

Nevada Community Resource Center

2021-2022 School Year Program Handbook

1037 8th Street
Nevada, IA 50201
NCRC Office: (515) 382-1600
Chris Burling, NCRC Director
cburling@nevadacubs.org

Nevada Community Resource Center

The Nevada Community Resource Center (NCRC) is committed to serving families in our community by providing a before and after school program, preschool wrap around program and childcare services during scheduled no school days. These services are available for children enrolled in the preschool program through 6th grade. The NCRC does not discriminate in our admission based on race, sex, religion, color, sexual orientation, place of national origin, marital status or ability.

The NCRC staff will provide a safe, nurturing, and structured environment that will ensure quality care for your child. Our activities will promote the development of positive life skills in the areas of academics and socialization as well as enhancing their emotional and physical well-being.

Through the combined efforts and support of the families, staff and community, the NCRC will continue to be an excellent resource for all involved. Thank you for entrusting your child in our care.

Mission Statement

To enhance child and family well-being

NCRC Vision

“Through innovation, collaboration, and cooperation, we will promote services that provide the tools needed to enhance family well-being and community partnerships.”

Goals

- To provide a safe, nurturing, stimulating, and structured environment for children grades preschool through 6th grade.
- To provide programming that meets the scheduling needs of parents/guardians.
- To provide quality staff who have a vested interest in the healthy development of children.
- To promote the development of social skills through positive interactions with peers and staff.
- To be committed to our community and its families.
- To provide opportunities deemed essential in producing successful adults, and laying the foundation for a safer, healthier future for our youth.

****The NCRC follows all school district policies****

Licensing

The NCRC is licensed by the Iowa Department of Human Services (DHS). A copy of the licensing rules and regulations is available in the office as well as at <http://www.dhs.state.ia.us>.

The NCRC has routine visits to insure we comply with all requirements of the State of Iowa.

Debbie Hammer
DHS Child Care Consultant
515-362-7819
dhammer1@dhs.state.ia.us

Registration

To register at the NCRC, you may contact Chris Burling at (515) 382-1600 or email at cburling@nevadacubs.org. You will be required to fill out the forms listed below before your child will officially be enrolled. A \$10 nonrefundable per child fee will be charged to your first bill for registration.

Required Forms for Registration:

- School Year Contract
- Emergency Consent
- NCRC Consent
- Assessment & Health Form – PreK and up (updated yearly)
- Signed copy of Immunization Certificate (from the doctor's office)
- Physical Exam – Preschool
- Medication Permission Form (if necessary)

Weekly Rates and Fees – 2021-2022 School Year

Before School Rates – WEEKLY		
Full-time (4-5 days/week)	Regular	Reduced
First Child	\$35	\$21
Additional Child(ren)	\$30	\$18
Part-time (1-3 days/week)	Regular	Reduced
First Child	\$26	\$16
Additional Child(ren)	\$22	\$14
Late Start Monday Mornings	Regular	Reduced
Weekly fee for Monday Mornings (no drop ins)	\$10	\$6

The full and part time before school rates include the late start Monday mornings due to teacher in-service/work days. **If there are late starts due to inclement weather, the NCRC is closed.**

After School Rates – WEEKLY		
Full-time (4-5 days/week)	Regular	Reduced
First Child	\$60	\$36
Additional Child(ren)	\$51	\$31
Part-time (1-3 days/week)	Regular	Reduced
First Child	\$45	\$27
Additional Child(ren)	\$38	\$23

Before AND After School Combination Rates WEEKLY		
Full-time (4-5 days/week)	Regular	Reduced
First Child	\$77	\$46
Additional Child(ren)	\$66	\$39
Part-time (1-3 days/week)	Regular	Reduced
First Child	\$58	\$35
Additional Child(ren)	\$49	\$30

Preschool Wrap Around Program 1/2 Day Child Care – WEEKLY		
Full-time (4-5 days/week)	Regular	Reduced
First Child	\$87	\$52
Additional Child(ren)	\$74	\$44
Part-time (1-3 days/week)	Regular	Reduced
First Child	\$65	\$39
Additional Child(ren)	\$55	\$33

The Preschool Wrap Around rates include the child being at the NCRC all day on Mondays (no preschool) from 7:45am to 3:30pm and Tuesday-Friday after their morning preschool session. **Please pick your child up by 3:30pm** if they are not enrolled in the After School Program.

Before AND After School AND Wrap Around Combination Rates – WEEKLY		
Full-time (4-5 days/week)	Regular	Reduced
First Child	\$145	\$87
Additional Child(ren)	\$123	\$74
Part-time (1-3 days/week)	Regular	Reduced
First Child	\$109	\$65
Additional Child(ren)	\$93	\$55

Camp Day Rates

If your child attends the offered camp days on scheduled no school days there will be an **additional fee** as follows:

Currently Enrolled in:	Regular	Reduced
Before School	\$25	\$15
Late Start Monday	\$32	\$19
After School	\$20	\$12
Wrap Around	\$15	\$9
Before & After School Program	\$17	\$10
Before & After School and Wrap Around Program	\$3	\$2
***If your child is enrolled part time with NCRC and the camp day falls on a day that your child is not regularly in attendance it will be \$32 (regular) or \$19 (reduced)		

NCRC Camp Days:

The following are scheduled no school days of which the NCRC will be offering camp days from 6:30am to 6:00pm:

- December 28th, 29th & 30th (pending need)
- January 24th
- March 14th, 15th & 16th

Billing

Billing occurs monthly. Bills will go out on the 1st of every month. Payments are due by the 15th of each month. A late fee of \$5.00 will be charged if you have not made prior arrangements with the NCRC office. If tuition bills are not paid, your child will be removed from the program.

Bills must be paid on RevTrak. Go to the Nevada Community School District website at this web address to register:

<http://nevadacubs.org/district/resources/revtrak>

After registering for RevTrak click on the "NCRC Payments" option on the district RevTrak site. You will then be asked to type in the amount you are paying and child(ren)'s name(s). RevTrak will email you the receipt and we will be automatically emailed a receipt as well. There is a laptop available in the NCRC office if you do not have access to a computer or the internet to make payments.

Note: You will **NOT** be credited for sick or vacation days. You will **NOT** be charged for the days that the NCRC is closed (as listed below) and you will be credited for snow days.

Days NCRC is **CLOSED**:

- November 25th & 26th (holiday)
- December 24th & 27th (holiday)
- December 31st (holiday)
- January 17th (work day)
- March 17th & 18th (work day)
- May 30th (holiday)

Scholarships

If you are in need of financial assistance, please contact the NCRC office regarding qualifications and possible scholarship availability.

Contact Information

Nevada Community Resource Center
1037 8th Street
Nevada, Iowa 50201

NCRC Office Phone: 515-382-1600

Chris' Email cburling@nevadacubs.org

Daily Schedule

To ensure a structured environment, the staff and children will separate into groups to incorporate the activity centers, outside play, snack time, homework help and reading time into our schedule. However, there will be times when staff will need to be flexible in activities and improvise when necessary due to inclement weather or any other unforeseen circumstances. If your child is involved in an activity not provided by the NCRC that needs accommodating within the NCRC schedule please contact the NCRC office to determine the feasibility of necessary arrangements. Parents will be required to give written consent to these arrangements if agreed upon by NCRC staff.

Before School Care

If your child is enrolled in the Before School Program, they can enter the building after 6:30am where they are to report to the main activity room. **Please accompany your child into the building as it is required that you sign them in.** The children will be encouraged to play at the offered activity centers. At 7:45am all school age children will walk to the elementary school. The middle school students will catch the shuttle bus and the elementary children will go inside to breakfast or their classroom. Preschoolers are walked over by 8:15am where they are brought to their teacher by the NCRC staff.

Due to the scheduled teacher in-service, a light breakfast will be served each Monday morning at the NCRC. The offered foods are under the guidelines of the CACFP (Children and Adult Food Care Program). The children will be walked over to the elementary school at 9:15am. Middle school students will take the shuttle bus to the middle school. Since there is no school for the preschoolers on Mondays, those that are enrolled in the 4-year old program will stay at the NCRC all day.

Centers

Staff members will set up “centers” where children can play games or activities. These can include, but are not limited to:

- Legos
- Cars/Trucks
- Board Games/Cards/Puzzles
- Arts & Crafts
- Small Manipulatives (magnets, tinker toys, playstix, etc.)
- Blocks
- Dramatic play
- Dolls
- Foosball Tables/Air hockey

Wrap Around Care

If your child is enrolled in the Wrap Around Program, the preschool/PreK children are picked up from their classrooms at 11:10am and walked back to the NCRC where they will eat their lunch. The children have the option to bring a sack lunch (that does not need to be heated up or refrigerated) from home or purchase a lunch provided by the Central Elementary School kitchen. The lunch menu can be found at the school website (www.nevadacubs.org).

After lunch programming includes: story time, rest time (NCRC provides cot sheets/blankets with weekly laundry service), free play at the offered activity centers, structured crafts & activities and snack. **Wrap around children must be picked up by 3:30pm if not enrolled in the After School Program.**

After School Care

If your child is enrolled in the After School Program, they will meet the NCRC staff in the elementary cafeteria to be sure all the children are accounted for. Middle school students will check in with the NCRC staff once they get off the shuttle bus at the elementary school.

Snack Time

A CACFP (Child and Adult Care Food Program) approved, peanut & tree nut free snack and milk or juice will be provided to your child upon their arrival to the Central lunchroom with the NCRC. The snack menu is posted monthly by the sign in/out sheet. **Please keep the staff aware of any food allergies your child has or special diet requirements.** The NCRC does not threaten to or withhold food or beverages as a punishment.

If you would like to provide a snack for a special occasion it must be store bought and peanut & tree nut free. Please notify the NCRC office if you plan to bring a special snack. If the provided snack does not meet CACFP guidelines, an additional snack will be supplemented.

Outside Play

Weather permitting (see weather policy in program manual), the children will play on the playground at the elementary school before being walked over to the NCRC. This will encourage gross motor play, exercise and socialization skills while promoting their growth and development. Attendance is taken once again before leaving the playground as well as when everyone returns to the NCRC building from the playground. If we are unable to play outside due to weather we will go directly to the NCRC after snack.

Once back at the NCRC building, the children will be separated into the following groups:

- Homework help
- Quiet reading
- Story time

Homework Help

If children have homework, they can choose to go to the designated homework area. Staff members will be available to assist the children with their studies. Chromebooks (provided by the school) will only be allowed for homework use. If these privileges are abused, the chromebooks will be put away.

Quiet Reading/Story Time

If children do not have homework, they will go to the reading areas. In keeping with the school's request of having your child read at least 20 minutes every evening, the NCRC offers this time after school. All children who are able to read will go to the main room with books from home, school or the NCRC. Children who are not yet able to read on their own will go to the reading room where a staff member or older child will read stories to them.

After reading time, children will play at the offered activity centers. When ratios allow, the older children will have the opportunity to be a part of the activities that are provided in the older's room. At 5:15pm all children will go to the main activity room. **Please remember to pick your child up no later than 6:00pm.**

Transportation

The NCRC children are walked by NCRC staff to and from school each day. In the event of lightning, NCRC staff will accompany the children on a provided district bus to transport the children safely. Children must follow basic rules of conduct while on the bus: fighting, swearing, or abusive behavior is prohibited; children must remain seated at all times and keep all body parts inside the vehicle; eating or drinking is prohibited as well as throwing objects out the window. Staff will be monitoring behavior and enforcing rules.

NCRC Conduct Policy

It is our intent that each child enjoys his/her experience at NCRC. To make this possible, we have implemented basic rules of conduct to ensure the safety of all participants. At any given time, if your child is acting inappropriately, you could be called and asked to come and get your child. We must allow every child to have a positive experience at the NCRC. Please review the NCRC expectations with your child.

Just as in school, your child is responsible for his/her actions. Because we are here to help your child succeed, we will provide all the basic information about rules of safety and good conduct expectations. Positive guidance techniques will be used to reinforce this policy (see program manual for details).

The following conduct policies apply directly to each child and will be used in determining eligibility to continue as a participant in the program. Age and stage of development will be taken into consideration when determining consequences. In accordance with the severity of

the behavior, your child may either: lose a privilege during a specific activity, be suspended from the program, or be terminated from the program all together.

Rules & Expectations

The NCRC's 3 main rules are: **Be Safe, Be Kind, Be Respectful**. The following expectations fall under these rules:

- Children must stay with assigned group within authorized areas of the facility and playground
- Children must use appropriate language while also being kind and respectful to staff and peers
- The NCRC does not tolerate the defacing or stealing of property
- Children are not allowed to engage in fighting or demonstrate aggressive behavior
- The NCRC, like the school, is substance free which includes, but is not limited to, cigarettes, chewing tobacco, alcohol or non-prescribed drugs
- Children must follow basic rules of safety in **all** NCRC settings

If a child does not follow these policies, every effort will be made to contact the parent and meet in conference. Depending on the severity and location of the infraction, the parent will possibly be expected to:

- Pick up the child immediately from the NCRC or field trip site
- Meet with the Director and Assistant Director for a conference concerning the infraction, during which time suspension or termination from the program may be a consideration

Tobacco/Nicotine-Free Environment (District Code #905.2)

Nevada Community School District facilities and grounds, including school vehicles, are off limits for tobacco or nicotine use, including the use of look-a-likes where the original would include tobacco or nicotine. This requirement extends to students, employees and visitors. This policy applies at all times, including school-sponsored events, wherever held, and non-school sponsored events on District facilities and grounds. Visitors failing to abide by this policy are required to extinguish their smoking material, dispose of the tobacco, nicotine, or other product or leave the District premises immediately. Students or employees failing to abide by this policy are subject to additional sanctions. It is the responsibility of the administration to enforce this policy.

Positive Behavior System

The NCRC has a positive behavior management system for the children. As stated in our conduct policy, we want your child to enjoy the activities and opportunities offered through the NCRC. Just as in school, he/she is responsible for his/her actions. Because we are here to help your child succeed the following system is in place. Positive behavior will receive privileges or rewards such as, but not limited to, small prizes, words of praise, positive reports. If a negative behavior occurs, after an initial warning and redirection, children will receive a time away/break from friends (offered a quiet activity to complete alone), loss of privilege or other consequences based on the behavior. The child will then spend time with a staff member to discuss how the situation could have had a more positive outcome by following the NCRC rules. If you have any questions regarding the behavior management system, please talk with one of the NCRC staff or refer to the NCRC Program Manual for more detailed information on behavior guidance.

According to licensing procedures for child care centers in the state of Iowa [Section 109.12(2)]

- Corporal punishment including spanking, shaking, and slapping will not be used.
- Punishment which is humiliating or frightening or which causes pain or discomfort to the child will not be used.
- Punishment or threat of punishment will not be administered because of a child's illness or lack of progress in toilet training, or in connection with food or rest.
- No child will be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family.
- The NCRC will have a written policy on the discipline of children which provides for positive guidance, with direction for resolving conflict and setting of well-defined limits. The written policy can be found in all NCRC handbooks.

Weapons

Per Nevada Community School District #502.6, participants in the NCRC program shall not possess weapons of any kind, including gun look-alikes, while under the supervision of NCRC staff. **If a child is found with a weapon, parents will be notified immediately as well as law enforcement and school officials as necessary.** The NCRC conduct policy will be enforced. In all cases the parents/guardians will be notified through a phone call and a written incident report.

Biting Policy

In cases where a mark is left on another child as a result of biting, the staff will notify both parents. The staff will complete an incident report listing the details of the incident for the children involved. At pick up time, the parents of the children involved will be asked to sign a copy of the incident report that will be placed in the child's file for documentation. In situations where biting occurs, the following first aid procedure will be followed:

- For a surface bite, ice will be applied to reduce any swelling or bruising
- For a bite that breaks through the skin, the area will first be cleaned with soap and water. Bite mark will be bandaged and child will be monitored for any changes. Should changes occur, the parent will be contacted immediately.

Parent Responsibilities

Absences

If you know your child is going to be absent from our program, please contact us as soon as possible. You can email Chris at cburling@nevadacubs.org, call us at (515) 382-1600 or send a message on Remind.

Arrivals and Pick Ups

Your child may enter the NCRC building for the Before School Program anywhere between 6:30-7:45am. **It is very important to keep our records accurate, so please sign your child in on the provided attendance sheets.**

You may pick up your child from the After School Program anytime after 3:30pm and **no later** than 6:00pm. If you pick up your child after 6:00pm you may be charged a late fee of \$10.00

for every 15-minute increment. Wrap Around children need to be picked up by 3:30pm if they are not signed up for the After School Program.

If a parent/guardian is intoxicated or substance-impaired, the NCRC staff will contact the other parent/guardian or emergency contact to provide transportation for the child.

On your registration form, you need to write the names of others who can pick up your child. For safety purposes, it is under the staff's discretion to ask for that person's identification before we let them take the child. If they refuse to show identification, staff will keep the child and contact a parent/guardian. There may be extenuating circumstances when another person, not on your list, needs to pick up your child. You must call the NCRC office with this information.

Being Prepared

Children should come to NCRC appropriately dressed for outdoor activities. This includes:

- Hats, mittens, coat, snow pants and boots in the winter. We are unable to keep individual children inside when the group is going out to play. Children will walk to and from school each day, so it is crucial to send appropriate outdoor clothing.
- Tennis shoes are preferred, but our goal is to avoid flip-flops and heels.
- Jackets and/or sweatshirts are important to have in the spring and summer. While it may be quite warm during the school day, it can be chilly by the time we go out for recess.
- To minimize any mix-up or lost clothing, label all of your child's clothes, boots, coats, hats, sweaters, gloves, etc.
- It is a good idea to send an extra set of clothing in your child's backpack. There are several ways in which your child can become wet or messy enough to need a change of clothes.

Belongings

Children will put their belongings in their assigned locker at the NCRC. The NCRC will not be responsible for lost or stolen items so please have your child keep their valuable items at home. It is also helpful to have your child's name on their belongings.

We do not allow gum, candy, toys, electronic devices, or sports equipment from home.

Chromebooks provided by the school are only allowed to be used for homework purposes. If this privilege is abused, we reserve the right to hold the chromebook until the child leaves for the day.

Cell Phone Policy: NCRC children are discouraged from bringing cell phones to the NCRC. Telephones are available and staff will assist in making all necessary calls. The NCRC is not responsible for lost, damaged, or stolen cell phones. Cell phones must be kept in the child's locker. Cell phone use during NCRC may result in confiscation of the phone, in which the cell phone will be returned to the child when the parent picks them up.

Parent Disclosure

In the best interest of your child, please inform the staff of any special needs or limitations. We want to provide each child with the best possible care and need to know if your child requires medications (Medication Permission Form required) or other special considerations. Such situations must be discussed with the NCRC Director or Assistant Director who may also

consult with school staff. The American's with Disabilities Act states that we will make reasonable accommodations for children with special needs as long as this does not fundamentally alter the nature of our program. Please be aware that there are limitations of the NCRC accommodations, we may not be able to care for all needs as we cannot provide one-on-one care.

Parent/Guardian Involvement

We believe in a strong partnership between parents and staff. The NCRC recognizes that each family system is different and we strive to work with each family on a continual basis.

The NCRC has the following avenues of parental/guardian involvement to encourage input in decision making, planning and to facilitate communication among parents and staff.

- Parents may request a conference with the Director or Assistant Director at any time to discuss their own child or the program in general. You may set up an appointment if necessary.
- We always like to know what you think. If you have a question, concern or suggestion, please email, talk to the staff or call the NCRC office at any time.
- We send out evaluations at the end of each program to get feedback on how we're doing.
- Information regarding upcoming NCRC events will be distributed as necessary.

Parents will be granted unlimited access to their children during NCRC hours, unless parental contact is prohibited by court order. If parent contact is prohibited by court order, the guardian parent must provide a copy of the applicable portions of the court order. That copy will be placed in the child's file.

Remind App: The NCRC will communicate important announcements through the Remind App. At the beginning of each program parents will be sent instructions on how to sign up for the announcements for that particular program. This will also be another mode of communication between parents and the NCRC.

Staff Qualifications

Mandatory Reporting

By law, the State of Iowa and the Department of Human Services require we inform you: We are required to report any suspicion of child abuse or neglect. It is not our job to determine the validity of such suspicion, but simply to report it.

Hiring Procedure

NCRC has policies set in place that defines the roles and responsibilities, qualifications and special training needed to be employed by the center. Hiring procedure include completion of the following checks:

- Criminal record check
- Free from history of substantiated child abuse or neglect check
- Education credentials
- Verification of age (must be 18 years old)
- Completion of high school or GED
- Personal references
- Current health assessment

Orientation

Employees must know their roles and duties while working with the children at the NCRC. Upon hiring, new staff will meet with the NCRC Director and Assistant Director regarding expectations outlined in the NCRC Program Manual. They will then receive on-the-job training as well as the trainings required by DHS & the Nevada School District. New employee training is monitored by the NCRC staff.

Staff Development

NCRC Staff are required to take classes/training throughout the course of the year. The resources currently used by the NCRC staff include Child Care Resources & Referral, Heartland AEA, ISU Extension & Outreach and other trainings approved by the Iowa Child Care Training Registry. Staff are expected to complete all trainings which are focused on topics relevant to the NCRC programming.

Staff Evaluations

The NCRC Director completes formal staff evaluations annually. If there is a concern with an employee's performance the director will address this as necessary.

Health and Safety Policies

General Health and Safety Guidelines

- All staff must be alerted to the health of each child, known allergies or special medical conditions.
- When a child is under the supervision of NCRC, all staff must be alerted to the whereabouts of all the children. Systems are in place for accounting for children at regular intervals, especially during periods of transition.
- All staff are familiar with evacuation routes and procedures.
- All staff are to follow proper procedure for hand washing, using disinfectant and follow universal precautions to prevent infections.
- All NCRC staff completes "Universal Precautions" annually.
- All NCRC staff will complete CPR & First Aid training, including managing blocked airway and providing rescue breathing for infants and children, if they are not already certified

Emergency Medical Consent Forms

Your complete registration forms should have your home, work and cell contacts, as well as at least two emergency contacts. This is the information we will use when we need to reach you, including in the case of illness or a medical emergency. You will also be required to list your child's doctor, dentist and hospital preference. **If any of this information changes, please inform the NCRC office immediately.**

Illness Policy

Upon arriving at NCRC, each child is observed by staff for signs of illness or injury that could affect the child's ability to participate comfortably in daily activities. If a child requires more care than the staff is able to provide, the parent will be contacted. If your child becomes ill during the day, you will be notified and your child will need to be picked up immediately. If you

are unable to be reached, an emergency contact person will be notified. Until the child is picked up the NCRC will provide a quiet area for the ill or injured child to rest.

Children must be free of fever, and other illness symptoms like vomiting and diarrhea, for 24 hours before returning to NCRC. If you feel your child is too sick to participate in outside play or other planned activities, your child should be staying home. The NCRC does not have enough staff to provide supervision to one child who needs to stay inside.

Communicable Disease

Parents need to notify NCRC staff of any communicable diseases. When a communicable disease has been reported, all parents will be notified by email, and a notice will be posted on site. This notice will include details of symptoms, mode of transmission, period of communicability and the control measures NCRC takes when this event occurs.

Medical Emergencies

In the event of a medical emergency or accident, NCRC staff will administer first aid. If it is determined that medical help is advised, every attempt will be made to contact the parent/guardian. If this is not possible, we will contact the emergency contact persons listed on your registration form. If emergency medical care is considered necessary and the above cannot be reached, the staff member will call 911. **Under no circumstances will staff transport children themselves to receive medical treatment.**

Medication Administration

All medication to be administered during NCRC hours will be kept and administered by NCRC staff certified in medication administration. No medication will be administered without specific guidelines and directions from the parent/guardian. All medication to be administered at NCRC must be accompanied with a medication permission form, giving specific directions, along with the signature of the parent/guardian. Medication will not be given without a completed form. All “over the counter” medications require a completed form. Prescription medication administered at NCRC needs to be in the original prescription container labeled with: name of the child, name of the medication, directions, physician’s name and date of prescription.

For the safety of all children in the program, medications will be stored in a locked, secure place. Any unused medication or empty containers will be returned to the parent/guardian for proper disposal.

After giving medication, staff will observe the child to make sure there are no adverse reactions. In case of a possible reaction to any medication the parents/guardians and prescribing or local physician will be contacted immediately.

Hand-washing

The NCRC will ensure that staff assist children in personal hygiene sufficient to prevent or minimize the transmission of illness or disease. Hand-washing procedures are posted at all sinks.

Children’s hands shall be washed at the following times:

- Upon arriving to the building
- Immediately before eating or participating in any food service activity

- After using the restroom
- After handling animals

Child Injury/Incident Reports

If significant injury occurs an accident/incident report will be filled out. The parent/guardian will be asked to read and sign the report. A copy of this report will be given to you (if requested) as well as placed in your child's file.

If your child is involved in a behavior-related incident, the same report procedure will be followed.

Lice

If not monitored closely, head lice can be a problem. To keep this situation under control the staff will do periodic head checks. If it is discovered that a child has nits or lice, the child will be sent home to be treated. **Children may not return to the program until they are nit and lice free.**

Toilet Training

All children in the NCRC programs are required to be toilet trained. If a child has an accident, staff will clean the child and put on extra clothes. **It is important that the children have an extra set of clothing from home.**

If a child has frequent accidents, the Director will contact the parent to discuss the situation.

Emergency Procedures

General Procedures

Next to all phones in the NCRC facility is a listing of the facility's exact location including address and directions to assist emergency personnel in finding our location as to assure the staff's ability to properly guide the authorities to our facility.

It is the responsibility of the NCRC office to keep all staff members informed of their individual duties and responsibilities in the event of an emergency.

Staff will be provided with:

- An emergency evacuation diagram
- A complete detailed procedure, in writing, outlining staff responsibilities in the event of an emergency
- A synopsis of the written procedures, including the exact directions to the center, posted near the telephone

Fire Emergency

- Fire drills will be held monthly. All fire drills will be documented in the fire drill log, which will be kept available at the center.
- Immediately upon discovery of any kind of fire in the building, or to initiate a fire drill, the fire alarm will be sounded, which will contact local authorities and emergency personnel.
- Upon hearing the fire alarm, staff members will immediately react as follows:
 - NCRC staff will instruct the children to line up at the closest/safest door in a single file line.

- An NCRC staff member will immediately take the children along with the attendance sheet out through the closest/safest exit door.
- Once in the designated meeting place (across the street on K Avenue), the NCRC staff will take attendance using the daily attendance sheet.
- If any child is unaccounted for, the fire department will be advised immediately.
- The staff will not leave the children for any reason, re-entering a burning building must be the responsibility of the emergency personnel.

The NCRC staff will reassure the children and make every effort to maintain good composure at all times. Children will be released to their parent/guardians or persons on the emergency contact form.

If extreme weather conditions permit immediate shelter (i.e. rain, extreme cold or heat, etc) the NCRC children will be walked to Central Elementary for safety.

Tornado Emergency

Tornado drills are held monthly. These drills will be documented on the tornado drill log and kept available at the center.

Tornado Watch: Upon learning of a tornado watch in the area, NCRC will immediately and continuously monitor the weather until such time as the facility is closed and all children have left with their parent/guardians or the weather watch is cancelled.

Tornado Warning: Should weather conditions deteriorate and a tornado warning is issued, the NCRC will initiate the following tornado procedures:

- The NCRC staff will instruct all children to keep quiet and form a single file line at the door.
- The NCRC staff will take all of the children and the attendance sheet to a predetermined location (NCRC kitchen) and close all doors. The children will sit quietly while attendance is taken. If necessary, staff will instruct the children to sit in the turtle position (cover head with hands).
- The children will remain in the predetermined safe location (NCRC kitchen) until the tornado warning has been cancelled.

Blizzard/Severe Winter Weather

Please tune into your local news channel to be sure you have accurate information as to delays or closings as you will not be notified by the NCRC on these days.

- **If school is cancelled**, the NCRC is closed.
 - In the event that school cancels after your child(ren) is at NCRC for late start Monday you will be contacted to pick up your child(ren).
- **If there is a late start due to weather**, there will not be a Before School Program and the NCRC will open at 9:45am for our Wrap Around Program.
- **If there is an early out due to weather**, there will not be an After School Program and parents of the Wrap Around children will be notified as to the time they will need to pick their children up.

For consistency purposes, the NCRC follows the school schedule for all delays, early outs and closings due to weather. During these closings the NCRC does not have access to lunch or

staff to provide a last minute camp day. You will be credited for any NCRC programs cancelled due to weather.

It is at the discretion of the NCRC to cancel camp days due to inclement weather for the safety of both children and staff. Parents will be contacted in the event of a camp day cancellation.

Intruder within the NCRC

In the event of an intruder that poses a threat, the NCRC staff and children will follow ALICE (Alert, Lockdown, Inform, Counter, Evacuate) training procedure.

Utility Failure

Staff members and children will remain in the main activity room if at all possible, proceed with activities as usual or may go outside to the playground until utilities are restored.

If utilities cannot be restored within a reasonable amount of time, the center will relocate to Central Elementary, if space is available. Otherwise, the center will close and the parents will be contacted. NCRC staff will begin calling parents for immediate pickup.

Missing or Abducted Child

In the event that a child is missing or abducted, the following procedure will be carried out:

- The NCRC staff will search the premises for the child.
- If the child is not located after all potential hiding spots and immediate outdoor areas have been searched, the NCRC director will notify the parent that the child is missing.
- The staff will also confirm that the child was not already picked up.

If the child has not been found, a lockdown begins. During a lock down, the procedures are:

- All exits are monitored by staff letting no one in or out of the facility
- 911 will be called by a staff member who has the best knowledge of what the child is wearing along with distinctive features

The following information will be written down and given to the police:

- child's name, age, height, weight, date of birth, and hair color
- child's clothing worn that day, identifying features
- time at which child was noticed missing
- if a child abduction is suspected, were there suspicious vehicles or persons located around the NCRC building (if so, descriptions written down as well)

While the police are in route, the NCRC will continue to look for the child. Once the police arrive at the NCRC building all information will be given to them to help in locating the child. The police will be asked to activate an Amber Alert by the NCRC Director.

Note to After School parents: If we do not get written or verbal communication of alternative child care plans, expect a phone call from the NCRC office to verify the whereabouts of your child. If we cannot get ahold of you or your emergency contacts the police may be contacted to ensure the safety of the child. If your child will not be attending school, please give the NCRC a call or email to let us know that they will not be with us since they must be at school in order to receive child care from the NCRC.

Bomb Threats

As soon as a bomb threat is reported, the NCRC will be cleared and law enforcement will be notified immediately. The appropriate district or law enforcement officials will make a thorough

search of the building. NCRC staff and children will remain away from the NCRC building until it is determined that danger no longer exists.

Chemical Spills

In the event of an external chemical spill, the NCRC is prepared to shelter in place and keep children and staff inside the building.

- The NCRC staff will move the children away from immediate vicinity of danger and stay at this location until directed otherwise. Attendance will be taken to be sure all children are safe.
- All windows and doors will be sealed and the heating and/or air conditioning system will be turned off
- Local law enforcement will be notified of our intent to shelter in place
- The NCRC Director will determine whether the center will be closed or remain open. Parents/guardians will be notified by phone if the NCRC is closing.
- An “all clear” will be given once the threat has passed and it is safe to leave the building

In the event of an internal chemical spill (i.e. natural gas leak, etc.), the NCRC will evacuate the building.

- NCRC staff will instruct the children to line up at the door in a single file line.
- An NCRC staff member will immediately take the children along with the attendance sheet out through the closest exit door.
- Once in the designated meeting place (across the street on K Avenue), the NCRC staff will have the children sit down quietly and take roll using the daily attendance sheet.
- All windows and doors will be sealed and the heating and/or air conditioning system will be turned off
- Local law enforcement will be notified of intent to evacuate the building
- The NCRC Director will determine whether the center will be closed or remain open. Parents/guardians will be notified by phone if the NCRC is closing.
- An “all clear” will be given once the threat has passed and it is safe to re-enter the building

**For more detailed information regarding our programs please see the
NCRC Program Manual**