

# Kids Place, Inc.



## Staff Handbook

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Mascot, TN 37806

A leader in Quality Childcare since 1993

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## 1. Welcome

Welcome! We are anticipating exciting activities for our children, and you are an important part of the success. Excellent staff produces excellent programs, and that is our goal. We expect you to read it thoroughly before the first day of employment so that you know the standards and practices of Kids Place. It will also help you understand the philosophy and goals behind our program, your role, and the conditions for your employment.

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

## 2. Program Mission and Goals

### **Our Mission**

Welcome to our Kids Place program! Our dynamic program is a quality educational and recreational program. Children are made to feel like they are a part of a large community family and encouraged to participate in all sorts of activities and exciting adventures. While at Kids Place, we hope to teach children to problem solve, practice social skills, and communicate successfully with their peers. Our staff’s mission is to allow children to experience social development and skill achievement through challenging, supportive teamwork, and practical applications in our activities. When children believe, they will achieve, and the sky is the limit.

### **Program Goals**

Our Mission Statement (above) is the key principle that guides the program.

- An Outstanding Program is a place where children are valued.
- Staff views each child as unique individuals with something special to offer.
- Staff shows an interest in each child, calling them by name, communicating individually with them, and listening to what they have to say.
- Staff take time with the children, communicating that being with children in general, and them in particular, is fun.
- Staff creates an environment where the focus is on the interests and needs of children.

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

### **3. Programming Overview**

#### **A. Summer Program Overview**

Children enter the program in the morning to peaceful activity centers like, reading, board games, art, and building. After breakfast, announcements are given at the amphitheater for the morning activity choices. Children choose and move to those activities. There are a total of (3) 1 ½ hour activity slots per day where children are making activity choices.

Curriculum is based on a weekly theme that will provide activities focused on academic enhancement with an emphasis on that particular theme. The curriculum is very educational through many entertaining and simple hand's on activities including; art, science, math, geography, and nature. Children love to learn, and we make learning part of their summer fun!

The children are divided into (3) age groups K & 1<sup>st</sup> grade, 2<sup>nd</sup> & 3<sup>rd</sup> grades, and 4<sup>th</sup> & 5<sup>th</sup> grades. This aids in curriculum comprehension and safety for the many activities. Children participating in special Camp KP – Millertown activities will be supervised with a 1 staff / 5 - 10 children ratio depending on activity.

#### **B. After-School Programming Overview**

Children arrive to the program immediately after school lets out and attendance and tracking is taken. Snack is served in shifts depending on the amount of children in the program, and children are allowed to socialize with their friends. Announcements let the children know of the daily activities that are available to them.

Curriculum is given in groups and consists of topics that children are interested in, such as the first airplane flown, information on holidays, different cultures, sports and current events. Our curriculum is very educational through many entertaining and simple hands on activities that include: art, science, math, geography, nature and more. After curriculum, children go to do their homework or to their grade options for activities.

**An Outstanding Program is a place that is fun, exciting and safe for children.**

- Activities are varied to meet a range of interests, abilities, and needs.
- Activities invite participation; they are fresh, interactive and inclusive.
- The program provides children with choices and opportunities for self-expression.
- Staff is enthusiastic, energetic, and fun to be around; they are well-prepared and competent.
- Children are well supervised in every situation throughout the day.
- Staff is vigilant; they constantly monitor the program for safety hazards.
- Safety is a first priority, and every activity takes safety into consideration.
- Children are taught good safety measures as part of the daily routine.

#### **4. Employee Structure and Responsibilities**

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

**Administration** – The Executive Director reports directly to the Kids Place, Inc. board of directors and oversees all programming.

The Program Manager reports directly to the Executive Director and provides supervision to the Camp Leaders and oversees the main campus, Camp KP - Millertown. The program manager is also responsible for and oversees all financial aspects of the organization and program maintenance and development.

Other administrative staff aid in overseeing programming, training staff, and carrying out the programming requests of the Executive Director and Program Manager.

**Directors** - Directors report directly to the Administration. Directors manage the individual recreation programs and a broad range of activities, both on field trips to Camp KP Millertown and at their home school site. Directors provide skilled leadership with their Counselors. Work requires specialized program knowledge and is performed with considerable independence under general supervision. It is reviewed through reports and observation of program by Administration.

**Camp Leaders** - This refers to any supervisory and/or skilled /certified staff that manages a specialized recreation within our Kid Place program. They may also manage activities at the Camp KP - Millertown facility e.g. pool manager, lifeguards, art, etc.

**Counselor** - This is staff that work providing direct leadership in a recreational after-school or summer program. A staff in this class may supervise a small specific function within a recreational program. They may also serve in a specific function requiring specific skills, training, or experience. Work is performed under the supervision of a Director or Leader and is reviewed through conferences and observation of performance reviews.

**Counselor Assistance or “CA’s” (All middle school children)** The CA is a volunteer trainee position that provides the opportunity to develop leadership and recreation skills while giving program support to recreational staff. The CA is expected to fully participate in every aspect of the program, such as helping keep the children on task and feeling successful, working cooperatively with staff and other volunteers, providing a well structured, safe, and fun environment, modeling enthusiasm and desirable behavior, assisting with behavior management, and offering assistance freely wherever needed.

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

## **5. Employee Standards**

### **A. Conditions of Employment**

- Comply with state law requirements and fill out a complete application including references.
- Participate in an interview process with reference checks.
- Be CPR & First Aid certified.
- Take 7 hours of on-line child development courses – TNELDS, Before You Begin, and Shaken Baby Syndrome / Head Trauma.
- Successfully complete a 4-hour Kids Place Orientation & Child Abuse Prevention.
- Complete Yearly Summer Orientation.
- Pass a pre-employment drug test.
- Pass 2 back ground checks and be fingerprinted by the TBI.
- Fill out a medical form and have a physical that complies with DHS standards.
- Complete in-service hours each year in childcare and attend weekly meetings.
- Demonstrate a positive Kids Place attitude and strong work ethic.
- Report to the administration when situations arise that jeopardizes the Kids Place philosophy, mission, or reputation.
- Above all – have a smile on your face and an authentic love for children!

Camp Leaders who work at the Camp KP location or oversee certified activities will have a certification on file in the main camp office, e.g., lifeguard, archery, zip line, etc. They will also participate in Yearly Summer Orientation and Yearly Camp Leadership trainings, which are mandatory, to be able to work at Camp KP – Millertown.

### **B. Dress Code**

Because you represent the Kids Place Program to the children and their parents, you are expected to dress in neat and clean clothes every day as follows: Kids Place staff shirt with khaki pants or shorts. In the summer, staff may wear dry weave sports shorts. Clothing such as cut-offs, halter tops, excessively short shorts that cannot be seen beneath your T-shirt, or bare feet are considered inappropriate and will not be accepted at Kids Place. The regulation staff shirt may not be altered in any way or tucked up to reveal the midriff. During swim activities, you are expected to wear one piece suits for females and swimming trunks for males. When providing supervision around the pool, you are expected to be dressed appropriately with shoes off or wearing pool shoes in readiness to perform a water rescue. During the winter, please bring a jacket as children go outdoors in even the coldest of weather.

As a safety measure, dangling or other jewelry that could catch on something such as earrings, nose rings, or necklaces should not be worn at Kids Place as they could cause injury. Kids Place staff represent a clean, healthy, positive adult role model for children. Hair and personal self must be kept clean. Body piercings except for the ears and visible tattoos are not allowed. All personal belongings should be inaccessible to children at all times.

### **C. Cell Phone Use**

It is important that every staff member's attention remains on the children at all times. A second's lapse in attention could result in a serious accident, which, with appropriate supervision, would have been prevented. Therefore: Cell phone use is permitted only during an approved break and never in a classroom with children. Calls may be answered only after a substitute staff has arrived to replace the staff member, and he / she are outside of the classroom. It is never appropriate to make a personal phone call, send a text message, check voicemail, etc. while in the presence of children. Ratios must be maintained at all times.

It is expected that when leaving the center for any reason (walk, field trip, etc.), one staff member will carry with them a cell phone. In this circumstance, the cell phone should only be used in the event of an emergency and not for personal calls/text messaging. In the event of an emergency, the staff member must inform both their co-workers Director of the emergency situation.

### **D. Personal Belongings**

Coats, backpacks, purses, personal items, etc. must be safely out of reach of children. Kids Place is not responsible for lost or stolen items.

## **6. Kids Place Orientation & Camp Leadership Training**

You are expected to attend pre-employment training that will provide you with many experiences designed to prepare you for Kids Place programming. Each staff will work with an experienced staff for 5 – 10 days to train and learn the needed job skills, procedures, location of all materials and equipment, first-aid, set-up and closing duties of the program, children's paperwork, and other critical items to run the daily operations of the childcare facility. This is called a transition period and staff are encouraged to ask any questions they may have about procedures during this time. The pre-employment training is a hands-on training where you and other staff are fully involved. This training will include:

- Become completely familiar with all phases of Kids Place philosophy, objectives, operations, schedules, procedures, and responsibilities.
- Understand and become familiar with the TN Department of Human Services childcare laws, state health department laws and state fire code regulations that are applicable to our centers.
- Understand and become familiar with the ACA (American Camping Assoc.) standards and TN Star rating system requirements for a 3 –Star center and staff will be required to uphold the requirements and standards for both.
- Staff will become familiar with activity, transition and gym game procedures with the purpose of fully understanding the skill and benefits of the different activities and games. Staff will model sportsmanship and show enthusiasm with the children when teams are competing against each other.

- Staff will learn how to take attendance, track children, understand the importance of radio transmission and radio procedures, and learn the inside and outside staff zone placement for visual supervision.
- Focus on safety issues relating to children, including how to provide a safe environment, what potential hazards to look for, risk assessments, how to deal with emergency situations, incident, accident, medical documentation.
- Relate and communicate effectively with children during activities and be able to provide necessary instructions for their skill levels.
- Learn to observe children's behavior, assess its appropriateness, enforce appropriate safety regulations, and apply appropriate behavior management techniques.
- Become acquainted and familiar with the staff assigned to your program in order to work together as a cohesive, cooperative team unit.
- Understand and exhibit the physical ability to participate when necessary with children in all activities including running and participating in sports games.
- Understand the daily schedule and plan of the overall programming.
- Be certified in the specialty areas that require certification.
- Understand all Emergency Management Plans, first-aid management, and documentation procedures.
- Understand facility management, security, opening procedures, and clean up.

## **7. Ten Tips for Success**

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

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

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

## **8. Program Curriculum and Activities Procedures**

- Staff members are responsible for carrying out the age appropriate creative recreational program and curriculum activities which follow the program goals and objectives of the Kids Place curriculum. Children will be given many choices of activities during their day.
- Each program is furnished with daily curriculum and resources to carry it out. Curriculum is to be done every day. Inventory the equipment and supplies to let your director know what is available and if you need additional supplies.
- In the event that plans must be changed back up activities should be planned in advance and used as necessary.
- The after-school schedules are posted on the parent board and are to be followed to the note due to the shorter programming day. The schedule is as follows: attendance, snack, curriculum, and then choice in activity.
- The summer schedule is posted on the parent board. We follow a laid back schedule of free play and open centers in the mornings before breakfast and during late afternoons after snack. The children should have three choices of activities each day one after breakfast and two after lunch. It is imperative that programming stays on queue for the smoothness of the day.
- Child participation and leadership opportunities should be incorporated into the program as much as possible.

## **9. Gym / Outdoor Game Procedures**

Staff needs to follow the same procedure each time the children go to the gym so children will know what is expected of them. Allow children to give the rules so they become comfortable speaking in front of others. Games should be kept exciting with a little friendly competition. Keep everything fair, fun, safe, and inclusive.

- Upon arriving in the gym, children go directly to the black line and sit.
- Announcements are made as to how many game will be played. Example: 2 and a new game, 2 and a curriculum or special game, or just 3 games.
- Children raise their hands for games suggestions. Get a least 4 to 5 suggestions.
- Staff announces the suggested games and children vote on games to be played. The 3 highest votes get to be the games played for the day. The game that gets the popular vote goes first.
- The child who made the game suggestion comes forward to give the rules to game. The children are asked if they have any questions. Staff makes sure that all rules have been stated. They may ask additional questions if necessary to model for the child giving rules.
- Use bases and cones when the game calls for them, and allow children to volunteer for set up.
- If the chosen game requires teams then staff helps fairly divide the children into teams. Children shoot paper, rock, scissors to see which team goes first.



- Staff needs to referee the games with a positive and happy demeanor at all times. Staff does not sit while in the gym and absolutely no free-play allowed.
- Children are always divided by grade. K & 1st and 2nd - 5th for the safety of the children.
- Stop the activity if children are getting out of control or are not complying with the rules, making the activity unsafe.
- Make sure that children use equipment such as climbing bars, swings, and slides only as intended. Do not allow anyone to hang upside down on the bars in the gym. Staff is not certified in gymnastics activities.
- Make children aware of any unmovable natural hazards such as poison ivy or a body of water. Place signs or rope off these areas when possible, or show them how to easily identify the hazards. A short hike around the site should be taken and hazardous areas pointed out to the children.
- Inspect equipment and play grounds daily. Document these inspections on the opening /closings duty chart under playground.

#### **10. Staff Sign-in, Attendance, Check-in and Set-up, Schedule and Payroll**

- Regular and punctual staff attendance is crucial to the program's success. All staff members are expected to be punctual in both arriving and departing according to the daily schedule. Call and directly speak to your site director at least 4 hours prior to your shift if you are going to be absent, the earlier you can call the better. Personally sign in and out on a daily basis.
- There are opening and set-up duties at each location and they are posted on a roster type check-off sheet. Prior to starting work, check in with the person in charge and insure that plans for the day haven't changed. Make sure all supplies needed for those activities are in order and put supplies out.
- Schedules are posted and change every semester. Please give your director a two week notice for any requested time off. Payroll checks are issued every other Friday. If you have any questions about payroll, please call the main office.

#### **11. Staff Meetings**

- Scheduled staff meetings will be held at weekly intervals to discuss any relevant topics about Kids Place and to discuss and plan the program for the following week. During staff meetings, every staff member has the opportunity to participate and contribute his/her ideas.
- Problems relating to children, the program, and staff may be discussed and hopefully solved during these meetings. The meetings also provide an open forum for all staff and volunteers.
- The goal of these meetings is continuous improvement of the programs, staff, and the program experience.

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

## **12. Staff Evaluation**

You will receive a written staff evaluation from your Program Director or the Executive Director, which will be supplemented by informal day-to-day feedback. The Executive Director will also assess the Program Director.

- The employee staff evaluation has two important functions: To acknowledge commendable work performance; and to motivate staff to reach for higher levels of work performance.
- This assessment becomes part of each employee's record and is the basis for continued employment with Kids Place.

## **13. Children's Paperwork**

- For the safety and health of children, Health & General / Emergency Information forms must be on file at each site for each child that attends the program. The Director is responsible for collecting and alphabetizing them and keeping an accurate and an updated check off roster of names with required forms completed.
- Health / Emergency information is *confidential* and only for use by staff. Do not talk about children and families outside of the program as that is a breach in confidentiality.

## **14. Arrival, Dismissal and Tracking**

### **A. Attendance and Tracking**

- Parents will be expected to sign in their children when they drop them off at the program and sign them out when they pick them up. This is a TN DHS law. If a parent forgets either, high light signature space and make sure that is corrected the following day.
- Once the child is signed in, he/she must also be checked in on the daily attendance sheet and on the tracking board.
- Children are to be on a tracking board from the time they arrive and throughout the day with each activity change and until parents sign them out at the end of the day. Each area of activity will have a tracking roster.

### **B. Parent Pick-up**

- Review the General Information form of the child to verify who the authorizing individuals are. Never release a child to anyone other than the authorized person(s).
- Ask for picture ID until you can recognize the person, and have him/her sign out the child.

- If you have doubts about anything, take the time to check further, even calling the parent before releasing the child. **Do not release the child until everything has been satisfactorily verified.**
- Our pick-up policy requires us to question anyone whom we feel is not in total control of their actions, i.e. alcohol, drugs, etc. If deemed necessary, we will then call the person(s) that parents have authorized to pick up their child on their application. Apologize if it seems offensive in any way. Our concern is for the safety of the children. Notify administration immediately if this happens.

**Knowing where each child is at all times is a critical responsibility of all staff, and failure in this area will be grounds for immediate dismissal.**

### **C. Late Pick-Ups**

- Parents are expected to pick up their children on time, which is clearly stated in the parent handbook. When a parent is late, two staff must stay with the child.
- *After 10 Minutes* - Call the parent or guardian and/or the emergency contact number to request an immediate pick-up. Continue to call every 5 minutes.
- *After 30 Minutes* - Call the Administrative personnel for instructions. Then call the parent and/or emergency contact again to insist on an immediate pick-up and to indicate where the child will be taken.
- *After 60 Minutes* - At this point, a note as to the whereabouts of the child should be left on the program door. If the parent or emergency contact still does not come, the appropriate agency will be called to pick up the child up.
- *Parental Late Fee Responsibility* - Parents will be charged a late fee of \$1 for each minute that they are late per child, and it is due up arrival. The child may not return to program until the charge is paid.

### **15. Supervising and Radios**

- From the moment a parent drops his/her child off at a program, staff is responsible for the whereabouts of that child through the Kids Place tracking system. It is imperative each activity area knows their total number of children and that the total number in all activity areas adds up. Radio transmission of the totals should be heard by all areas and everyone adds to ensure that the total is correct. Every activity area should have a tracking and the main tracker should have all the activity areas and where each child is located if parents pick up early.
- Radios are to be worn at all times to communicate within the program. Keep track of ratios at all times and let your director know if you need assistance for any reason. Ratios are 1/15 at school, 1/10 at Camp KP and 1/5 in certified activity areas. When a child leaves an area, radio ahead and wait for a response. If you do not get one, call again. When a child is coming to your area, immediately radio when you see them.

- Supervise activities and move around to prevent accidents and aid children in activities. Keep within your zones and never turn your back to the children. Do not get into lengthy conversations with co-workers.
- While working with a group of children, you must show enthusiasm and interact with them so the children will enjoy and become involved with the activity.
- Supervise carefully and stop behavior that is over stimulating and potentially unsafe. Know when to draw back, and do not let horse play behavior start.
- Be within eye sight of children unless their privacy forbids it like dressing and using the bathroom. Never be alone with a child, always make sure two staff is present or a group of children are with you.
- Operate under the “**rule of three**”, being in auditory or visual range when a situation does require one-on-one interactions, and seek settings that are in the sight of others but not in the middle of the activity for individual discussion.

## **16. Behavior Expectations**

All children enrolled in the Kids Place Program will be expected to follow rules established by the staff for the purpose of safety, and smoothness of operation in our childcare program. We use a code of conduct called the “K.P. Law”. There are three elements included in the law; Safety, Respect, and Attitude. Each situation or misbehavior is directed back to one or all of these elements and explained on the individual child's level. We generally use redirection in our first attempt to guide the child from their misbehavior. The second attempt will be a time out or sit and watch. Explanation is given each time to encourage self-discipline and making correct choices in the future.

- 1. Follow 1st Request-** This is the most important rule and is most often used when trying to get the groups attention. We do this by way of the staff raising their hand and saying "Kids Place". Our hand is up which indicates quiet so we can announce seconds in snack or activity choices.
- 2. Hands & Feet to Yourself-** This is an obvious important rule to avoid injury and bullying. We have the "3 strikes and you're out" which is something we strictly enforce when these misbehaviors occur.
- 3. Inside & Outside Voices & Feet-** This rule coincides with the school and is mainly used to keep the children from running and to be quiet in the hallways while the teachers continue to work in the afternoons.
- 4. Respect for the Building, Equipment, & Staff-** Because we are in a school building, the children will be expected to respect the building in every way they do during the school day. Respect of our equipment and our staff is simple and teaches children a most important life skill.
- 5. Tell an Adult-** If children need help, if they have been hurt, or if they are being bullied, they need to tell an adult. Remember bullying is not fair and will not be tolerated at Kids Place.

Our expectations are simple and really follow life's rules regarding raising wonderful responsible children. Additionally, children will be required to share, clean up after themselves, and apologize when they have hurt someone's feelings. Our guidelines are truly very simple, and we hope to guide child(ren) through problem solving and making good choices while they are here in our care.

If we have serious problems with children, parents will be the first to know. Children with continual behavior problems will be asked to leave the program and this is determined on a case-to-case basis. Children may be put on behavior contracts in those cases. Physical aggression is unacceptable and will not be tolerated in any case. No alcohol, drugs, or weapons (including knives) are allowed in our programs! Immediate dismissal and a seizure policy will be instituted.

## **17. Behavior Management**

### **A. Preventive Measures for Behavior**

Implementing preventive measures is an important step in controlling inappropriate behavior. Here are some useful preventive measures to help you manage children's behaviors.

#### **1. Structure the Environment**

Ask these questions:

- Is space appropriate? (*Using a gym for a storytelling activity may be overwhelming to many children.*)
- Is the group too large or too small? (*Too many or too few children can noticeably affect children's boredom.*)
- Are the needs of the children being met or the activity exciting? (*Really listening to children will enable staff to meet their expectations.*)

#### **2. Communicate Expectations**

- Have you communicated the physical boundaries to the children each time you begin an activity? (*Children do best when they understand the limits.*)
- Have you communicated the expectation that participants follow directions and try to participate in every activity? (*Starting with frequent reminders of the expectations often makes it possible to cut back on these prompts later.*)

#### **3. Develop Consequences and be Consistent**

- Have consequences been planned in advance of infractions?
- Have the consequences been communicated to the participants?

#### **4. Model Desirable Behavior**

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

## B. Behavior Management Techniques – Use tips from “Point of Struggle” Video

Behavior modification is a systematic, performance-based, evaluative method for changing behavior. Make a concerted effort to love and understand the child.

**Techniques** - The following techniques should be implemented to modify behavior:

1. **Positive reinforcement** rewards good behavior in a clear, direct and valued way and is an excellent behavior management technique. Examples of positive reinforcement are:
  - Praise and positive language for the children are setting the example of good behavior (*This could involve asking the child to demonstrate something*);
  - Physical contact such as a hand on the shoulder or a high five when appropriate;
  - Stickers or treats (*when age appropriate*).
2. **Verbal reinforcement** is effective on most children and staff. Here are some great words and expressions that convey approval and provide positive reinforcement: ***Fantastic, Wonderful, Yeah, You look great, Perfect, Terrific, Good for you, That’s great, Nice going, You did it, Awesome!***
3. **Nonverbal reinforcement** can also be very effective in conveying a positive feeling (*e.g., nod, smile, wink, thumbs up, or other gestures of approval*)
4. **Direct Response**
  - At times a direct response is a good technique. **Treating all children equally** is one possibility (*i.e., “Everyone should keep their hands to themselves.” this does not single out one child, but may still get the point across.*)
  - **A person-to-person dialogue** might be useful. In this case, an open conversation should be initiated by first investigating the child’s motive.
  - **A direct command** must be clear and specific (*i.e., not “Stop that!” but “Stop tickling your neighbor.”*). It must be firm but not harsh, and the intent should be to redirect the child back to the activity.
5. **Nonverbal techniques** that also get the point across are:
  - Stand near the child without saying anything
  - Stare directly at the child with no verbal communication
  - Lead the child away from the situation
  - Remove the distraction
6. **Planned ignoring** may be a good method for dealing with a child who is “acting out.” Generally, the goal of the child is to gain attention even if it means receiving negative attention. If you fail to satisfy the need for attention through “planned ignoring,” the child will often tire of the behavior since his/her needs are not being met.

### C. Consequences

Consequences that are developed, communicated, and consistently enforced for inappropriate behavior are another excellent technique.

Some suggestions are:

- Redirect to another activity
  - Restrict favorite activities for a period
  - Place the individual in a “time out” space
  - Work with them in a clean-up or set-up work
  - Signal interference by placing a hand on the shoulder, etc.
- **Time Out-** is a good option when other techniques have failed. A designated “time out” spot should be chosen in advance, and should be implemented in the same room as you. Return him/her to the group activity after only a few minutes when the behavior has stabilized and he/she appears “ready” to rejoin the group. General time frame to go by is 1 minute per year in age.

- **Behavior Agreement / Verbal**

Setting up a behavior agreement is a serious step involving the parent. Here are some suggestions:

- Use simple, direct language and state what is appropriate behavior
- Keep documentation on the behavior contract and incident journal.

- **Behavior Management / Contract – 3 Strikes and you are out!**

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

- Ask the child to stop the inappropriate behavior (*e.g., hitting, biting or other abusive, violent or annoying behavior*).
- When redirecting behavior, verbal or physical abuse is never tolerated.
- The Director is responsible to execute or see that appropriate behavior management techniques are implemented. The child is given a strike if the behavior is violent toward a staff member or another child.
- Describe the results of the behavior to the child, including how staff and other children reacted or were affected.
- If a child displays a pattern of inappropriate behavior, the Director should notify and share information with Administration. Administration will determine whether giving suggestions for a new plan is sufficient at this time.
- If the Director, in consultation with Administration, considers the behavior sufficiently disruptive, he/she will contact the parent/guardian to discuss the following:
  - Has this behavior been observed before?
  - If so, what tends to cause this behavior?
  - Does the parent have a recommendation for managing this behavior so the program can be successful for all?

- After the situation is assessed, Administration will work with program staff to develop a behavior management plan and an agreement will be signed.
- If disruptive behavior persists, a second meeting may be held with the child, parent/guardian, Site Director, and Administration to discuss appropriate options.
- The Administration, in consultation with the Director will determine whether dismissal from the program is necessary. If dismissal is the decision, the parent/guardian will be informed and it will become effective immediately.

## **18. Swim Safety Standards**

### **A. Expectations for Staff**

- The Pool Manager or lead lifeguard will oversee all operations and assign all staff to specific roles to ensure that they are engaged with the children in the pool. They may also be designated watchers assigned to specific zones/areas on the deck. Staff is expected to provide additional assistance to ensure that children follow pool safety guidelines. This expectation is because swimming is one of the most dangerous activities that occur during summer camp hours.
- You are on duty at all times while at the pool. This means that the responsibility of the camp staff is to support the efforts of the lifeguards. The Pool Manager or lead lifeguard will rotate staff every 15 minutes to watch at designated zones/areas around the pool deck and in the water for optimum safety. In other words, pool time is not a lunch break or for general socialization with other staff.
- You are expected to be in a swimsuit when in the pool. When providing supervision around the pool, you are expected to be dressed appropriately with shoes off in readiness to perform a basic water assist.
- Staff is expected to participate in the swim activities, and be aware of non-swimmers, encourage their efforts to swim, and help monitor their safety.
- Any injury or accident must be reported to the Pool Manager immediately, and an injury/illness report must be prepared. There is a first-aid kit located at the pool

### **B. General Procedures**

- Children should come dressed to swim. If not, they should be dressed as simply as possible to facilitate changing. Gym shorts and cut-offs are not acceptable swimming attire. Towels and swimsuits must be labeled.
- Prior to going to the pool, staff should see that none of the children show signs of illness. In particular, children should be checked for open wounds, poison ivy, head lice and other similar health issues.
- Children may not run in the area around the pool, push others into the pool, jump from the sides of the pool or take part in horseplay that might result in injury.



- On the first swim day of each session, a swim test will be given by the lifeguards to determine whether or not children need to remain in shallow water. Swim bracelets are handed out and documented on a tracking roster that is kept at the pool.
- Approximately 10 minutes before the end of the swim period, the pool manager will call children out of the water, and they will be expected to exit immediately.

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

## **19. Certified Areas Safety Standards**

**Certified areas includes zip line, mountain games, ropes, rock climbing, fishing, skating, ball field, inflatable activities, pedal carts, archery and paint ball.** These activities require a certified camp staff that has been through camp leadership orientation training and has certification when necessary. These areas have staff directed instruction, specific procedures, helmets and additional safety equipment.

### **A. Expectations for Staff**

- While at the certified activities, the staff is expected to work under the direction of the certified camp leaders. Full cooperation and coordination will provide the best environment for the children.
- Staff is expected to provide additional assistance to ensure that children follow all safety guidelines.
- You are expected to be actively engaged and on duty at all times while at these activities. In other words, activity time is not a lunch break or for general socialization with other staff.
- Any injury or accident must be reported to the main tracker immediately, and an injury/illness report must be prepared. First-aid kits are located at the mountain in the pedal cart building, in the cafeteria and in the back of the camp building in the first-aid room.

### **B. General Procedures**

- Children come to these areas understanding that there will be a little more structure and purpose to the activity.
- Children should wear tennis shoes or shoes that fit securely on their feet, and hair pulled back.
- Children are outfitted with the appropriate safety equipment for the activity.
- Safety protocol, instructions and procedures are covered with these activities.
- Games and competitions will be used with these activities to increase teamwork and sportsmanship skills.

## 20. Transportation Standards

Only authorized drivers may use company vehicles and busses with the proper driver's license to operate that vehicle or bus. At no time is a private vehicle to be used to transport children or volunteers for any reason. If an authorized company driver is observed handling a company vehicle in a dangerous manner or other irregularities occur, he/she should be reported to the Administration and the Program Manager immediately. Any time children are transported in a company bus, parents must give approval and paperwork must be on file.

### **Bus Log Instructions:**

- Fill out all the children's names on the "*Field Trip Bus Log*" that will be going on the field trip that day. You may have several of these pages.
- Check the children's names on bus log against the children's names on your attendance book for that day to ensure all children are included.
- When the bus driver arrives have him check the Vehicle Safety Preventive Maintenance Check List on the "Field Trip Bus Log Check List" according to instructions.
- Fill out the bottom of page of the "Field Trip Bus Log Check List" with the bus drivers' printed name, driver's license # & expiration date. You will only need one of these pages filled out.
- Bus evacuation drills are done 1<sup>st</sup> trip and 1 X /month thereafter. Mark down the time that it took you to evacuate the children off the bus, date and initial.
- Personally check to see that the First-Aid Kit, Fire Extinguisher, & Triangle are present. Then, mark them off on the "Field Trip Bus Log & Check List".
- All staff members are to count the children and write that # down each and every time you load and unload at each destination. All staff members should have the number of children attending the trip circled on their hand with permanent ink. Confirm each time with each other on counts. Mark down time(s) in the "on & off" area in the top row on the first page of your Field Trip Bus Log.
- If during the field trip a child is picked up by a parent or guardian, document the time and by whom they were picked up and adjust the attendance # from that point on. Additionally, remark the number on all staff member's hands.
- Line children up prior to getting on the bus & count them each time you load and leave for a destination. All staff members mark your bus log and total all children on the "Field Trip Bus Log & Check List".
- Count the children again after they board the bus.
- Count the children each time as they get off the bus and again after they are lined up off the bus. All staff members mark your "Field Trip Bus Log & Check List".

- Check in and underneath the seats for an empty bus check each time the children get off the bus. All staff members initial your "Field Trip Bus Log & Check List".
- Upon return to the site from each field trip, all staff checks in & underneath the seats and initial. Two in charge staff members print their names and sign off that the trip is completed and all children are back on site on the "Field Trip Bus Log & Check List".
- Have the bus driver sign off after the field trip is completed and after they have checked in & underneath the seats on the "Field Trip Bus Log Check List".
- Lastly, all staff attending the field trip needs to print and sign their names on the back side of the field trip bus log check sheet.
- Immediately, upon returning to your site, reconcile the children to the tracking sheet.

## **21. Program Security**

- **Greeting everyone immediately (within 45 seconds).** If you do not know them ask, "May I help you?" Keep your eyes out for all people entering your program! Badges are worn by maintenance, custodial or other school personnel.
- **Unauthorized Person(s)** Unauthorized person(s) are not permitted to visit during program hours and will be asked to leave. Any visitor who refuses to follow these policies or who generally seems inappropriate for any reason must be reported to the School or KP Administration and the police will be called.
- **Visitors** are not encouraged as they can become a distraction, and staff is not permitted to bring guests. When parents/guardians wish to visit, they must first check in with the Director, unless the activity has been advertised as a time for visitation by parents/guardians.
- **Community or Guest Speakers** are invited and welcomed but not left alone with children.

## **22. Emergency Safety Standards / Emergency Management Plan**

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

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

- Call 911 to summon emergency personnel and then call the Main Office.
- Notify the parent or the emergency contact number.
- Isolate the scene to prevent further injury or illness.
- Have a staff person accompany the child to the hospital until the parent arrives.
- Prepare a written report immediately and send to the KP main office and school.
- In the case of an injury, correct the problems immediately. If possible, do a risk assessment for the occurrence to see if changes can be made to eliminate future injuries.

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

As a safety precaution, an emergency evacuation drill must be conducted on a monthly basis as follows:

- Staff will escort the children out of the building and proceed to a safe area at least 100 feet from the facility and face away from the building. Attendance book and tracking is taken.
- If all children and staff are accounted for, the Director will maintain order and follow the instructions of the emergency management plan.
- If a child or staff person is missing when the attendance is taken, the emergency personnel must be informed immediately, and staff continue to follow their plan.
- When the emergency drill has been completed, the event and date must be recorded on the fire drill form.
- Emergency Management Plans are stored in the back of the attendance books and in the DHS book under fire and safety. They are copied on brightly colored paper for ease in finding.
- Children who need assistance during an evacuation drill need to have a specific written plan on the back side of the brightly colored Emergency Management Plan.

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

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

## **D. Natural Emergencies**

When emergency weather bulletins are issued that warn of high winds, thunderstorms, or flooding, the Director, with the help of staff, will move children to safety. Attendance must be taken to ensure that all children have been accounted for. Those children that are outside should immediately move to shelter, and if necessary, a bus will be provided to move the children to safety.

## **E. Air Quality Precautions**

In the event of red ozone alerts and/or extreme heat, the Director and staff should do the following:

- Ensure that children remain indoors or in shady areas and are well hydrated.
- Evaluate planned activities and change the order of the day so that active games are conducted in the morning when the ozone level and heat is lower. Another option is to change programming and move inside for the day.

## **F. Emergency Safety Plan for Major Emergencies**

In the event of a major emergency or natural disaster that would be threatening to the well being of the children (e.g., fire, flood, terrorist act, etc.), the following procedures will be followed:

- **Website Announcement**

Put an announcement on phone and per the policy in our parent handbook state to go to the Kids Place, Inc. website ([www.kidsplaceinc.org](http://www.kidsplaceinc.org)) and check under emergency management plan.

- **Transportation**

Transportation to an alternate site may be arranged and coordinated at the discretion of the Executive Director in consultation with the Program Manager.

- **Communication**

If appropriate, all staff including Directors, Executive Director, Camp Leaders, and the Program Manager, will work together to notify parents of the whereabouts of children.

- **Emergency Management Response Protocol**

The Director will be given the most up-to-date version of the Emergency Management Plan protocol to follow in the event implementation becomes necessary for the safety of children, volunteers, and staff.

## **G. Displaced Child**

Staff is responsible to know the whereabouts of children at all times. Failure to do so could result in a child wandering away, which is an extremely dangerous situation. If you are not able to account for a child for any reason, immediately implement the following procedures:

- **Missing for 0 to 5 Minutes**

- Alert the Director immediately via the 2 way radio.
- Check the area where the child was last seen.
- Conduct a thorough roll call and head count to ensure accurate accountability.

- **Missing for 5 to 15 Minutes**

- Expand the search area and notify the Administration and give a detailed description of the missing child (i.e., physical appearance, clothing, etc.)
- Assign some staff to conduct the search and other staff to continue supervising the rest of the children and to continue activities with minimal disruption.
- Simultaneously, conduct a “paper search” by checking attendance records, sign-out sheets and bus records, or any other record that might shed light on the situation.

- **Missing Beyond 15 Minutes**
  - At 15 minutes, the Director, or in his/her absence, the second in charge will call 911 to alert the police.
  - Call the parents to alert them to the situation.
  - Follow instructions from administration and the police.
  - Continue to assign some staff to the search and supervision of the other children.
  - Complete an incident report when the child has been found.

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

### **23. First-Aid Review & Documentation**

#### **A. First Aid**

- All staff will be certified in First-Aid, CPR, and AED.
- Each area has a First Aid area with a well stocked first-aid kit where campers or staff can go to receive first aid. The Director must maintain adequate first aid supplies at all times at their site.
- Parents must be well informed of health-related situations. As a general rule, an injury to the head, face, neck, back, or anything else that is serious requires a call to the parent and an accident report. Sending a written note home to the parent is always a good idea too, to keep communication open.
- Protective gloves must be used at all times when applying first aid.
- Staff should routinely observe children for behavior, activity level, or any other changes in their physical condition that may indicate an emerging medical problem.
- If a child needs to be taken to the hospital, the Director or second in charge must accompany him/her and will be picked up later by staff.
- Staff must refrain from responding to medical questions from parents or others since the correct answer is not possible without a proper medical examination.

#### **B. Incident, Accident & Medication**

- Record all incidents in the **Red Journal Book** with attendance under incidents. This book is used to record any misbehavior, small medical mishaps of children or confrontation with parents. The incident journal is an ongoing journal of all sorts of serious and non-serious occurrences. Parents should not be allowed to view this journal. Information about children is extremely confidential.
- Record all accidents in the **Red Journal Book** with attendance under accidents. Accidents must be reported to the Site Director or Administration immediately and forms filled out and faxed to the Main Office at 865-933-9663. Make sure parents sign the reports to indicate that they have seen the accident report and are aware of how the accident happened. Accident reports are filled out whenever you have a major injury or a head injury of any kind. All injuries are to be considered very serious and need to have first aid administered and checked by the site director. When children are hurt in any way parents are to be

notified by phone by the close of the program and all head injuries reported immediately. Accidents that happen in the school buildings require a report to be given to the principal.

- Prescribed medication should be administered by the parent at home. If medication is absolutely necessary for a child, the parent must have a prescription authorization form on at file the program. Only the Director, and in his/her absence, the Camp Leaders or second in charge, is authorized to administer medication. All medications are to be locked in the medication box and in a file cabinet for safekeeping, whether or not you are under the age of 18. Only the Director may open this box. Medications that require refrigeration cannot be stored at the program as refrigeration cannot be guaranteed.

### **C. Precautions regarding Blood-Borne Diseases**

**Definition:** A blood borne pathogen is any infectious agent whose method of transmission is through exposure to the blood of an infected person (e.g., bacteria, viruses and other germs that are carried in the blood stream). Blood borne pathogens that cause the greatest threat are:

- Hepatitis B Virus (HBV) can be spread by contact with blood of an infected person. It cannot be spread by coughing or sharing utensils.
- Hepatitis C Virus (HCV) is a liver disease which is found in the blood of the infected person. It cannot be spread by coughing or sharing utensils. There is no vaccination to prevent Hepatitis C.
- Human Immunodeficiency Virus (HIV), which is the virus known to cause the Acquired Immune Deficiency Syndrome (AIDS) and is a disease that slowly destroys the body's immune system. It is passed by infected blood or bodily fluids coming in contact with an open wound. It is not passed through toilet seats or casual contact with infected individual such as touching, sneezing, or coughing.

#### **Protective Barriers**

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

### **Standard Protective Procedures**

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

- Wear personal protective gear in any exposure circumstance.
- Remove or replace any personal protective gear that is torn or becomes punctured.
- Handle and dispose of any sharp items that may be contaminated with extreme caution. Place the contaminated material in an appropriately labeled container until it can be decontaminated or properly disposed of. Never use bare hands.
- Remove personal protective gear before leaving the work area, and immediately wash your hands.

### **Protective Barriers**

When it is necessary to clean up blood or other potentially infected bodily fluid, the following procedures must be followed:

- Wear protect gloves during a cleanup procedure.
- Use ¼ cup bleach to 1 gallon of water, freshly prepared.
- Use disposable towels to absorb the spill.
- Place all cleaning materials in a biohazard container for safe disposal.

### **Immediate Implementation of First Aid**

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

#### **STOP – WASH – REPORT.**

- **STOP** – As soon as an exposure incident has occurred, stop whatever you are doing as soon as possible. Do not delay.
- **WASH** – If blood has spilled on the skin, scrub the area(s) vigorously with soap and water for 15 minutes; or if water is unavailable, use a waterless antiseptic hand cleanser, to be followed as soon as possible with soap and water.
- If blood or bodily fluids has splashed into the eye, nose or mouth, flush the affected area with copious amounts of soap and water for at least 15 minutes.
- After washing the affected area, wipe with rubbing alcohol, hydrogen peroxide, or a fresh 1:10 solution of household bleach
- For needle sticks or lancet cuts (i.e., unless very deep or extensive), thoroughly wash the area with antibacterial soap and water. Squeeze the area to encourage bleeding, and then scrub the area with rubbing alcohol or hydrogen peroxide.
- Take note of the amount of blood or bodily fluid that made contact to the exposed area and whether or not the skin is cut or otherwise broken.



- Save any contaminated items for testing purposes and, if possible, obtain information from the source individual (e.g., name, address, phone number, medical history, and name of source's physician).
- REPORT – The staff must report the incident immediately (i.e., verbally and then in writing) to the main office who will make a first report of injury to Worker's Compensation.

### **Hand Washing Protocol**

Staff members must wash their hands at the following times:

- Upon arriving at the center
- After each diaper change
- After helping a child use the toilet
- After wiping a nose, coming into contact with saliva or any other bodily fluid.
- Before preparing meals
- Before and after meal times
- After removing gloves
- After using the restroom
- After coming indoors from the playground

\*Frequent hand washing with soap and warm running water for at least 20 seconds is the most effective way to reduce and prevent the spread of illnesses like diarrhea, the flu, and conjunctivitis (pink eye).

### **24. Sexual Harassment Policy**

Every employee has the right to work in an environment free of all forms of discrimination. Sexual harassment is a form of discrimination that is illegal under federal, state, and local laws. Kids Place has zero tolerance for sexual harassment. An employee who is subjected to sexual harassment, witnesses it, or has knowledge of it should immediately bring the matter to the attention of his/her supervisor.

Sexual harassment is verbal or physical conduct that includes unwelcome sexual advances, any written, verbal or physical conduct of a sexual nature that has the purpose of intimidating, hostile or offensive working environment, sexually-oriented teasing or joking, and jokes about gender-specific traits, unwelcome or uninvited touching, patting, pinching, or brushing against another's body.

## **25. Customer Relations**

### **A. Customer Service**

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

- Greet parent visitors with courtesy and enthusiasm **within 45 seconds** of their arrival. Explain the program, and permit them to stay and observe activities if they desire.
- Point out written materials, fliers, weekly schedules and bulletin board displays that give further information and evidence of a good program.
- Answer questions correctly and/or refer the person to someone who can give correct answers. In other words, if you do not know the answer to a question, let them know that you will find out for them and then seek help.
- When appropriate, suggest to parents that they pass the word along to other potential participants regarding the high caliber of the program.
- Thank them for visiting and let them know if they have any additional questions to feel free to call the director or main office.

### **B. School Relationships**

- Speak to all the teachers and school staff, with a nod and smile. Do not interrupt during instruction or when they have a group of children.
- Keep the director informed of any situations, requests, comments made, needed repairs, or questions on rules that are to be followed by the school.
- Make sure to be respectful of the school building and do not let the children do things that they are not allowed to do during the day.
- Always clean and return the areas that we use better than what you found them.

### **C. Handling Complaints**

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

- Always handle complaints out of earshot from the children.
- Remain calm and courteous, regardless of the customer's demeanor.
- Use good "customer relation" techniques by actively listening and addressing the person by name.
- Acknowledge that you hear what the person is saying by paraphrasing or taking notes. Ask questions to demonstrate a sincere desire to understand the issue.
- Apologize for the inconvenience.
- Thank the person for bringing the problem to your attention.

- Allow an angry person to explain his/her anger and calm down before you respond to the complaint. Avoid becoming defensive.
- If insulting language is used, or if the situation becomes a personal confrontation, simply walk away from the person. To trade insults will only make a bad situation worse.
- If the complaint concerns something within your control, take action immediately. If not, refer the person to your director or administration if needed. Do not make promises you cannot keep, and inform your director of the situation as soon as possible.
- Complete an incident report when appropriate.

#### **D. Parent Surveys**

Obtaining customer feedback helps Kids Place reach its goal of continuous improvement. Conveying a responsive attitude is an important part of helping customers feel satisfied with the service they are receiving. Each program is expected to distribute a program evaluation brochure to the parents at the close of summer camp and in December for after-school.

#### **26. Confidentiality**

It is important that all staff be discreet in sharing information regarding the children and their parents in public areas. Name and identifying characteristics of children and families should not be shared with anyone other than staff members working in the child for only with the purpose of caring for the child. Confidentiality is expected and required when grievances arise; staff members who discuss issues with individuals not directly related to the situation may be subject to the disciplinary procedure.

Staff should also be careful in discussing detail of the center operation, particularly problem areas, with others in public. Staff members may not distribute or post through public media any staff or children's last names, address, phone numbers, pictures, etc. with the exception of Kids Place related work purpose. Kids Place specifically prohibits the sharing of personal information about children or staff members within a child care setting without written consent from the parent, guardian, or individual. This applies to any information with outside professionals as well.

#### **27. Compliance and Mandates**

##### **A. 504 Compliance**

Kids Place is committed to working with parents and their children toward a mutual agreement in caring for their children. Each child's situation and enrollment will be evaluated on an individual basis. Kids Place provides only supervisory care and does not provide medical or nursing care. Parents will be expected to provide all information about the children up front so the director has a thorough understanding of the care needed. The Kids Place organization cannot provide one on one care for children. Parents need to be patient during the process and work fairly with the program taking

into consideration the physical and financial strain on the program and its staff. All additional training required for the staff for the specific child's needs or situation will need to be complete prior to the child attending and at the expense of the parent enrolling the child.

Any child with behavior that is deemed a safety threat to the other children, staff, or themselves will not be accepted in our program. Children with flight risk cannot be served in our program. When in doubt a two week trial period for the child is implemented to insure the safety of any questionable behavior or conditions observed with a child. The safety and happiness of all the children is our main priority.

With regards to staff, each applicant is considered on an individual basis. All staff must be able to efficiently and effectively perform duties in their job description to the fullest, involve themselves in activities and carry out emergency procedures.

## **B. Child Abuse Mandates**

At all times, you must be alert for potential signs of child abuse or neglect, whether sexual or physical.

### **1. Child Abuse Facts**

- Boys as well as girls can be victims of sexual abuse.
- Sexual abuse also includes showing young children pornographic materials.
- A large percentage of abused or neglected children are abused by people known to them, either a family member, family friend, or someone who has established a trusting relationship.

### **2. Symptomatic Behavior**

Many children are not able to verbally express a sexual experience but may exhibit one or more of the following symptomatic behaviors that may indicate child abuse or neglect:

- Advanced sexual knowledge
- Increased isolation from peers
- Constant physical complaints
- Consistently arriving without lunch or proper clothing, and/or
- Unusual bumps, bruises or burns.

### **3. Steps to take if abuse is suspected**

- If a child begins to discuss inappropriate sexual contact, listen to him/her carefully. Realize that he/she may not have the vocabulary to express sexual behavior, or he/she may not understand fully just how inappropriate the sexual behavior may have been.
- Try to write down the child's exact words immediately after the conversation so your reporting can be accurate.

- Do not express doubt or disbelief to the child. Children do not have the experience to make up sexual behavior, and cases of false reporting are extremely low.
- Contact the Site Director immediately. Do not wait and do not discuss it with other staff. It is the law that you must report suspected child abuse to the TN Department of Children's Services 877-237-0004. The director will give additional pertinent information on the child to identify the child and parents.
- Child Protective Services will be contacted, and you will have to repeat what the child has told you in detail.
- An interview will follow where it will be important for you to be as accurate as possible in detailing the facts as you know them.

### **C. Diversity**

Kids Place recognizes the many diverse groups that work within its program. It embraces the ideals that all individuals are accepted and included in the program and it mandates that all staff and participants are treated fairly and equally. Our organization has a wealth of diversity, and it is important to be sensitive and respectful of the values, traditions, and beliefs of all individuals. Diversity encompasses the recognition, valuing, and respect of all unique differences that exist in individuals including but not limited to: gender, race, color, ethnicity, national origin, religion, age, physical characteristics, socio-economics, styles, and disabilities.

### **28. Standards of Conduct**

You are expected to conduct yourself in a professional manner and comply with the standards and practices as specified in this handbook while involved in the Kids Place Program. The following standards of conduct must be strictly followed, and failure to do so will result in release from your position:

- All program standards and practices are to be followed at each program.
- Personally sign in and out on a daily basis and check in with the director upon arrival.
- Tardiness and unexcused absences will not be tolerated. Call in at least 4 hours prior to let your director know if you are unable to work.
- Jeopardizing the safety and health of the children and other staff will not be tolerated.
- Kids Place takes pictures and videos of the children during program hours and uses them for marketing and social media. However, staff is not allowed to take pictures of children or use social media to discuss the children or families we serve.
- As a staff member we require you to be a positive role model for Kids Place. This includes the use of social media and the public profile to information, comments,

photos, etc. This includes but is not limited to discussing alcohol or drug use, sexual behavior or other types of delinquent behavior.

- Information about children and their families is strictly confidential and should not be discussed or shared in the presence of others. Compliance with the confidentiality law has important ethical, legal and professional implications. Never ask about a child within that child's hearing distance. Failure to comply with the confidentiality is grounds for immediate dismissal.
- The use of obscene language is strictly prohibited.
- No intoxicants may be brought or consumed on the premises before, during, or after the program. Coming to Kids Place with alcohol on your breath will not be tolerated.
- Smoking and use of tobacco products are strictly prohibited at all programs and at all sites.
- Weapons of any kind are prohibited from programs, grounds, and facilities.
- Unethical conduct which includes the misappropriation of department funds, the misrepresentation of a position and/or responsibilities, sexual harassment, misconduct, insubordination, or other inappropriate behavior will not be tolerated.
- Staff is responsible for the care, set-up, clean up and usage of the program facilities and property. Care must be taken to avoid damage or waste. Use and initial the daily inspection sheets provided by the program and every location has one.
- Personal use of equipment and facilities by staff is prohibited.

## **29. Staff Grievance Policy**

Our grievance policy is designed to help resolve conflicts effectively and professionally through our staff. When conflicts occur, the following procedures will enable you to solve the problems in the proper order. First, think carefully about the situation and then identify your problem or concern in as specific a manner as possible. Then, if the problem is a co-worker:

Talk to the co-worker first and calmly and discuss possible solutions.

- If you can't work out a resolution to the situation take your problem to the Director.
- If you feel you can't work out the problem with the site director, take your problem to the Executive Director.
- If you feel that the problem is still not solved, the Executive Director will assist you in taking your problem further through the proper channels.

With fairness to the Kids Place organization and staff, all issues need to be resolved in a reasonable amount of time. Please let the director or main office know within 48 hours of an incident or occurrence. At that time, inform them of any questions or concerns you may have. Our goal is to resolve situations with fairness to everyone.

Thank you for taking a positive approach to solving problems. This will allow us to resolve conflict in a climate of mutual support and cooperation.

### **30. Quitting, Leave and Termination**

Please give your uniform t-shirts to your co-workers for the safety and security of the children in our care. **The logo suggests you are safe person for children to go to and we don't want those shirts in the wrong hands.**

When fired from Kids Place, it is not the end of the world. Please understand we are only human and not everyone agrees with every decision each one of us make. However, as we believe that each one of us has our own unique talents. Tomorrow is a new day, so go forward professionally and be assured that we will do the same. We hold no grudges and will speak only positively and hope if our paths cross again things will be better.

If you choose to leave our organization for a period of time, be assured we will do our best to work you back into the schedule when you return. Thank you for helping create wonderful memories for our children during the time you work with us!

### **31. Staff Recommendations, Ideas and Exiting Interview**

#### **A. Staff Recommendation**

We love when our awesome staff recommends us to their friends for positions to work with Kids Place. Please understand the importance of hiring staff who love children and who truly want to make a positive impact in their life. Thanks for working with us to serve our children! If you need recommendations for another job, please let us know and we will be glad to do that for you.

#### **B. Ideas**

If you have ideas please feel free to take them to your director. Often times staff see things from a different perspective and we always welcome ideas for improvement, activities, snacks and projects.

#### **C. Exiting Interview**

We would love to have all our staff leave on good basis and with friendly terms. If you would like to give us your opinion about your time that you were employed with us, please don't hesitate to request an exit interview. Good or bad it will help us to grow as an organization. Please let us know if that is something you would like. Often time's staff leaves for a short amount of time and then return when their schedule allows it. Please let us know if you plan on returning so we can keep your application current. Thanks you for working for Kids Place!