



Policy Manual

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****Be sure to set up a time with Tyler during your first week to discuss this manual.**

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Note: If at any point staff are unsure of what to do or how to handle a situation, they are encouraged to contact the administrators or a lead staff member for further instruction.

PROGRAM STATEMENT

Grace School Age Childcare Program provides care for children 5 through 12 years of age in a safe and fostering environment. Though a well supervised, choice-oriented program, Grace School Age Childcare creates and utilizes teachable moments to nurture children's developmental needs, while encouraging:

- Interpersonal relationships
- Positive self-expression
- Affective communication
- Positive self-image
- Intellectual growth
- Physical and active play
- Creative expression

Grace School Age Childcare provides an atmosphere that fosters personal accountability and choice-making within a relaxed environment. Program sites are developed by staff, using input from students and parents. Examples include: reading, board games, arts and crafts, music, group games, cooking, multi-cultural activities, dramatic play, playground time, and geocaching.

ATTENDANCE

Objective: To ensure the safety of children by maintaining accurate attendance records.

Procedure:

AM Attendance

1. Parents are to escort children into the program and sign the child in using ProCare attendance software (Pin numbers). Staff will note the time of arrival on the attendance sheet and keep a running tally of the children present using the "Weekly Attendance Card."
2. At some point during care, staff will conduct attendance to ensure all children scheduled for care are present, and that the number of children present and number signed into ProCare match.
3. If numbers do not match, staff will call out children's names. When a name is called out, the child will sit down. The children remaining standing will be added to the attendance sheet and clocked into ProCare. If the child's arrival time is uncertain, they will be checked in at the beginning of the care session (6:30 AM).
4. After all children are accounted for staff will walk children to the playground, breakfast, or indoor recess area. Staff must stay with the children until a school employee has arrived to supervise the children *or* school buses arrive and have begun unloading students.

5. Parents or guardians of children who are absent will be emailed to inquire about their schedule and location.
6. Before leaving the program site, staff must check out all the children in their care using the “Batch Check-Out” function, as well as check in all of the children scheduled for afternoon care using the “Batch Check-In” function.” (See Appendix for “ProCare Tips and Tricks.”)
7. Every staff is responsible for the supervision of children and must always know the whereabouts of all children present.

PM Attendance

1. Before the start of the program, staff will check voice mail, email, and parent notebook for any schedule changes, and update ProCare accordingly.
2. As the children arrive to the program, staff will record the exact arrival time of each child on the attendance sheet.
3. Shortly after after the bell rings, children will be asked to sit for attendance. Staff will call student’s names that are scheduled to be in care for the day. When the students respond, staff will “check” their name on the attendance sheet.
4. The children will be counted and compared to the number of “checks” on the attendance. This will be used to determine:
 - A. Who is present without a schedule
 - B. Who is scheduled but not in attendance
5. At some point during care, ProCare will be checked, attendance discrepancies (as illustrated in #3 listed above) will be verified, and ProCare will be updated accordingly to match the number of children present. (See Appendix for “ProCare Tips and Tricks.”)
6. Staff will first check with the school’s office regarding the whereabouts of missing children by calling the office or by sending a child age 8 or over to check with the office.
 - A. If the school’s office confirms that the children in question were not present, left school early, or were picked up directly after the school day, staff should email the children’s parents and notify them that they will be charged a No-Show fee (parent handbook) for not contacting the program that their child would not be attending care that day.
7. Parents or other emergency contacts will be called to verify the child’s whereabouts or change in attendance. Under Grace School Age Childcare policies, staff are required to make contact with a parent or other emergency contact. (Simply leaving a message will not suffice during PM care).
8. In the event a parent or other emergency contact cannot be reached, staff must contact the administrators for further instructions.
9. Every staff is responsible for the supervision of children and must always know the whereabouts of all children present.

***Note: In the event that a child has not been picked up by 6:05 PM, staff should begin calling the child’s emergency contacts. If staff has not reached anyone by 6:15 PM, they should contact the administrators for further actions.**

Field Trips

1. Attendance sheets will be taken with on all outings. When broken into smaller groups, staff will be given a list of the children they are responsible for.
2. Staff are to be aware of the number of children in the program at all times. Use attendance sheets, “Weekly Attendance Cards,” ProCare, and take physical count when transitioning between areas. Before leaving the program site, the total number of children present will be written on the “Weekly Attendance Card” and circled.
 - A. If a child is picked up while on a field trip, the number on the “Weekly Attendance Card” is to be crossed off and changed to reflect the new number of children present, with the name of the child that left written next to it.
3. When transitioning from area to area, at least two staff will count the children independently, (i.e. when transporting children on the bus, seating children at the movie theater, taking a group of kids to the bathroom, etc.)
4. In the event a child is missing, refer to the “Missing Child” policy.
5. Every staff is responsible for the supervision of children and must always know the whereabouts of all children present.

Attendance Fees

1. Families will be given an additional monetary fee for each of the following situations- fee amounts can be found in the parent handbook:
 - A. **Drop-In Fee:** Charged to families who show up for care but are not scheduled to be there.
 - B. **No-Show Fee:** Charged to families who are scheduled to attend care, but do not show up and have failed to notify the program otherwise before attendance has been taken.
 - C. **Late Pick-Up Fee:** Charged to families who have not picked up their child(ren) by 6:00 PM. These fees will be applied in 15-minute increments and rounded up to the nearest quarter hour.
2. It is the responsibility of the closing staff to email the appropriate Grace Lutheran Communities billing personnel at the end of each week and notify them of any attendance fees (as listed above) that occurred during the week. If there is no school on Friday, then this email needs to be sent on the last day of the week.
3. An updated attendance fee email should be in your draft file of emails so that if there is a school closing the billing personnel can access this email.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

RELEASING CHILD FROM PROGRAM

Objective: Ensure that children are released to appropriate, designated persons.

Procedure:

1. Staff must be aware of the individuals approved to pick up each child, as listed on the child's "Enrollment Form."
 - A. For unfamiliar individuals, staff should introduce themselves, double check the "Enrollment Form" that the individual is an authorized pick up and request a picture ID from the person.
 - B. When adding a new individual or making other changes to a child's authorized pick up list, staff must do so on the child's "Enrollment Form," Emergency Contact Card, and within the "Information and Relationships" section of ProCare.
2. If staff is notified of a family's court-ordered "Custody Agreement," that may affect:
 - How billing is split
 - Enforcing specific day/time pick ups... the family must submit a copy of the court order and a schedule of when each parent has the child to the administration.
 - A. The family's court-order must be kept in the child's file and uploaded to ProCare. (See Appendix for "ProCare Tips and Tricks")
 - B. Staff should use the ProCare "Tracker" function to indicate that the family has a court-ordered "Custody Agreement."
 - C. Staff should have a parent or legal guardian complete a new "Enrollment Form," indicating the changes in custody arrangements.
3. If staff does not have the information indicated above, the child will be released to either parent at any time.
4. Staff should be made aware of any court-ordered "Contact Guidelines," and are required to communicate with the parents to make sure the most current court-ordered guidelines are included in the child's file.
5. "If...then" parent scenarios:
 - A. What to do if a parent with a court-ordered "Contact Guideline" to have the child at 5:00 PM comes for pick up at 4:30 PM:
 - i. If there is no copy of the court-order on file, the child may be released.
 - ii. If a copy of the court-order is on file, staff must not release the child until 5:00 PM
 - iii. If a parent with a court-ordered schedule shows up early:
 - a. Offer to have the parent sit in the program site with the child until 5:00 PM
 - b. Offer to call the other parent and get permission to release the child early.
 - c. If the parent at the program site refuses to wait and leaves with the child, staff must notify the other parent immediately to get further direction.
 - d. Document the incident, outcome, times, etc. in ProCare, and send an email to the administrators, indicating the log within the child's ProCare file.
 - B. What to do if a parent with a court-ordered "Contact Guideline" to have custody on specific days of the week arrives for pick up their child on an unscheduled day:

- i. Offer to call the other parent to get direction and/or permission to release the child.
 - ii. If the parent at the program site refuses to wait and leaves with the child, staff must notify the other parent immediately to get further direction.
 - iii. Document the incident, outcome, times, etc. in ProCare, and send an email to the administrators, indicating the log within the child's ProCare file.
- C. What to do if a person with a restraining order arrives to visit or pick up the child:
- i. If staff feels they need immediate assistance to ensure safety for all, call 911.
 - ii. Inform the person that the program has been told there is a restraining order against them and ask them to leave.
 - iii. Call the parent who has physical placement custody.
 - iv. Share relevant information with police (when applicable).
 - v. If the child is taken before police arrive, refer to the "Missing Child" policy.
 - vi. Document the incident, outcome, times, etc. in ProCare, and send an email to the administrators, indicating the log within the child's ProCare file.
- D. What to do if a designated person arrives to pick up a child and appears to be under the influence of alcohol or other drugs, as noted by: the smell of alcohol on the breath, slurred speech, unsteady ambulation, glazed eyes:
- i. Let the person use the phone or offer to call someone else to pick up the child.
 - ii. If the child leaves with the person, staff should attempt to get the license plate, and reach the other parent to let them know of staff concerns.
 - iii. If staff is unable to reach the other parent, and if the situation warrants, staff should call the police to inform them of the situation and share the license plate number.
 - iv. Document the incident, outcome, times, etc. in ProCare, and send an email to the administrators, indicating the log within the child's ProCare file.

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CONFIDENTIALITY

Objective: To ensure the privacy of children by protecting records and files, and only sharing relevant information with necessary personnel.

Procedure:

1. Staff must always maintain confidentiality.
2. Staff must only share a child's information (i.e. special needs) with those individuals assigned to care for that child.
3. When talking to parents, staff must maintain the privacy of any and all students who may have a communicable disease.
4. Staff must take every effort to maintain confidentiality when dealing with child medications.
 - A. When counting and administering medications, staff should do so in a discrete manner that does not capture the attention of other children.

- B. When having the parent of a child sign the Medical Logbook after counting their child's medication, staff should cover all other children's entries within the logbook. Parents should only sign for medication counts if there is not another staff available to do so.
- C. When explaining any errors with medication distribution (i.e. giving a child the wrong medication), staff must maintain confidentiality regarding the other children involved.
- 5. When discussing an issue such as behavior with parents, staff will maintain confidentiality regarding all students involved other than the parent's child.
- 6. If a bullying event occurs, or if threats have been made, staff will share all relevant information with the school as soon as possible. This must be discussed with the administrators before doing so.
- 7. **All media questions are to be directed to Grace Lutheran Communities administration. At no time are staff allowed to make a statement on behalf of Grace Lutheran Communities.**

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

CENTER CLEANLINESS POLICY

Objective: To maintain healthy staff and children.

Procedure:

Center-Wide Cleanliness

- 1. All children will wash hands:
 - A. before eating food
 - B. After an interaction with animals.
- 2. Staff who are assisting with snack will wash hands and wear gloves.
- 3. Staff will help children keep their nose and face clean, to prevent the spread of germs.
- 4. Toys and equipment will be cleaned according to the "Sanitation of Toys and Equipment" policy.

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SANITATION OF TOYS AND EQUIPMENT

Objective: To maintain a healthy environment.

Procedure:

- 1. Toys and equipment should be inspected daily for safety hazards and disposed of as needed.

2. When situations arise that warrant the cleaning of washable toys, they will be cleaned using a soap and water solution, then sprayed with sanitizer.
3. Toys unable to be washed will be thrown away and replaced.
4. Dress-Up clothes will be washed every four months, or as needed.
5. If a case of lice is reported, all Dress-Up clothes and other fabric items (i.e. bean bag chairs and carpets) will be placed in an air-tight bag for two weeks and then washed.
6. Tables must be washed and sanitized *before and after snack*.
 - A. All tables used for eating and serving snack must be washed and sanitized using the following three-step procedure:
 - i. Spray the tables using a dish-soap and water solution and wipe clean.
 - ii. Spray the tables using a sanitizer, let the sanitizer sit on the tables for the time indicated on the product label, and wipe clean (if needed) with a paper towel.
 - B. All sanitized tables must remain untouched until snack/mealtime.
 - C. Benches and chairs should be washed and sanitized on an “as-needed” basis.

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SUPERVISION FOR CHILDREN UNDER EIGHT (8) YEARS OF AGE

Objective: To maintain proper supervision of children less than eight (8) years of age.

Procedure:

1. All children less than eight years of age must be accompanied by a staff when leaving the program area (i.e. going to the bathroom, getting a drink, etc.).
2. According to DCF 251, if only one staff is present, they must position themselves in an area with a clear view of the classroom that is also “in sight and sound” of the bathrooms.
3. Every staff is responsible for the supervision of children and must always know the whereabouts of all children present.

*If a child is 8 years or older, they may leave the program area as long as staff keep track of their whereabouts.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
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NUTRITION

Objective: To maintain safe, sanitary, food service.

Procedure:

1. Before any snack or mealtimes, children and staff are required to wash their hands.
2. Children can be involved in setting up and distributing snack.
3. When possible, staff are encouraged to have snack with the children.
4. Snack menus must adhere to the guidelines outlined in DCF-251. (See Appendix for a copy of DCF-251)
5. Food items must be stored separately from cleaning products.
6. Food shall not be used as a motivational tool, and withholding food as punishment is not allowed within the program.
 - A. In the event that children are playing, misusing, or “food fighting,” staff should ask the children to refrain from their actions. If the actions continue, the child’s snack can be thrown away.
7. Staff should monitor all children closely to make sure they do not share their snack/lunch with one another. Sharing food is not allowed due to the possible threat to those children with food allergies.
8. Food allergies and intolerances must be noted in ProCare using the “Tracking” function. A complete list of children and their respective food allergies will be provided for each site.
 - A. Alternative snacks will be provided for those children with food allergies.
 - B. Staff can offer two alternative snack options (one provided by Grace School Age Childcare and another taken from the “Parent Bag”) if a child cannot have the planned snack.
 - i. The “Parent Bag” is a bag of approved snack options provided by a child’s parent.
9. Snack menus will be posted at least one week in advance.
10. Staff will use the pre-approved snack calendar provided.
 - A. Staff are allowed to substitute snack days as needed but must make the appropriate changes on the snack calendar.
 - B. Snack calendars must be saved for three (3) months.
11. Children are required to bring their own lunches (unless otherwise indicated) for Sunsational Summer Camp or Early Release/No-School days.
 - A. If a child shows up without a lunch, staff should make them a well-balanced lunch using the snack options available.
 - B. A fee will be charged to each child’s account that shows up without a lunch.
12. All food items, including snack and children’s lunches, must be peanut free.
13. All children’s lunches must be checked upon arrival to look for potential allergens.

MEDICATIONS

Objective: To safely monitor and assist children with medications as needed.

Procedure:

1. Before staff can administer medications, prescription and over the counter, parents must complete an "Authorization to Administer Medication" form for their child.
2. Parents must provide medication in their original container with an appropriate label including the child's name, dosage, and directions for administration. Medications can *only* be administered as illustrated on the container's label.
3. When medications are dropped off, they must be counted and logged in the Medical Logbook by a minimum of two staff or the child's parent and a staff member.

A. Each log must include:

- i. **Date and Time of Medication Drop-Off**
- ii. **Child's Name**
- iii. **Quantity and Dosage of Medication**
- iv. **Signatures**
- v. **Example:**

"January 1, 2013 at 7:30 AM, John Doe's parent dropped off twelve 25 mg tablets of acetaminophen.
Staff Signature -----

I have witnessed the counting and agree with the above statement. *Second Staff/Parent Signature* -----
-----"

- vi. **Note: The Medical Logbook is a legal document. When logging an entry, do not leave blank spaces, skip pages, use whiteout, etc. If a mistake is made, put a single line through the error and initial next to it.**

B. When counting and logging medications with multiple staff:

- i. Each person counts (or estimates the liquid volume of) the medication.
- ii. One staff must log the medication, but all staff involved in counting the medication must sign the log.
- iii. Confidentiality must be maintained at all times regarding a child's medication information.

C. When counting and logging medications with a single staff and a parent:

- i. Each person counts (or estimates the liquid volume of) the medication.
- ii. Staff must log the medication, and both staff and parent sign the log.
- iii. When logging the medication, staff must make sure all other entries in the logbook are covered, thus maintaining confidentiality of all other students.

4. When counting and administering medications, staff should do so in a discrete manner that does not capture the attention of other children.
 - A. Immediately after administering a medication, staff must record the date, time, child's name, dosage and type of medication given in the Medical Logbook.
 - B. The administering staff must also ***sign*** the entry in the Medical Logbook.
 - C. If multiple children require medication during "Sunsational Summer Camp," multiple staff will be used to lessen the likelihood of distribution errors.
 - D. Confidentiality must be maintained at all times regarding a child's medication information.
 - E. **Note: The Medical Logbook is a legal document. When logging an entry, do not leave blank spaces, skip pages, use whiteout, etc. If a mistake is made, put a single line through the error and initial next to it.**
5. Staff will maintain accurate medication and health concern lists by using the "Tracking" function in ProCare. (See Appendix for "ProCare Tips and Tricks.")
6. All medications must be stored in a locked, clearly labeled "Med-Box" that is kept in an area inaccessible to children (i.e. out of reach, and in a locked cabinet.) If any medications require refrigeration, the locked Med-Box will be kept in the refrigerator.
 - A. When on a field trip, the Med-Box must be brought and stored in a staff only bag. If the medication requires refrigeration, icepacks will be added to the locked Med-Box to maintain an appropriate temperature.
7. If a dose is missed, contact the parent for direction and to make them aware of the missed dose, and record the missed dose in the Medical Logbook.
 - A. Medications can be given up to 30 minutes early or up to an hour late of the previously indicated allotted time, unless otherwise specified. (i.e. For a medication that should be given at 12:00 PM, staff can administer the medication any time between 11:30 AM and 1:00 PM.)
 - B. **Note: Every effort must be taken to administer medications at their allotted time.**
8. If an error in distribution occurs:
 - A. Check the child's records for any known allergies.
 - B. Contact the child's parent(s) and administrators to make them aware of the situation and respond as necessary.
 - C. Document the incident in the Medical Logbook, complete an "Injury/Accident Report," and put it in the administrator's mailbox.

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ILLNESS/INJURY

Objective: To maintain an illness-free center.

Procedures:

1. If a child becomes seriously ill at the program, or at any time exhibits signs of a communicable disease (as defined in HSS 145,) parents will be contacted and asked to make arrangements to have the child picked up as soon as possible. While waiting to be picked up, the child will be kept in a quiet area away from the rest of the children.
2. In order for a child to return to the program, parents must submit a complete Physician's Release form, or the child must be absent for the longest incubation period as specified by HSS 145. Children must also be free of a fever and not have thrown up for at least 24 hours.
3. It is program policy to notify all parents in writing if a communicable disease is identified within the program.
 - A. The administrators will complete the written notification.
 - B. Staff should notify the administrators immediately if a communicable disease is suspected.
 - C. **Confidentiality must be maintained at all times regarding a child's illness.**
4. Staff are responsible for monitoring the well-being of the children in their care and are expected to watch for any illnesses or injuries as the children arrive at care (AM and PM care sessions.)
 - A. If a child arrives at care not feeling well, staff should take their temperature. If it is higher than 100°, staff should call parents and note it in the Medical Logbook.
 - B. If a child arrives to care with a bruise, two staff should separately ask the child how they got the bruise to see if the two stories match up. If the injury happened during the school day, staff should notify the parents. If it did not happen during the school day, and the two stories do not add up, staff should consult with administration to evaluate for potential abuse.

ACCIDENT REPORTS

1. Staff must fully complete an Accident Report for all instances of an injury/illness
2. Staff must fully complete an Accident Report for all instances of an injury/illness in which the child is sent home.

MEDICAL LOGBOOK

1. All entries in the Medical Logbook must be in ink and include:
 - A. Date, time, child's full name, brief description of what happened, location and size of injury on body, description of treatment given, and full-name signature of staff.
 - B. Example:

“January 1, 2013 at 7:30 AM, John Doe scraped his left knee while playing Doctor-Doctor. The scrape is approximately an inch in diameter and is located just below John's knee cap. John's knee was washed with soap and water, and covered with a Band-Aid. *Staff Signature -----*”
2. All entries must immediately follow the one before without leaving any spaces.

3. Entries must be made for any type of **injury** including bumps, bruises, bites, lost tooth, poked eye, twisted ankle, bloody nose, etc.
4. Staff will document all signs of injury (i.e. comes into the program care with a black eye) and the child's explanation for the injury in the Medical Logbook and the ProCare log.
5. The Medical Logbook will be kept in the Emergency Bag at each program site. **Confidentiality must be maintained at all times.**

Note: The Medical Logbook is a legal document. When logging an entry, do not leave blank spaces, skip pages, use whiteout, etc. If a mistake is made, put a single line through the error and initial next to it.

MINOR INJURIES – When dealing with bumps, bruises, scrapes, etc.:

1. **Always wear gloves.**
2. Wash the affected area.
3. Apply a bandage.
4. Record the injury in the Medical Logbook.
5. Discuss the incident with parent at the time of pick up.

MODERATE INJURY – When dealing with a nosebleed, bump on the head, twisted ankle, bleeding mouth, etc.:

1. **Always wear gloves.**
2. Administer First Aid.
3. Monitor the child for side effects.
4. Notify parent/guardian to make them aware of the situation. If this occurs during AM care, also notify the student's teacher or office staff.
5. Record the injury in the Medical Logbook.
6. Complete an "Injury/Accident Report," and put it in the administrator's file.
7. Discuss the incident with parent at the time of pick up, or by phone.

SERIOUS INJURY – When dealing with a broken limb, bleeding that won't stop, dislocated joint, head injury with brief loss of consciousness, etc.:

1. **Always wear gloves.**
2. Assess the extent of the injury.
3. Notify childcare administrators.
4. Administer First Aid.
5. Notify parent for further direction:
 - A. Parent will pick the child up from the program site
 - B. Call an ambulance for assistance, if needed.
6. If staff is with the child, at least one adult must stay with the remaining children.
7. Record the injury in the Medical Logbook.
8. Complete an "Injury/Accident Report," and put it in the administrator's file.
9. Childcare administrators are responsible for notifying the state licensing person.

LIFE THREATENING INJURY – When dealing with a loss of consciousness, seizure (if no history of seizures,) significant blood loss that cannot be stopped, major fracture, potential neck injury, etc.

1. Always wear gloves.
2. Assess if moving the child is safe and appropriate.
3. A staff member or medical professional should stay with the child at all times.
4. Another staff member or designee must call 911.
5. Wait for an emergency response team.
6. Notify the parents and the administrators of the issue as soon as possible.
7. If the parent is not available, call the other emergency numbers on the child's Emergency Contact Card.
8. Staff should take the child's Emergency Contact Card and follow the ambulance to the hospital. At least one adult must remain on-site with the remaining children.
9. If alone and leaving the remaining children with a non-childcare staff, emergency staff members should be used to call someone into the program. The adult staying at the site can make any further phone calls.
10. Notify Grace Lutheran Communities Administration.
11. Staff member must stay at the hospital until the administrators arrive, or the child is discharged.
12. Record the injury in the Medical Logbook.
13. Complete an "Injury/Accident Report," and put it in the administrator's file.
14. Childcare administrators are responsible for notifying the state licensing person.

Note: For all injuries involving the head (bumped head, cut, etc.) staff must contact parents immediately by phone, and notify school staff if it happens during AM care.

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CARING FOR CHILDREN WITH SPECIAL NEEDS:

The procedure for sharing information on a child with an IEP or if the child may have special health needs, including any physical, emotional, social, or cognitive disabilities staff members who may be working directly or in the same facility with the child will be given access to the child's IEP via ProCare under the child's "documents." A hard copy is also available at the corporate office. Individual IEP's will be followed by all staff that work directly or in the same facility as the child with the special needs.

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CHILD GUIDANCE

Objective: To build strong character that is emotionally, socially, physically, and intellectually well-rounded, and to provide a solid foundation that will foster continued growth throughout the child's future.

Procedure:

1. Grace School Age Childcare program will maintain an environment that promotes physical and emotional safety for all. While involved in the program, children are expected to abide by the following virtues:

- *RESPECT* all others and self
 - *GENTLENESS* towards property
 - Be *SELF-DISCIPLINED*
2. Positive reinforcement of appropriate behaviors will be practiced within the program. Our goal is to build strong character that is emotionally, socially, physically, and intellectually well-rounded, and to provide a solid foundation that will foster continued growth throughout the child's future.
 3. Inappropriate behaviors will be addressed using the following techniques:
 - A. **Reminder** - Staff will encourage child to choose a more appropriate behavior or change activities.
 - B. **Redirect** - Staff will give two different choices in an effort to help the child regain appropriate behavior.
 - i. Child may be encouraged to use one of the following "Mind and Body Centering" activities to regain control of themselves:
 - (1) Sit quietly
 - (2) Perform "Yoga breaths" in which the child and staff breathe deeply at a controlled rate (i.e. breathe in for three seconds, breathe out for three seconds). This process should be repeated until the child has completely calmed down.
 - C. **"Time Out"** – Students who are participating in unsafe behavior will have no more than 3 minutes of quiet reflection time. Following the reflection time, the student will have a discussion with staff.
 - D. **"Talk it Out"** - Staff should offer to talk with the children about what is troubling them. The children also have the right to talk with the administrators over the phone.
 - E. **Active Break** - A child who is having a difficult time being productive, and has demonstrated to staff that they will benefit from an active break, will have the opportunity to release energy through activities such as jumping rope, running, walking, etc.
 - F. **Extinction** – Staff will address an unsafe behavior and practice the encouraged safe behavior with the child. For example, if a child is running, a staff will practice walking with that child.
 - G. **Restorative Justice** - Staff can request that children make amends for their inappropriate behavior or compensate for something lost due to their actions.
 - H. **Future Consequences** – For children in third grade and higher, staff can have them do research on what the consequences for that behavior would be if they did it as an adult. The child will then express what they learned in written form, and then discuss it with a staff member.

Suspension - A suspension will occur if:

- A child makes aggressive actions towards a staff member.
 - A child has a consistent behavior problem that does not stop with other behavior management tools. (Parent will be warned using a "Behavioral Report" that continued behavioral problems will result in a suspension.)
 - A child becomes physically aggressive towards self or others.
- i. If a suspension is issued, parents or legal guardians will be notified immediately so that alternate childcare can be arranged.
 - (1) The administrator holds the right to determine the appropriate length of the suspension.
 - (2) The administrator holds the right to halt service until a meeting with the child and parents/guardians has been held.
4. Staff should never implement actions that are aversive, cruel, or humiliating. Measures that may be psychologically, emotionally or physically painful, discomforting, dangerous or potentially injurious are

prohibited. Staff are prohibited from leaving a child in a room by themselves as a punishment or using restraint as a daily process.

5. In the event that a child needs a behavior plan to develop self-control, self-esteem, or respect for the rights of others, a plan will be developed and implemented with input from the administrators. Parents will be made aware of the use of the behavior plan. Periodic reviews of the child's progress will be assessed.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

BULLYING

Objective: To promote an environment that is safe and nurturing to all children and staff.

Procedure:

1. Grace School Age Childcare program will maintain an environment that promotes physical, emotional, and psychological safety for all.
2. Bullying is an aggressive intentional act by an individual or group that causes an imbalance of power and control (including but not limited to: racism, gender-based bullying, sexism). Bullying is broken into three categories:
 - **Physical** - Hitting, kicking, stealing, etc.
 - **Verbal** - Name calling, taunting, making threats, etc.
 - **Psychological** - Spreading rumors, exclusion, intimidation, cyber bullying, etc.
3. In the event that bullying should occur:
 - A. *First offense:*
 - i. Staff must call the administrators to discuss the situation and confirm that the child's actions were consistent with the program's definition of "Bullying."
 - ii. Staff are responsible for calling the child's parents or legal guardians and informing them that their child must be picked up immediately.
 - iii. Staff should notify the child's parents or legal guardians that they must have a conversation with the administrators before services can continue.
 - iv. The child will receive a one-day suspension.
 - B. *Second offense:*
 - i. Staff must call the administrators to discuss the situation and confirm that the child's actions were consistent with the program's definition of "Bullying."
 - ii. Staff are responsible for calling the child's parents or legal guardians and informing them that their child must be picked up immediately.
 - iii. Staff should notify the child's parents or legal guardians that they (*and their child*) must have a conversation with the administrators before services can continue.

iv. The child will receive a 1-3 day suspension at the discretion of the administrators.

C. *Third offense:*

- i. Staff must call the administrators to discuss the situation and confirm that the child's actions were consistent with the program's definition of "Bullying."
- ii. Staff are responsible for calling the child's parents or legal guardians and informing them that their child must be picked up immediately.
- iii. The child will be discharged from the program.

D. If staff believes that a child's bullying may carry over into the school day, the child's school will be notified of the bullying activity.

E. A child's second offense will be removed after 60 days. In the event that there are numerous "second" offenses, a child's care can be terminated with warning.

4. Staff are responsible for keeping records of each bullying offense. For each offense, staff must:

- A. Complete a "Behavioral Report" and have it signed by a parent or legal guardian.
- B. Create a ProCare Log illustrating the offense and the final outcome (length of suspension, etc).
- C. Place a neon sticker on the outside of child's file. The date of the bullying offense should then be written on the sticker.

5. Grace School Age Childcare reserves the right to discharge a child who is a threat to the safety and well-being of themselves and others. A conversation with the child's parents or legal guardians will take place prior to a discharge.

6. Staff should never implement actions that are aversive, cruel, or humiliating. Measures that may be psychologically, emotionally or physically painful, discomforting, dangerous or potentially injurious are prohibited.

7. In the event that a child needs a behavior plan to develop self-control, self-esteem, or respect for the rights of others, a plan will be developed and implemented with input from the administrators. Parents will be made aware of the use of the behavior plan. Periodic reviews of the child's progress will be assessed.

Note: All measures should be taken to prevent a bullying offense from happening. Staff should use the approved techniques illustrated in the "Child Guidance" policy when dealing with children who exert inappropriate behaviors.

Note: Staff are required to notify the administrators immediately when handling any bullying offenses.

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FIELD TRIP / TRANSPORTATION

Objective: To ensure the safety of all children when on field trips.

Procedure:

1. On field trips, the following items should always be taken:

- Emergency Bag
- Attendance Sheets
- Med-Box

The Emergency Bag should include the following for field trips:

- Emergency Contact Card Books
- Child First Aid Kit
- Staff First Aid Kit
- Medical Logbook
- Phone

2. Staff are to be aware of the number of children in the program at all times. Use attendance sheets, “Weekly Attendance Cards,” ProCare, and take physical count when transitioning between areas. Before leaving the program site, the total number of children present will be written on the “Weekly Attendance Card” and circled.
- A. If a child is picked up while on a field trip, the number on the “Weekly Attendance Card” is to be crossed off and changed to reflect the new number of children present, with the name of the child that left written next to it.
 - B. When transitioning from area to area, all staff will count the children independently (i.e. while standing in line waiting to leave for a field trip.)
 - C. When boarding a bus, the following will occur:
 - i. The first staff will ask the driver if the alarm has been set. This staff member will also tell the children where to sit as they enter the bus.
 - ii. A second staff will stand outside the bus and count the children as they enter the bus.
 - iii. When all children have boarded the bus, the rest of the staff will enter and count the children as they make their way to the back of the bus.
 - iv. If any staff gets a different number, all staff must recount to ensure that all children are present.
 - v. Once all of the children have been accounted for, staff will sit in designated “staff-seats” located throughout the bus.
 - D. When the bus arrives at the destination, one staff will remain on the bus while all others get off. Of those staff off the bus, one will stand at the bus door and count the children while the rest direct and care for the children and unload the field trip supplies from the back of the bus.
 - E. The last staff on the bus will check that all children and belongings have been removed from the bus. A final count will take place once in the building/activity.
 - F. When all the children and the last staff have exited the bus, the driver from the bus company will check the bus and disarm the alarm.
 - G. At all times, **more than one** person will count the number of children present.
3. Identify children who are prone to wander or pose a flight risk, so that staff can maintain safety regarding those children.

4. In compliance with guidelines stated in DCF 251, a ratio of adults to children that allows for safe monitoring of children's whereabouts will be maintained at all times.
5. In the event that a child is missing, refer to the "Missing Child" policy.
6. In the event that there is a vehicular accident or other unexpected issue while on a field trip:
 - A. Assess the children's conditions and treat accordingly. Refer to the emergency procedure and call 911 and parents as needed.
 - B. Notify the program administrator or police to complete an accident report.
 - C. Notify Grace Lutheran Communities administration.
 - D. If vehicle is able to be driven safely, proceed to destination.
 - E. If vehicle is not able to be driven safely, coordinate with Grace Lutheran Communities staff and bus company to return children to the program site.
 - F. Pass out accident notifications to all parents upon pick-up. Staff should direct all questions to administration.
 - G. All media questions are to be directed to Grace Lutheran Communities administration. At no time are staff allowed to make a statement on behalf of Grace Communities Communities.**
7. If a child is injured while on a trip (non-vehicle), refer to the "Illness/Injury" policy.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

SWIMMING

Objective: To keep children safe while swimming or partaking in water activities.

Procedure:

1. Swim outings will only take place where there are lifeguards on duty.
2. The following ratios must be maintained by staff with ample swimming abilities:
 - A. For children 5 years of age – 1 staff:6 children
 - B. For children 6 years of age or older – 1 staff:12 children
3. Parents will be asked on the summer camp registration form to rate their child's swimming ability. Options that parents can select from include:
 - My child is afraid of the water.
 - My child does not swim.
 - My child doesn't swim but thinks that s/he can.
 - My child has taken some swimming lessons and can swim but not in water over his head.
 - My child has taken many swimming lessons and can swim in water over his head.

4. Before any child is allowed to swim, their ability will be tested by staff.
5. Each child will be assigned a swim-group (according to their tested swimming ability) identifying the depth of water they are able to swim in. Each group will have a different colored swim-band and will be assigned a specific staff for the day.
 - Goldfish: May not go in water deeper than their belly button
 - Dolphin: May not go in water deeper than their armpits.
 - Stingray: May go anywhere with the permission of their assigned staff.
6. Children will use the buddy system at all times and will be paired with a child of the same ability. Each group leader will discuss with the children the events for the day, with reminders for staying with the group, and what they must do if they want to leave the group's designated area.
 - A. Each group leader must also review the "S.N.A.P." acronym as seen on the children's swim bands.
"S.N.A.P." stands for:
S= Stay within your boundaries
N= No Showers
A= Always ask
P= Partners are important
7. Staff will enforce pool facility rules. Children who do not follow pool facility rules and/or program rules will lose swimming privileges.
8. Two-Way radios will be used to monitor and advise staff of children moving from swimming to rest areas. (Only child's first name and initial of last name will be used over the radio to maintain confidentiality).
9. At the start of swimming time, staff will take a "Swimming Attendance," mark the children that are present, and if they will be swimming, at the diving boards, on the slides, etc. Staff must also mark who the swimming partners are. (See the Appendix for an example of a "Swimming Attendance.")
 - A. If a child will be leaving early (while the group is still at the pool):
 - i. Prior to the child leaving, note who the child is on the "Swimming Attendance" sheet
 - ii. Note what time the child left
 - iii. Notify all staff using two-way radios.
10. Group leaders must communicate with one another to make sure all children are accounted for, and that the total number of children between the groups matches the total number of children for that day.
11. At least every 15 minutes, staff must do a "head count" of the children in their respective group, using the Swimming Attendance sheet to note the number of children and their location. During the pool's safety breaks, total "head counts" will be performed before leaving the swimming area.
12. If staff are not getting a correct head count, they should notify the rest of the staff. If the problem is not resolved efficiently, staff should refer to the Missing Child Policy.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
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STANDARD PRECAUTIONS

Objective: To ensure the safety of staff when exposed to blood and any other potentially infectious material.

Procedure:

1. To prevent skin and other mucous-membrane exposure, an appropriate barrier (i.e. gloves) is required when in contact with blood or any bodily fluids containing blood.
 - A. Gloves should be worn when in contact with blood (and bodily fluids or mucous membranes containing blood) and non-intact skin of the child or the employee.
 - B. Gloves must be worn when handling items or surfaces soiled with blood or bodily fluids.
 - C. Gloves should immediately be changed if torn.
 - D. Gloves should be changed after contact with bodily fluids, and *between patients*.
2. Hands and other skin surfaces should thoroughly be washed immediately after any direct contact with blood (or bodily fluids containing blood). Hands should also be washed immediately after gloves have been removed.
3. Employees must take all necessary precautions to prevent injuries caused by needles, and other sharp instruments or devices during procedures, when cleaning used instruments, during disposal of needles, and when handling sharp instruments.
 - A. Do not recap, bend, break, remove needles from disposable syringes, or manipulate needles by hand.
 - B. Place ALL used disposable needles and syringes, and other sharp items in the puncture-resistant containers ("Sharps Container") provided for disposal.
 - C. When the Sharps Container is full, contact the administrators for proper disposal.
4. Childcare workers who have lesions or weeping dermatitis must refrain from all direct contact with children, and from handling childcare equipment until the condition resolves. The "Employee Health Policy and Procedure" will be followed regarding the worker's return to work.
5. In the event of exposure to blood (eyes, mouth, nose, open areas on the skin, and puncture wounds) from any child or employee, an "Employee Incident Report" is to be completed per procedure. The employee is to be sent to the emergency room for treatment as indicated.
6. Pregnant childcare workers should be especially familiar with, and strictly adhere to the universal precautions.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
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BLOOD SPILL CLEAN-UP

Objective: For effective infection control, all blood spills will be cleaned up using the Emergency Response kit located in the storage area.

Procedure:

1. It is the responsibility of all staff to know where the provided medical gloves are at each site.

2. When a blood spill occurs, obtain the Emergency Response kit from the storage area. The kit will contain gloves, a scooper/scrapper, a red infectious waste bag, a wiper towel, an absorbent powder pack, an anti-septic hand wipe, a surface disinfectant wipe, a white waste bag, and an instruction sheet and incident report.
3. Apply gloves
4. Open absorbent powder and sprinkle the granules evenly over the entire spill. The liquid will congeal within 2-4 minutes.
5. Using the scoop and scraper, scoop the congealed material into the red biohazard waste bag. (For non-biohazard waste, use the white waste bag.)
6. After placing contaminated items in the bag, wipe any contaminated areas with the disinfectant wipe.
7. After cleaning procedure is completed, remove gloves and discard into the red bag.
8. Wipe hands with antiseptic hand wipe and discard wipe into the red bag and seal the bag.
9. Notify the administrators that the red biohazard bag has been used, and regarding any items that need to be replaced in the kit.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
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MISSING CHILD PROCEDURE

Objective: To provide appropriate supervision and ensure the safety of all children.

Procedure:

1. Maintain up-to-date emergency information of each child enrolled in the program. Emergency contacts should be listed on the child's Emergency Contact Cards and under the "Information and Relationship" tab on ProCare.
2. Staff should always be aware of the number of children present by taking a physical count, using the attendance sheets, checking the ProCare dashboard, and by running "Attendance Reports." Physical counts should be taken throughout the care session, with special attention taken when leaving or arriving at program areas.
3. Identify children who may wander or pose a "flight risk" so staff can maintain safety.
4. Constantly be aware of staff-to-child ratios to ensure proper supervision.
5. If at any time a child goes missing, take the following steps to search for the child:
 - A. Check attendance, ProCare, and ask staff and students if the child has been seen.

- B. Use all available adults within the program or field trip areas to check bathrooms, classrooms, outside areas, “Lost and Found” or “Security Stations” (when on field trips), etc.
6. If the child is still unfound.
- A. Call 911, administrators, and parent(s) or emergency contacts in that order.
 - B. Staff is to share the description of the child, what they were wearing, and any and all relevant emergency information with emergency personnel.
 - C. Police should be advised of any medical problems, custodial issues, and current state of mind (i.e. recent argument, angry outburst, changes within family, etc.).
 - D. Be aware that staff must always maintain an appropriate staff-to-children ratio. Call in extra staff as needed.
 - i. To help maintain ratios, staff may need to take a group of older children to help search for missing children.
 - E. Upon learning of a child’s whereabouts, or upon the child’s return, staff must immediately notify the family and administrators (if not present).
 - F. If the child is not found, confer with the police to determine if staff assistance is needed. Update the administrators regarding any further actions that must be taken.
 - G. A report must be completed and turned into the administrators on the day of the incident.
 - H. The administrators will notify the appropriate state licensing personnel.

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EXTREME TEMPERATURES/WEATHER

Objective: To avoid temperature-related health issues and maintain safety of children.

Procedure:

Extreme Cold Temperatures

1. AM: If the outside temperature is 0°F with or without wind chill, conditions will be considered “dangerous,” and students will be kept inside. Regardless of the outside temperature, follow the school’s direction for where students are to be released at the time of dismissal from care.
2. PM: If the outside temperature is 0°F with or without wind chill, conditions will be considered “dangerous” and students will be kept inside for the entire care session.
3. Children will be instructed to dress accordingly for outside temperatures. If children do not have adequate clothing (i.e. no mittens, hat, boots, winter coat, etc.), staff will have the child show them the contents of their backpack and locker to double check for winter gear. If adequate clothing is not found, the child will not be permitted to go outside. A staff member will stay inside with this child while the other staff go out with the other children. Some additional children may have to stay inside as well to stay within the staff to child ratio. Upon parent arrival, staff will discuss being preparing for the weather with the child’s parents.
4. Staff should be aware that temperatures may change and are expected to adapt and instruct children in accordance to those changes.

Note: Staff should be setting a good example for the students in their care at all times. Thus, it is important to always have weather-appropriate clothing.

Extreme Heat Temperatures

1. When heat warnings are issued, staff will adapt program activities to avoid heat related health problems. (See Appendix for a list of heat index conversions.)
2. Staff will be aware of heat-related side effects and will frequently make drinking water available to all children. (See Appendix for a list of heat-related side effects.)
3. Outside play will be limited when there is a potential heat risk.
4. During “Sunsational Summer Camp,” sunscreen provided by the program or by the parents, along with appropriate permission forms, will be applied as often as necessary.
5. If a child shows signs of a heat-related illness, first aid will be provided as needed, and parents will be notified at the time of pick-up or sooner if necessary.

Extreme Weather

1. Staff are expected to be aware of the conditions that are consistent with severe weather. Staff should also listen for severe weather advisories, watches, and warnings (i.e. tornado sirens, news and radio broadcasts, etc).
2. Staff should know the location of tornado drill plans at each program site, and should be able to find the designated tornado safe-spots. Staff are also expected to identify appropriate shelter options during times of severe weather when not at a program site.
3. In times of extreme weather conditions, staff should take the following items with them when seeking alternative shelter:
 - A. Emergency Bag
 - B. Attendance Sheets
 - C. Med-Box (If anyone requires medications and/or if possible)
 - D. Phone

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SEVERE WEATHER AND TORNADO EVACUATION

Objective: Ensure safety of all children when severe weather requires the evacuation of the program area.

Procedure:

1. When weather conditions are favorable for severe weather, staff are expected to monitor local weather via the internet or radio.
2. Staff should notify the administrators if and when they become aware of severe weather conditions. If the administrators do not respond, the notifying staff should then make all other program sites aware of the severe weather situation.
3. When local authorities advise people to seek shelter, staff must do the following:
 - A. Take the attendance sheets, computer, and Emergency Bag, and lead the children to the assigned evacuation area as illustrated by the respective evacuation plans for each program site.
 - B. To ensure all children are present, take inventory of the children using the attendance sheets and ProCare. If a child is missing, refer to the “Missing Child” policy.
 - C. When warnings are lifted, return to the program area.
 - D. Evacuation Plans: Please refer to the evac plan posted at each school location for their specific evacuation plans.

FIRE EVACUATION – ALTOONA ELEMENTARY

Objective: Ensure the safety of all children when a fire emergency requires the evacuation of the program.

Procedure:

1. If any sign of fire is noted, pull the nearest fire alarm.
2. When the fire alarm is heard, take the attendance sheets, phone, and “Emergency Bag.”
3. Escort the children outside using the nearest doors and travel a safe distance away from the building. Lead the children to the playground by the woods, taking every precaution to use the safest route possible.
4. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further direction from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.
5. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
6. Notify Grace Lutheran Communities administration.
7. When needed, notify all parents of any alternate pick-up site.
8. The administrators are responsible for notifying the appropriate state licensing person.

FIRE EVACUATION – CHIPPEWA VALLEY MONTESSORI SCHOOL

Objective: Ensure the safety of all children when a fire emergency requires the evacuation of the program.

Procedure:

1. If any sign of fire is noted, pull the nearest fire alarm.
2. When the fire alarm is heard, take the attendance sheets, computer, and “Emergency Bag.”
3. Escort the children outside, using the cafeteria doors that lead to the school’s playground. Proceed to the soccer fields on the far end of the playground, taking every precaution to use the safest route possible.
4. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further directions from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.
5. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
6. Notify Grace Lutheran Communities.
7. When needed, notify all parents of any alternate pick-up site.
8. The administrators are responsible for notifying the appropriate state licensing person.

FIRE EVACUATION – LAKESHORE ELEMENTARY

Objective: Ensure the safety of all children when a fire emergency requires the evacuation of the program.

Procedure:

9. If any sign of fire is noted, pull the nearest fire alarm.
10. When the fire alarm is heard, take the attendance sheets, computer, and “Emergency Bag.”
11. Escort the children outside, using the gym doors that lead to the school’s parking lot. Proceed to the baseball diamond located on the far end of the playground, taking every precaution to use the safest route possible.
12. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further direction from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.
13. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
14. Notify Grace Lutheran Communities.

15. When needed, notify all parents of any alternate pick-up site.
16. The administrators are responsible for notifying the appropriate state licensing person.

FIRE EVACUATION – ROOSEVELT ELEMENTARY

Objective: Ensure the safety of all children when a fire emergency requires the evacuation of the program.

Procedure:

1. If any sign of fire is noted, pull the nearest fire alarm.
2. When the fire alarm is heard, take the attendance sheets, computer, and “Emergency Bag.”
3. Escort the children outside, using gym doors that lead to the school’s playground. Proceed to the field located on the far end of the playground, taking every precaution to use the safest route possible.
4. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further direction from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.
5. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
6. Notify Grace Lutheran Communities administration.
7. When needed, notify all parents of any alternate pick-up site.
8. The administrators are responsible for notifying the appropriate state licensing person.

FIRE EVACUATION – SHERMAN ELEMENTARY

Objective: Ensure the safety of all children when a fire emergency requires the evacuation of the program.

Procedure:

1. If any sign of fire is noted, pull the nearest fire alarm.
2. When the fire alarm is heard, take the attendance sheets, computer, and “Emergency Bag.”
3. Escort the children outside, using cafeteria doors that lead to the school’s playground. Proceed to the farthest corner of the field located next to the playground, taking every precaution to use the safest route possible.
4. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further direction from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.

5. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
6. Notify Grace Lutheran Communities administration.
7. When needed, notify all parents of any alternate pick-up site.
8. The administrators are responsible for notifying the appropriate state licensing person.

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BOMB THREAT – ALL SCHOOLS

Objective: To maintain safety of all children and staff if a bomb threat is received.

Procedure:

1. If a bomb threat is received by an employee, prolong the caller for as long as possible. Take the following action:
 - A. Keep the person on the phone as long as possible.
 - B. Listen for background noise, music, etc.
 - C. Listen for other voices.
 - D. Note carefully caller's description of the bomb.
 - E. Note the time it will explode.
 - F. Note its location.
 - G. Call 911 and alert appropriate school staff.
 - H. Notify Grace Lutheran Communities Administration.
2. If a bomb threat is received by the school's staff, childcare staff are expected to follow the school's protocol and directions on how to handle the situation.
3. If and when leaving the program site due to a bomb threat, take the attendance sheets, phone, computer, and "Emergency Bag."
 - A. At all times, the "Emergency Bag" must include:
 - i. Emergency Contact Cards
 - ii. Medical Logbook
 - iii. Child First Aid Kit
 - iv. Staff First Aid Kit
4. Escort the children outside using the closest and safest exit, taking every precaution to use the safest route possible. Staff should take the Emergency Bag, attendance sheets, medications, and phone with them.
5. Once a safe distance away from the building, take inventory of the children using the attendance sheets.
 - A. If all children are present, wait for further direction from emergency personnel.
 - B. If a child is missing, notify emergency personnel immediately.

6. If children must be evacuated off school grounds, staff should contact administrators to organize transportation to an alternate Grace Lutheran Communities site.
7. Notify Grace Lutheran Communities administration.
8. When needed, notify all parents of any alternate pick-up site.
9. The administrators are responsible for notifying the appropriate state licensing person.

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LOSS OF BUILDING SERVICES

Objective: Maintain a safe environment for children at all times.

Procedure:

If a loss of buildings services occurs (i.e. the loss of heat or restroom facilities for an extended period of time, chemical spill, damage to the structure or buildings, etc.), the environment will be deemed “unsafe.” In this situation, the following will occur:

During Program Hours

1. Communicate with school staff regarding the situation and proceed with appropriate evacuation if needed.
2. Notify Grace Lutheran Communities administration.
3. When leaving the program site, take the attendance sheets, Emergency Bag, computer, and the children’s belongings.
4. Coordinate with Grace Lutheran Communities staff to transport the children to an alternate Grace Lutheran Communities site.
5. Notify parents and/or emergency contacts regarding the alternate pick-up site.
6. The administrators are responsible for notifying the state licensing person as indicated.

Before Program Hours Begin

1. AM: If directly before AM care, the program will **NOT OPEN** and children will not be accepted.
2. PM: If directly before PM care, care will not be provided, and staff are to call the scheduled student’s families and notify them that there will be no care on that day.

Inside Building Temperature

1. If the inside building temperature is 67°F or less, staff must consider this a loss of building services, and proceed with the above plan.
2. If the inside building temperature is 80°F or above, staff must contact the administrators so that fans can be brought to the site in order to keep the air circulating.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 03/31/2020
REVISED 03/31/2020

ORIENTATION OF STAFF POLICY

Objective: To ensure proper introduction and orientation of new staff.

Procedure:

1. New employees will receive three hours of direction and instruction on policies and procedures in their first week.
2. A checklist (enclosed) is provided to sign and file.
3. Employees will receive one week (equal to their schedule) of on-site training at the school they will be working at.
4. New employees will receive one hour of training on the use of ProCare, and can ask for additional training thereafter.
5. Staff must also complete the following:
 - A. Within the first week of employment:
 - i. TB Test (*Started* within the first week – only if recommended by a doctor)
 - ii. Staff Record Paperwork
 - iii. Child Abuse Training
 - iv. Photo Release
 - v. School Transcript
 - B. Within the first thirty (30) days of employment:
 - i. Physical Check-Up
 - C. Within the first three (3) months of employment:
 - i. CPR Certification
 - ii. Registry Paperwork

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 05/06/2013
REVISED 03/31/2020

STAFF CLEANLINESS POLICY

Objective: To maintain healthy staff and children.

Procedure:

Staff Cleanliness and Dress Code

1. All employees are expected to be clean and concerned with good personal hygiene. Moderation and good taste in dress and grooming are expected of all employees. In addition, staff must adhere to the following attire restrictions:
 - A. Staff are not permitted to wear sweatpants during any shift. Light leggings will need to have an additional covering.
 - B. Adult advertising (i.e. alcohol or drug references, lingerie brands, inappropriate language or content, etc.) is not allowed on any article of clothing.
 - C. Shorts must be at least finger-length, and securely worn around one's waist.
 - D. Swimsuits – Men: Swim trunks should be at least finger-length and worn around the waist. Women: Single-piece and “tankini” suits with a modest bust-line are permitted.
 - E. During “Sunsational Summer Camp,” flip flops can **only be worn while at the pool.**

Note: Staff should be setting a good example for the students in their care at all times. Thus, it is important to always have weather-appropriate clothing, and to adhere to the above restrictions.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL

IMPLEMENTED 03/06/2006

REVISED 03/31/2020

CONTINUING EDUCATION POLICY

Objective: To provide on-going education and support for childcare staff.

Procedures:

1. On-going education will be provided through in-services developed with staff input and outside education sources. Topics will focus on issues related to School Age Childcare.
2. A staff continuing education record will be provided to all staff. Each staff member will be responsible for filling the form out and keeping it on file.

or

For staff currently enrolled in higher-education classes, an updated transcript must be on file after each semester. Classes completed in school may be documented for up to three years.

3. Staff meetings are required for all staff. A meeting will be scheduled each month, nine months out of the year (September through May). If working summer camp, staff meetings will also be scheduled in June, July, and August.

4. Each childcare worker and center administrator will, at minimum, follow the continuing education requirement provided by the Wisconsin Department of Children and Families
5. All staff in contact with children must obtain and maintain a current certificate for child and adult CPR. **Staff are exempt from infant CPR because GLC-SACC does not care for infants.** Staff must be certified within three months from starting the job.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

CHILD ABUSE AND NEGLECT REPORTING

Objective: To ensure child's health, safety, and well-being by reporting suspected abuse and neglect issues to proper authorities.

Procedure:

1. Staff must have knowledge of Wisconsin Child Abuse Laws and be aware that they are considered mandated reporters as indicated in sections 48.981 and 48.02, Stats.
2. If a suspected abuse or neglect issue is noted, the following will occur:
 - A. Staff will discuss concerns with the administrators.
 - B. The Medical Logbook and ProCare will be consulted to determine if past injuries have been noted and if a pattern of injuries is present.
 - i. Staff will document all signs of injury (i.e. comes to program care with a black eye) and the child's explanation for the injury in the Medical Logbook and the ProCare log.
 - (1) A second staff should confirm the child's story by asking them to explain how they obtained the injury.
 - C. Administrators will discuss concerns with appropriate school staff.
 - D. Administrators will determine if a report needs to be made according to guidelines in DCF-251 and 48.981, Stats. Grace Lutheran Communities Executive team will be made aware of the concerns.
3. Using the website <http://wcwpds.wisc.edu/related-training/mandated-reporter/default.aspx>, staff will receive training on:
 - A. Identifying symptoms and signs of abuse and neglect
 - B. Recording suspicious bruises or marks
 - C. Documenting conversations with children and parents regarding suspected abuse or neglect.
 - D. **Note: This training must be completed within the first week of hire, and must be renewed every two years.**

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

EMPLOYEE CONVICTION OF A CRIME

Objective: To ensure the child's health, safety, and well-being by ensuring all staff are reporting any any potential crime conviction against themselves immediately

Procedure:

1. It is the employee's responsibility to immediately notify the Human Resource Department or the employee's immediate supervisor if the employee has been convicted of a crime; has been or is being investigated by any governmental agency; has a substantiated governmental finding against them for abuse or neglect of a child or adult or for misappropriation of a client's property; or has a professional license denied, revoked, restricted or otherwise limited.
2. When the licensee is notified, the licensee is to report to the licensing department no later than the next business day.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 6/23/2025

PROCARE SOFTWARE®

Objective: To accurately use and maintain records on ProCare Software®.

Procedure:

1. Within the first week of employment, staff must schedule a time to meet with the program administrators or a lead staff member for a one-hour ProCare Software® training session. (Staff can always request additional training sessions.)
2. At minimum, staff should be able to perform the following tasks using ProCare Software®:
 - A. Register a new parent, guardian, or authorized pick-up personnel with pin numbers.
 - B. Clock children in and out (Individually and using the "Batch Check-In/Out" function)
 - C. Modify a child's schedule
 - D. Note schedule exceptions (Overrides, Absences, etc.)
 - E. Log an event (Behavioral, Accident/Injury, etc.)

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL
IMPLEMENTED 11/01/1999
REVISED 03/31/2020

SCHEDULE OF ACTIVITIES:

During the calendar school year:

Morning Care: Arrival –Free Play- Attendance- Bathroom Break/Wash Hands- Release to School Breakfast or Playground

Afternoon Care: Arrival-Attendance- Bathroom Break/ Wash Hands- Snack- Outdoor Play/Free Play- Homework Help Dismissal

Spring Camp - Winter Camp – School Breaks & Summer Camp

A list of weekly activities will be planned and posted for each school break.

These activities may include fieldtrips to local parks or museums, movie theaters, libraries etc. Specific activity times will vary.

Students will be provided with 2 snacks per day 9:00am snack & 3:00pm snack.

Students will be given a lunch period from 12:00pm to 12:30pm

GRACE SCHOOL AGE
CHILDCARE POLICY MANUAL
IMPLEMENTED 05/06/2013
REVISED 03/31/2020

GLOSSARY

CPS - An abbreviation for “Child Protective Services.” CPS is part of a county human services or social services department (or, in Milwaukee, the Bureau of Milwaukee Child Welfare). CPS works with others in the community to receive and assess reports of possible child maltreatment, take action to protect the children, and provide services to the children and their families.

Emergency Bag - Bag taken with staff whenever leaving the program site. This bag must always contain:

- Emergency Contact Cards
- Medical Logbook
- Child First Aid Kit
- Staff First Aid Kit

GLC-SACC – An abbreviation for “Grace Lutheran Communities School Age Childcare.”

Maltreater - A person who abuses or neglects a child, or who threatens a child with abuse or neglect.

Maltreatment - Refers to child abuse, child neglect, and threatened child abuse or neglect.

Mandated Reporter - A person who is required by Chapter 48 of the Wisconsin Statutes or Executive Order 54 to report suspected child maltreatment.

Med-Box – A lockable metal box that is used to store child medications.

Parent Bag - A bag of approved options provided by a child’s parent.

Ratios – *Regular Ratios*

- For children 5 years of age – 1 staff:17 children
- For children 6 years of age or older – 1 staff:18 children.

Swimming Ratios

- For children 5 years of age – 1 staff:6 children
- For children 6 years of age or older – 1 staff:12 children

WAC - An abbreviation for the “Weekly Attendance Card” – this is used to keep track of how many children you have at any given time.

GRACE SCHOOL AGE CHILDCARE POLICY MANUAL

IMPLEMENTED 05/06/2013

REVISED 03/31/2020

APPENDIX

Resident/Client Rights Taken From Grace Lutheran Communities Employee Handbook:

Grace Lutheran Foundation takes seriously the responsibility of caring for our residents and clients. Violation of Resident/Client Rights is not tolerated. Abuse, Neglect, and misappropriation are defined as follows:

1. **Abuse**
An act done intentionally to cause harm that causes or could reasonably be expected to cause pain, injury or death or substantially disregarding a client's rights or a caregiver's obligations to a resident/client. An act of sexual intercourse or sexual contact; the forcible administration of medications; a course of conduct by caregiver done with the intent to harass, threaten, intimidate or frighten and which does or could be expected to do so.
2. **Neglect**
Substantial carelessness or negligence which disregards the facility policy on the client's care plan and causes or could be expected to cause pain, injury or death or substantially disregards a client's rights or a caregiver's obligation to a resident/client.
3. **Misappropriation**
Taking or using a resident/client's property (money, credit card, jewelry, phone, etc); obtaining the property of a resident/client by deceiving the resident/client; having possession of a client's money or checks; using a resident/client's personal identifying information to obtain credit, money, services, etc.

WHAT TO DO IF YOU SUSPECT OR IDENTIFY AN ISSUE OF ABUSE, NEGLECT, MISAPPROPRIATION:

1. **STOP THE SITUATION**
2. **PROTECT THE RESIDENT/CLIENT**
3. **FIND A SUPERVISOR IMMEDIATELY**

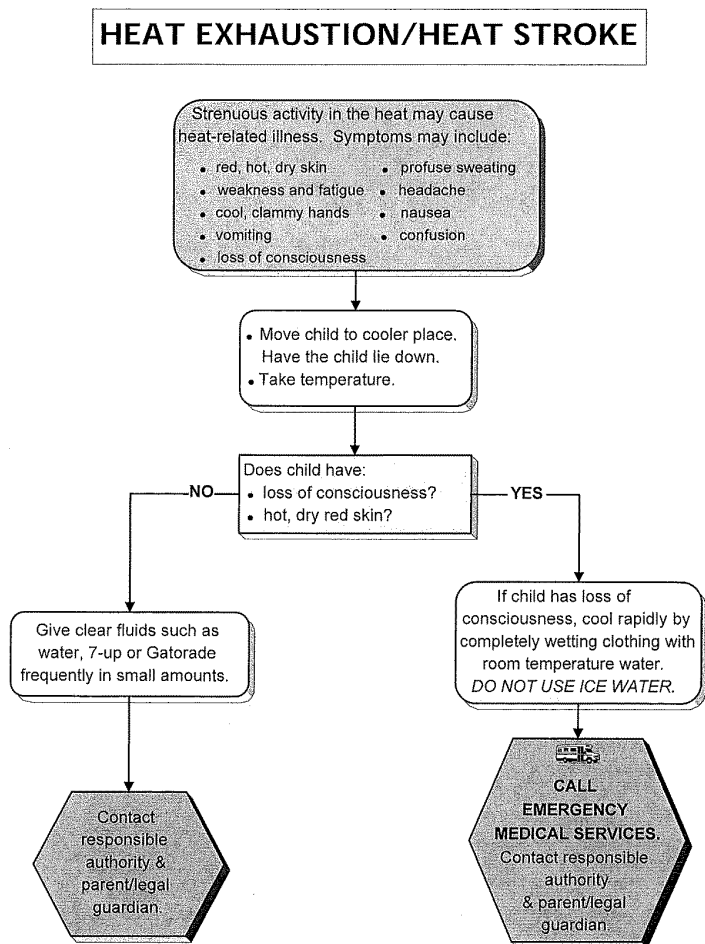
Heat Index Conversions:

		Temperature (°F)															
		80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110
Relative Humidity (%)	40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	135
	45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	135	139
	50	81	83	85	88	91	95	99	103	108	113	118	124	130	135	139	143
	55	81	84	86	89	93	97	101	106	112	117	124	130	135	139	143	147
	60	82	84	88	91	95	100	105	110	116	123	130	135	139	143	147	151
	65	82	85	89	93	98	103	108	114	121	128	135	139	143	147	151	155
	70	83	86	90	95	100	105	112	119	126	134	139	143	147	151	155	159
	75	84	88	92	97	103	109	116	124	132	139	143	147	151	155	159	163
	80	84	89	94	100	106	113	121	129	136	143	147	151	155	159	163	167
	85	85	90	96	102	110	117	126	135	142	147	151	155	159	163	167	171
	90	86	91	98	105	113	122	131	139	146	151	155	159	163	167	171	175
	95	86	93	100	108	117	127	136	144	151	155	159	163	167	171	175	179
	100	87	95	103	112	121	132	141	150	156	160	164	168	172	176	180	184

Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity

☐ Caution
 ☐ Extreme Caution
 ☐ Danger
 ☐ Extreme Danger

Heat Related Side Effects:



First-Aid:

First Aid at-a-glance

If an emergency occurs, it is important that you do the following:

- 1—Recognize that an emergency situation exists
- 2—Call 911 or _____ for an ambulance
- 3—Check for scene safety
- 4—Decide to take action
- 5—Provide care until help arrives

Signs/Symptoms	Ailments	First Aid
Skin is: Red/Dry 1st degree Red/Blistered 2nd degree Charred 3rd degree	Burns	1. Submerge in cool water (do not use ice!) 2. Apply wet cloths to areas that cannot be immersed (Keep cloths cool by adding more water). 3. Cover with clean/dry dressing loosely bandage them in place. For a 3rd degree burn, cover with dry clean cloth and call for medical help. If any burn occurs to the victim's face area, watch for possible need for artificial respiration. Treat for shock (see below)
1. Cuts, scrapes, punctures or other breaks in the skin 2. Bleeding, bruising; area may be swollen	Cuts/Wounds	1. Wear latex gloves or place a barrier between you and victim's blood. 2. Apply direct pressure. Cover the wound with a sterile gauze pad and press firmly against the wound. Add an additional dressing on top if soaked. Do not remove the first gauze pad. 3. Elevate the injured area above heart level as long as you do not suspect broken bones. 4. Cover gauze dressing with a pressure bandage to maintain pressure tying knot over wound. If bleeding does not stop, apply additional dressings and apply pressure to a nearby artery.
1. Pain and tenderness 2. May have difficulty moving injured part 3. Obvious deformities—swelling and discoloration.	Fractures and Dislocations	Keep broken bone ends and adjacent joints from moving. Give care for shock. Call for medical help.
Five principal symptoms 1. Acute pain in chest, neck, jaw, shoulders or down arms 2. Extreme shortness of breath 3. Sweating 4. Nausea 5. Absence of pulse and breathing in an unconscious person	Heart Attack	Place victim in comfortable position, usually sitting up. If not breathing, give artificial respiration. If no pulse is present, administer CPR (trained individuals only). Dial 911 or "0" to activate the EMS (Emergency Medical Services) System. DO NOT give liquids to unconscious victims.
Unresponsive	Loss of Consciousness	If unresponsive, activate EMS System immediately. Roll victim onto left side and monitor closely. Provide rescue breaths or CPR as needed. Never give an unconscious person food or liquids.
Symptoms vary greatly. Aids in determining whether poison was swallowed: • Information from victim or observer • Presence of poison container • Condition of victim (sudden onset of pain or illness—abdominal cramping) • Burns around lips • Breath odor • Change in level of consciousness	Poison	All Victims Call Emergency Rescue Squad Call Poison Control Center Save label or container for identification Save sample of vomituous material Conscious Victims Follow directions of Poison Control Center Do not neutralize with counteragents Do not give oils Unconscious Victims Maintain open airway (victim on side) Give mouth-to-mouth resuscitation or CPR if necessary Do not give fluids. Do not induce vomiting. Convulsions Do not restrain victim Do not give fluids Do not induce vomiting Watch for airway obstruction Loosen tight clothing
1. Skin pale (or bluish), cold to touch, possibly moist or clammy 2. Weakness 3. Rapid pulse (over 100) 4. Rate of breathing usually increases; breath may be shallow or deep and irregular	Shock	Keep victim lying down. Elevate feet 12" if no broken bones. Cover victim only enough to keep from loss of body heat; obtain medical help as soon as possible.

DCF-251:

(5) MEALS, SNACKS, AND FOOD SERVICE.

(a) Food.

1. Food shall be provided by the center based on the amount of time children are present as specified in Table 251.07.

TABLE 251.07	
Meal and Snack Requirements for each Child in a Group Child Care Center	
Time a Child is Present	Number of Meals and Snacks
At least 2½ but less than 4 hours	1 snack
At least 4 but less than 8 hours	1 snack and 1 meal
At least 8 but less than 10 hours	2 snacks and 1 meal
At least 10 or more hours	2 meals and 2 or 3 snacks

2. Center-provided transportation time shall be included in determining the amount of time children are present for the purposes of subd. 1.

3. Food shall be served at flexible intervals, but no child may go without nourishment for longer than 3 hours.

4. At a minimum, children shall be provided food for each meal and snack that meets the U.S. department of agriculture child and adult care food program minimum meal requirements for amounts and types of food.

Note: The USDA meal program requirements are found on the website,
<http://www.fns.usda.gov/cacfp/meals-and-snacks>.

4m. Additional portions of vegetables, fruits, bread, and milk shall be available.

5. Menus for meals and snacks provided by the center shall:

- Be posted in the kitchen and in a conspicuous place accessible to parents.
- Be planned at least one week in advance, dated and kept on file for 3 months.
- Be available for review by the department.

5m. A daily menu may not be repeated within a one-week time period.

6. Any changes in a menu as planned shall be recorded on the copies of the menu kept on file and posted for parents.

6m. When snacks are provided by parents for all children, a record of the snack served shall be posted in an area accessible to parents.

8. When food for a child is provided by the child's parent, the center shall provide the parent with information about requirements for food groups and quantities specified by the U.S. department of agriculture child and adult care food program minimum meal requirements.

9. A special diet based on a medical condition, excluding food allergies, but including nutrient concentrates and supplements, may be served only upon written instruction of a child's physician and upon request of the parent.

9m. A special diet based on a food allergy may be served upon the written request of the parent.

10. Cooks, staff members, child care workers and substitutes having direct contact with the children shall be informed about food allergies and other allergies of specific children.

(b) Food service.

1. Staff shall sit at the table with the children during mealtime.

2. Meals shall be served with time allowed for socialization.

3. Except as provided in subd. 4., in a center where meals and snacks are served, seating and table space shall be at least equal to the licensed capacity of the center, excluding infants, so that all children can be served at the same time.

4. In a center where meals are served in a central lunchroom, seating and table space shall be at least equal to the number of children to be served in a shift.

5. Eating surfaces, including high chairs, shall be washed and sanitized before and after each use.

Evacuation Plans: Please check each school location for their specific evacuation plans.

Swimming Attendance:

Goldfish					
Swimmer's Name	Pool	Bathroom	Towels	Diving Board	Slide
Aidan G.					
Alex M.					
Andrew R.					
Branden G.					
Briley R.					
Carly B.					
Cole P.					
Colin B.					
Chase G.					
Daniel O.					

GRACE SCHOOL AGE CHILDCARE - STAFF ORIENTATION CHECKLIST

Employee: _____ Supervisor: _____ Date: _____

Employee Initials

Supervisor Initials

1. Center policies
2. Licensing rules
3. Confidentiality
4. Supervision of children under eight years of age
5. Child abuse and neglect recognition and reporting
 - 5a. Completion of Online Training
6. Health observation and precautions, medication, universal precautions, infectious disease control, and communicable disease recognition
7. Attendance: contacting parents when a child's attendance DOES NOT match their schedule; as staff come into work they will ask/be made aware of what children they are responsible for.
8. Emergency training, including first aid, fire, tornado and CPR
9. Knowing whereabouts of children at all times
10. Integration of special needs children into program and the sharing of information to staff on the care of said children
11. Child management techniques used at center
12. Job responsibilities as they relate to job description
13. Schedule of activities at center
14. Probation and evaluations
15. Grievance procedures and the disciplinary process
16. Work conditions: hours, breaks, holidays, vacations, etc.
17. Sick leave, leave of absence
18. I feel comfortable with ProCare Software® and can: clock children in and out(individual and batch), modify a schedule, register a parent for both finger print and bypass, register a family, log an event, and schedule overrides, exceptions, and no shows.

My supervisor has explained the above policies to me and I understand them. I have also received the handbook.

Signature: _____ Date: _____

Staff has completed:

1. Within the first week of employment:
 - ☐ TB Test (*Started* within the first week) Date Completed: _____
 - ☐ Registry Paperwork Date Completed: _____
 - ☐ Staff Record Paperwork Date Completed: _____
 - ☐ Child Abuse Training Date Completed: _____
 - ☐ Photo Release Date Completed: _____
 - ☐ School Transcript Date Completed: _____
2. Within the first thirty (30) days of employment:
 - ☐ Physical Check-Up Date Completed: _____
3. Within the first six (6) months of employment:
 - ☐ CPR Certification Date Completed: _____