

Music & Arts Extended Day



GLASTONBURY
PARKS & RECREATION

MODULE

Glastonbury Parks & Recreation Department
Staff Manual

1. GENERAL INFO

INTRODUCTION

Welcome to the Glastonbury Parks and Recreation Department's Music & Arts Extended Day program. We are pleased that you have chosen to work for this program this summer. This staff manual was written to help you better understand our programs and policies. We ask that you read thoroughly and understand this manual.

PROGRAM OVERVIEW

The program provides a full day option for those children who attend Music & Arts Camp. All campers in this program attend Music & Arts Camp in the morning. At the end of Music & Arts Camp day they transition to the Extended Day program where they eat lunch, go on field Trips and other off-site activities like swimming and special events are preplanned into the weekly schedule. Staff work together to plan on-site themes and activities each week.

CAMP HOURS

Program meets for 4 consecutive weeks, Monday-Friday 11:55 AM – 4:00 PM.

STRUCTURE AND RESPONSIBILITIES

The following is the chain of command for Music & Arts Extended Day, as well as a general description of the responsibilities of each person.

Camp Director: The Director's primary responsibility is planning, implementing and evaluating the program. Works under the general direction of the Program Coordinator and provides direction to Head Counselors, Camp Counselors and Program Aides. Attends and oversees staff meetings as required. Is responsible for the in-service training of staff and makes sure all activities are conducted in a safe manner to prevent injury to program participants. Adheres to and enforces all established Town and Department procedures and performs related work as required.

Head Counselors: Works under the general direction of the Camp Director, provides direction to Counselors and is responsible for the day-to-day operation of their assigned area. Completes program, accident and attendance reports. Attends all required staff meetings. Makes sure all activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all established Town and Department procedures and performs related work as required.

Counselors: The Counselors are responsible for the supervision and safety of all program participants and for assisting in the planning, preparation and implementation of activities. Counselors are directly responsible to the Head Counselors. Attends all required staff meetings. Makes sure all activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all Town and Department policies and procedures and performs related work as required.

Program Aides: The Program Aides assists in various recreation programs. Works with participants under the immediate supervision of the Head Counselors. Attends all required staff meetings. Assists in the supervision of children, ensuring that activities are conducted in a safe manner so as to prevent injury to program participants. Adheres to and enforces all Town and Department policies and procedures and performs related work as required.

2. WORK SCHEDULE

WORK SHIFTS

Staff is scheduled 11:45 AM – 4:00 PM each week unless otherwise noted. If a staff member is working at Music & Arts Camp in the morning they should report to Extended Day immediately after they are relieved of their Music & Arts duties. There may be times that hours differ slightly depending on an extended field trip, special event, staff meeting etc. You will not be paid for arriving earlier or staying later except when special activities or situations require it.

LUNCH

Camp staff should eat lunch with the campers. Staff can sit at a table with campers to eat lunch, but must remain alert and be able to monitor the room, beyond the table where they are sitting.

Staff can store lunches throughout the day in the Food Decorating classroom fridges. Lunch will be provided for staff on certain field trips. Make sure to check with the Head Counselor or Director for whether or not lunch will be provided for the next day's field trip. This information can also be found in the field trip calendars.

Food Allergies

Because of food allergies, Camp Staff will enforce strict “No food trading/sharing” rules. Please do not allow campers to trade or share food with anyone else! If any campers have serious food allergies, a Peanut/Nut Free Table will be utilized at all lunch and snack times. This could vary session by session depending on campers enrolled.

ATTENDANCE

Staff is expected to attend each day, report on time, and follow their assigned work schedule. Any requests for time off should be submitted before the start of the program. Any request for time off once the program starts must be requested to the Camp Director and approved by the Program Coordinator.

ABSENCE & ILLNESS

If you have a contagious illness, please keep it at home. If you are sick or need to be out for any reason, please call the Music & Arts Camp Extended Day phone as early as possible.

3. EXPECTATIONS

CAMP DRESS CODE

Staff shirts, name badge, and sneakers must be worn by staff every day of camp. Sandals may only be worn on an aquatic field trip or on the pool deck if assigned swimming duty, flip flops are prohibited.

On field trip days, staff must all wear the same shirt. This will either be the most current staff shirt, or the dri fit shirts. Check with Head Counselor the day before a trip to see which shirt should be worn.

CELL PHONES

Personal phone calls and texting are not permitted during work hours. Cell phones are to be turned off or muted and out of site. All staff may bring their cell phones on field trips for communications and safety/emergency purposes only.

The Head Counselor may use their phones throughout the day for camp communication only.

PUNCTUALITY

It is imperative that you show up on time throughout the summer. On time means being at your assigned area and ready to go by the start of your shift. If you are running late, for a reason in or out of your control, please call the Music & Arts Camp Extended Day phone.

ATTITUDE

A positive attitude is the best and most important thing that you can bring to camp with you each day. Enthusiasm goes a long way with kids, and your attitude will be infectious amongst the campers in your group.

When field trips or games are not what we expect, or a camper complains, do not sympathize! Get into the game—lead by example. Leaders can make or break a child's experience at camp. Remember that, and always strive to be the best role model that you can be for the children in your care!

ACCOUNTABILITY

You must be accountable not only for yourself, but also to your co-workers and each and every camper under your watch. An accountable staff member:

1. Shows up to all scheduled shifts on time with a positive attitude, ready to take on the day.
2. Always knows the number of campers under their watch, who the campers are, and is able to report their attendance numbers and the locations of any campers not with the group whenever asked by a Head Counselor or Camp Director.
3. Leads their group to and from activities in a timely manner. Some transition times may be short, especially for the younger campers. Please help campers move quickly in order to not miss out on any activities.

RADIOS

Each staff member will be assigned a radio to be used for communication amongst all staff throughout the camp day. You are personally responsible for keeping track of your radio and for turning it off and plugging it in at the end of the day. Uncharged radios will not be helpful the next day when other staff need to communicate with you. Please keep the radio on you at all times throughout the day and turned to a volume where you can hear it. It is of the utmost importance that you are reachable at all times!

ONSITE DAYS

Between the program areas our campers have very busy days, but certain days do not have activities planned and will be left to be filled by activities run by various staff members.

Head Counselors and the Camp Director will plan a majority of the onsite activities. However, staff will also be responsible for planning some activities for onsite days. Please be prepared to lead activities and take it as an opportunity to introduce new and exciting activities to camp!

PURCHASING SUPPLIES

Activities planned may require additional supplies that are not available on site. As part of the planning process, Head Counselors must submit a list of supplies needed to the Camp Director with a minimum of one week's notice. Camp staff may not purchase supplies and seek reimbursement without permission from the Program Coordinator.

4. CAMP PROCEDURES

SIGN IN/OUT PROCEDURES

Since children will be arriving straight from Music & Arts Camp it will be the responsibility of the children to check in at the sign-in table each day with the Head Counselors. All children will be signed in digitally using MyRec. Direct children to hand in any notes their parents might have sent with them at this time.

The Music & Arts Camp Director will provide the Music & Arts Extended Day Camp Director with an attendance list each morning. If a child is not on the absentee list from the morning and does not arrive at Extended Day by 12:05 p.m. notify the Music & Arts Director or Assistant Director who can help check that child's last class of Music & Arts Camp.

ARRIVAL PROCEDURES

Children will be arriving from their last Music & Arts class at 11:55 a.m. Children should be directed and reminded frequently to report straight to the Extended Day classroom after their last class. The Head Counselor should be at the sign-in table to sign campers in, accept notes and answer any questions and/or concerns. The remaining staff should be supervising the children putting their stuff away and getting their lunches.

On the busy and hectic first day, make sure you have enough staff present and available for questions. Be sure staff are assigned to specifically watch children, get them into the classroom, show them where to put their belongings and get them ready to start the day.

DEPARTURE PROCEDURES

If someone other than the Parent/Guardian will be picking the child up, a written permission note with the person's name must be given. Ask the child to identify the person at pick up time. Make sure it is the one listed on the note! The Parent/Guardian must be notified if someone comes to pick up the child and you do not have a permission note with their name on it.

If a child is going to be picked up at a time other than 4:00 p.m., a written permission note is to be given. Remind the Parent/Guardian they are responsible for knowing your schedule as there is a lot of off-site activity! **NO PICKUP/DROPOFF AT FIELD TRIPS IS ALLOWED.**

The parent/guardian is required to sign their child out. The Head Counselor is responsible for sign out procedures. If a child has permission on file from the parent/guardian to walk and/or ride a bike home, the Head Counselor is responsible for signing the child out and watching them leave the grounds.

Camp Counselors and Program Aides will be in the gym or designated pick-up location with the kids while the Head Counselor is signing the campers out. **Please be sure to listen closely to the walkie talkie as the Head Counselor will be calling campers names. Be sure to get the camper quickly out to the parent/guardian.**

WHITE BOARD

A white board that highlights and displays trips, activities etc. should be done for each day. These boards will be completed by the Camp Director and Head Counselors. Make use of your white board for any daily announcements or reminders. Be sure they are located where parents will see it at drop off and pick up!

EXPERIENCE GUIDE

An experience guide for each group will be prepared and given to parents that will include all of the off-site field trip information and any highlighted on-site activities planned for the program. It will also include important reminders about when to wear your camper shirt and socks, bring a water bottle etc.

COMMUNICATION WITH PARENTS

Staff should maintain open communication with parents at drop off and pickup. Be sure to inform them of any upcoming events or announcements and especially anything they need to know about their child's day. If you need support working with a specific parent or discussing a sensitive topic, always seek guidance and assistance from your Head Counselor or the Camp Director.

Greet parents with courtesy and enthusiasm. Point out calendars, schedules, bulletin boards etc. that give important information about the program. Answer questions correctly and/or refer the person to someone who can give correct answers. **If you don't know the answer to a question, ask for help.**

Complaints must be taken seriously.

Always handle complaints out of earshot from the campers.

Remain calm and courteous regardless of the customer's demeanor.

Actively listen, address the person by name, acknowledge you hear what they are saying by paraphrasing or taking notes, ask questions to demonstrate a sincere desire to understand the issue, apologize for the inconvenience and thank the person for bringing it to your attention.

Allow an angry person to explain his/her anger and calm down before you respond to the complaint. Avoid being 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, act immediately. If not, refer the person to your supervisor. Do not make promises you cannot keep, and inform your supervisor of the situation as soon as possible.

Complete an incident report when appropriate.

5. SAFETY & MEDICAL

SAFETY PRECAUTIONS

You are responsible for the health safety and welfare of your group. From the moment a parent drops off his/her child at camp, you need to know where the child is and what they are doing at all times. Take attendance at strategic times throughout the day to ensure that all campers are properly accounted for.

PARTICIPANTS:

- Know which campers are on medication and be alert to changes in behaviors or other physical indicators
- Be aware of the skill and general physical conditions of the campers at all times during their participation in an activity to avoid over-exhaustion.

ACTIVITIES & FACILITIES:

- Inspect equipment, supplies, facility and grounds daily and report any safety hazards to the Head Counselor
- Use common sense and safety consciousness when setting up and conducting activities. Stay alert to potential hazards related to the facilities, grounds and equipment. Before conducting an activity, explain the rules and proper procedures for using the equipment. Stop the activity if campers are getting out of control or not complying with the rules, making the activity unsafe.
- Make sure campers use supplies and equipment such as climbing bars, swings and slides etc. only as intended

OUTDOOR:

- Watch out for bees, broken glass, etc.
- Be aware of the dangers of overexposure to the sun.
- Use sunscreen, hats, liquids, etc. Make note of shaded areas.

GENERAL:

- Report any unusual or questions situations and/or persons to the Head Counselor.
- Emergency phone numbers are located on your name badge.
- Staff is not permitted to have visitors/guests without permission from the Camp Director.

FIRST AID

The Camp Director and Head Counselors are certified in First Aid/CPR/AED and Medication Administration. All first aid/medical concerns should be handled by a certified staff member. Staff should be aware of any allergies or medical concerns amongst the campers in their small group, but will not be expected to administer medication or intervene with medical situations. Please contact the Head Counselor with any medical concerns that arise.

EMERGENCY MEDICAL PROTOCOL

In the event of a medical emergency paramedics/ambulance will be called. This decision will be made by certified staff, noncertified may be asked to assist by:

- Calling 911
 - State your name and location
 - Describe nature of the injury
 - Describe location of the injured person
 - Provide the phone number (camp cell phone is on the back of your badge)
- Meeting the ambulance outside
- Moving the rest of the campers to a location that they cannot see or hear what is going on and leading a game or activity until given the all clear to resume normal activities.

MEDICATIONS AT CAMP

All camper medication will be handled and administered by Head Counselors or the Camp Director. All medication at camp should be safe and secured. Campers should not have any medication in their possession unless the Camp Director has a signed form.

If a staff member has a medication they will need at camp, if possible it should be left in the locked office. If the medication is Emergency Medication (inhaler, epipen) staff may carry it on them, please be sure the Head Counselor is aware of any medications at camp.

ALLERGIES & ASTHMA

All staff must be able to identify children with asthma and food allergies and follow the specific precautions in place during snack/lunch (separate table, staff person sitting with them, hand washing, table washing etc.) Know where the inhaler and/or epipen is at all times!

HEAT/HOT WEATHER

The Camp Director will monitor the Heat Index daily and make decisions regarding time spent in spaces that are not air-conditioned spaces. The Heat index (HI) is an index that combines air temperature and relative humidity to determine an apparent temperature — how hot it actually feels.

Changes in weather require you to monitor the health and safety of both the children and yourself. Always adhere to the following basic precautions when the Heat Index is high:

Clothing: Light weight cotton should be worn to help maintain body temperature.
Wearing a hat will provide shade and keep the head cool.

Beverages: Help the body maintain a comfortable temperature.
Water or fruit juice is best (avoid high sugar content drinks like soda)

Sunscreen: Look for sunscreen with SPF-15 or higher with UVB and UVA ray protection

Shaded Areas: Shaded play areas protect from the sun.
Exposure to full sunshine can increase the heat index by 15°

CONCUSSIONS

A Concussion is caused by a bump, blow, or jolt to the head. Concussions can also occur from a fall or blow to the body that causes the head to move rapidly back and forth. Even what seems to be a mild bump to the head can be serious. Tell a First Aid Responder immediately if you witness a camper suffer a bump, blow or jolt to the head, even a minor one, or if a camper reports such an injury to you.

6. MISSING CAMPER

Staff is responsible for knowing where campers are at all times! If you are not able to account for a child for any reason, immediately implement the following procedures:

ON- SITE

Immediately notify the Head Counselor and Camp Director if you suspect you have a missing camper...

- Check the area where the child was last seen.
- Take attendance and confirm your head count
- Camp Director or Head Counselor radios to all staff to bring their groups inside and await further instructions.
- Camp Director or Head Counselor assigns staff to do a sweep of the area (gym, café, bathrooms, hallways, pool and outside)
- If child isn't located within the initial sweep, contact the Program Coordinator and alert the school office to see if someone is available to check security cameras and make an announcement on the PA system.
- If child is not located within 15 minutes, Camp Director or Head Counselors must call 9-1-1
- Call the parent to alert them of the situation
- Follow any instructions from the police
- Continue to assign some staff to search
- Complete an Incident Report when camper has been found.

FIELD TRIPS

Before the trip:

- Have a plan in place in the event of a missing child.
- Know where any lost child, first aid, management offices etc. are located.
- Tell your kids what to do in the event they become separated from the group.

A planned meeting place should be agreed upon in advance in the event that a camper becomes separated from the group. If the meeting place is staffed by a facility employee make them aware of your lost camper plan and give them the phone number of the Head Counselor. **Meeting locations will be on the field trip forms.**

A Staff who cannot account for a child should immediately notify the Head Counselor & Camp Director with the following information:

- The last place the child was seen
- Child's name, age, description of what they're wearing and any information that may be helpful.
- Upon notification of a missing child, check the planned meeting place and have an announcement made as soon as possible.
- Complete an Incident Report when camper has been found.
- Inform the parent about the situation

7. SWIMMING

The Music & Arts Extended Day program will swim at Grange Pool & Eastbury Pond. Staff are not allowed to swim with campers. On very hot days it is permitted to jump in quickly to get wet. It is also permitted to stand in the shallow water areas. Your staff shirt must be worn at all times so that you are visible to campers at Buddy Check.

You will be working in cooperation with the lifeguarding staff and are expected to actively supervise campers in and out of the water. It is not a time to socialize! Each Counselor will be assigned a group of children with the same swimming ability and stationed by the Head Counselor.

SWIMMING ABILITIES

Parents will indicate their child's swimming ability on the Information/Emergency Consent Form. This should be used to help determine appropriate swim buddies. There are to be no exceptions to the following:

- All children, regardless of swimming ability who do not indicate a swimming level are to be designated a shallow end swimmer.
- Kids identified as Shallow Swimmers are not allowed in the Deep Water Area.
- Only kids identified as Deep Water Swimmers are allowed in the Deep Water Area.

WRISTBANDS

Wristbands are used to easily identify the Camp kids as well as their swimming ability. Put them on at camp, not at the Pond/Pool. Kids must keep them on even if they are not going in the water.

- PURPLE: Shallow Swimmer
- GREEN: Deep Water Swimmer

BUDDY SYSTEM

- You should spend time prior to swim days talking to kids about the importance of the Buddy System and how it works. Be sure to practice it!
- **MAKE SURE THEY UNDERSTAND THE CONCEPT!**
- Staff should be able to answer any questions and/or concerns Parents may have regarding swim procedures, safety at the pond/pool etc. They will have some!
- Prior to arriving, buddy children up and assign each Staff a group of children to be responsible for. Make sure children know who their group leader is.

“BUDDY” CHECKS:

- Every **15 minutes** the lifeguard will blow the whistle and yell “Buddy Check.”
- Kids should grab their buddies' hand and walk over to their Counselor. The Counselor should be standing with hands raised, looking for and counting children. They should be able to recognize immediately if someone is missing.
- The Head Counselor will signal each counselor to confirm all of the kids are accounted for.
- When each Counselor has accounted for their kids, the lifeguard is notified and blows the whistle for kids to return to the water.

IF A CHILD IS MISSING: NOTIFY THE LIFEGUARD IMMEDIATELY!

- Be prepared to give a description of the child (gender, hair color, swimming ability, color of bathing suit, place last seen etc.)
- Lifeguards will take charge of any water search
- Call for a Buddy Check
- Two Staff stay with kids and keep everyone calm and on their towel.
- One Staff check the bathrooms.
- One Staff check the ice cream truck area.
- Two Staff should check the facility grounds, parking lot etc.
- If the person is still missing, contact the Program Coordinator & Camp Director.

BEFORE YOU GO

- Know the swimming abilities of the kids in your group!
- Make sure each child is assigned a swim buddy with the same ability!
- Make sure each child has been given and is wearing the appropriate wristband.
- Be sure you have an accurate attendance headcount.
- Go over the Pond/Pool Rules and the role of the Lifeguards.
- Go over your Rules (Don't go anywhere without asking permission, boundaries, ice cream, lunch, trash, bathroom)
- Assign kids to a Counselor for Buddy Check.
- Stress the importance of the Buddy System **YOU MAY NOT SWIM WITHOUT YOUR BUDDY**
- Go over the Buddy Check procedure
 - Stay with your Buddy
 - 15 minute checks
 - If your Buddy gets out of the water, you get out of the water etc.

AT THE POND/POOL

- On the first day of session, have the lifeguard get on the bus and talk to kids about the rules.
- Have all kids sit in the same area of the beach/pool.
- Every **15 MINUTES** do a Buddy Check. Check with the lifeguard to determine the times to be used. They will blow the whistle and announce it.
- Do not allow kids back in the water until everyone in all groups have been accounted for.
- Clean up all trash before leaving the beach.
- Be sure to have an accurate attendance count before leaving.

ICE CREAM TRUCK

- Do not allow children to go to the Ice Cream Truck alone.
- One Staff stay at the front of the line to ensure kids get the right change etc.
- One Staff watch the line and make sure kids know what they want to order.

8. FIELD TRIPS

It is crucial that the safety of the campers is the top priority on all trips. Staff and camper behavior are a direct reflection on the Glastonbury Parks and Recreation Department and the expectation is for excellent organization and professional conduct at all times.

DEVELOP PLANS FOR THE TRIP

For each off-site activity, there must be a plan in place and known by staff and campers:

- A planned meeting place in case of separation or emergency
- If a phone number is available at the trip location, make sure all staff have it
- Remind campers:
 - Where they are going, what they are doing, etc.
 - Stay with your buddy/group
 - What to do if they become separated
 - Avoid talking to strangers
 - Always tell a Staff about any problem or concern you have
 - We will follow the rules regarding use of facility

MAKE PREPARATIONS FOR THE TRIP

Head Counselors make sure all Child Information/Emergency Contact forms are organized and easily accessible on the day of the trip.

Make sure you are familiar with the location and what the activity package includes.

Sit down and talk with kids ahead of time. Tell them where they will be going and what they will be doing. Make sure kids know what the rules are, including your expectations for any special activities, spending money etc. Explain to them how important it is to listen, stay with the group and not wander off, not to talk to strangers, and what to do if they get separated. Your regular behavior policies should carry over to field trips. Be prepared to answer questions from parents....they will have some!

Have a plan in case of an emergency.

Pack all of the needed equipment and supplies for the trip including, first aid kit, camera, radio's etc. Make sure all of the kids in your group have their belongings and anything they need to bring.

WHEN GOING OFF-SITE

The following materials must always be taken on any off-site activity:

- Camp Roster & iPad
- Child Information/Emergency Consent Forms (organized and easily accessible)
- First Aid Kit
- Authorization for Medication Administration Forms
- Medications

DAY OF THE FIELD TRIP

- Prepare an accurate roster of campers attending the trip
- Post a sign letting parent/guardian know where the group has gone and when they will return.
- Make sure kids have lunches, bags and belongings
- Complete the Bus Use Form (before and after the trip)

BUS PROCEDURES

The Head Counselor will assign a Staff to complete a Bus Use Form before the group boards and again at the end of the trip when everyone has gotten off. Be sure to check that nothing is left on the bus!

Staff must be dispersed throughout the bus and be active in controlling behavior during each and every bus ride.

- Kids are to board and unload the bus in an orderly manner.
- Riders are to stay in their seats when the bus is in motion
- No standing is allowed
- Face forward with feet on floor. Kneeling on seats and/or looking backwards is not allowed
- Keep hands and other objects inside the windows at all time
- Do not throw any object in the bus or out the windows of the bus
- Eating on the bus is not permitted
- Talk quietly with their neighbor. Yelling and screaming will not be tolerated.
- Pushing or and/or shoving are not allowed
- Do not talk to the driver while bus is in motion.

ADMISSION/CHECK IN

The Head Counselor should get off the bus and check the group in. In most cases you will be given a receipt from the vendor on the day of the trip. Receipts are to be turned into the Camp Director the day of/after the Trip!

STAFF RESPONSIBILITIES DURING THE TRIP

Children must be fully supervised at all times. Keep them close to you at all times, especially in crowded areas. Take them on bathroom and lunch breaks together and never let a child wander to any area alone. Always be able to keep an eye on them and make sure they are not separated from the group. Under no circumstances is a child permitted to go anywhere alone.

Use a “buddy system”. This means pairing kids together. They will walk together and stay with the group. If there is an uneven number of children in your group, one child can buddy with the Staff, or one of the groups can have three children instead of two. Tell children to inform their Staff if they ever lose track of their buddy. This will help ensure they are also keeping an eye on each other.

Take attendance. Know the names of everyone in your group. Attendance will be taken on the bus before leaving for the trip, when you arrive, every half hour or hour during the trip, before you leave and when you arrive\back at the school. This way you can be sure all of the kids are present at all times.

Head Counselors should have Staff check-in with them frequently. This will ensure kids are being counted regularly and that you can take immediate actions if a child is missing.

Staff should use excellent time management skills. Groups should be on the bus at designated times as specified by the Head Counselor. Make sure kids get on and off the bus safely and in an orderly manner. Be alert and ensure all campers are seated quietly and are being respectful of the staff and driver. Make sure the buses are clean and no items are left behind. Report any issues to the driver or Head Counselor.

In addition to two-way radios, cell phones are permitted on trips only. They may be used to contact the Head Counselor, the Camp Director or Program Coordinator. Misuse of cell phones may result in disciplinary action.