good program, trip or event faster than everyone waiting until the last minute to register.***

Swanton Recreation reserves the right to set minimums and maximums for all programs, trips and special events and may cancel due to insufficient registrations to run the program. We reserve the right to change the date, time or location of any program because of unforeseen circumstances. **If a Program is canceled by Swanton Recreation due to low enrollment;**

* We will notify you by e-mail of the cancellation and a full credit will be placed on your account.
* Should you wish a refund check, please respond to the e-mail promptly.

**CANCELLATIONS**

* Swanton Recreation reserves the right to cancel or consolidate any programs that do not meet the minimum participation number required.
* A refund of the program registration fee will be issued if a program is canceled.
* All registered participants will be notified by email of any changes or cancellations to any of the programs.

**WEATHER & OTHER CIRCUMSTANCE CANCELLATIONS/POSTPONEMENTS**

We make every effort to run programs, trips and special events on the day they are scheduled. However, circumstances occur where the weather doesn’t cooperate or an Instructor may not be able to attend. We make efforts to find alternative locations or Instructors but if that isn’t achievable, we may have to cancel.

**MVSD SCHOOLS WEATHER CANCELLATION:**

* When schools within the Missisquoi Valley School District are called for a **weather closure for the day;** Recreation programs & special events are canceled for the day and evening.
* If Missisquoi Valley School District calls a **weather** **early dismissal;** Recreation programs & special events will not run after the dismissal time.
* If Missisquoi Valley School District calls a **weather late opening;**
* Recreation programs before noon will be canceled.

**CANCELLATIONS/POSTPONEMENTS:**

* If we have a cancellation due to weather or other circumstance; We send out an email, text and post to our website, as well as our social media. Please check your emails, as it may cancel OR change a location. We will make every effort and attempt to make up canceled program and special event dates by adding dates (some at the end of a session) but we cannot guarantee all program dates will be made up.

**DAY OF CANCELLATIONS**

* Program meeting days can be canceled due to inclement weather, facility conditions, and/or other unknown circumstances.
* The policy is to make the call of a cancellation at the start time of the program at the location.
* If known far enough in advance, all registered participants will be notified by email. It will also be posted on the Recreation website.
* In most cases the call for a cancellation will be made the day of and right up to the start time.
* In the case where a program is held inside a school facility, all Recreation programs are canceled any time school is closed for weather related situations.
* Recreation programs may still be on in the case of early dismissals or canceling school only activities.
* If a day must be canceled, every effort will be made to offer a make-up, this will depend on if the facility and instructor are available. If multiple days must be canceled they all will not be made up. All participants will be notified by email of make-up dates and times

**SEVERE/INCLEMENT WEATHER PROTOCOL:**

Players, Parents/Guardian should remain diligent in monitoring weather.

Thunderstorm/Lighting or excessive rain may cause a practice, game or event to be canceled.

Extreme cold/ snow may affect practices and activities. If there are school closures, there will NOT be Swanton Recreation activities. In the event that a program is canceled due to weather, Swanton Recreation will notify participants via email and text. Please make sure your contact information is correct when registering for a program, if you unsure please contact our office via email, swantonrecreation@gmail.com

Heat Wave When the Heat Index is forecasted to be between 90 and 100 degrees, high physical activity games that involve running, like kickball, will be limited to the morning hours. Water breaks will be incorporated regularly at all sites, with water being provided at sites without access to a water supply. Reusable water bottles are the responsibility of the participant.Water bottle refill stations are available at the Swanton Recreation Office building

Swanton Recreation strives to provide a safe environment for participation in all activities/events

**PROGRAM PHILOSOPHY**

Swanton Recreation provides programs with an emphasis on the development of the child as an individual and as an athlete. We provide a fun and safe environment in which children can learn respect, sportsmanship and the game.

Parents play a crucial role in the experience by de-emphasizing the concept of winning. Parents should encourage children when they master a new skill, demonstrate good sportsmanship or act as a team player.

**PARENT RESPONSIBILITIES:**

* Remain in the spectator area at all time
* Refrain from coaching your child during athletic contests or giving the coach suggestions.
* Be positive in supporting your child and the team at all times
* Demonstrate praise and interest regardless of the score or team record
* Control your emotions, Please do not make derogatory comments to officials, coaches or other parents.

**PLAYER RESPONSIBILITIES:**

* Show respect to all staff and participants
* Show respect for equipment, supplies and facilities
* Encourage teammates to listen to the coach
* Respect officials decisions

Swanton Recreation reserves the right to dismiss a participant whose behavior is harmful to another participant.

**COACHES:**

Our coaches are volunteers who donate their time and energy to help young athletes. Volunteer coaches are always in demand. Sports knowledge is helpful but not a prerequisite. If you are interested in becoming a coach, please contact Swanton Recreation at 802-868-2493, by email swantonrecreation@gmail.com or by filling out our volunteer application found on our website [www.swantonrec.org](http://www.swantonrec.org) and mailing it back to us.

We ask parents to support coaches throughout the season and understand that many coaches are learning along with children.

It is our goal to help ensure each coach is successful. Coaches are provided the following resources:

* Pre season coaching clinic
* Sport Specific coaching Manual
* Sample practice plans
* Links to online material, video and coaching websites
* Support from Swanton Recreation staff as needed

**CODE OF CONDUCT:**

1. Equal Access
	1. No participant shall, based on race, sex, creed, national origin or disability, be denied equal access to programs, activities, services or benefits or be limited in the exercise of any right, privilege, advantage or opportunity.
2. Participation
	1. Swanton Recreation reserves the right to terminate the participation of an individual in any program, event or facility for disruptive behavior or if the continued participation of the individual is not in the best interests of other participants.
3. Behavior Management and Discipline
	1. In order to provide a safe and enjoyable recreation experience for all participants, Swanton Recreation has adopted procedures to use for discipline. Our goal is to have fair, positive and consistent procedures to follow in case of inappropriate behavior. We will review the philosophy and procedures as needed or on an annual basis. Participants are defined as all individuals in a program or event, including players, coaches, assistants, volunteers, spectators and sponsors.

**ZERO TOLERANCE POLICY:**

Swanton Recreation has a zero tolerance policy for parents, spectators, coaches, officials and staff who are under the influence of or using drugs/alcohol during any recreational activity.

**BEHAVIOR PHILOSOPHY:**

Participants are expected to exhibit appropriate behavior at all times. Additional rules may be developed for specific programs and facilities as deemed necessary by staff and/or coaches.

The following code of participant conduct is required in all programs and facilities:

* Show respect to all staff, volunteers and other participants.
* Show respect for equipment, supplies and facilities
* Participate cooperatively and positively, following the rules and guidelines established for the program.

Swanton Recreation reserves the right to dismiss participants whose behavior is harmful to other participants

**DISCIPLINE PHILOSOPHY:**

A positive, progressive approach to discipline will be used. Coaches periodically will review rules with participants during the program. If inappropriate behavior occurs, a prompt resolution will be sought according to the situation. Swanton Recreation reserves the right to dismiss participants whose behavior endangers their safety or the safety of others or who exhibits behaviors that negatively impact the program or facility.

**INAPPROPRIATE BEHAVIORS:**

* Inappropriate behaviors that may be subject to discipline include but not limited to:
* Use of profanity
* Use of drugs, alcohol,tobacco products, fireworks, firearms, knives or other weapons
* Threats of causing physical harm to other participants, spectators, staff or volunteers
* Leaving the program or event in an unsupervised manner without permission
* Theft or destruction of Swanton Recreation or personal property
* Inappropriate sexual behavior or language
* Negative references to the sex, age, race, religion, national origin or disability of a participant
* Public display of affection
* Inappropriate dress
* Not listening or following directions
* Any other behavior considered inappropriate by staff or volunteers

**DISCIPLINE PROCEDURES:**

If a participant exhibits inappropriate behavior, coaches and staff should determine the severity of the behavior and take immediate steps to correct the situation. These steps may include but are not limited to:

* Verbal warning: an incident report should be filed with the Swanton Recreation Office
* A *Behavioral Incident Reporting Plan* may be completed and kept on file with Swanton Recreation
* Supervised time-out/mindful moment: One minute per year of age is generally considered a good length for time out/ mindful moment. The type of time out/ mindful moment may vary according to the situation, such as observation (from sidelines of activity), exclusion (away from the group but within view of the activity) and seclusion (away from view of activity, with staff member present)
* Suspension from the program

**SPECIAL ACCOMODATIONS:**

Upon registration or entry into a program, the parent/guardian will be asked to provide information regarding special accommodations that are needed. If an accommodation is behavior related, the parent/guardian will be asked about behavior modification programs in place at school/home, so we can try to use them in the programs.

**AMERICAN WITH DISABILITIES ACT:**

Swanton Recreation complies with the American with Disabilities Act (ADA), which prohibits discrimination based on any disability. The ADA requires that recreation programs offered by Swanton Recreation be available in the most integrated setting appropriate for the individual.

**TEAM FORMATION:**

Teams are formed at the discretion of the athletic director. Reciprocal friendships requests are allowed and should be made during registration, but placement is not guaranteed.

In order to provide children with the most positive youth athletic experience, leagues are conducted for boys and girls separately when possible. Players cannot be switched after teams are formed.

**SCHEDULES:**

Schedules are made with consideration to our volunteer coaches. They are emailed out directly from Swanton Recreation to the coach. Coaches should be communicating this with parents. Coaches do not control the game schedules, and all amendments to any team schedule must be communicated directly with Swanton Recreation. Due to the high demand for fields and gym space in our community, some practices/games may not be rescheduled.

**TEAM PHOTOS:**

Team sports will have photos taken. When the picture schedule becomes available you will receive an email from Swanton Recreation, and picture packets will be distributed to coaches to hand out no more than two practices before the scheduled picture date. If you have not received picture forms please request one by emailing swantonrecreation@gmail.com. If you are unable to make the scheduled picture date and would like pictures, please contact Swanton Recreation as soon as possible, a makeup picture date is not guaranteed.

When pictures are ready for pick up, you will be notified by Swanton Recreation. If you are unavailable to pick up photos during the scheduled time, photos will be available at the Swanton Recreation office.

**LOST AND FOUND**

If you have found items at our facility or a site where Swanton Recreation has held an activity, we ask that you return them to Swanton Recreation Staff

Any items that are left at recreational activities will be securely kept at the Swanton Recreation Office, in the lost and found bin. Please contact our office if you need assistance.

**PHOTOGRAPHY POLICY:**

Swanton Recreation takes photos and videos of participants in classes, during special events and at our facility. These photographs/videos are used to promote the services, programs and facilities of Swanton Recreation. By registering for our programs, you are willingly signing a waiver that grants Swanton Recreation permission to use your photo to promote programs. If you do not wish to have your picture taken, please notify staff prior to the activity.

**FIRST AID**

Registering for our programs/activities/events you are willingly signing a waiver that grants Swanton Recreation to administer basic first aid. By doing so you release, absolve, indemnify and hold harmless Town of Swanton, Swanton Recreation, Swanton Recreation Board of Directors, Staff, camp organizers, staff, volunteers and supervisors, any and all of them, from liability for accident or injury to the registered participant.

**PROGRAM EVALUATIONS:**

We value your opinion and suggestions about our programs. In order to make positive changes, we need quality feedback from our participants. A post program feedback form can be found on our website [www.swantonrec.org](http://www.swantonrec.org) under the Info/Forms tab. If you would like one mailed to you, please contact our office.

**PARENT COMPLAINTS**

All complaints will be taken seriously. They act as warning signals that something is wrong or missing. If complaints are given prompt and careful attention, the department can often improve its services as well as its customer relations.

All parent complains about the youth programming, should be documented with the director on duty, by filing a parent complaint form.:

* If the complaint concerns something within the program's lead control, they should take action immediately and document it appropriately. If not, all complaints will be referred to the Director on Duty,
* Parent complaint form should be filed after every encounter. This form should be given to Director on Duty, and held confidentially

**EMERGENCY POLICIES**

All accidents causing bodily injury, property damage or loss must be reported using Swanton Recreations Accident/Incident form. Form must be completed in its entirety and submitted to the Director on Duty. Use the back of the form or additional paper if necessary. Be as detailed as possible in our report and write down all the facts that you are able to recall. Reports should be completed as soon as possible

**Personal Injury**

Serious Injury/Life Threatening

These situations call for immediate positive action

* Severe bleeding
* Head wound
* Suspected spinal injury
* Heart attack
* Exposure to toxic chemicals, poisoning

 Procedures:

* Assess the situation
* Call 911
* Contact Director
* Continue first aid
* As soon as the situation is under control, complete and submit Accident/Incident Form

 Minor Injury/Non-Threatening

 These situations may require advanced medical treatment or onsite first aid

* Cuts
* Bruises
* Muscle Strains
* Epileptic Seizure

 Procedures

* Administer First Aid
* Contact Director
* As soon as situation is under control, complete and submit accident/incident form

**PLEASE READ CAREFULLY**

**Consent, Release & Indemnity Agreement**:

I acknowledge that myself or my child’s participation in these voluntary programs may expose myself or my child to risks of personal injury or death resulting from such participation and the use of materials and equipment by myself or my child and other participants, and the exposure to harm such as may be presented by the COVID-19 virus. I am aware and acknowledge that the novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization, is extremely contagious, and is believed to be spread mainly from person-to-person contact. While Swanton Recreation department has created new protocols and put in place preventative measures in an effort to reduce the spread of COVID-19, I acknowledge that the Swanton Recreation cannot guarantee that my child or I will not become infected with COVID-19, and I acknowledge that attending any program may increase my child’s risk of contracting COVID-19. I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of Swanton Recreation, its employees, agents, and representatives, whether any injury, harm, death, or damage, including but not limited to exposure to or infection by the COVID-19 virus, occurs before, during, or after participation in any Swanton Recreation program. I further affirm that I have read this Consent and Release From and that I understand the contents of this Form. I understand that myself and/or my child’s participation in these programs is voluntary and that my child and I are free to choose not to participate in said programs. By signing this Form, I affirm that I have decided to allow my child or I to participate in these programs with full knowledge that the Releasees will not be liable to anyone for personal injuries and property damage, including exposure to and infection by the COVID-19 virus, which my child may suffer in these programs.

I/We the undersigned do hereby consent to my own and/or my child’s participation in the voluntary recreation programs of Swanton Recreation.

I/We also agree to forever RELEASE Swanton Recreation, the Town of Swanton, and all their employees, officers, agents, board members, volunteers and any and all individuals and organizations assisting or participating in voluntary recreation programs of Swanton Recreation (“the Releases”) from any and all claims, actions, rights of actions & causes of action, damages, costs, loss of services, expenses, compensation & attorney’s fees that may have arisen in the past or may arise in the future, directly or indirectly, from known & unknown personal injuries to or death of myself or my child or property damage resulting from my or my child’s participation in said voluntary recreation programs which I/we may now or hereafter have as the participant or as the parent(s) or guardian(s) of said minor child and which said minor child has or hereafter may acquire, either before or after reaching majority.

I/We also promise to INDEMNIFY, REIMBURSE, DEFEND and HOLD HARMLESS the Releasees against any and all legal claims & proceedings or any description that may have been asserted in the past or may be asserted in the future, directly or indirectly, including damages, costs & attorney’s fees, arising from personal injuries to me and/or my child or property damage resulting from my child’s and/or my own participation in the Swanton Recreations voluntary recreation programs or administration of first aid.

I give permission and consent to allow photographs to be taken during program session activities and events. I further give permission and consent that any such photographs may be published (in print or media) and used by Swanton Recreation and its agents, to illustrate and promote the program experience.

I/we understand that my and/or my child’s participation in these programs is voluntary and that my child and I/we are free to choose not to participate in said programs. By signing this agreement, I/we affirm that I/we have decided to allow myself and/or my child to participate in Swanton Recreation programs with full knowledge that the Releasees will not be liable to anyone for personal injuries and property damage my child and/or I/we may suffer in voluntary recreation programs. Swanton Recreation reserves the right to charge the participant or the parent or guardian of a minor for costs incurred or charged for damages to supplies or property while participating in a program or event.

**EMERGENCY RELEASE WAIVER**

I give my permission for my child to take part in all activities related to the Swanton Recreation Department. I, the undersigned parent/guardian of this applicant, a minor, do hereby authorize the program directors and/or instructors as Agents for the undersigned to consent to Medical, Surgical or Dental Examination, treatments, etc. in the case of an emergency. In giving such permission, I acknowledge and affirm the risks, releases, and indemnification obligations as outlined above with respect to personal injury or death or damage to property resulting from the use of materials and equipment by my child and other participants, and the exposure to harm such as may be presented by the COVID-19 virus.

These releases are good for all organizations and household participants for all programs/events/rentals with the Swanton Recreation Department whether free or paid. Payment and/or participation will be considered consent to the Consent, Release & Indemnity Agreement inclusive of Emergency Release Waiver.

I/We further affirm that I/We have read this Consent, Release from Liability and Indemnity Agreement and that I/we understand the contents of this Agreement.

Printed Name: Date:

Signature Date: