



Welcome Packet 2026

Recreation Crew

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Teen Center Crew

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What's Inside?

- RTC Welcome Letter & Introduction
- Rules, Regulations & Expectations
- How to register online (If you need assistance with online registration, please contact the recreation office.)

RTC Contact Information:

Email: rocklandrec@rockland-ma.gov

Facebook: Rockland Teen Center

Phone: 781-871-1730 (Rockland Recreation)

We are available to speak with Monday – Friday 8:30am – 4:30pm



To: Parents & Guardians of RTC Members
From: Rockland Recreation
Re: Welcome

The Rockland Teen Center is celebrating its 31st year of operation and would like to welcome you and your teen(s) to our facilities, located on the ground floor of the McKinley Building at 394 Union Street. Our goal is to provide a safe, inclusive, and fun environment for the teens of Rockland.

Throughout the year, the RTC coordinates on- and off-site activities. We also hosted themed nights that may include special guests or food. This information can be found on our website under the program www.rocklandrec.org. None of this would be possible without the help of volunteers like each of you in our community.

The Rockland Teen Center falls under the jurisdiction of the Rockland Recreation Department. If you would like to volunteer at the teen center, please contact the Recreation Department at 781-871-1730 or email us at rocklandrec@rockland-ma.gov. Please note you must fill out a CORI form to participate as a volunteer. We will need a minimum of 5 days to process the form.

Rockland Teen Center Location:

Rockland Community Center
394 Union St
Rockland MA 02370

Program Hours:

Fridays Nights 7pm – 10pm

Please note there are some Friday nights we are closed. Please see the attached calendar or you can visit our website www.rocklandrec.org under the Teen Center program.

Activities

Our staff will prioritize a positive and inclusive environment which encourages all children to be themselves and explore through the activities. Our activities include gym games, sports, challenges, arts & crafts, video games, karaoke, special nights that include free food and special guests. For more detailed information you can look at our website under Teen Center. We encourage children to be off their phones and engage in social activities throughout the night.

Registration

- You must register your child through our website www.rocklandrec.org There will be no exceptions.
- Please make sure there is a secondary emergency contact on file.
- Your child will be released to only the people we have on file unless you contact the office with written notification that your child can go home with someone else. You will need to provide that person's name, address and contact information. Please email rocklandrec@rockland-ma.gov
- Please don't show up at the door with your child. We need to maintain ratio of 1 staff member to 12 children. Registering online helps ensure we have the appropriate child to staff ratio in accordance with the Massachusetts Guidelines

Drop Off:

- When dropping off your child we ask that you stay with them till the doors are open.
- All children must be in the Teen Center by 8:00pm
- There will be no early entry into the teen center.
- If your child is going to be entering after the 8pm deadline you MUST contact the office before Friday at 3pm to ensure that we can provide proper communication to the staff regarding your circumstances. We cannot guarantee entry after 8pm. (The staff has other work to attend and we do not have someone always stationed at the door.)

Communication:

- Should the building be closed or there is a change in the Teen Center opening we will communicate this in several ways.
 - Our Facebook Page - Search Rockland Teen Center and you will find it to follow.
 - Our Website - We put closures or changes for programs at the top of the page www.rocklandrec.org
 - If you register your child, we will send an email to the email that we have in our database. Please note sometimes our emails will go to your spam folder. To avoid this please add us to your contacts.
 - New would-be text messages if you have provided us with your cell phone carrier in our database .

Entering & Exiting the RTC :

- **All teens must arrive before 8:00 pm. Admittance will not be allowed after that time unless you have called the office and made arrangement before 3pm on Friday.**
- All teens must check in with a staff member.
- No outside food or drink is allowed. A concession stand is available to purchase food or drink until 9:45pm.
- All Teens must remain inside the Teen Center until 10PM unless arrangements have been made between the Parents/Guardian and a staff member in advance.
- If your child contacts you prior to the close of the night, please speak to a staff member prior to your departure.
- Teens on the grounds of the Community Center (including the front of the building on Union Street) after the time we close will be considered loitering and the police will take notice.
- Staff will have the right to search for any bags entering and leaving the building. If your child is having a sleepover, please plan to transfer personal belongings prior to entering the Teen Center.
- We will have bike rack for children riding their bike back and forth to the teen center so please provide them with a chain and lock to lock up their bike. We will not be allowing the bikes in the building. You must indicate on your registration whether your child has permission to walk home or ride their bike home.
- If your child is leaving with someone else, please email the office with that person's name and contact information. Otherwise, we will not release your child. Notification must be made before 3pm on the day of the program. Please note that person must be 18 years or older.
- We will assume that both parents/guardians have the right to pick up their child unless a court order is standing and on file with the office. Without a court order the staff cannot refuse a parent. If we have a court order and a non-custodial parent tries to pick up the child, the staff will call the custodial parent and contact the police. Please note at no time will the staff place the other children at risk in confrontation with the non-custodial parent.
- It is important to our staff that your child arrives home safely. Therefore, if the person who arrives to pick up your child appears to be impaired or otherwise incapable of bringing the child home safely then they have the right to contact the other parent or emergency contact. If the parent/guardian refuses to agree not to transport the child, then the staff will have to report the situation to the police.
- In the case of illness or discipline problems a parent/guardian is required to come immediately to pick up the child. If the child is not picked up, they will not be permitted to attend the program on the next scheduled week. If your child comes to the program and is visibly sick, or voices concerns of feeling sick the staff have the jurisdiction to decide whether the member needs to go home or not.

Late Pickup

- Pickup is prompt at 10pm.
- If you are late picking your child up by more than 5 minutes you should expect to get a call from a staff member.
- Anything is over 5 minutes and not picking up a call from our staff will call the emergency contact on your form.
- There will be a \$5.00 charge for every 5 minutes you are late picking up your child. If it is over 30 minutes and we cannot contact, you or an emergency contact then we will contact the police for assistance.

Field Trips

- We may choose to offer a field trip for an additional cost either on the night of the teen center or on a different night.
- The privilege of attending a field trip can be taken away from the child due to misconduct. If the child cannot follow the expectations or code of conduct in the building, they will not be allowed to attend the field trip.
- Registration for the field trip will be on a first come first serve basis.

Property & Facilities

- The facility and equipment must always be respected. Intentionally defacing and/or damaging public property is forbidden and the child at fault will be responsible for returning/replacing the property in the condition in which it was found.
- All materials and equipment are the property of Rockland Recreation department. Any damage incurred by children will be recorded and the Parents/Guardians are responsible for replacing the items.
 - This includes and is not limited to media equipment, furniture, and recreational equipment.
- If graffiti is discovered, the Teen Center may be closed until further notice.

Personal Property

- The RTC is not responsible for ANY personal belongings, including but not limited to hats, coats, bags, wristlets, pocketbooks, cell phones, personal video games, sweatshirts, recreational items, etc.
- All teens must respect the property of others – the RTC will not be held responsible if any member damages another member's personal property.

Safety

- 24-hour VIDEO CAMERAS are in use inside and outside of the building.
- Emergency exits and fire extinguishers are for emergency use only. There is one non-emergency door used to enter and exit the facility.
- NO drugs, alcohol, Juuls, vaping/smoking of any kind at any time either inside or on the surrounding grounds will be tolerated and is absolutely forbidden. If any type of smoking devices or drug are found Parents/Guardians will be contacted, items will be confiscated, and in the case of drugs or drug related contraband including Juuls/Vape Pens the police will be contacted.

- We ask that children not record other children while at the teen center. Some parents have asked their child not to be photographed or recorded for personal reasons.
- ***Anyone attempting to gain entry that is or appears to be under the influence will be turned away at the door. Police will be contacted. If a parent is picking up a child and appears to be intoxicated or impaired, we will contact the police.***

Code of Conduct

Behavior Management Code of Conduct

- Positive behaviors will be rewarded and praised while negative behaviors will be redirected
- Success is individual but will be celebrated by our staff
- Our staff will foster a positive, inclusive and supportive environment for every member to know they are valued and celebrated.
- Our staff will reward good behavior with tickets to win prizes, free entry into the teen center, free item from the snack shack.

Examples of Positive Behaviors include but not limited to:

- Respecting other children and staff
- Being responsible
- Being helpful
- Participating in all programs and activities offered
- Not being afraid to try something new
- Encouraging others to participate or try a new program
- Following directions from staff
- Showing good sportsmanship
- Accepting and respecting others with different opinions or views
- Offering new program ideas or help facilitate and activity
- Being a good listener
- Being polite
- Doing their best to use appropriate language or recognizing their use of inappropriate language and correcting themselves
- Being friendly and open to meeting new people

Bullying Will Never Be Tolerated

Bullying is defined - *The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological.*

- No tolerance will be given for bullying. If your child feels they are in a situation where they are being bullied or are not sure they can speak to one of the staff members. If we don't know about it, then we cannot do anything about it.
- We do not have the ability to monitor social media; it is not our place to confiscate and look through phones being used at the Teen Center.

Teen Center Attendees Expectations

NO Bullying/Fighting - if physical violence occurs between children they will be dismissed from the night and possible suspension after investigation occurs. Threats of physical violence between children vocally or electronically may result in removal and suspension.

NO Drugs/Smoking/Juuls/Vape Pens/Alcohol

(Police & Parents will be contacted if Staff confiscate or suspect you have been doing any of the above)

All backpacks will be checked

NO Foul Language, racial slurs, derogatory phrases or other forms of inappropriate and offensive language

Respect each other & Staff - Being disrespectful to staff, volunteers, special guests or peers may result in immediate removal and parents will be called.

NO Running outside of Gym

NO Food/Drink in Gym or Blue Room

No going into restricted areas of the building

No interfering with others' rights to participate, socialize and learn in activities

Only 1 person at a time in restrooms (No Exceptions)

Must be registered online to enter (NO EXCEPTIONS)

NO Admission after 8:00pm (NO re-admission if you leave or are asked to leave)

No taking pictures or recording other children

Discipline Policy:

Depending on the severity of the behavior, we MAY skip any of the steps below. (i.e., aggressive behavior, bullying, repeat offenses, etc.)

Step 1: Verbal Warning/Break from Group and Area of the Teen Center

The staff will address the behavior and if necessary, the child will be asked to take a short break from activities. During this break the staff may advise the child on other strategies to better deal with their behaviors.

Step 2: Written Warning

Staff will issue a written warning if the child ignores redirection and continues the behavior. Parents will be given a copy of the incident. The original will be kept in the recreation office

Step 3: Suspended/ Withdrawn

Depending on the severity of the incident or after several re-occurring incidents with no change in behavior, staff may suspend your child or withdraw your child from the program. In certain situations, a guardian will be contacted to pick up the child immediately.

Abusive behavior will result in immediate dismissal.

Note: In the event of suspension, the staff will discuss the nature of the incident, and the director will have discretion to suspend the child for the remainder of the year.

A suspended child may not be on the grounds of the Community Center during hours of operation – any suspended member found on the grounds will be considered trespasser and police will be notified. The suspended child will also be forbidden from participating in any special activities such as RTC dances, field trips, etc.

Recreation staff reserves the right to send teens home that are not following rules/expectations and are being disrespectful.

Dress Code

- *Appropriate dress is expected. Controversial clothing containing inappropriate language (profanity, or of a racial, ethnic, or sexual nature) which could be deemed offensive will not be permitted. Clothing deemed overly revealing is not allowed.*
 - *Those in violation of this dress code will: (1) leave the RTC, (2) when appropriate, turn their clothing inside out.*

Bringing Guests

- *If a child would like to bring a guest, please contact the office prior to arrival so that we can register the guest.*
- *Children are allowed to be up to 3 guests per calendar year.*
- *The guardians of the guests will need to sign a waiver and provide pertinent information to the office.*

We encourage the youth of Rockland to use and enjoy their teen center! The RTC is for you to have fun and be with your friends. We will not allow the actions of a few to jeopardize the program for the majority. We reserve the right to suspend/revoke membership privileges of any member(s) from the RTC at any time.