



# **Summer Camp Program**

## **Staff Manual**

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# Summer Youth Camp Timeline

## January

Hold initial planning meeting with Summer Youth Camp teaching teams, identifying Summer Camp theme; review prior years successes and challenges; develop list of possible field trips and special events.

Meet with Marketing Team to share Summer Camp plans.

## February

Meet with Summer Youth Camp teaching teams, finalizing summer field trips and guest presentations.

Provide Administrative members with summer field trip and special events calendar with cost per event; identify admission cost per child and/or bus cost per child.

## March

Prepare Summer Youth Camp marketing materials. Submit to printers.

Create video marketing series for use on Facebook page, Constant Contact and CRM mailings and website.

Update Summer Camp information on website.

Complete Summer Activity Calendar; distribute to teaching staff and administrators.

Update Summer Camp Classroom Notebook

## April

Marketing Summer Camp Enrollment; *Receive one week free tuition when completing a 12 week Summer Camp Contract*; include in April in-house parent newsletter; enrollment discount on website; CRM inquiring families; Tadpoles messages; Constant Contact mailing series; Muffin Runs with Summer Camp Enrollment fliers; mail initial postcard mailing campaign; update LED sign; Facebook posting series; update in house marketing monitor with Summer Camp campaign

Center Blog "*How to Select a Quality Summer Camp Program for Your Child*"

Review Summer Camp Staff Manual with Summer Camp Teaching Team

Finalize Summer Camp daily activities

## May

Marketing Summer Camp Enrollment; *Enroll with a friend and each will receive one week free tuition*; include in May in-house parent newsletter; update enrollment discount on website; CRM inquiring families; Tadpoles messages; Constant Contact mailing series; Muffin Runs with Summer Camp Enrollment fliers to neighboring schools for Teacher Appreciation Week and local hospital or walk in clinic for Nurse Appreciation Week; mail second series of postcard mail campaign; update LED sign; Facebook posting series; update in house marketing monitor with Summer Camp campaign

Set up Private Facebook Page for correspondence with individuals or agencies providing information about summer program theme.

Center Blog *“Activity Ideas When Traveling With Your Child This Summer”*

Meet with Summer Camp Teaching Team reviewing finalized Summer Youth Camp plans

June Summer Camp In House Parent Newsletter due to office by May 15

Submit Summer Camp supply order; set individual classroom expenditure budget

## June

Summer Youth Camp rosters to teaching teams. Classroom rosters updated in Tadpoles prior to the first day of the session.

Summer Youth Camp enrollment and income list to owner

Complete classroom preparation check list (see page 10)

Teachers write and mail welcome notes to each child on roster

Summer field trip shirts distributed to children first day of attendance

Invite families to *Like* our Summer Youth Camp private Facebook page; following the summer activities their children are involved in.

July Summer Camp In House Parent Newsletter and Constant Contact article due to office by June 15

Daily Facebook and Tadpoles postings submitted for approval midday and at the end of each day; photograph and video tape field trips and special classroom events/projects; stream photos to marketing monitor; continue to do so until the end of the summer program.

Center Blog *“Summer Safety Tips”*

Directors hold in house monthly team meeting

Conference calls held weekly, each Wednesday, with all centers teaching teams and administrator to review upcoming week's activities, postings or notices required; supplies needed

## **July**

Directors hold in house monthly team meeting

Conference calls held weekly, each Wednesday, with all centers teaching teams and administrator to review upcoming week's activities, postings or notices required; supplies needed

August Summer Camp In House Parent Newsletter and Constant Contact article due to office by July 15

## **August**

Directors hold in house monthly team meeting

Conference calls held weekly, each Wednesday, with all centers teaching teams and administrator to review upcoming week's activities, postings or notices required; supplies needed

Wrap up Summer Youth Camp Overview in house parent letter due to office by Aug. 15

August Constant Contact article and photo due to office by August 15

Child completed Summer Camp Program Evaluations completed and submitted to office mid-month

Provide each child with a CD with highlights of Summer Youth Camp events.

Provide parents with Survey Monkey link to complete Summer Camp Program Evaluation

Summer Camp Employees complete Summer Camp Program Evaluation

Prepare classroom to transition for use during the Fall/Winter program.

**ABC Academy, Inc.**  
**Summer School Age Program**

## **1. Introduction and Welcome**

Welcome to our Summer Program! We are anticipating an exciting summer of activities for our Youth Group children and you are part of the success. Excellent staff members produce excellent programs, and that is our goal.

This manual has been prepared to give you the knowledge necessary to become an effective and responsible staff person. **We expect you to read it thoroughly before the first day of the summer program so that you know the standards and practices of ABC Academy, Inc.** It will also help you understand the philosophy and goals behind the Summer Youth Group Program, your role, and the conditions for your employment.

*“Coming together is a beginning, staying  
together is progress, and working  
together is success”  
- Henry Ford*

***“There is no substitute for excellence.”***

## 2. Program Mission and Goals

The mission of ABC Academy is to cultivate a community of families and teachers working together to provide a high quality, safe, stimulating and positive environment that enhances and fosters the physical, emotional, cognitive, creative and social development of individual children through play based learning and discovery. This will be implemented by practicing an emergent and constructivist curriculum, children learn through doing.

### Program Goals

Our Mission Statement (above) is the key principle that guides the Summer Camp Program. How does ABC Academy define an outstanding camp?

**An Outstanding Summer Youth Camp Program is a place where children are valued.**

All Staff view each child as a unique individual with something special to offer.

All Staff show an interest in each child, calling them by name, communicating individually with them, and listening to what they have to say.

All Staff take time with the children, communicating that being with children in general and them in particular is fun.

All Staff create an environment where the focus is on interests and needs of children.

*Making summer camp fun and safe throughout  
the day is the key to providing every child a  
terrific experience!*

## **Program Goals (cont.)**

**An Outstanding Summer Youth Camp Program is a place that is fun and exciting for children.**

- Activities are varied to meet a range of interests, abilities and needs.
- Activities invite participation; they are fresh, interactive and inclusive.
- The Summer Youth Camp Program provides children with choices and opportunities for self-expression.
- Staff are enthusiastic, energetic and fun to be around; they are well-prepared, knowledgeable of early childhood development and competent.

**An Outstanding Summer Youth Camp Program is a safe place.**

- Children are well supervised in every situation throughout the entire day.
- Staff is vigilant; they constantly monitor the classroom, playground and field trip area locations for safety hazards.
- Safety is a first priority, and every activity takes safety into consideration.
- Children are taught good safety measures as part of the summer program routine.

**An Outstanding Summer Youth Camp Program provides a great summer experience for the entire family.**

- Staff members greet parents and family members each day by name as they enter our program.
- Parents are welcome to visit our join in activities at all times.
- Parents are encouraged to share their talents, professions, and family culture as part of our program.
- Staff members show respect for our families at all times.
- Staff members strive to meet the needs of each family individually.
- Staff members provide daily communication via Tadpoles to all parents regarding the activities that their children are participating in.



### **3. Summer Youth Camp Overview**

#### **A. Summer Youth Camp Structure**

The Summer Youth Camp Program operates from mid-June to the last day of August, Monday through Friday, 6:00 a.m. to 6:00 p.m. The program includes one to two field trips per week to nearby parks or activity centers.

The teachers plan both indoor and outdoor activities, engaging the children throughout the entire day. Teachers join in the activities with the children they are supervising. A quiet time is offered after lunch, allowing the children to enjoy chapter books or engage in quiet table top activities. Teachers should refrain from using this time as a movie viewing period or allow children to use electronic equipment.

Operating the Summer Youth Camp Program is a team effort. Directors, Assistant Directors, Instructional Coach, Curriculum Specialist and Teachers with assistance from Teacher Assistants and Aides work together to produce a safe and fun experience where children can feel accepted, successful and energized. The team effort is strongly supported by the coordinating efforts of administrative staff to produce outstanding Summer Youth Camp Programs.

#### **B. Personnel Structure and Responsibilities**

The following information gives the chain of command for the summer program, as well as a general description of responsibilities of each position.

##### **Center Director**

The Center Director reports directly to the Owner and provides supervision to the Summer Youth Camp team and ultimately the Summer Youth Camp Program. The Center Director provides management, direction, and administrative support to the summer camp program, supervising the teaching team members and assistance to the families. This person is responsible for ensuring all enrollment paperwork is complete and on file; processes all billing and collection of tuition for the program.

**Curriculum Specialist and Instructional Coach**

Our administrative support team made up of the Curriculum Specialist and Instructional Coach will provide support by scheduling summer events and updating all materials reflecting the current year summer program information. They will provide additional guidance and support to the teaching teams implementing the summer camp program. Both positions report to the Center Director and Owner providing written documentation of all program activities, schedules, team meetings and support provided.

**Assistant Director**

This is a supervisory and skilled manager person providing guidance and support to the teaching team, students and parents in the absence of the Center Director.

**Classroom Teacher**

This person is responsible for providing direct leadership of the summer camp group while at the center or while visiting recreation facility. The employee holding this position is responsible for the daily planning of all activities; classroom operations and maintenance; all communication with parents, Center Director and any other member of the teaching team. Supervision of other lower level employees may be required. Work is performed under the supervision of the Center Director and is reviewed through meetings, observations of performance and completed assignments.

*If in doubt, check it out! Many mistakes occur  
when people make assumptions.*

## C. Ten Tips for Success

***Regardless of your role this summer, following these tips will make you a winner!***

In fact, you will find the following tips scattered throughout this manual as a quick reminder that providing an outstanding summer camp is our goal.

- Do everything with enthusiasm. It's contagious!
- Be a team player.
- Take initiative, and try new things.
- Maintain a positive mental attitude no matter what the circumstances.
- If in doubt, check it out! Many mistakes occur when people make assumptions.
- Reflect a "can-do" attitude.
- Focus your attention on the children at all times. After all, that's why you are here!
- Always think in terms of safety first.
- Smile a lot.
- Have Fun!

*"If a thing is worth doing, it is worth doing well."*

## **4. Personnel Standards**

### **A. Employment Expectations**

- **Conditions of Employment**

- You must comply with Department of Human Services Licensing requirements.
- You must have on file a current Adult Child CPR Certification; First Aid Certification and documentation showing the completion of Medication Administration Training.

- **Employment Conflict**

- You may not accept outside employment that will interfere with the performance of your job at the center.
- You may not work any other temporary position at ABC Academy, Inc. that would cause your work hours to go beyond a total of 40 hours per week, even if there is no conflict in time.

### **B. Pre Summer Program Training**

- You are expected to attend pre summer program trainings / meetings that will provide you with information to prepare you for the summer session. The pre summer trainings / meetings is a hands-on training where you and other staff are fully involved. The purpose of these sessions are to enable you to:
  - Assist in the planning of the summer program activities.
  - Become completely familiar with all phases of our summer program philosophy, objectives, operations, schedules, procedures, and responsibilities.
  - Become acquainted and familiar with the staff assigned to the Summer Youth Camp Program at the other ABC Academy locations in order to work together as a cohesive, cooperative unit.

- Focus on safety issues relating to the students, including how to provide a safe environment, what potential hazards to look for, and how to deal with emergency situations.
- Relate effectively to the children and focus attention on their needs and interests.
- Become familiar with the types of behaviors exhibited by children and corresponding behavior management and conflict resolution techniques.
- Learn how to create a positive Summer Youth Program experience that is rewarding and fun for the children.
- Plan overall summer program as well as the classroom specific daily schedule so that staff are ready to begin on opening day with a well-coordinated Summer Camp Program.
- Prepare a classroom for the children by ensuring the First Aid Kit is stocked; obtaining copies of Child Information Forms for each child; posting allergy or special request notices; obtain copies of Field Trip Permission Forms with Swimming Permission and Medication Administration Forms; Sunscreen and Bug Repellent Permission Forms; ensure all safety procedure postings are displayed; preparing equipment and supplies; preparing labeled storage areas for each child enrolled in your program; updating child information in the Tadpoles system; provide all families with the June Newsletter and Summer Youth Camp Schedule; update parent classroom bulletin board with your photo and bio; post your daily routine, daily lesson plan and current months newsletter and calendar.

## **C. Dress Code**

- Because you represent ABC Academy, Inc. to the children and their parents you are expected to dress in neat and clean clothes every day as follows: Company assigned center logo shirt with dress pants, capris or knee length shorts, sneakers (i.e. with closed toe and heel.) Clothing such as cut-offs, halter tops, excessively short shorts that are above knee length, flip flops or bare feet are considered inappropriate and will not be accepted at the center. Name badges must be worn at all times while representing the company with the exception of field trips involving water activities.

**The regulation staff shirt may not be altered in any way or tucked up to reveal the midriff. The summer camp shirt that is distributed to the children may not be worn.**

- All facial piercings must be removed and all tattoos must be covered while working with the children. Hair coloring is limited to natural color hair. For hygienic reasons minimal nail length is required.
- During swim activities, you are expected to wear modest and appropriate swimming attire, which includes one piece suits for females and swimming trunks for males. When providing supervision around the pool, you are expected to be dressed appropriately with shoes off or wearing pool shoes in readiness to perform a water rescue.

## **D. Standards of Conduct**

You are expected to conduct yourself in a professional manner and comply with the standards and practices as specified in this manual and in the ABC Academy Employee Handbook while involved in ABC Academy Programs. The following standards of conduct must be strictly followed, and **failure to do so will result in release from your position.**

- All program standards and practices are to be followed in each group.
- Tardiness and unexcused absences will not be tolerated.
- Jeopardizing the safety and health of the children and other staff will not be tolerated.
- The use of obscene language is strictly prohibited.
- No intoxicants may be brought or consumed on the premises before, during or after the program, and coming to work with alcohol on your breath will not be tolerated.
- Smoking is prohibited at all centers and at all sites.
- Weapons of any kind are prohibited from ABC Academy Programs, grounds and facilities.

- Unethical conduct – which includes misappropriation of department funds, the misrepresentation of a position and/or responsibilities, sexual harassment or misconduct, insubordination or other inappropriate behavior-will not be tolerated.

## **E. Employee Requirements**

- You will be expected to paid up to 4 minutes before and up to 4 minutes after the your shift; you will be expected to work in the classroom with the children the entire time. In other words you are expected to report to your classroom ready for the day and to welcome the children and their families.
- The school age classroom must operate at an 18 to 1 ratio, unless otherwise noted by your Center Director. Scheduling will be completed to maintain this ratio. If necessary, adjustments to your scheduled shift will be made and you will be notified by your Center Director of the change to your schedule. It is the responsibility of each employee to check their schedule daily, upon arrival and prior to leaving at the end of each shift.
- You are expected to remain with the children in your assigned classroom, on the playground or while attending off-site field trips. Everyone rides the school bus to an off-site event.
- ABC Academy encourages family style meals. All staff are expected to eat with the children during scheduled snacks and lunches. No one may eat in the classroom during times that are not scheduled snack or lunch periods. Staff are expected to limit non meal drinks to water. We encourage health eating habits for our children; soda, energy drinks, hot drinks, etc. are not allowed in the classroom by the teaching staff.
- If an emergency occurs and you need to leave the classroom during your workday, you must obtain permission from the Center Director. The owner should be notified in writing if this excused absence is expected to adversely affect the quality or safety of the program so that other arrangements can be made.
- If you have a legitimate illness and cannot report to work, opening staff must call the Center Director between 4:00 p.m. and 6:00 p.m. the day prior to your shift.

- All other shifts must report their absence a minimum of three hours prior to their shift. **ONLY CALL AT THOSE TIMES.** Call your supervisor by 3:00 p.m. on the day of your absence to let her know of your status for tomorrow.
- If the above procedure is not followed, the absence will be considered unexcused. Any unexcused absence, even if it is for as short as ten minutes, is subject to disciplinary action, and two unexcused absences could be grounds for release from employment.

## F. Program Staff Meetings

- Scheduled staff meetings will be held at monthly intervals beginning in January to discuss any relevant topics about the summer program and to discuss and plan for the program. Meetings will be a maximum of one hour in length. **Planning meetings will be held a minimum of 5 working days prior to the 15<sup>th</sup> day of each month.** Group conference calls will be held at weekly intervals to discuss and plan the program for the following week. Conference calls will be held from early June to the end of August. Conference calls will be a maximum of ½ hour in length. **Conference calls will be held each Wednesday, 1:00 to 1:30 p.m. If scheduling conflicts occur due to previously arranged events the alternate date and time for the conference call will be Thursday, 1:00 to 1:30 p.m. All Youth Camp Staff and Center Directors will be made aware of the alternative day and time for the call.** During staff meetings, every staff member has the opportunity to participate and contribute his/her ideas.
- Problems relating to children, the program and staff may be discussed and hopefully solved during these meetings and / or conference calls. The meetings also provide an open forum for all staff.
- The goal of these meetings is continuous improvement of the summer programs, staff and the summer camp experience for the children.

*Don't forget: Providing an outstanding summer experience for our children is the goal, and it's your job to make it happen!*



## **G. Staff Non-Compliance**

- Working in the Youth Summer Camp Program is a highly responsible position involving the safekeeping of children. In keeping with its goal of striving for excellence, ABC Academy Inc. expects a high standard of conduct from its staff.
- Failure to comply with the policies and procedures described in this manual or the Company Handbook is taken seriously and disciplinary action will result. The Center Director will use the staff action report to document the situation, and to provide coaching for improving.

## **H. Sexual Harassment Policy**

- Every employee has the right to work in an environment free of all forms of discrimination, and sexual harassment is a form of discrimination that is illegal under federal, state and local laws. ABC Academy, Inc. has zero tolerance for sexual harassment. The complete policy on sexual harassment can be found in the ABC Academy, Inc. Handbook.

## **I. Weapons Policy**

- Weapons are defined generally as any implement that can cause bodily harm, including (but not limited to) knives, metal knuckles, nun chucks, guns, rifles, or other firearms, as well as any object used as a weapon.

**“Except for law enforcement officers, no person shall carry or possess a weapon of any kind on ABC Academy grounds or facilities or while attending a ABC Academy Program.”**

## **J. Program Facilities and Property Use**

- Bus transportation is contracted through Jackson Public Schools. All outside services and activities are made available through contractual arrangements.
- Program staff are responsible for the care and usage of ABC Academy’s facilities and property, and care must be taken to avoid damage or waste.
- It is the responsibility of the summer camp teaching team to ensure that their classroom is maintained in a clean or orderly manner on a daily basis.

- Classrooms are to be organized, ready for tours, each time the group leaves to spend time on the playground or to attend off site field trips.
- Personal use of equipment and facilities by staff is prohibited.

## **K. Program Planning**

Staff members are responsible for planning and delivering age appropriate creative summer program activities following ABC Academy goals and objectives. Each classroom is furnished with program resources and guidelines to help with the planning process, and staff should take time to become familiar with them.

- Three days of rainy day activities should be planned as alternate morning and afternoon outdoor recess activities before the summer session begins. Use of movie viewing as an alternative plan for indoor recess is prohibited.
- Back-up activities in the event that plans must be changed and transition activities for unscheduled moments, should be planned in advance and used as necessary.
- A daily activity plan, which is based on the children's interest and the planned summer monthly calendar which becomes that basis for each session's newsletter, should be posted and used to plan activities. It must then be used when implementing activities so that the class activities actually are what the newsletter and lesson plan states.
- Student participation and leadership opportunities should be incorporated into the program as much as possible.

## **L. Electronics Free Zone**

- Television will NOT be available to children at the Center nor will scheduling the viewing or movies be a part of the children's day. Our school age classrooms are "media free" zones. By limiting screen time and offering educational media and non-electronic formats such as books, newspapers and board games we can guide the media experience of the children while attending our program. We ask parents to support our efforts by not sending electronic games and cell phones to the center.

## **M. Supplies and Equipment**

- A general order of supplies will be prepared in advance of the summer program by the classroom Lead Teacher and Center Director based on the budget developed for the program. The supplies should last through the total summer program.
- Prior to the start of the program, the Lead Teacher should handle the supplies and equipment allocated for their specific classroom as follows:
  - Inventory the supplies and equipment to see what is available and to plan activities around them.
  - Everything must be prepared in advance of the activities as follows:
    - Put supplies in order, with proper amounts ready for the planned activity.
    - Daily inspection of equipment for possible repairs and replacement.
    - Return supplies and equipment to the proper storage area, and arrange for next day's use.
- Share activity ideas supporting the supplies available at staff meetings to help other classrooms.
- On the last day of the summer program, inventory and neatly package all supplies for use in the classroom the school age children will use during the school year latch key program.

## **N. Program Evaluation**

- In an effort to continuously improve the Summer Youth Camp Program, both participants and staff are given the opportunity to provide feedback at the end of the summer.
- If you perceive a problem any time during the summer, you should speak with your Center Director. You may also ask for an evaluation form in order to suggest improvements and changes.

## 5. Security and Safety Procedures

The most important responsibility of all Summer Youth Camp Staff is the safety of the students, lead teachers, assistant teachers and aides. The following safety standards and practices are important in maintaining a safe environment and program.

### A. Safety Plan and General Onsite Activity

- Every classroom must be in compliance with the Department of Human Services Child Day Care Licensing policies. Each employee receives a copy of the licensing guidelines booklet at hire and are expected to reference the manual to ensure you are in full compliance at all times. **The complete DHS Licensing Technical Assistance Manual can be located on the Department of Human Services website, Michigan.gov or by following the link below.**

[http://michigan.gov/documents/dhs/Center-TA\\_Consultation-Manual-New-Rules-](http://michigan.gov/documents/dhs/Center-TA_Consultation-Manual-New-Rules-)

- Every classroom must be in compliance with all local fire and safety code requirements, as prescribed by the State and County regulations including having an evacuation plan posted.
- To provide an early alert to fire, fire alarms are locations in all centers. All ABC Academy staff must be aware of their locations in the event of an emergency. An emergency evacuation drill will be conducted on the first day of each session.
- A minimum of two staff members will be on duty in the center, playground and field trips at all times. Unless otherwise noted, classrooms will ensure one caregiver is in the classroom up to 18 children. An additional caregiver will be assigned to groups anytime more than 18 children are in attendance. Directors and caregivers must be aware of the classroom license capacity, ensuring that the number of children in the room does not exceed the maximum licensed capacity.
- A minimum of one staff certified by a national organization in Cardiopulmonary Resuscitation (CPR) and First Aid must be on duty at all times during onsite activities.

*Always think in terms of safety first.*

- A phone (i.e., either a land line or a cell phone) will be available for use in the event of an emergency, and the phone numbers will be posted by all Center telephones and on the Center Emergency Bulletin Board.
- Confidential health information and emergency contact records will be maintained on site for all students, staff and volunteers.
- Upon arrival in the classroom children will be clocked into the Tadpoles system by the classroom staff and recorded on the classroom attendance sheet. The attendance sheet is a legal document and only the appropriate check marks or A for absent be marked on the forms. Attendance will be taken at strategic times throughout the day to ensure that all students are properly accounted for. All classroom staff must be aware of the number of children assigned to them and the location of the children at all times. If children move to other classrooms during the day, the Tadpoles system must reflect the change in location of the child(ren) along with any other roster forms used.
- Parents are expected to clock their children into ProCare upon arrival and clock them out at departure daily. If children are picked up by their parents or leaving the center for short periods of time, they must be clocked out at departure and clocked back in upon return.
- Facility, equipment and playground inspections will occur in the morning and the afternoon each day for optimum safety. The inspections will be recorded on the Safety Inspection Log along with the staff message board.
- Protective gloves will be used when providing first aid care to avoid the possibility of contamination.
- To minimize risks that might result in injury, every safety precaution will be taken when implementing an activity including giving verbal instructions and precautions, having staff keep alert for potential hazards, and having a classroom First Aid Kit available in the classroom and on the playground.
- Teaching staff will ensure that classroom First Aid Kits, classroom attendance sheets and Child Information Sheets are with the teacher anytime the group leaves the Center property.

*Focus your attention on the students at all times.  
After all, that's why you're here!*

## **B. Student Safety**

Here are some general guidelines for summer program safety:

- Make sure that the full group of children is always visible when working or interacting with the children. Visual barriers should never be set up that prevent others from seeing what is occurring.
- Be aware of the skills and general physical conditions of the students at all times during their participation in an activity to avoid over-exhaustion.
- Know which students are on medication at the center, and be alert to changes in behavior or other physical indicators. Also, when the Center Director administers medication at the center, see that there are no distractions and that the right student is being given the correct medication.
- Be aware of the dangers of over-exposure to the sun. Recommend to parents that their children use sunscreen and wear hats for protection. When the students are swimming, they should especially use sunscreen. However, **staff may only apply sunscreen provided by the parent with a completed Medication Permission Form / Sunscreen Form that has been completed and signed by the parent.**
- Use common sense and safety consciousness when setting up and conducting activities, constantly staying alert to potential hazards related to the facilities, ground and equipment. Before conducting an activity, explain the rules and proper procedures for using the equipment. Stop the activity if students are getting out of control or are not complying with the rules, making the activity unsafe.
- Make sure that students use equipment such as climbing bars, swings and slides only as intended. Do not allow anyone to hang upside down on the bars.

## C. Classroom Safety

Providing a safe environment at camp is a critical component of the Summer Camp Program. Here are some guidelines to ensure safety in your classroom:

- Inspect equipment, furniture, supplies, classroom and grounds twice daily. Document the playground inspections in the morning and afternoon on the daily inspection form provided along with the employee safety message board.
- Immediately report safety hazards to the Center Director that result from these inspections, and subsequently to the Owner if the hazard cannot be corrected.
- Report any unusual or questionable situations and/or persons to your Center Director.
- Make sure that an Evacuation Plan and Emergency Procedure Plan are posted and readily available.
- Secure the classroom when leaving the center, turning off lights, closing windows and doors. If you are closing the center for the evening ensure all classroom window are closed and locked, doors locked, stove and oven are turned off and the washer and dryer are not operating.

## 6. Safety Standards for Offsite Activities

### A. Safety Plan for an Offsite Activity (Field Trip)

Parents will be informed in writing of an offsite field trip and will be expected to furnish written authorization for their child to attend.

A minimum of two staff members will accompany the students on an offsite activity to provide supervision. Additional staff members will be assigned to maintain the 18 to 1 child to caregiver ratio.

Students will be transported by JPS buses, following the safety plan for transportation.

All staff members will be certified by a national organization in Cardiopulmonary Resuscitation (CPR) and First Aid must be on duty at all times during offsite activities. **A cell phone will be available for use in the event of an emergency.**

Health information, emergency contacts, and any authorized medications for students, staff and volunteers will be taken on an offsite field trip in a locked container (if a dosage is needed while on the field trip). EPI Pens provided by parents for children with allergies should be included in the locked medicine container while on field trips.

Upon arrival at the field trip destination, unless prior arrangements have been made, members of all groups will remain together. This includes teaching staff and children from other ABC Academy Summer Youth Camp groups.

Attendance will be taken at strategic times during an offsite activity to ensure that all children are properly accounted for.

To minimize risks that might result in injury, every safety precaution will be taken when implementing an offsite activity including giving verbal instructions and precautions, having staff keep alert for potential hazards, bringing a First Aid Kit that includes hand sanitizer solution, and putting in place an offsite emergency response system.

## **B. When Going Offsite**

The following materials must always be taken on an offsite activity.

- Classroom Student Attendance Sheet
- Parent permission forms for all students (for field trips only)
- Health & Information for all students and staff
- First Aid Kit
- Medication (if needed)
- Summer Camp Manual

## **C. Offsite Emergency Response System**

For each offsite activity, there must be an emergency response system about which staff, volunteers and students (i.e. as age appropriate) are informed. This system includes:

- **A Planned Meeting Place for Lost Students:** A planned meeting place should be agreed upon in advance at each location, all staff must have the phone number.



- **Staff Coverage of the Meeting Place:** If the planned meeting place is staffed by other employees (e.g., pool, zoo or other facility staff), these people should be made aware of the lost student system. A Center staff member should check this area periodically for lost or non-participatory student(s). If there are no facility employees available, staff should be rotated through this area so that coverage is maintained.
- **Student Orientation:** Students should be made aware of the following guidelines before going offsite: (1) avoid talking to strangers; (2) report to staff concerns regarding any unusual behavior of students or strangers; and (3) follow common sense rules regarding the use of public facilities (e.g., streets, sidewalks, public places, etc.)
- **Student/Staff/Volunteer Orientation:** Everyone at the center (i.e., students included, if age appropriate) must be made aware of the emergency facilities/agencies and the availability of phones in the event that he/she is unable to reach the Center Director or Owner when offsite. Failure to report any incident in writing to both the Center Director and the Owner will result in disciplinary action up to termination of employment.

## 7. Security Safety Standards

### A. Daily Attendance

- Parents will be expected to check their children into ProCare when they drop them off at the center and sign them out when they pick them up.
- Once the student is signed in, he/she must also be checked in on the daily attendance sheet and on the classroom Tadpoles system. Late arriving children, joining the group on off-site activities must be checked in on the classroom attendance sheet and on the Tadpoles system upon arrival. If a child arrives with someone who is not able to check him/her in the Lead Teacher must report the arrival time of the student to the Center Director, who will enter the arrival time in the center ProCare system.
- You are responsible for the health, safety and welfare of your group of up to 18 children (Note: ratios may vary based on needs of the children in the group. Your Center Director will notify the group if smaller ratios are required for the group. Ratio's will never exceed 18 children for each caregiver.) It is important to know

where your students are at all times and what they are doing at all times. Staff members must never leave the group of children unattended for whatever reason.

- When the group has an offsite activity such as a field trip or swimming, you must use the attendance roster as a checklist. Call each student by name as he/she boards the bus, and do it again once you have arrived. As a double check for accuracy (i.e., not as the sole form of checking), you may also do head counts. It is the responsibility of the Lead Teacher to ensure that all children have departed from the bus, checking each area of the bus to ensure children or center items are not remaining on the bus when disembarking from the bus.
- Each staff member must also sign in and out each day in ProCare along with the classroom Tadpoles system.

## **B. Supervising and Releasing Students**

### **1. Responsible Supervision**

From the moment a parent drops his/her child off at the center, staff is responsible for the whereabouts of that child. ***Knowing where each child is at all times is a critical responsibility of all staff, and failure in this area will be grounds for release from employment.***

### **2. Responsible Release of a Student**

When releasing a child, always implement the following procedures:

- Review the Child Information Form of the student to verify who the authorizing individuals are. Never release a student to anyone other than the authorized person(s).
- Ask for picture ID until you can recognize the person. Only deviate from the Child Information Form if the authorizing parent has provided a written change in pick-up procedures.
- If you have doubts about anything take the time to check further, even calling the parent before releasing the child. **Do not release the child until everything has been satisfactorily verified.**

- Clock the child out of the classroom Tadpoles system and check the child as picked up by authorized person on the classroom attendance sheet.
- Employees working at the front entry area must ensure that parents check their child out in ProCare. Staff members may not release the security door to allow individuals to pick up children without following the correct check out procedures.
- If parents provide a verbal change in pick up instructions at drop off time, ensure this information is recorded in Tadpoles and on the classroom attendance sheet. It is the classroom teacher's responsibility to report the pick-up instructions to the Center Director while making her classroom check in rounds.

### **3. Late Pick-Ups**

Parents are expected to pick up their children on time, and this expectation is clearly stated in the parent letter. In the event the parent pick up time is delayed, staff is expected to remain on premises until the correct ratio is achieved to allow their departure from work. If children remain on the premises after 6:00 p.m. one staff person must stay with the student (i.e. generally the Center Director or Assistant Director in her absence) and follow the procedures below:

#### **After 10 Minutes**

Call the parent or guardian and/or emergency contact number to request an immediate pick-up. Continue to call every 5 minutes.

#### **After 60 Minutes**

Call the Owner to notify of the child left on site after pick up, providing notification of calls made, contacts reached and their instructions provided.

#### **After 90 Minutes**

If the parent or emergency person contact still does not come, the appropriate county agency will be called by the Center Director to pick up the child for safekeeping. The Owner must be notified in advance of taking this action step.

**Staff Payment**

If a staff person other than the Center Director stays with the student, he/she may add the extra time to the time sheet, provided communication has occurred with the Center Director and a late fee form provides verification.

**Parental Responsibility**

Parents will be charged a late fee of \$1.00 per minute that they are late per child if they are late due to neglectful scheduling or time management to ensure scheduled time of arrival was met. Late fees are not charged to parents who are delayed to due weather or traffic conditions.

**Child Late Pick Up Form**

Date:

Actual Pick Up Time:

Child's Name:

Reason for delayed pick up:

Approval received from Center Director to remain on premises after 6:00 p.m. closing

Center Director's Signature:

Employee's Signature:

Parent's Signature:

Date:

## C. Displaced Student

Staff are responsible to know the whereabouts of the students at all times, both onsite and when on field trips away from the center. Failure to do so could result in a student wandering away, which is an extremely dangerous situation. If you are not able to account for a child for any reason, immediately implement the following procedures.

- **Missing for 0 to 5 Minutes**
  - Alert the Center Director immediately
  - Check the area where the student was last seen.
  - Conduct a thorough roll call and head count to ensure accurate accountability.
- **Missing for 5 to 10 Minutes**
  - Expand the search area.
  - Assign some staff to conduct the search.
  - Assign other staff to continue supervising the rest of the students and to continue conducting activities with minimal disruption.
  - Simultaneously conduct a “paper search” by checking attendance records, Tadpoles records, ProCare attendance or any other daily record that might shed light on the situation.
- **Missing for 10 to 15 Minutes**
  - At 10 minutes, call the Owner and give a detailed description of the missing child (i.e., physical appearance, clothing, etc.) and the time he/she was last seen.
  - Follow their instructions.
  - Conduct another roll call and head count.
  - Continue to expand the search area.
- **Missing Beyond 15 Minutes**
  - At 15 minutes, the Owner, or in his/her absence, the Center Director will call 911 to alert police.
  - Call the parents to alert them to the situation.
  - Follow instructions from the Owner and the police.
  - Continue to assign some staff to the search.
  - Continue supervision of the other students and continue activities.
  - Complete an incident report when the student has been found.

- **Employee Disciplinary Action for Displaced Students**

All employees found negligent in meeting the policies set by ABC Academy, ensuring the safety and knowing the whereabouts of children in their care at all times will be immediately terminated. The Owner will review the Center Director classroom monitoring logs. Failure to demonstrate that security measures were followed by the Center Director, completing timely monitoring of the classrooms and playground, will also result in disciplinary action.

## **D. Center Security**

### **1. Unauthorized Person(s)**

Unauthorized person(s) are not permitted to visit the center during program hours and will be asked to leave. Any visitor who refuses to follow these policies or who generally seems inappropriate for any reason, must be reported to the Center Office.

### **2. Visitors at the Center**

Parents or guardians are always welcome at the center or during any of the scheduled off site field trips. Visitors must check in with the Center Director upon arrival.

## **8. Health Procedures**

### **A. Health Information Procedures**

- For the safety and health of the students and staff, Child Information Forms must be on file at the center. Students and staff are required to have Child Information Forms on file prior to their first day at the center or of employment, and the Center Director is responsible for collecting and alphabetizing them. One copy of the forms will remain in the office; another copy will be retained by the classroom Lead Teacher.
- Child Information is *confidential* and only for use by the center staff.
- Prescribed medication should be administered by the parent at home. If medication is absolutely necessary for a student, the parent must have a prescription authorization form on file at the center. Only the Center Director or in his/her absence, the Assistant Director, is authorized to administer medication.

- All medication shall be in its original container, stored according to instructions, and clearly labeled for a named child. Prescription medication shall have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength of the medication and shall only be given according to those instructions.
- A written order from a physician is required prior to administering medication in a manner other than is noted on the medication label.
- All medication must remain in a locked cabinet out of the reach of the children and shall be returned to the child's parent or destroyed when the parent determines it is no longer needed or has expired.
- Topical nonprescription medication, including, but not limited to sunscreen and insect repellent, require written parental authorization annually.
- The center shall maintain a record as to the time and the amount of medication given or applied. The signature of the caregiver administering medication shall be included.
- Staff must follow the same policy as the students, and take medication at home, if at all possible. The instructions on the prescription authorization form must be carefully followed.
- All medications are to be locked in the medication box for safekeeping, for both students and employees, and only the Center Director or Assistant Director may open this box.
- Medications that required refrigeration must be placed in the refrigerator out of reach of the children. Children are not allowed in the kitchen.

## **B. General Health Practices**

- Each classroom must have a First Aid Kit. The teaching staff must take the First Aid Kit with them while on the playground and on all field trips.
- Each classroom must have a well-stocked First Aid Kit containing the necessary supplies; adhesive strips, butterfly bandages, CPR mask, disposable gloves, elastic bandage, gauze pads, gauze rolls, non-stick pads, instant cold packs, roll of adhesive tape, scissors, tweezers, sterile dressing, triangle bandage,

emergency phone numbers. The Center Director must maintain adequate first aid supplies at all times.

- Each classroom must have a Field Trip Bag, (which contains, napkins, spoons, forks, wipes, hand sanitizer, extra outfit)
- Parents must be well informed of health-related situations. As a general rule, an injury to the head, face, neck and back, or anything else that is at all serious requires a call to the parent. All injuries must be reported to the Center Director at the time of the incident. An accident report must be completed for all injuries and signed by the Center Director.
- Protective gloves must be used at all times when applying first aid.
- Staff should routinely observe children for behavior, activity level, or any other changes in their physical condition that may indicate an emerging medical problem.
- If a student needs to be taken to the hospital, the Center Director or Assistant Director must accompany him/her.
- Teaching staff must refrain from responding to medical questions from parents or other since the correct answer is not possible without a proper medical examination.

## **C. Communicable Diseases**

- Staff must be alert to the possibility of a communicable disease and be prepared to notify parents of the exposure. Notices of exposure must be posted for parents on the classroom parent message board using the fact sheet provided by the Health Dept.
- See your Center Director for a complete listing of procedures and fact sheets for better clarification.

## **D. Precautions Regarding Blood-Borne Diseases**

### **1. Definition**

A blood borne pathogen is any infectious agent whose method of transmission is through exposure to the blood of an infected person (e.g., bacteria, viruses



and other germs that are carried in the blood stream). Blood borne pathogens that cause the greatest threat are: Hepatitis B Virus, Hepatitis C Virus and Human Immunodeficiency Virus.

## **2. Protective Barriers**

Critical to protect from blood borne pathogens is personal protective gear that acts as a barrier between the individual and the potential infectious material(s). Examples of protective gear that forms a barrier are: bandages covering all cuts and sores and then latex gloves, protective eyewear, face shields, CPR masks, caps and booties.

## **3. Standard Protective Procedures.**

Standard or universal precautions is an approach to infection control used to protect individuals from exposure to all human blood and other potentially infectious materials. The following procedures must be followed whenever assisting another individual in a situation that could result in exposure to blood or other bodily fluids.

- Wear personal protective gear in any exposure circumstances.
- Remove or replace any personal protective gear that is torn or becomes punctured.

## **4. Cleaning Up a Spill**

- When it is necessary to clean up blood or other potentially infected bodily fluid, the following procedures must be followed.
- Wear protective gloves during a cleanup procedure.
- Use a sanitizing solution containing between 50 to 100 parts per million of chlorine, prepared within the recent 12 hour period. A test kit shall be used when mixing the sanitizing solution.
- Use disposable towels to absorb the spill.
- Place all cleaning materials in a biohazard container, covered with a bleach solution, for safe disposal.

## **5. Immediate Implementation of First Aid**

As soon as an employee is involved in an exposure incident (e.g., needle stick, human bite, cuts and abrasions, contact with blood or potentially infectious bodily fluid or materials) the following first aid procedure must be implemented immediately:

## **STOP-WASH-REPORT.**

- **STOP-**As soon as an exposure incident has occurred, stop whatever you are doing as soon as possible. Do not delay.
- **WASH-**If blood has spilled on the skin, scrub the area(s) vigorously with soap and water for 15 minutes; or if water is unavailable, use a waterless antiseptic hand cleanser, to be followed as soon as possible with soap and water.
- If blood or bodily fluids has splashed into the eye, nose or mouth, flush the affected area with copious amounts of soap and water for at least 15 minutes.
- Take note of the amount of blood and bodily fluid that made contact to the exposed area and whether or not the skin is cut or otherwise broken.
- **REPORT** – The Center Director must report the incident immediately (i.e., verbally and then in writing) to the Owner who will make a first report of injury to Walton Agency third party administrator for Worker's Compensation.

## **9. Emergency Safety Standards**

### **A. Emergency Safety Plan for Injury or Acute Illness**

In the event of an emergency involving an injury or acute illness, the Center Director must follow these risk reduction measures.

- Call 911 to summon emergency personnel and then call the Owner.
- Notify the parent or the parent emergency contact person.
- Isolate the scene to prevent further injury or illness.
- The Center Director, or the Assistant Director in her absence, will accompany the child to the hospital and stay until the parent arrives.

- Prepare a written report immediately but no later than 23 hours following the occurrence.
- In case of an injury, correct the hazard immediately, if possible; study the occurrence to see if changes can be made to eliminate future injuries.

## **B. Safety Plan for Emergency Evacuation**

As a safety precaution, an emergency evacuation drill must be conducted on the first day of the Summer Camp Program as follows:

- Staff will escort the students out of the building in an orderly fashion, and proceed to a safe area (i.e., at least 75 feet from the facility).
- All summer camp staff must remain with their group of children and take attendance.
- If all children and staff are accounted for, the Center Director will maintain order and follow the instructions of emergency personnel in the event of an emergency.
- If a student or staff person is missing when the attendance is taken, the emergency personnel must be informed immediately, and staff must follow their instructions.
- When the emergency drill has been completed, the event must be recorded on the appropriate form, and a record of the dates of all emergency drills must be kept on location.

## **C. Fire or Other Hazard**

If a fire or other hazard occurs, evacuate students for their safety, following the Emergency Evacuation Safety Plan. If you cannot stop the fire with a fire extinguisher, call 911 for the Fire Department.

## **D. Natural Emergencies**

When emergency weather bulletins are issued that warn of high winds, thunderstorms, or tornados, the classroom staff will be notified by the Center

Director. The Center Director with the help of the classroom staff, will move the students to safe zone in the center hallways, closing all classroom doors. Attendance must be taken to ensure that all of the students have been accounted for. The students that are outside should be immediately move to the designated shelter area in the center hallway.

## **10. Transportation Standards**

### **A. Authorized Drivers**

- Only authorized Jackson Public School Bus drivers may transport children in Jackson Public School buses for field trip transportation.
- At no time is a private vehicle to be used to transport students.
- A written authorization form must be completed by the parent or guardian prior to transporting children to attend field trips or other events off premises.

### **B. Safety Plan for Transportation**

- The bus driver will assume responsibility for the safe passage of all passengers on the bus.
- An ABC Academy staff person is assigned to monitor children who ride the bus, this individual will work under the direction of the bus driver to maintain order.
- The Bus Safety Rules will be enforced to maintain safety for all bus riders.
- In the event of a vehicular accident, the bus driver and/or the lead staff person will call 911 to notify emergency personnel. He/she will provide secure care for any injured students, staff or volunteers, and supervision for uninjured students.
- In the event of a vehicular accident, the bus driver is responsible to identify witnesses and obtain accident emergency information in order to prepare a written accident report.
- The teaching staff will assist the children loading and unloading from the bus to ensure their safety.

## **C. Bus Safety Rules (for offsite trips)**

The following Bus Safety Rules are intended to keep students safe as they ride an authorized bus.

- Students and staff will respect and listen to the bus driver, and get on and off the bus in an orderly fashion.
- Children shall enter and leave the bus from the curbside unless the bus is in a protected parking area or driveway.
- Children shall not be left unattended on the bus.
- Staff are responsible for their own conduct and that of the students while on the bus and maintain a reasonable noise level so the driver does not become distracted (i.e., no yelling or screaming).
- Student must remain seated while the bus is in motion, and hands and feet must stay inside the bus.
- Campers are not allowed to sit on laps, and no more than three children are to be seated on one seat.
- Shoes must be worn on the bus.
- Staff and students may not put their feet on the seats or on the seats in front of them.
- Staff and students may not eat or drink on the bus.
- The aisle must remain clear at all times.
- Objects may not be thrown out of the windows or inside of the bus.
- Students and staff are not to leave litter on the bus.

*Knowing what to do in an emergency provides a safer environment for everyone.*

## 11. Swim Safety Standards

### A. Expectations for Staff

- Although the Parks and Recreation Department hires and train's lifeguards to monitor the activity at the pool, ABC Academy staff is expected to monitor and supervisor the children in their care. This expectation is because swimming is one of the most dangerous activities that occur during our program hours.
- While at the pool, the Center Director and you as a classroom staff are expected to work under the direction of the Pool Manager. Full cooperation and coordination will provide the best environment for the students.
- **You are on duty at all times while at the pool.** For all non-swimmers there shall be an in-the-water ratio of one caregiver to 4 children when the water level is the child's chest height or lower. When the water level is above the child's chest height, there shall be an in-the-water ratio of 1 caregiver to 1 child. For school age swimmers there shall be an in-the-water ratio of 1 caregiver per 10 children.
- All caregiving staff counted in the caregiver-to-child ratio shall be actively engaged in providing direct care, supervision and guidance. They must be physically able to assist the children quickly.
- You are expected to be in a swimsuit when in the pool. When providing supervision around the pool (see "Dress Code Requirements"). When providing supervision around the pool, you are expected to be dressed appropriately with shoes off in readiness to perform basic water assist.

- Any injury or accident must be reported to the Pool Manager immediately, and an injury/illness report must be prepared. The teaching staff must also report the injury to the Center Director, completing a center accident report.
- Teaching staff must ensure that an adequate amount of sunscreen is applied to the children to protect them while in the pool. Sunscreen must be reapplied each hour that the children are in the pool area.

*From the time a parent signs in a student in the morning to the time that child is picked up.*

*The Center Director and classroom staff are responsible for the security of that child.*

## **B. Attendance Procedures**

- It is critical to take attendance when leaving the center to go swimming (or for any offsite activity).
- At the pool, taking a head count is a good idea to double check that the same number of students are getting off the bus that got on.
- At the end of the swim, roll call should be taken as the students board the bus to be sure that the students that came to the pool are returning. It is essential to be sure that no extra students are on the bus or have been substituted for one of yours.

## **C. General Procedures**

- Students should come dressed as simply as possible to facilitate changing. Towels and swimsuits must be labeled.
- Valuables should not be brought to the pool.
- Students should be discouraged from using the snack bar.

- Prior to going to the pool, staff should see that none of the students show signs of illness.

## **D. Swim Safety Rules**

The staff should review the Swim Safety Rules listed below with the students before going to the pool, enforce them at the pool, and consistently model them.

- Children are expected to always listen to and follow the directions of the center and pool staff and any PA announcements.
- Children may not run in the area around the pool, push others into the pool, or take part in horseplay that might result in injury.
- On the first swim day a swim test will be given to determine whether or not children need to remain in shallow water.
- For the children's safety a buddy system may be used at the pool, at which time the children will be paired with a buddy whose swimming ability is similar.
- Once the children are given a signal to enter the pool, they must remain reasonably close to their buddy while in the water.
- Children are to look out for their buddy, and call for help if he or she is having trouble in the water.
- If either child wants to leave the pool, the other buddy must also leave the water at the same time.
- If the child loses track of their buddy, they may have to get out of the pool until their buddy is located.

## **E. Procedures at the Pool**

- Students must be kept together and admitted to the pool as a group. One staff member should check in with the pool cashier.



- Once admitted, the students should prepare for swimming. The lead teacher should guide the children with the location to deposit their belongings while they swim. The lead teacher is then responsible for the student's belongings.
- On the first swim day of the summer session, lifeguards will conduct a swimming test to determine each student's level of ability prior to participating in water activities. The results of this test will determine which pool may be used. Staff must ensure that the students only swim in the pool or pool area for which they were qualified.
- The lead teachers with the help of the support staff, will then pair each student with a buddy of similar swimming ability.
- Staff is on duty during the entire swim time. A diagram of the pool will be distributed to indicate where staff is to patrol.
- The Lead Teachers must assign all staff to specific roles to ensure that they are engaged with the students in the pool or as designated watchers assigned to specific places on the deck.
- The designated watchers should be alert to students both in the pool and on the deck area. They should be prepared to assist the lifeguards, monitor water play, ensure appropriate behaviors of students that are in and around the pool, and attend to any other matters involving safety and conduct.

## **F. Procedures for the End of Swim**

- Approximately 15 minutes before the end of the swim period, the Lead Teachers will call the students out of the water, and they will be expected to exit immediately.
- The students should pick up their belongings and go the locker rooms to change as quickly as possible. Staff are expected to monitor the students in the locker rooms.
- Staff must again check the entire facility to be sure that students have all of their belongings.

- When everyone has changed, staff must take attendance and then escort the children to the bus.
- Once all of the children have been loaded on the bus the teaching staff will take attendance again, conducting a roll call with the children, matching the students to the names on the attendance list.

## G. Pool Safety Plan

The following Pool Safety Plan will be in effect for both onsite and offsite swim activities.

- One staff will be on duty as designated at the side for the pool for every 18 students on the deck.
- One caregiver will be assigned for every 4 children in the shallow pool area.
- The overall ratio of one staff on duty for every 10 students will be in effect during a swimming activity for swimmers.
- Students will be given a swim test to determine swimming activity before being allowed in the pool. Non-swimmers or poor swimmers will be restricted to shallow water during a swimming activity.
- Special needs must be shared with all Staff from all buildings attending a field trip.
- The swim safety rules will be discussed before students enter the swimming pool.
- The swim safety procedures as set down in this manual will be followed.

*Students + Water + Inattentive Staff = An Accident Waiting to Happen*  
*But . . .*  
*Students + Water + Attentive Staff = Great Fun for Everyone!*

## 12. Behavior Management

### A. Preventive Measures

Implementing preventive measures is an important steps in controlling inappropriate behavior. Here are some useful preventive measures to help you manage youth behaviors.

#### 1. Structure the Environment

Ask these questions:

- Is the space appropriate?  
*(Using a small, confined area for a Large Group Activity may be confining to many children.)*
- Is the group too large or too small?  
*(Too many or too few students will noticeably affect children's boredom.)*
- Are there too many distractions if the room?  
*(An overly stimulating environment can often result in inattention and stress.)*
- Is there a good program plan?  
*(If the program is boring to students, they will lose interest and become inattentive or disruptive.)*
- Have alternative activities planned in case changes need to be made?  
*(If students lose interest, a quick change of activity can restore their focus.)*
- Is the activity plan too easy or too difficult?  
*(Finding the right level is important to keep students satisfied.)*
- Have you planned and prepared for the full day?  
*(Children are enrolled in the program from 6:00 a.m. to 6:00 p.m... The full day should be planned and prepared for. Expecting children to repeatedly find things to keep them occupied will result in boredom and become disruptive.)*

- Are the needs of the students being met?  
*(Really listening to the students will enable staff to meet their expectations in most cases.)*
- Come to the classroom prepared to allow you to stay in the room for your full shift.  
*(Classrooms are staffed based on the needs of each group. Staff leaving the room during their scheduled work hours, for whatever reason, leaves the room understaff and lacking the required supervision. Groups that are operating without adequate supervision result in disruption behaviors and unsafe conditions for the children.)*

## **2. Communicate Expectations**

- Have you communicated the physical boundaries to the students?  
*(Being proactive often makes it unnecessary to become reactive.)*
- Have you communicated the expectations that participants follow directions and are encouraged to participate in the activities?  
*(Starting with frequent reminders of the expectations often makes it possible to cut back on these prompts later.)*
- Have you clearly communicated that hitting, biting and other abusive or violent behaviors directed toward other students or staff and equipment will not be tolerated?
- Have you stated that self-abusive behavior will also not be tolerated?

## **3. Develop Consequences**

- Have consequences been planned in advance of infractions?
- Have the consequences been communicated to the participants?
- Do you consistently uphold rules and administer consequences?
- Have you made your relief staff aware of room policies and consequences?  
Are they also consistently following them with the group?

#### 4. Model a Desirable Behavior

- Are you a good role model; do you demonstrate appropriate behaviors?
- Do you speak respect and demonstrate good listening skills when the participant is speaking?

#### 5. Be Consistent

- Do you consistently enforce rules when participants test the boundaries?
- Are you making rules ineffective because of your inconsistency?

### B. Behavior Management Techniques

Our teachers encourage cooperative, independence, and respect for self and others

- **Acknowledgement of good behaviors** in a clear, direct and valued way is an excellent behavior management technique.
- **Nonverbal reinforcement** can also be very effective in conveying a positive feeling. (*e.g., nod, smile, wink, thumbs up or other gestures of approval*).
- When children are verbally, emotionally, or physically abusive, we take the following steps until the problem is solved.

#### **Six Steps of Conflict Resolution**

1. The teacher will approach calmly, stopping any hurtful action.
2. The teacher will acknowledge the children's feelings.
3. The teacher will gather information.
4. The teacher will restate the problem as described by the children.
5. The teacher will ask for ideas for solutions to the problem and they will choose one together.
6. The teacher will be prepared to give follow up support

- **Offer Guidance** Teachers should offer guidance towards the behaviors desired by the group, refraining from using generalized terms such as “*Don’t do that*”. “*Stop that*”. Avoid threatening disciplinary action.

## C. Implementing Behavior Management

When inappropriate behavior disrupts the program or is unacceptable to staff or participants, the following measures should be taken:

- Guide the child to refrain from doing the inappropriate behavior, ensuring that the safety of the other children in the group is met.
- When redirecting behavior, verbal or physical abuse is never tolerated.
- Notify the Center Director of repeated disruptive or unsafe behaviors.
  - The Lead Teacher should immediately begin keeping written documentation of the behavior and incidents, and include the following:
    - Describe the situation that preceded the behavior;
    - Describe the actual observed behavior, using objective language;
    - Describe the results of the behavior, including how staff and other participants reacted or were affected.
- If a student displays a pattern of inappropriate behavior, the Center Director should notify the parents to arrange a meeting. He/she will discuss the following:
  - Has this behavior been observed before?
  - If so, what tends to cause this behavior? (Limited to observations of a series of events. Our staff members should never attempt to diagnose a behavior as we leave this to the specialist in the field.)
  - Is there a behavior management plan already in existence that effectively controls the behavior?
  - Does the parent have a recommendation for managing this behavior so the program can be successful for all?
- After the situation is assessed, the Center Director will work with the program staff to develop a behavior management plan.
- The plan will be shared with the parent/guardian and staff for consistent implementation.

- If disruptive behavior persists, a second meeting may be held with the parent/guardian, program staff and Center Director to discuss appropriate options.

The Center Director, in consultation with the Owner, will determine whether dismissal from the program is necessary, as a last resort, and only if the actions of the child are deemed a safety hazard for the child or the other children in the group. The parents will be provided a two week notice to make alternative arrangements for their child.

## **13. Customer Relations**

### **A. Customer Service**

Having good customer relations is vital to a successful summer program. As a representative of ABC Academy, Inc. it is vital that you treat people with courtesy, helpfulness and understanding so as to maintain the highest level of customer service. Here are some general pointers for maintaining good customer relations:

- Greet each parent, other family members or family friends with courtesy and enthusiasm. Explain the program, and permit them to stay and observe the activities if they desire.
- Learn the names of family members of the children in your group, and call them by name when speaking with them.
- Point out written materials, fliers, weekly schedules and bulletin board displays that give further information and evidence of a good program.
- Answer questions correctly and/or refer the person to someone who can give correct answers. In other words, if you do not know the answer to a question, ask for help.
- When appropriate, suggest to parents that they pass the word along to other potential participants regarding the high caliber of the program.
- Have evaluation forms available, and encourage parents to complete them so that their feedback can help to improve the program.

## B. Customer Complaints

Complaints must be taken seriously. They act as warning signals that something is wrong or missing. If complaints are given prompt and careful attention, the center can often improve its services as well as its customer relations. If a parent complains about the program, follow these guidelines.

- Always handle the complaints out of earshot from the students and other parents.
- Remain calm and courteous, regardless of the customer's demeanor.
- Good "customer relation" techniques are:
  - Active listening
  - Address the person by name.
  - Acknowledge that you hear what the person is saying by paraphrasing or taking notes.
  - Ask questions to demonstrate a sincere desire to better understand the issue.
  - Apologize for the inconvenience.
  - Thank the person for bringing the problem to your attention.
- Allow an angry person to explain his/her anger and calm down before you respond to the complaint. Avoid becoming defensive.
- If insulting language is used, or if the situation becomes a personal confrontation, simply walk away from the person, seeking assistance from your Center Director. To trade insults will only make a bad situation worse.
- If the complaint concerns something within your control, take action immediately. Sharing the concern later with your Center Director and the action steps that you have put into place to correct it. If it is not something in your control, refer the person to your Center Director. Do not make promises you cannot keep, and inform your Center Director as soon as possible.
- Complete an incident report when appropriate.
- The Center Director will report all Customer Complaints to the Owner in writing, including the corrective action steps put into place.



- The Center Director will follow up with the parents within three days of the incident to ensure that the corrective action steps have addressed their concerns. An additional follow up contact will be made by the Center Director within 10 days of the incident to ensure that the center is still meeting their needs. Follow up written reports will be provided to the Owner by the Center Director.

## **C. Customer Feedback**

Obtaining customer feedback helps ABC Academy reach its goal of continuous improvement. Conveying a responsive attitude is an important part of helping customers feel satisfied with the service they are receiving.

Each classroom is expected to distribute a program evaluation to the parents at the close of the session. The survey will be sent electronically using Survey Monkey. Teaching staff will also assist students with completing their own Summer Wrap-up Survey.

## **D. Employee Feedback**

Meeting the needs of our employees is also important to the management team of ABC Academy. Obtaining feedback from our employees helps us to reach our goal of continuous improvement of our company for our employees. Each classroom staff member will be asked to complete a program evaluation at the close of the session, submitting the completed form using Survey Monkey.

*SUMMER WRAP UP & SURVEY EMAIL / LETTER TEMPLATE* – Directors will use this as a model to write to your customers and let them know what a great summer they had, then ask them for feedback with a link to our summer survey. Each center will have its own link to their individual Summer Survey found in our Survey Monkey site.

Dear \_\_\_\_\_,

Greetings from ABC Academy! It's hard to believe it, but summer's wrapping up around here. Thanks to everyone who participated in our Summer Youth Camp Program! Quite literally, we couldn't have done it without you.

This year was a truly a banner year for our program. The children had a great time enjoying **list highlights of field trips and special events that took place over the summer in this paragraph.**

Thank you for sharing your child with us. It is truly a gift to be to engage with them, helping them to learn about themselves, others, and their world. We sincerely hope that our Summer Youth Camp Program was able to create lifelong memories for your child and family.

**For Now: Program Feedback**

Please take a few minutes to fill out this survey that evaluates our program. We're here for you, so if you have praise, criticism, or suggestions, we want to hear it!

**Looking Ahead: Program Registration**

If you have not already done so, stop by the office to complete your contract for our School Year Latch Key Program.

Keep an eye out for an email next March to announce when our 2015 registration will open. Early Bird Registration opens April 1, look out for innovations to our programming.

Thank you again, for making 2014 such a wonderful summer. Good luck with the start back to school. If you will not be joining us for our latch key program, we look forward to seeing you again next summer!

Best regards,

Kathy Hoszkiw