



BOROUGH OF TENAFLY
DEPARTMENT OF RECREATION
100 RIVEREDGE ROAD, TENAFLY, NEW JERSEY 07670



"ENJOY YOUR LEISURE WITH TENAFLY RECREATION"

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Tenafly Teen Center Policies and Procedures Manual

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1. INTRODUCTION

Dear Parents,

The staff of the Tenaflly Teen Center would like to welcome your child as a member of the Teen Center. To ensure that your child is able to get the most out of their membership please review the information in this packet. The Tenaflly Teen Center Policies and Procedures Manual includes facility information, membership policies, Teen Center procedures as well as what teens and parents can expect from the Tenaflly Teen Center.

Included in this manual are rules and expectations for Teen Center members. Please review these with your child before they attend the Teen Center.

The policies in this manual come into effect as soon as your child is registered as a member at the Teen Center.

For further information or questions about the contents of this manual, please see a staff member or contact the director.

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It is our priority to ensure a safe environment for everyone at the

TENAFLY TEEN CENTER

2. TEEN CENTER OVERVIEW

The Tenaflly Teen Center provides a welcoming, safe environment for local teens to spend time with friends, receive homework assistance, play games and develop social skills. The Teen Center also offers special events, activities and accommodations.

A. MEMBERSHIP

Eligibility for Membership

In order to become a member of the Teen Center, participants must be enrolled in school in grades 6th-10th. Exceptions to this include fifth grade students at the end of the school year after the director has commenced school visits. Further individual exceptions may be based on the social and emotional appropriateness of the Teen Center environment at the discretion of the director.

Becoming a Member

Membership becomes effective once the membership paperwork has been submitted, the liability and behavior contracts have been signed online by a guardian and participant, and all documents have been accepted by the Teen Center. Members may attend the Teen Center during all open hours and register for special events and activities as soon as membership is in effect.

In order to provide a safe place for participants and staff, it is important that you notify us of any pertinent personal or medical concerns at the time of registration. We ask that you notify us of any changes as they occur so that we can better accommodate the needs of everyone.

Membership Renewal and Expiration

Membership must be renewed annually. To renew memberships, please register for free on Community Pass <http://register.communitypass.net/tenafly>

Fees for special events, activities and trips vary. Please see the offsite events section (VI) for further information on fees and offsite events.

Disciplinary Action, Suspension and Termination

Reasonable effort is always made by the Teen Center staff to resolve behavior issues and accommodate individual needs. However, for the purpose of maintaining safety and adhering to the mission of the Tenaflly Teen Center, membership may be subject to suspension or termination. The Center Director may terminate a membership at any time for cause. Disciplinary policies and procedures can be found in section 4 of this manual.

B. FACILITY

The Teen Center is located near Borough Hall. The Teen Center staff supervises members only when they are within the Teen Center facility. We expect all members to be responsible for themselves when they are outside the facility. Misbehavior while unsupervised outside of the Teen Center is still subject to Teen Center disciplinary action.

Hours of Operation Normal Operation:

Monday-Friday: 3:00pm- 7:00pm

Saturday- 12pm-4pm

Summer Operation: HOURS TBD

The Teen Center will close when the Borough is closed due to holidays, weather or other emergencies. Days and hours of operation are subject to change due to weather conditions, staffing, special holidays or unforeseen circumstances. The Teen Center will attempt to notify members and their families by email of last minute changes. Planned changes to our normal operating days and times are indicated on the monthly calendars and seasonal newsletters.

Drop off and Pickup

All members must check themselves in with their Tenaflly School ID card/badge when they arrive. Staff does not monitor member exit. Because the Teen Center accommodates older students, the Teen Center

expects a certain level of responsibility from members. They are expected to know their parents' expectations for entry and departure and be responsible for contacting them when necessary.

Facility Amenities

The Teen Center offers a variety of academic and recreational opportunities during normal hours of operation.

Entertainment: Digital/Electronic – All content provided by the Teen Center is rated appropriate for Teens or younger (PG13, TV14, T for Teen or younger ratings.) Participants are responsible for abiding by the same content restrictions when they bring their own media or access online entertainment. Violation of the content restrictions will result in disciplinary action.

- DVD or Blue Ray Movies
- Cable Television
- Netflix
- Computer Lab
- Oculus
- YouTube Access
- PS4
- XBOX 360
- Wii
- Nintendo Switch

Online Content is not rated. We understand that members may not be aware of everything contained within all online content. Members are expected to make every reasonable effort to access and play only Teen Center appropriate content. Excessive swearing, explicit sexual content and drug reference is prohibited. Non-edited versions must not violate these restrictions. Clean or radio edits of songs are required when available.

Entertainment: non-digital – The following are provided daily. Participants are expected to treat the equipment with care. The library books are available to check out with Teen Center ID card. Please see staff to check out a book.

- Library Books
- Air Hockey
- Bumper Pool
- Board Games Arts and Crafts
- Arts and Crafts
- Pool Tables

Supplies for artistic activities are available on a daily basis in addition to the planned, structured crafts that are listed on the calendar. The availability of supplies may vary. Additional supplies are stored in the staff office and may be made available upon request when appropriate. Participants must clean up all materials they use. Failure to clean up materials may result in usage restrictions without direct supervision.

Please let the staff know if there is something you would like for the future that is not currently available School Supplies – The Teen Center provides the following school supplies for participants to use while at the facility. In addition to these, participants may print from the computer lab printers. For assistance in printing, please ask a staff member.

- Pens
- Pencils
- Markers
- Crayons
- Construction Paper
- Colored Pencils
- Glue
- Scissors
- Notebook Paper
- Blank Paper

Homework – The Teen Center will attempt to provide a quiet space for homework on a daily basis upon request. There may be days and times where this is not possible due to event scheduling. When time and staffing permits, The Teen Center staff is happy to assist with homework assignments. We cannot guarantee tutoring or intensive one-on-one help.

Food – Snacks and drinks are provided by the Teen Center for an additional charge. Parents, please provide your child with sufficient funds to purchase snacks in the center or food that is ordered to the Teen Center. Snacks can be purchased and paid for at the front desk. The kitchen is available for participants to prepare their own food. It is expected that anyone utilizing the kitchen clean up after themselves. Failure to do so may result in disciplinary action. Staff is not necessarily available to help with food preparation. Participants may use any of the kitchen items to prepare food.

THERE ARE NO RESTRICTIONS ON FOOD ITEMS BROUGHT INTO THE TEEN CENTER.
PLEASE NOTIFY STAFF OF FOOD ALLERGIES SO THAT WE ARE AWARE.

PARTICIPANTS MUST BE RESPONSIBLE FOR KNOWING WHAT THEY CAN AND CANNOT EAT AND MONITORING THEMSELVES AS APPROPRIATE.

C. STAFF

Every effort is made to ensure the safety of participants. All staff members are screened during the application process. Background checks are run on all Teen Center staff.

Daily Staff

The Tenaflly Teen Center is staffed by a Director, Assistant Director and Center Assistants. All staff may not be present at all times. Staff assistants will be assigned to act as lead supervisor to address any issues that arise.

Because the Teen Center staff are mandated reporters we are legally obligated to report any and all suspicion of child abuse or neglect to DCFS. Please see section 7 for more information.

Training in First Aid, Concussion and general safety are regularly required for all Teen Center staff.

D. COMMUNICATION

How to Reach the Staff

The phone number for The Tenaflly Teen Center is 201-567-7579. Please be respectful of the staff's personal time and only utilize the emergency option if you have an urgent issue. Otherwise, please leave a message on the main voicemail and your call will be returned as soon as someone is available in the office.

Communication with Individual Staff Members

- Please utilize the primary Teen Center phone number and email address to contact the Director or staff.
- The Tenaflly Teen Center is present on social networking sites. Parents and participants should feel free to friend and follow the Tenaflly Recreation Department and communicate with us that way as well!
- Staff members of the Teen Center are not permitted to provide their personal contact information to participants or parents while employed at the Teen Center
- Staff members are not permitted to interact with participants via personal social networking accounts while they are employed at the Teen Center and participants (past and present) are still eligible for membership.

How to Reach Your Child at the Teen Center

To reach your child while they are attending the Teen Center, please use the main phone number or call the child's personal cell phone number. We will transfer your call to a phone so that you can speak with them if they are still in the center.

Keeping parents informed

We will make every effort to keep parents informed about the Teen Center and any special activities. Newsletters and calendars are mailed out quarterly, posted on the website and provided at the Teen Center.

Phone Calls

The Teen Center will communicate with parents about their individual child by phone if there are any questions or issues. Please ensure that a current phone number is always on file for the primary guardian and any other emergency contacts.

Emails

Please keep an eye out for emails from the Teen Center. Emails will be sent out with information about upcoming events or activities and may include updates to published events and other important information. Please make sure that your email address on file is current so that you do not miss these important emails.

Social Media

Please like us on Facebook @ tenaflyrec and Instagram @tenaflyrecreation to get the most up to date information

3. MEMBERS

This section includes information about what the Tenafly Teen Center expects from members and what members can expect from the Teen Center. Members and parents must agree to Teen Center policies before membership paperwork is processed. Please see section II.A for more information on membership.

A. BEHAVIOR EXPECTATIONS FOR MEMBERS

Members of the Teen Center represent The Village of Niles and The Niles Teen Center. We expect good behavior within the facility, out in the mall and in surrounding areas during participation with the Teen Center.

Language – The Teen Center is a PG13 facility. This means that we expect you to avoid using offensive language. We understand that sometimes mistakes are made. However, abusive language or repeated use of foul language will not be tolerated. There are occasions when the Teen Center is open to members and also occupied by individuals from the community. During these open house events and when community visitors are present, we expect you to be extra careful and keep your language appropriate for all ages (PG). Feel free to ask questions about our language policy if it is unclear.

Safe Space – The Teen Center strives to be a safe place for everyone regardless of age, race, religion, gender or sexual orientation. Bullying will not be tolerated. Please report any bullying that you see or hear about to staff members so that we can address it.

Conflict – Interpersonal conflict is inevitable. While at the Teen Center, we expect you to put aside personal issues with others. It is not necessary to interact with everyone but we expect our members to be able to get along with others whether you are inside or outside the Teen Center facility during participation.

Be Responsible

We expect members to be responsible and follow not only the rules of the Teen Center but their parents' rules as well.

School work – Members are expected to be responsible for getting their school work done. The Teen Center staff is happy to provide space and assistance for school work whenever possible.

Personal Items – The Teen Center is not responsible for personal items. Shelving is provided for backpacks and personal items. Members are expected to keep track of their personal items. Sharing your personal items is at your discretion.

Health and Safety – Members of the Teen Center are expected to attend to the health and safety of themselves and others. This means doing things like washing hands, cooperating with disposal of items that have come into contact with blood and bodily fluids (bandages, personal items), not spraying perfumes in the Teen Center and respecting the medical and safety needs of others. We expect all members to avoid engaging in activities with high risk of injury while attending the Teen Center.

The Teen Center staff does not administer medication and cannot be responsible for medical care requiring more than first aid. Staff will administer first aid as needed.

Be Respectful

Everyone deserves to be treated with respect. The Teen Center staff will always do our best to treat you with respect and we expect the same from you. Members are expected to treat other individuals in the Teen Center with respect as well. We also expect you to follow staff instructions. We are happy to discuss with you any confusion, concerns or disagreements regarding these instructions when they are brought up in a respectful manner.

Be Honest

We expect all of our members to be honest with us. We will always do our best to work with you when mistakes happen but we need the truth in order to do so. If you are not comfortable discussing something, please let us know.

Take Care of the Facility

This is a shared space. We expect all members to be careful with the equipment, furniture and supplies. Throw your garbage out and clean your space.

Facility Care Guidelines:

- Use equipment in the manner for which it was intended (No sword fighting with the pool cues, for example.)
- Clean up after yourself (Throw away trash, clean up spills,
- Use only the supplies you need (You may not take supplies home without permission as others may need them. Please don't waste our supplies, either!)
- Put equipment, games and controllers back after using them (If you don't know where it goes, ask!)
- Do not intentionally break or damage any Teen Center property or supplies

- Even if you did not take it out/use it last/mess it up/etc, help us clean it up. (It's not likely that we made the mess, either, but if you don't help we have to do all of it. This is a shared space, help us out!)

Let us know if you find something in need of repair or accidentally break something. These things happen but we can't fix it if we don't know it's needed!

B. PRIVACY

Your Belongings

As mentioned, personal property that you bring into the Teen Center is your responsibility. It is your choice whether or not to share your food, devices or other belongings. The Teen Center staff will not intentionally monitor your personal device usage to ensure compliance with our rules or on behalf of your parents. However, you are responsible for respecting our content guidelines while participating with the Teen Center. If you leave your device somewhere, we may attempt to access it to identify the owner or otherwise contact you or your family to return it.

Shelves are provided for storage of your items. If something happens to your property while at the Teen Center, staff will make reasonable effort to help in the matter. However, we are not responsible for lost, stolen or broken items.

In the event that the Teen Center staff needs to search your belongings while you are here, your presence will be requested whenever possible. Any bags left behind are subject to search for the purpose of identifying the owner and returning it.

The Teen Center staff may ask to hold your personal property if it is not appropriate for the Teen Center or in the event of misuse. Property we hold due to misuse during Teen Center programming will be returned. Other, prohibited items will be confiscated and handled on a case by case basis. These items may be turned over to you when you leave, to your parents when they are available, to the police or disposed of depending on the nature of the item.

All items All items, regardless of value or owner identification, , regardless of value or owner identification, that are left for excessive lengths of time at the Teen Center are subject to donation or disposal. We are not a storage facility!

4. BEHAVIORAL PROCEDURES

This section describes the Tenafly Teen Center policies for dealing with behavioral issues. It describes the general guidelines for how we will attempt to resolve problems in a manner that is fair to all members, staff and their families. All staff are authorized to enforce disciplinary action.

A. CONFLICT RESOLUTION BETWEEN TEENS

Conflict and drama is an inevitable part of being a teenager. However, the Tenafly Teen Center is a welcoming place for all members and guests. It is not necessary for everyone to be friends but we expect everyone to be able to coexist peacefully. Teen Center members are expected to attempt to resolve interpersonal conflicts with other members at the Teen Center in a manner that allows a safe and comfortable space for everyone. If this is not possible, the Teen Center staff is available to mediate and help problem solve.

If conflict resolution efforts are not successful, membership privileges for the involved members may be suspended or terminated on a case by case basis.

B. VERBAL WARNINGS

Staff will attempt to intervene with behavioral issues and violations with the most minimal measures required. Verbal warnings in the form of requests for behavior changes and warnings about future consequences are our primary means of behavioral intervention. Teens are expected to adhere to these requests for changes. Escalation of behavioral intervention will result when violations persist.

C. WRITTEN WARNINGS

Written warnings for safety concerns, behavioral issues and excessive or repetitive violations of the behavior contract will be produced. This documentation is kept on file. Written warnings document the behavior and the action taken by staff. Copies of this documentation will be made upon request.

D. SUSPENSIONS

Going Home for the Day Teen Center members may be asked to leave for the day in the event of behavioral issues that are repetitive or require greater intervention than a verbal warning. Members who are sent home early are expected to go home. If for any reason it is not possible for the member to leave for the day, a suspension of the following day or other consequence may be applied. Written warnings will accompany this action for non-trivial and/or extreme violations of the behavior contract or if parent phone call is required. Trivial but repetitive violations for which members are sent home for the day may not result in written warnings at the discretion of the staff. Longer Suspension Behavior violations incurring repeated warnings and excessive behavioral issues may result in suspension of Teen Center attendance privileges. Any full day or longer suspension will involve written documentation and parent contact. Lengths of suspensions are determined on an individual basis in regards to extremity of the violation, overall behavior at the teen center and repetitiveness of the violation. Every effort will be made to ensure fairness in length of suspension.

E. TERMINATION OF MEMBERSHIP

Membership may be terminated by the director at any time for cause. Membership fees cannot be refunded in the event of membership termination. Whenever possible, before terminating membership, reasonable effort will be made to utilize alternative options for resolution.

REMEMBER TO REGISTER FOR A FREE TEEN CENTER MEMBERSHIP!!

Membership must be renewed annually. To renew memberships, please register for free on Community Pass

<http://register.communitypass.net/tenafly>