

Nevada Community Resource Center

PROGRAM MANUAL

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

The purpose of this manual is to familiarize you with the policies, procedures and routines of the NCRC program. It is meant to be a daily guide for activity, procedure and conduct. In addition to this manual, the NCRC follows all policies of the Nevada Community School District.

This is intended to be a living document and will be updated annually, as well as when policies are changed through DHS and/or the Nevada School District.

****Updated as of March 2022****

Table of Contents

NEVADA COMMUNITY RESOURCE CENTER	6
NCRC VISION	6
GOALS	6
LICENSING	7
DHS EVALUATIONS	7
NCRC ADVISORY BOARD	7
DAYS AND HOURS OF OPERATION	7
EMERGENCY CLOSURES	8
NCRC PROGRAMMING	8
CENTERS	8
OTHER ACTIVITIES	ERROR! BOOKMARK NOT DEFINED.
FIELD TRIPS & TRANSPORTATION	8
FIELD TRIP PROCEDURES	9
STAFF TO CHILD RATIO	9
STAFF-CHILD RELATIONSHIPS	10
BEHAVIOR GUIDANCE	11
POSITIVE BEHAVIOR SYSTEM	11
PHILOSOPHY OF BEHAVIOR MANAGEMENT	12
COMMUNICATING RESPECT	12
DIRECTIONS AND INSTRUCTIONS	12
CAPTURING KIDS HEARTS	12
TIPS FOR DEALING WITH INAPPROPRIATE BEHAVIOR	13
NCRC CONDUCT POLICY	13
RULES & EXPECTATIONS	13
BITING POLICY	14
SECLUSION & RESTRAINT	14
RUNNING AWAY	14
TOBACCO/NICOTINE-FREE ENVIRONMENT (DISTRICT CODE #905.2)	14
WEAPONS	14
INELIGIBILITY FOR SERVICES	15
COMMUNICATION	15
PARENT/GUARDIAN INVOLVEMENT	16
STAFF-FAMILY RELATIONSHIPS	16

PARENT HANDBOOK	17
PARENT/GUARDIAN PHONE CONTACT	17
EFFECTIVE RELATIONSHIPS WITH SCHOOL STAFF	17
VOLUNTEERS/INTERNS	18
RECORD KEEPING/CONFIDENTIALITY	18
REGISTRATION	18
REQUIRED FORMS FOR REGISTRATION	19
NCRC RATES & FEES	19
REGULAR/REDUCED RATE	19
DROP IN RATES	19
DEPARTMENT OF HUMAN SERVICES (DHS) PAYMENTS	19
CHILD FILES	19
BILLING AND PAYMENTS	20
BILLING	20
REVTRAK	20
DHS PAYMENTS	20
MONTHLY PAPERWORK	21
CHILD INJURY/INCIDENT REPORTS	21
FIRST AID	22-23
CRITICAL INCIDENT REPORTS	24
CONTACT LISTS	24
DAILY POLICIES	24
SIGN IN/OUT PROCEDURES	24
LATE PICK-UP POLICY	25
FIRST AID KIT	25
HEALTH AND SAFETY POLICIES	26
GENERAL HEALTH AND SAFETY GUIDELINES	26
EMERGENCY MEDICAL CONSENT FORMS	26
ILLNESS POLICY	26
COMMUNICABLE DISEASE	26
MEDICAL EMERGENCIES	27
MEDICATION ADMINISTRATION	27
EMERGENCY PLANS/NUMBERS	27
FIRE EMERGENCY	28
TORNADO EMERGENCY	29
BLIZZARD/SEVERE WINTER WEATHER	29

WEATHER POLICY	30
HEAT POLICY	30
WINTER WEATHER POLICY	30
INTRUDER WITHIN THE NCRC	30
UTILITY FAILURE	31
MISSING OR ABDUCTED CHILD	31
BOMB THREATS	31
CHEMICAL SPILLS	32
CONTINUITY OF OPERATIONS	32
SECURITY CAMERAS	32
HAND-WASHING	33
SUNSCREEN	33
NUTRITION	34
SNACK	34
BREAKFAST	34
ALLERGIES	34
FOOD FROM HOME	34
SACK LUNCHESES	34
CULTURALLY SENSITIVE PRACTICES	35
CHILD ABUSE REPORTING	35
PERSONNEL	36
TRAINING REQUIREMENTS	36
EVALUATIONS	36
STAFF MEETINGS	37
NCRC DRESS CODE	37
PERSONAL CELL PHONE POLICY	37
COMPUTER AND ELECTRONIC DEVICES/USAGE	38
SOCIAL NETWORKING	38
STAFF RELATIONSHIPS AND EXPECTATIONS	39
ETHICAL CONSIDERATIONS	39
INITIATIVE	39
ATTITUDE	39
EXPECTATIONS	40
VACATING A POSITION	40
PAYROLL	41
TIME OFF REQUESTS	41

Nevada Community Resource Center

The Nevada Community Resource Center (NCRC) is committed to serving families in our community by providing child care programs for before and after school, preschool wrap around program, services during scheduled no school days as well as a summer program. 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

DHS Evaluation

The NCRC program follows DHS Licensing Regulations. The program director and assistant director are responsible for ensuring all rules and regulations are being followed. In addition, the NCRC follows all Nevada Community School District policies and is held accountable by the Superintendent and the Nevada School Board.

NCRC Advisory Board

The NCRC has an Advisory Board that meets quarterly. This board is comprised of 7 to 10 members, who represent the community of Nevada from both public and private sectors. Just as the NCRC Director is accountable to the Superintendent of Nevada Schools, this advisory board also helps to guide and support all NCRC programming.

Days and Hours of Operation

- The NCRC is open from 6:30am to 6:00pm Monday through Friday
- The NCRC offers before school, wrap around and after school programs
- The NCRC offers all day programming during camp days (scheduled no school days listed in the Parent Handbook) as well as the summer program
- Summer Program is held at Central Elementary School. There will be a break between school year and summer programming for planning and moving purposes.
- **The NCRC is closed:**
 - Summer 2022 – July 4th & July 5th (holiday)
 - School Year 2022-2023 – September 5th (holiday), November 24th & 25th (holiday), December 26th-30th (holiday break), January 2nd (holiday), January 16th (in-service), March 16th, 17th & 20th (spring break)

The NCRC reserves the right to be closed additional days due to unforeseen circumstances.

Emergency Closures

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. If school is **delayed** due to inclement winter weather, our before school program will be cancelled. When school is **cancelled or closes early** due to inclement winter weather, NCRC will also be closed. Parents are notified of this policy through the parent handbook. Parents will be required to fill out a form through the school as well as on the NCRC form indicating where their child(ren) will go when school closes early for weather reasons.

****Please refer to page 29 as to the “Blizzard/Severe Winter Weather” policy****

NCRC Programming

The NCRC program activities promote positive life skills development in the areas of learning and socialization as well as enhancing their emotional and physical well-being. We offer a safe, nurturing and structured environment for children to play and interact. We try to focus on teaching the children to get along with others, take turns and work as a group, but also provide a quiet area with less stimulation for those who need it.

Centers

Staff members will set up “centers” where children can choose from various activities. These can include, but are not limited to:

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

Other Activities

- Outside play
- Reading & homework
- Field trips/special on-site programs (summer)
- Swimming (summer)
- Library
- Staff-directed crafts/activities
- Community opportunities

Field Trips & Transportation

Field trips are a great way to learn about other cultures, people and places. Field trips may be taken on camp days throughout the school year as well as weekly during the summer program. Parent/guardian consent is obtained through the information provided on the consent form turned in at the time of registration. Parents will be informed ahead of time when and where the children will be going.

A district bus and/or van will be used to transport the child(ren) to and from field trips if not within walking distance.

Field Trip Procedures

- Tell the children where the field trip is and what is involved.
- Explain your expectations at the field trip and on the bus.
- Have the children go to the bathroom and get a drink of water before loading the bus.
- Leave a sign by the room and by the sign out sheet reminding parents we are on a field trip and provide emergency contact numbers.
- Make sure all lunch/snack supplies are ready (if necessary)
- Make sure all children are wearing appropriate clothing
- Apply sunscreen and bring extra with you (if field trip is outside)
- Things to bring:
 - First aid kit
 - Emergency contact phone numbers
 - Attendance sheets
 - Lunches/snacks (if needed)
 - Payment (Director or Assistant Director)
 - Cell phones
 - Child medications (as necessary)
- Take attendance and count children in your assigned group prior to leaving for the field trip
- Check all bathrooms, rooms, etc. before leaving the building
- Take attendance as the children load the bus
- During the field trip, count children continuously (at least every 15 minutes) to make sure you have all children
- Take attendance and count children as we load the bus to return to NCRC
- Take attendance and count children once back in the classroom

Staff are required to supervise children at ALL times during the field trip and on the bus. It is also important to be excellent role models by enthusiastically participating in all that is expected of the children.

Staff to Child Ratio

For the safety, health, well-being and developmental needs of children in the program, the staff to child ratio must be 1:10, 1:12 or 1:15 depending on the age of the children in each group as well as if they are away from the program building. A program area where children are present must never be left unsupervised by an adult.

Staff is required to be at the site 5-10 minutes before their shift to be sure that they are ready to supervise by the scheduled time. Ending time varies on the release of children and completion of clean up duties. All clean up duties must be completed before the building is closed for the night.

If a staff member is ill or cannot work a shift, he/she is responsible for notifying the NCRC Director or Assistant Director as soon as possible so that a replacement can be found.

Staff-Child Relationships

Use child-friendly language

- Use words that children can understand
- Do not swear or use inappropriate slang
- Do not gossip while at work
- Do not tease or put down children

Be the one in charge

- You are not the children's buddy or peer
- You want them to like you, but you must be able to establish your position as the leader
- Be friendly, but remember you are an adult and you need to set boundaries for the children

Greet every child

- Learn the names of the children you work with
- Greet every child by name as he/she enters the program and say something to help him/her feel welcome
- It can be especially heart-warming to a child if you notice his/her recent absence. "I missed you yesterday" or "I'm glad you're feeling better"
- Be aware of your body language. Keep it approachable. **SMILE** 😊

Start up conversations with kids

- Ask open-ended questions about kids' interests, such as "what is your favorite thing to do on a rainy day?" or "what do you like best about your favorite movie?" Open-ended questions encourage children to think and cannot be answered with a "yes" or a "no".
- Be sure to keep an eye on all the kids you are supervising while you are talking with a particular child(ren).

Give your attention to children equally

- Reach out to all children in a way that respects their individual and cultural differences.
- Pay special attention to the physical and emotional needs of the children.
- Don't play favorites.

Really listen to children

- Follow LAW when a child is upset
 - **L**isten: don't assume you know what is going on
 - **A**sk: Are you okay? What do you need? How can I help you?
 - **W**ait: don't be quick to rush in and solve everything
- When a conflict arises, listen equally to all sides – even if one of the children has behavior difficulties on a regular basis.

Pay attention to positive behavior

- Watch and smile at children when they behave well.
- Comment on their positive behaviors.
- Avoid over-complimenting and giving out empty praise. Give positive and specific feedback when it is earned.

When a child makes a mistake, ask him/her to think of a better way of dealing with the situation

- Correct mistakes and misbehavior gently and *privately*. Never correct a child in front of other children. Avoid this and any disciplinary method that relies on shaming for effect.
- Separate the child from the behavior. Don't criticize the child. Help him/her develop skillful behaviors.
- Help children find words and resolutions to conflict. Ask: How do you feel? What do you need? What are your options? What can you do differently next time?
- Don't lose your temper with a child, it can be deeply damaging. If you feel like you need a break, let the other staff take over and excuse yourself from the situation.
- When you are the one making the mistakes – and we all do – own what happened and try to make amends through an apology or other action. Children can learn from how we handle ourselves, so show kids how you would like them to behave when they make a mistake. Make sure that they know that we can all learn from our mistakes by learning from your own.

Behavior Guidance

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 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 words of praise or 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.

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.

Philosophy of Behavior Management

A caring, positive approach will be taken regarding discipline. The purpose of discipline is to help a child develop self-control and to learn to assume responsibility for his or her own actions.

Communicating Respect

Show each child respect, as this is how they will learn to respect you. Children have less experience and education than you, which is why guidance is necessary. Recognize each child's right to fair treatment from you and the other program participants.

Your respect for each child will influence how the child feels about him/herself, other children, the program and you.

Directions and Instructions

When you give directions children can follow, you become a better leader. Here are some suggestions

- Be specific when giving instructions. If your instructions are vague, children may be unsure of what they are supposed to do.
- Some children are visual learners and will need demonstrations rather than verbal guidance.
- Teach complicated activities in logical steps. Have children repeat the instructions to be sure they understand what is expected of them.
- Continue guiding the children throughout the activity. But, if the majority of the children are confused, STOP and re-explain.

Vague instructions: "Go to snack."

Specific instructions: "Line up, walk quietly to the snack room and sit in your assigned chair."

Capturing Kids Hearts

The NCRC staff incorporates the philosophy of Capturing Kid's Hearts (CKH). This is a relationship-based program that promotes safe, trusting and self-managing classrooms. The children will create a "social contract" at the beginning of each program that they are accountable to. It is the goal of the NCRC staff to continue to develop positive, productive and trusting relationships.

The following questions will be used when talking with a child about an inappropriate behavior:

The 4 Questions

1. What are you doing?
2. What are you supposed to be doing?
3. Are you doing it?
4. What are you going to do about it?

Repeat Offender: What will happen if you choose to break our contract again?

The 4 Questions for Disrespect:

1. Who are you talking to?
2. How are you supposed to talk to me?
3. Are you doing that?
4. How are you going to talk to me in the future?

Repeat Offender: What will happen if you continue to choose to talk to me that way?

Tips for Dealing with Inappropriate Behavior

- If you are having trouble with a child, remove the child from the situation. Give the child time to cool down. Speak calmly with the child. Make sure he/she understands what action was inappropriate and discuss how they could behave differently/appropriately.
- When speaking with children about inappropriate behavior, staff should never put down the child or make them feel that they are bad. It should be stressed that the behavior is inappropriate, not the child.
- Give positive reinforcement for positive behavior. Try praise, reward charts, moving clip up, stickers, etc.
- DO NOT physically punish or withhold food from a child.
- Include something good with a report of inappropriate behavior to parents. Follow up with positive comments. Avoid bombarding parents with bad behavior reports.
- When you need to discuss something with a child, take the time to go to the child and speak with him/her.

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.

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 to discuss the situation. 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. At this point, it will be determined if the child will be able continue to be enrolled at the NCRC.

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, the area will be cleaned and 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.
- If a child continues to harm others despite guidance techniques, they may be excused from the program.

Seclusion & Restraint

Staff are not trained in the procedures of seclusion and restraint and will refrain from physical intervention unless the situation poses immediate danger to the child or others.

Running Away

In the event that a child runs away from the building or out of sight, the NCRC staff will call the NCRC Director and/or Assistant Director. The NCRC Director or Assistant Director will try to locate the child and call the Nevada police to assist. The parents will be notified of the incident. If a second incident occurs in which a staff member is being pulled away from the other children enrolled in the program to supervise one child, the NCRC Director will request a meeting with the parent/guardian to discuss the situation further.

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.

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.

- NCRC staff will notify the NCRC office if a child is found with a weapon. The Director and/or Assistant Director will take necessary action.

Ineligibility for Services

In a limited number of cases, children will be found to be ineligible for NCRC programming. Ineligibility may be determined in the following cases:

- The child creates a safety risk to themselves or others
- The child requires supervision beyond the scope of the staffing provided. For example, children who require a one-on-one associate in school may not be appropriate for NCRC.
- There are repeated violations of the conduct policy

If a child is deemed ineligible before beginning NCRC, the parents/guardians will be informed as to the reason(s) why and provided with alternative solutions, as they are available. In the case of participating children, NCRC staff will communicate with parents/guardians as to what strategies for behavior improvement are in place. If the child continues to need 1:1 supervision, termination from the program may occur.

Communication

You will be communicating with many different people as a NCRC staff member. It is the responsibility of each employee to communicate in a professional, positive manner. Make sure you greet the children, their parents and your coworkers in an upbeat and positive fashion every single day. Smile and use their name. Communication is a learned skill and like other learned skills, practice is how one improves. It is a requirement of your employment that you work to build strong communication skills. Choose positive words and phrases. Pay close attention to what you say with your facial expression, eyes, mouth, hands, body language and voice intonation.

Positive Words to USE	Negative Words to FORGET
Inappropriate	Bad
Next time	Should have
I want you to	You have to
Discipline	Punishment
Inside voices/Quiet please	Shut up
Time away from friends	Time out

50% of communication is listening. You will become a more effective communicator as you practice listening.

- Avoid interrupting
- Avoid putting words into someone's mouth
- Give each person time to explain their ideas and feelings
- Show respect to ideas with which you do not agree
- Think before you respond
- Be patient
- Be honest
- Watch what people are saying non-verbally

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.
- If you have a question, concern or suggestion, please email, talk to the staff or call the NCRC office at any time.
- 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-Family Relationships

Greet parents by name.

- Learn parents' names and how they like to be addressed.
- Quickly connect each child with his/her parent(s).
- Greet parents by name whenever possible. Try to also comment positively on their child or share some highlights from the day.
- If you cannot greet parents because you are busy with an activity, acknowledge their presence with a nod or a wave and a smile. Never ignore a parent's presence.
- Never assume parents share the same last name as a child.

Keep family issues and any other sensitive information confidential.

- Don't share private, sensitive information about a child or his/her family with anyone.
- Sensitive information includes: medication, family health, parental sexuality, a child's problems, etc.
- Keep your conversations with parents about their child only. Do not discuss other people's children with them.
- Only discuss a child's behaviors with his/her parents or guardians.
- When discussing behavior with parents, step away from the group for privacy purposes.

Know the group rules for appropriate parent-staff relationships.

- As an employee of the NCRC, you are in a professional position. It is important to keep your relationships with parents/guardians professional. Gossip, flirting, or discussion of personal issues is inappropriate.
- If a parent/guardian engages you in conversation while you are supervising the kids, know how to excuse yourself to take care of the children without offending the parent/guardian.
- If a parent/guardian has concerns regarding other staff members, do not engage in conversations about co-workers. Refer the parent/guardian to the NCRC Director or Assistant Director.
- If you are hired by a family to provide childcare during non-program hours, be very clear with parents/guardians that you are in no way representing the program in this “off-hours” role.

Parent Handbook

Upon registration, each family will have access to the parent handbook. The handbook outlines the day-to-day policies and procedures followed in the NCRC program, including the conduct policy. Information regarding daily activities and opportunities will also be included.

Parent/Guardian Phone Contact

We encourage open communication with parents/guardians. When a child’s behavior is warranting frequent calling of a parent, a special meeting may be called to deal with the issue before it becomes out of hand and frustrating for both the staff and parents/guardians. The NCRC Director, Assistant Director and parent/guardian, should attend the special meeting. Every attempt will be made to receive input from the child’s teacher, school counselor and any other resources that will best help the child.

Effective Relationships with School Staff

The relationship between the NCRC and the school is extremely important. Maintaining a positive relationship depends on several factors, including:

Facility Care

- Leave the area you use cleaner than you found it, especially floors and tabletops
- Carefully plan the location of messy activities
- Use tablecloths or paper to cover tables on which you will use glue, paint, markers, etc.
- Report any damage done to the school property immediately. If damage occurs, notify the NCRC office.

Facility Use

- Obtain permission to use the gym, kitchen/lunchroom, computer lab or other locations in the school not typically reserved for the NCRC.
- Be flexible! While it can be frustrating to be moved around or not given notice regarding a change, the relationship with the school supersedes our convenience.
- Do not use school materials or resources, such as the copy machine, paper, art supplies, etc. without permission.

Relationships

- Develop relationships with the office staff, custodian(s), kitchen staff, etc. They will be excellent resources for you and strong supporters of the program when a positive relationship is established.
- Meet the teachers and let them know that we are there to support what is happening in the classroom and the school in general. Obtain their opinions regarding the need for help, behavior issues or other ideas regarding children in their class.
- Form a relationship with the principal. The tone and atmosphere of the school is set by the principal. Knowing his/her values, attitudes and goals for the school will help you work together effectively. The school, and especially the principal, will often be the greatest proponent of the NCRC program, if they know that positive things are happening before and after school.

Volunteers/Interns

All volunteers who have direct contact with the children must sign a statement indicating whether or not they have one of the following: (1) A conviction of any law in any state or any record of founded child abuse or dependent adult abuse in any state. (2) A communicable disease or other health concern that could pose a threat to the health, safety, or well-being of the children.

The criminal history record check and request for child abuse information are required for volunteers who are included in staff ratio. The checks on persons included in staff ratio are important because of the person's ability to be left in a supervisory position or left alone, even temporarily, with a child. Volunteers should receive a handbook that includes day-to-day information and policies. They should be introduced to parents, guardians and other staff members.

Record Keeping/Confidentiality

All records and information shared by a parent/guardian, regarding the child(ren) in the program and/or the family, is to be kept confidential. Employees of the NCRC program have signed a confidentiality agreement upon hire and should adhere to its guidelines.

Parents are asked to give permission for the NCRC and the school to share information with each other, when it is in the best interest of the child. Before making contact with the school regarding a child, please make sure the parent has given such permission on the consent form.

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/Summer Contract
- Emergency Consent
- NCRC Consent Form
- Sunscreen Permission Form (summer)
- 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)

NCRC Rates & Fees

Regular/Reduced Rate

The NCRC has a regular and reduced rate for all programs based on family income. To determine eligibility for the reduced rate, families need to contact the Nevada School District Office. If children qualify for free/reduced lunch at school they qualify for the NCRC reduced rate.

Families with questions or concerns about paying their designated fees should contact the NCRC office. Families will receive information regarding Child Care Assistance through DHS or NCRC Scholarship availability.

Drop In Rates

The NCRC takes drop-ins on a case-to-case basis for families that already attend NCRC. Rates will be based on the length of time and program they are enrolled in.

Department of Human Services (DHS) Payments

If a family qualifies for DHS assistance, they will be responsible for any family fees not covered. It is the parent/guardian's responsibility to keep DHS paperwork up-to-date to be sure there is continual coverage.

Child Files

The NCRC is required to maintain sufficient information and consent forms in a file for each child, which will be updated at least annually. Files will also be updated when the parent notifies staff of a change or when staff becomes aware of a change, to ensure that:

- A parent/guardian or an emergency contact authorized by the parent/guardian can be contacted at any time the child is at NCRC.
- Appropriate emergency medical and dental services can be secured for the child while at NCRC.
- Information is available on site regarding the specific health and medical needs of a child, including information regarding any professionally prescribed treatment. Documentation will include a signed immunization record for each child.
- A child is released only to authorized persons.
- Documentation of injuries, accidents, or other incidents involving the child is maintained.

Information required for the child's file can be found in the parent handbook.

Parents/guardians are asked to complete new forms at the start of each program.

Children will not be allowed to attend NCRC until ALL required forms have been fully completed, submitted and reviewed by the NCRC office. Children's files will be kept locked in the NCRC office until the child leaves the program. Children files (paper) are accessible by the NCRC Director and Assistant Director as well as parents upon request. Files will be shredded 5 years after a child ages out of the program.

Billing and Payments

Billing

The NCRC Director and Assistant Director are responsible for billing families no later than the first business day of each month.

The monthly payment for NCRC is due by the 15th day of the month unless a different date is agreed upon through the NCRC office.

If no prior arrangements have been made and families make their payment after the 15th of the month, a \$5.00 late charge may be added.

It is the responsibility of the NCRC office to ensure that all payments are collected. The NCRC office will contact any families that neglect to make their payment.

RevTrak

Bills must be paid through the district's RevTrak system. 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. This amount will be recorded into the NCRC computer as well as on file with the district. There is a laptop available in the NCRC office if parents do not have access to a computer or the internet to make payments.

DHS Payments

Use the following procedures for families who received DHS Child Care Assistance:

- The NCRC office will complete online attendance forms weekly. These can be accessed through the "Provider Portal" on the DHS website.
- Time sheets are submitted online through the DHS "Patient Portal".
- When a payment is received, the payment summary will be reviewed. Payment amounts will be recorded on each bill and families will be given a bill for any family fees.

Families are notified when DHS paperwork needs to be renewed. Failure to renew in a timely manner may cause interruption in funding.

Monthly Paperwork

In order to facilitate communication among the NCRC staff there is a list of paperwork required each month.

Staff Schedule

The NCRC office is required to create a staff schedule that is provided to all staff members. Staff will be asked for their availability for each time period. A schedule will be made for the fall semester, spring semester, summer program and any camp days or breaks throughout the school year.

Cleaning Checklist

Each day staff must complete the cleaning checklist and initial each task. This will be turned in to the NCRC office monthly.

Attendance

Staff will fill out attendance for all NCRC programs. During the school year attendance will be taken once for before school and wrap around. After school attendance will be taken upon arrival to NCRC in the lunchroom, when they line up on the playground and when they arrive at the NCRC building. Summer attendance will be taken daily and checked throughout the day. Attendance forms need to be turned in to the NCRC office monthly.

Playground Inspection Report

Each month staff must conduct a playground inspection to ensure that recess equipment and play structures are in safe and working order. The playground and inspection checklist is located in the "Emergency & Safety Info" binder in the NCRC office.

Tornado/Fire Drills

Tornado/fire drills need to be completed each month. The tornado/fire drill records will be completed and kept on file in the "Emergency & Safety Info" binder in the NCRC office.

Child Injury/Incident Reports

Incidents can be injuries, fighting, inappropriate language, or any other happening that a staff member feels documentation is necessary. It requires a formal report and a signed acknowledgement by the parent/guardian. Copies of the report go to the parent/guardian (if requested) and into the child's file.

The form will be filled out by the staff member who is most familiar with the details of the incident and reviewed by the NCRC office. The NCRC Director or Assistant Director is responsible for training the program assistants in the use of this form.

In cases of 2 or more children involved in an incident, a report is to be generated for each child. You can only use the name of the primary child in the report, not others involved.

Truly minor injuries (paper cuts, etc.) do not require a report, but should be mentioned to the parent/guardian at pickup time. Anything needing more than an adhesive bandage or ice pack shall be formally reported.

Incidents involving a child, including minor injuries, minor changes in health status, or behavioral concerns, shall be reported to the parent on the day of the incident. Incidents resulting in an injury to a child shall be reported to the parent on the day of the incident. Incidents resulting in a serious injury to a child or significant change in health status shall be reported immediately to the parent.

Serious injury means injury that requires follow-up (observation or treatment) by the parent/guardian or requires medical or dental examination and treatment outside of NCRC's scope of care.

Examples include a child who:

- Receives a laceration that requires stitches
- Suffers a head injury
- Loses consciousness or has a change in the level of consciousness
- Receives an injury to the eyes, teeth, or bones
- Exhibits convulsions
- Has a nosebleed that doesn't stop after 15 minutes of pressure
- Suffers an asthma attack that doesn't respond to medication
- Has bleeding from the ears
- Loses a permanent tooth

A review of incident reports may be useful in identifying areas of the program where children are routinely suffering injury or patterns of behavior exhibited by children that require intervention.

A NCRC Incident Report will need to be filled out if any of the following incidents occur:

- Running away
- Infection control
- Medication error
- Vehicular accidents
- Use or possession of illicit substances
- Use or possession of weapons
- Staff injury
- Violence or aggression

First Aid

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, staff will contact an emergency contact person.

Animal Bites – If a stray animal bites a child, call PARAMEDICS at once. Keep the animal away from others to ensure the incident does not reoccur. Treat the wound and clean thoroughly with soap and water.

Blisters – Treat the same as a wound, being careful not to rupture any blisters. Use a sterile dressing held in place with a loose bandage.

Bruises and Sprains – Apply cold pack. To lessen pain and swelling, elevate sprains.

Burns – For first and second degree burns, put under cold water and apply sterile dressing. For third degree burns, seek medical aid.

Choking – If a child is coughing forcefully, the airway is partially blocked but the child is still able to get some air. Stay with the child. Tell the child to keep on coughing. If the child does not stop coughing soon or does not cough up the object, call 911 for help. If the child is coughing weakly or is making a high-pitched sound or if the child cannot speak, breathe, or cough, the airway is completely blocked. At this time, give abdominal thrusts and call 911.

Fainting – Keep child lying down. If possible, lower head and raise lower limbs. Head should be lower than heart, if possible. Loosen tight clothing, sprinkle face with cold water. Keep lying down until completely recovered. If fainting is prolonged, call 911.

Foreign Bodies in the Eye – Most particles may be washed out naturally, by tears, or may be removed by pulling the upper lid over the lower lid or examining closely and removing with the corner of a clean cotton cloth. If a particle is imbedded, do not try to remove; have child close the eye, place pad over both eyes and bandage loosely; maintain body temperature. Call 911.

Heat Cramps – Treat same as for heat exhaustion. Firm hand pressure applied to muscles of limbs will often relieve the cramps.

Heat Exhaustion – Symptoms: headache, fatigue and nausea; in more severe cases, pale face, skin moist and cool, sweating profusely, pulse weak, temperature normal or low, often faint, but seldom remains unconscious for more than a few minutes. Treatment: treat for shock. Child should lie down with head low or at least level. Keep child warm. Call 911.

Sunstroke – Symptoms: headache, red face, skin hot and dry, pulse strong and rapid, high temperature, sometimes dizziness and nausea, in severe cases often unconscious. Remove child to shade or indoors; cool body with cold applications.

Nosebleed – Have child sit up, head slightly forward, and breathing through the mouth. Apply cold wet compresses over the nose. Press the nostril on the bleeding side, firmly against the middle of the nose for four or five minutes. If blood has not clotted and bleeding stopped, repeat. If bleeding continues, seek medical aid. Tell the child with a nosebleed not to blow their nose for a few hours.

Poison Ivy or Oak – Immediately after exposure, wash with soap and water. Seek medical aid.

Shock – Treat all patients for shock as follows: elevate feet; maintain body temperature. Call 911.

Wounds – (abrasions, lacerations, incisions, punctures)

Minor: cleanse with mild soap and water; apply sterile dressing or compress and bandage.

Major: control serious bleeding by direct pressure; treat as for minor wounds; contact parent or call 911, if necessary.

Critical Incident Reports

Incident reports involving injured staff members, or incidents that are beyond the scope of everyday activities, will be completed as needed. Discuss the incident with the NCRC office within 24 hours of the incident being reported and have supervisor sign off on the report.

Contact Lists

It is required that lists that contain the following contact information be posted on-site.

- All staff, including substitutes
- Poison Control Center (1-800-222-1222)
- Local Fire Department
- Local Police Department
- Ambulance
- Nearest health facility and/or physician
- Child abuse reporting number

Daily Policies

Sign In/Out Procedures

All students are to check in with staff if coming directly from school. Before school or on full days, the parent/guardian **must** accompany each child into the building and ensure the child is under supervision before leaving the building. Please inform the NCRC office if your child will not be in attendance.

Anything other than normal attendance requires staff verification. During the school year, if a child has not arrived at the program within 5 minutes of expected arrival, staff will check with the office to ensure that the child attended school that day. If the child did attend school, and still hasn't arrived at the program, contact will be made with the school office/teacher to determine the location of the child. Missing children may have inadvertently taken a bus home, be in the bathroom, be held by a teacher, picked up early by a parent, etc., so **every attempt should be made to confirm the child's location**. If the child has not been located within 10 minutes of school dismissal, parents/guardians will be notified.

During the school year, children will occasionally think they are supposed to stay when they should have taken the bus home. At other times, parents/guardians have instructed their child(ren) to attend NCRC without notifying staff. Parents/guardians should be called right away to determine the appropriate location for the child. Ask parents/guardians to email or call if there are any changes in their child's attendance, but don't rely on that as your only source of information.

Children will be released only to a parent/guardian or to persons whose names are listed on the registration form. For the safety of each child, **photo ID may be required** of authorized persons picking up children.

The NCRC cannot legally deny access to a parent/guardian unless there is an active restraining order on file or a specific schedule of court-ordered visitation rights that prohibits this.

Late Pick-Up Policy

Parents/guardians are highly discouraged from picking up their child late. Not only is it frustrating to the staff, it can be very upsetting to the child if their parent isn't there to pick them up.

If a parent/guardian is more than 5 minutes late, the staff will try to contact them. If you are unable to reach anyone, the emergency contact person will be called. You may be charged a late fee of \$10.00 for every 15-minute increment you are late. If a parent is more than 30 minutes late to pick up their child and you haven't heard from them, it needs to be reported to the local police department. If this becomes a recurring problem a conference will be scheduled with the NCRC office and dismissal from the program may be discussed.

First Aid Kit

A clearly labeled first-aid kit should be available and easily accessible to staff at all times, including in the outdoor play area, and on field trips. The kit shall be sufficient to address first aid related to minor injury or trauma.

The first aid kit shall contain at least the following items:

- adhesive strip bandages
- plastic bags for clothes
- first aid guide
- bandage tape
- cold pack
- disposable nonporous gloves
- emergency medication (if necessary)
- emergency phone numbers
- eye dressing
- flexible roller gauze
- liquid hand sanitizer
- non-glass thermometer
- pen/pencil & note pad
- rescue breathing mouthpiece
- safety pins
- scissors
- small plastic or metal splints
- finger splints
- sterile gauze pads
- triangular bandages
- tweezers
- water
- kleenex
- antiseptic wipes

When the outdoor play area is immediately accessible, a smaller first aid kit with disposable nonporous gloves, gauze, plastic bag for materials used for handling blood and crushable ice pack may be used.

Use the First Aid Checklist in the DHS binder on site to check the contents of the First Aid kit monthly and replenish missing items.

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

A complete registration form should have 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 a parent/guardian, including in the case of illness or a medical emergency. The child’s doctor, dentist and hospital preference will also be listed. **It is the parent/guardian’s responsibility to update all emergency information.**

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 a child becomes ill during the day, the parent/guardian will be notified and the child will need to be picked up immediately. If a parent/guardian is 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, your child should be staying home.** The NCRC does not have enough staff to provide supervision to one child who needs to stay inside. **During the school year, if your child is absent from school, they will not be able to attend NCRC programming on that given day.**

Communicable Disease

Parents should 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.

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, NCRC staff will contact the emergency contact persons listed on the child's 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.

A notation of administration, including the name of the medicine, date, time, dosage given and the initials of the person administering the medication, should be completed. If a child is absent at the time the medication should be given, there is no medication available, or a dosage is missed, it should be noted on the form and the parent/guardian should be notified. To avoid the possibility of overdosing or failing to provide medications, the NCRC staff certified in medication administration should administer all medications.

Emergency Plans

The NCRC should have written plans for responding to the following emergency situations: fire, tornado, blizzard, bomb threat, intruder, chemical spill, power failure, and lost or abducted child.

Emergency instructions, telephone numbers, and diagrams for fire and tornado should be visibly posted by all phones. All emergency plan procedures are located in the NCRC office on site. Emergency drills will be practiced and documented at least once a month for fire, tornado and emergency drills. The NCRC office will alert staff to when the drills will take place. Monthly fire and tornado drills must be recorded on the form in the NCRC office.

Staff will conduct daily checks to ensure that all exits are unobstructed.

Emergency plans need to include:

- How children will be transported to safety, to medical care if needed, and eventually home.
- How to contact parents.

- Maintaining a “head count” of the children and staff.
- Procedures should the group become separated.
- Strategies for ensuring the safety of the immobile or non-ambulatory children.
- Items that should be taken if evacuation of the site is necessary (such as emergency contact information, first aid kit, cell phone, etc.)

Emergency Numbers:

Emergency numbers for police or 911, fire, ambulance, and poison information should be posted on-site. In addition, the street address and telephone number of the site will also be posted.

1037 8 th Street Nevada, Iowa 50201	<u>NCRC Office:</u> (515) 382-1600
---	------------------------------------

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

General Procedures

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 during school year OR on the blacktop or parking lot area during summer), 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.

- In the event a child with functional/access needs is present, the staff will assist as necessary to ensure the safest exit.

The NCRC staff will reassure the children and make every effort to maintain good composure at all times. When it is safe to release the children, parent/guardians or persons on the emergency contact form will be contacted.

If extreme weather conditions require immediate shelter (i.e. rain, extreme cold or heat, etc) the NCRC children will be walked to Central Elementary (school year) or the NCRC building (summer) 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.

Weather Policy

Heat Policy

The NCRC must have the Child Care Weather Watch chart posted for staff to utilize. This chart was developed by the Iowa Department of Public Health, Healthy Child Care Iowa to determine the heat index. Staff should follow the guidelines of this chart to ensure the safety of the children in the program. A copy of the heat and wind chill index chart can be printed from the following website, <http://idph.state.ia.us/hcci/common/pdf/weatherwatch.pdf>.

If the heat index is 80 or below, there is little to no danger and children can comfortably play outside without limits. Children must have access to water and shade and must be dressed appropriately for the weather.

If the Heat Index is 80-89, children can play low-active games outside without limit. Staff will be responsible for making sure all children are dressed appropriately, hydrated, and have shade available. Active play should be limited to 20 minutes and children should be able to take breaks for water or shade as often as needed.

If the heat index is 90-99, children can play low-active games outside for up to 20 minutes. Staff will be responsible for making sure all children are dressed appropriately, hydrated and have shade available. Active play should be limited to 10 minutes. Because the pool is more than a 10-minute walk, the NCRC office will request a bus or stay within the facility on these days.

If the heat index is 100 or higher, the conditions may be hazardous and children should not be permitted to play outside or walk to the pool. A heat index over 110 is considered dangerous. The NCRC will request a bus for the pool on these days.

If you have any questions regarding an activity and the heat, please contact NCRC office for guidance.

Winter Weather Policy

If the wind chill index is 30 or above, it is considered chilly and there is little to no danger for children dressed appropriately for winter weather. They can comfortably play outside without limits.

If the wind chill index is between 15 and 30 degrees, it is considered cold. Children can play outside for no more than 20 minutes. Children must be monitored closely for signs of becoming too cold.

If the wind chill index is below 15, it is considered bitterly cold and children must remain indoors.

In all instances, children should have a winter coat, hat and mittens. We strongly suggest that children also have snow pants, boots and a scarf. If a child is without snow pants and boots, he or she will not be allowed to play in the snow and must remain on the blacktop area.

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 (school year) or classrooms (summer) 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 close and the parents will be contacted unless an alternative site, such as Central Elementary (school year) or the NCRC building (summer) is available. NCRC staff will begin calling parents for immediate pickup if unable to use alternative site.

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 be notified that the child is missing.
- The staff will also confirm that the child was not picked up by a parent.

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 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 (school year) or Central Elementary (summer), 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 does not attend 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 building (school year) or Central Elementary (summer) 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 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 during school year or playground area during summer), 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

Continuity of Operations

In the event of unforeseen circumstances, the NCRC will use the Central Elementary building for school year programming needs and the NCRC building for summer programming needs.

Security Cameras

It is the policy of the District to create and maintain a safe school and work environment. In furtherance of this policy, security cameras are installed within school buildings and buses, as well as the exterior of buildings. Security cameras are used to accomplish three important goals in the District:

- To enhance the safety of students & staff
- To protect school property against theft or vandalism
- To assist in the identification of intruders and persons endangering the health, well-being, or safety of school community members

Camera systems also provide a historical record to facilitate investigations.

The NCRC has 7 security cameras. These cameras are located in the main activity room (2), snack area/Head Start (2), Olders Room (1), main entrance (1) & main level hallway (1). The NCRC children will also be monitored by security cameras at Central Elementary while on the playground, in the hallways and in the commons area. Security cameras are also located in all district buses.

All actions are subject to being recorded. By enrolling your child in NCRC programs constitutes consent to video recording. Signs are posted informing everyone who enters the NCRC facility that they are being recorded as well.

Hand-washing

NCRC requires that staff demonstrate clean personal hygiene sufficient to prevent or minimize the transmission of illness or disease. All staff shall wash their hands at the following times:

- Upon arrival at the NCRC.
- Immediately before eating or participating in any food service activity.
- Before leaving the rest room either with a child or by themselves.
- Before and after administering non-emergency first aid to a child

The state epidemiologist reports that singing one refrain of “Happy Birthday” while rubbing soapy hands together is a sufficient amount of time to effectively remove most germs. Research suggests that alcohol-based, antibacterial and no-water hand sanitizers are best restricted for use on field trips and other settings where soap and running water are not available.

Universal Precautions should be used at all times. At no time should bodily fluids be touched, or first aid given, without the use of gloves.

The NCRC staff will 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:

- Immediately before eating or participating in any food service activity
- After using the restroom
- After handling animals
- After outside play/swimming

Sunscreen

During the summer months, sunscreen will be applied to all children prior to going outside. Sunscreen should be reapplied every two hours and every hour while at the swimming pool. Parents **MUST** fill out the Sunscreen Permission Form prior to the start of the summer program. The NCRC will provide sunscreen for a fee of \$25 per full time child or \$18 per part time child for the summer unless otherwise specified on form. Please be sure to indicate any allergies to sunscreen lotions and send an alternative, if necessary.

Nutrition

Snack

CACFP (Child & Adult Care Food Program) approved snacks will be served during NCRC hours. A monthly snack calendar will be created by the NCRC office and posted by the sign in/out sheet.

The following guidelines will be used when creating the snack calendar:

- The snack should include items from two food groups. It is permissible to count a fruit drink (100% juice) or milk (1% or Skim) as a food group.
- It is also permissible to serve two food items for the snack with water to drink.
- Water should always be available as an alternative to milk or juice.
- **Snacks offered at NCRC will be peanut and tree nut free.**
- Staff should be conscious of food allergies and sensitivities for each child.

The NCRC office will purchase snack items and juice at Sam's Club, Martins Brothers and Fareway. The NCRC office is responsible for ordering milk through AE Dairy.

Snacks will be served once during after school hours, twice (morning and afternoon) during no school days, including summer. Scheduled snack and lunch times should ensure food is offered at intervals of not less than two hours or more than three hours apart.

Breakfast

The NCRC only provides breakfast on late start Monday mornings for before school program, but staff will take school age students (not preschool) to the school's breakfast program at the parent's request Tuesday through Friday. Parents are responsible for paying for the breakfast provided by the school. Parents may also bring a breakfast item for their child to eat at NCRC.

Allergies

Snacks offered at the NCRC must be peanut and tree nut free. In addition, staff must refrain from using peanut or tree nut products in program activities (ex. bird feeders, cooking projects, etc).

If a child has a food related allergy, parents/guardians are asked to indicate this on their registration forms. They are also asked to provide the NCRC with any pertinent information regarding the signs/symptoms of an allergic reaction. Juice will be provided to children who are lactose intolerant.

Food From Home

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

Sack Lunches

The NCRC asks that parents send a sack lunch (**no pop**) with their child on no school days and during the summer program. Parents/guardians are asked not to send food that needs to be heated up or refrigerated, as we do not provide this service. Please provide an ice pack when necessary.

Culturally Sensitive Practices

The NCRC will promote culturally sensitive practices among staff and families. Services will be family centered and will be provided in a culturally sensitive manner with focus on the unique cultural values, beliefs and customs of the family.

The NCRC program practices for culturally sensitive and family centered service delivery may include but not limited to:

- Program curricula and other teaching tools will be relevant to the language, racial and ethnic characteristics of the major groups of families served.
- Newly hired staff will be selected because of their personal characteristics, and willingness to work with culturally diverse families.
- The program will maintain information on community resources pertinent to language or other cultural characteristics and will partner with these resources as needed to meet cultural and linguist needs of the major population.
- The NCRC does not endorse or engage in religious activity or instruction as part of its programming.
- NCRC staff members have a First Amendment right to express their religious beliefs on their own time but may not proselytize within the work place.
- Strategies to remove cultural barriers or to improve support to youth and families that are facing cultural challenges will be discussed.

Child Abuse Reporting

All NCRC staff are mandatory child abuse reporters and shall report all incidents known or suspected of mistreatment, neglect, physical/sexual abuse or victimization of children to the Department of Human Services (DHS). Any staff, if found to be in violation of this policy, shall be subject to dismissal.

The law requires the reporting of suspected child abuse. It is not the reporter's role to validate the abuse. The law does not require you to have proof that the abuse occurred before reporting. The law clearly specifies that reports of child abuse must be made when the person reporting "reasonably believes a child has suffered abuse."

Procedure:

1. All alleged incidents of child abuse or victimization (which are observed or reported) shall be orally reported within 24 hours to the State Wide Centralized Child Abuse and Neglect Hotline. The number is 1-800-362-2178.
2. Staff should fill out the Child Abuse Reporting Form.
3. The Child Abuse Reporting Form needs to be faxed to the local DHS office within 48 hours. The Centralized Intake fax number is 515-242-6884.
4. A copy of the Child Abuse Reporting Form should be given to the NCRC office.

Oral and written reports should contain the following information, if it is known:

- The names and home address of the child and the child's parents or other person believed to be responsible for the child's care.
- The child's present whereabouts.
- The child's age.
- The nature and extent of the child's injuries, including any evidence of previous injuries.

- The name, age, and condition of other children in the same household.
- Any other information that you believe may be helpful in establishing the cause of the abuse or neglect to the child.
- The identity of the person or persons responsible for the abuse or neglect to the child.
- Your name and address.

If you have any question regarding Child Abuse Reporting, contact the NCRC Director or Assistant Director.

Personnel

The NCRC follows the policies and procedures related to hiring employees, including obtaining background checks on all potential employees. Please note that according to DHS requirements, all NCRC staff are required to complete fingerprint background checks.

NCRC supports professional and personal development through training opportunities that are available throughout the year at no cost to employees and cover a wide variety of topics.

Training Requirements

During the first THREE months of employment, staff shall receive the following mandatory trainings:

- Mandatory Reporting of Child & Dependent Adult Abuse (every 3 years)
- Essentials Child Care Pre-service Online Series
- Bloodborne Pathogens (every year)
- Seclusion & Restraint Training (every year)
- Adverse Childhood Experiences Training (every year)
- Suicide Prevention & Postvention Training (every year)
- CPR/First Aid Training (every 2 years)
- Read and review the district policies and NCRC Program Manual

Annually, staff shall receive the following trainings:

- An additional 6 hours of training in the following areas: child growth and development, behavior management, guidance and discipline, developmentally appropriate practices, attachment theory-including grief and loss, learning deficits, effects of separation on children, applicable legal issues, nutrition, health and safety, communication skills and methods, professionalism, and cross-cultural competence.

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.

In the event that a staff member doesn't follow a policy outlined in the NCRC Program Manual, the following three-step policy may be enforced. All three steps will have written documentation with the opportunity for both the supervisor and the employee to provide a statement.

1. Verbal Warning
2. Written Warning
3. Conference with the Director to determine termination or continued employment

If the offense is serious enough, the NCRC reserves the right to skip any/all of the above steps and go directly to termination.

Staff Meetings

Depending on staff schedules, staff meetings will be planned on a quarterly basis or as needed. These meetings will provide the opportunity to discuss pertinent and confidential information regarding the children in the NCRC programs as well as training opportunities.

NCRC Dress Code

The NCRC dress code has been established to promote a positive professional standard with the public and program participants. Professionalism and safety is paramount when representing the NCRC. To adhere to our philosophy of youth and family development, employees must represent the NCRC in a manner which models self-respect and pride.

It is not the intent of this code to stifle individuality or the expression of self in attire, however, in the work we do with youth and families it is our role to deliver a clear, positive message.

We further believe that our dress code standards must encourage respect, character and reasonable levels of modesty in our working environment. We work in a school environment and are expected to wear clothing that is suitable for school and promotes respectful staff-child relationships as well as staff-staff relationships.

- All employees are expected to dress in a clean and respectable manner. Your attire should not be distracting for the children, parents, and other staff at the program.
- Clothing items that are vulgar, have obscene slogans on them, or any tobacco or alcohol references will not be allowed.
- Jeans, long pants, capris and shorts are allowed. Short length must be at least to your mid-thigh. If there is any question regarding the length of shorts, supervisors will make the decision regarding the appropriateness of length.
- Please keep in mind that this job requires a lot of walking and it is in your best interest to **wear shoes that are comfortable** and allow you to play with the children, especially at the playground.
- Tankinis or one-pieces are expected to be worn, absolutely no bikinis; male staff are expected to wear swim trunks.
- NCRC staff will be issued a name badge/photo identification, which will be required to wear while working.
- Tattoos and piercings are allowed if they depict a positive image. Negative images need to be covered.

Staff not in compliance with our dress code will be issued a verbal warning on the first offense and a written warning on second offense.

Personal Cell Phone Policy

To ensure proper supervision of the children, staff will not be allowed to use personal cell phones while working at NCRC except for work-related purposes. While at work, staff cell phones should be out of sight. Children should not be allowed to handle or use staff member phones or the NCRC phone unless supervised.

In addition, staff should not be using their cell phones for texting while traveling on the bus to and from field trips.

Exceptions may be made in emergency situations. Approval for cell phone use during NCRC hours must be cleared **ahead of time** by a supervisor.

Those who are in violation of this policy will receive a written warning. Three written warnings in a twelve-month period will result in termination from NCRC.

Computer and Electronic Devices/Usage

The NCRC Director and Assistant Director will be issued a laptop, a printer and other electronic equipment as needed. In addition, they will be given an e-mail account and Internet access.

Social Networking

Employees should be aware that there is no reasonable expectation of privacy with any online communication in the public domain. While the NCRC respects the right of employees to use personal websites as a medium of self-expression, employees must adhere to the following guidelines:

1. Know and understand the policies and procedures of the NCRC and the Nevada School District Code of Conduct and Ethics. Anything you post in the public domain that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
2. Be mindful of the need to maintain a professional status with all clients and their families. Understand that information posted in this format can be accessed by clients, their families, donors, board members, and the general public.
3. Do not disclose any information that is confidential or proprietary to the NCRC or to any third party that disclosed the information to the NCRC. Consult the Confidentiality Policy or Program Director for guidance about what constitutes confidential information.
4. Do not use the NCRC's logos or reproduce any of the NCRC's material or publications.
5. Employees must make sure that they are not in violation with other school district policies nor should their social networking interfere with or violate the requirements of their job or client commitments.
6. Speak positively and promote the NCRC in a favorable way. Avoid making defamatory statements about the NCRC employees, clients, donors, board members, affiliates, and school district partners. Avoid any posting that could reasonably be viewed as malicious, obscene, threatening or intimidating, that disparages clients or that might constitute harassment or bullying.
7. The NCRC may request at any time that the employee delete/cease any communication concerning the NCRC in a public forum or require that access be blocked if the NCRC believes that such action is necessary to ensure compliance with government regulations or other laws.
8. Do not use Facebook or other social media while on work time or on the equipment we provide unless it is work related as authorized by your supervisor consistent with the NCRC policy and procedure. Do not use district email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Any activity that is seen by the NCRC as compromising the agency will be addressed as a personnel issue with the employee and the employee may be subject to disciplinary action up to and including termination of employment.

Staff Relationships and Expectations

Be on time.

- Be prompt for your workday and also for staff meetings.

During program time, keep your conversations with other staff focused on the kids and activities.

- You can always share personal stories after the workday.
- Avoid gossip.

If you have an emergency or are sick, take a break, but communicate with other staff first.

- Take sick days when needed. As much as the program needs you, it is better for everyone if you take care of yourself rather than spread a cold through the program!
- If you find you cannot concentrate or need to make an emergency call during program time, be sure to communicate with your supervisor and have someone cover for you first.

Ethical Considerations

Children are encouraged to respect the differences between one another and to avoid negative stereotypes. Staff are expected to model this behavior. Profanity and slang are never to be used by staff. Some popular slang may be appropriate with your own social group, but it could be misunderstood or even offensive to the people you work with or the children. The media has popularized many slang phrases that are inappropriate at NCRC. Be considerate of other people, choose words that are easily understood, and offend no one.

Initiative

The NCRC program is a very ambitious one. The NCRC staff must strive to create an atmosphere that fosters positive self-image in the children by planning and leading enrichment activities. This is a huge responsibility regardless of the size of the program. The staff must work as a team in order to offer the highest quality program.

The NCRC Director is unable to assign every task that needs to be done to ensure a high-quality program. Program assistants that take the initiative make the difference between babysitting and the NCRC program. Program assistants are expected to pick up, clean up, pitch in, play activities, discipline when appropriate, and lend a helping hand whenever and wherever they can, even if it is not their assigned duty. Teamwork is essential.

Attitude

Your attitude will have an effect on everyone at NCRC. How well you work with your fellow employees will largely depend on your attitude and your willingness to cooperate with them.

The children will reflect your attitude about the activities you plan and lead. Your enthusiasm will be evident in how the children enjoy the activity.

Your attitude about the program policies and procedures is an indicator as to how sincere you are about your employment. Attitude affects job performance more than ability! It is a requirement that NCRC employees represent themselves and the program with a positive attitude.

Expectations

- NCRC is not babysitting. We are offering a program that should enrich the children's lives as well as your own. You are not a caretaker, but a leader, instructing children.
- How staff choose to supervise the activity should be part of the planning process. The staff should be actively involved with the children! Many games and sports can safely be supervised by participating, refereeing, or coaching. Other activities like the playground are safest when staff move throughout the area. The staff should always be close enough to the children to be able to hear them at all times!
- Activities where the children sit such as board games and craft projects may require the staff member to both sit and stand. The staff member should do whichever is appropriate to be most involved with the children. Position yourself to be able to see the entire group. Do a visual "sweep" of the group frequently. Avoid activities that prevent you from watching the entire group.
- Staff should be spread apart supervising the children, not grouped together socializing with one another.
- Greet each child by name with a big smile and a "good morning" or "good afternoon."
- During snack, engage the children in conversation about their day.
- Encourage older children to help younger children with games, gym activities, and crafts.
- Greet parents with positive attitudes, engage them in conversation and take time to point out the great things going on in their child's day.
- Introduce yourself to parents and children at the beginning of the year and to all newcomers throughout the year.
- Introduce new students to the group. Help them feel comfortable by assigning them a buddy.
- Show enthusiasm by being upbeat, happy and energetic.
- Remember to go to the child rather than calling out to them from across the room. Be conscious of the tone of your voice, as it will affect the way a child responds to you.
- Model appropriate behavior – do not sit on the tables or counters while supervising the children; sit next to them on a chair or on the floor.

Vacating a Position

When a staff member plans on leaving the agency, a resignation needs to be typed and turned into his or her supervisor with the final date of employment and reason for resignation. The employee's fob must also be turned into the NCRC office. In order to stay in good standing with the agency, an employee is asked to give 2 weeks' notice prior to vacating the position. A resigning employee must work their last two weeks of final employment, unless prior approval is given. This will allow ample time in order for the position to be filled.

Payroll

- The NCRC uses Frontline as a clock in and clock out system for payroll.
- If a staff member forgets to clock in or out the NCRC office needs to be notified to be sure you receive credit for hours worked.
- Time cards are approved on the 10th of each month.
- Paychecks will be automatically deposited on the 20th of each month
- Paystubs and tax information can be accessed through “Employee Self-Service” on the Nevada website

Time Off Requests

If you would like to take time off, please notify the NCRC office as soon as possible to be sure arrangements can be made.