

After-School Adventures

Half-Day Wednesday Program



GLASTONBURY
PARKS & RECREATION

MODULE

Glastonbury Parks & Recreation Department
Staff Manual

Table of Contents

Section 1 – General Info

Introduction.....	3
Program Overview.....	3
Program Hours.....	3
Structure and Responsibilities.....	3-4

Section 2 – Work Schedule

Work Shifts.....	5
Snack Time.....	5
Attendance.....	5
Absence & Illness.....	5

Section 3 – Expectations

Dress Code.....	6
Cell Phones.....	6
Punctuality.....	6
Attitude.....	6
Accountability.....	6
Radios.....	6
Staff Meetings.....	6
Purchasing Supplies.....	6

Section 4 – Program Procedures

Sign In/Out.....	7
Arrival Procedures.....	7
Departure Procedures.....	7
Activity Calendar.....	7
Communication with Parents.....	8

Section 5 – Safety & Medical

Safety Precautions.....	9
First Aid.....	9
Emergency Medical Protocol.....	9
Medications.....	10
Allergies & Asthma.....	10
Heat/Hot Weather.....	10
Concussions.....	10

Section 6 – Missing Participant

On-Site.....	11
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1. GENERAL INFO

INTRODUCTION

Welcome to the Glastonbury Parks and Recreation Department's After-School Adventures program. We are pleased that you have chosen to work with this program. 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

Participants enrolled in the After-School Adventures Program are in primary need of child care for the half-day Wednesdays through the school year. Half days are given on Wednesdays from August – November, and March – May to allow teachers professional development, and for parent/teacher conferences. This program is held at all 5 elementary schools (Naubuc, Nayaug, Hopewell, Hebron Ave and Buttonball) directly after school ends, through 4:00 p.m. Staff work together to plan on-site themes and activities each week.

PROGRAM HOURS

Program meets for 4-5-week sessions, with 6 overall sessions during the school year. The program begins directly at the end of the school day and runs through 4:00 p.m. Hopewell, Hebron Avenue, and Nayaug end at 1:25 p.m., Naubuc and Buttonball end their school day at 1:05 p.m. on the ½ day Wednesdays.

STRUCTURE AND RESPONSIBILITIES

The following is the chain of command for After-School Adventures, as well as a general description of the responsibilities of each person.

After-School Adventures Director: The Director works closely with the Program Coordinator on the planning and implementation of the program. This position works under the general direction of the Program Coordinator, provides directions to the Site Leaders and is responsible for checking on program sites throughout the course of the program hours. Reviews any accident and incident reports and turns all necessary paperwork into the Program Coordinator. Director is responsible for running weekly staff meetings with Site Leaders on activities that they will be doing, and getting equipment ready for the program. Adheres to and enforces all established Town and Department procedures and performs related work as required.

Site Leaders: The Site Leader works closely with the After-School Adventures Director on the planning, implementation and evaluation of the program. Works under the direction of the Program Coordinator, provides direction to Group Leaders/Program Assistants and is responsible for the day-to-day operation of their assigned area. Completes program, accident and attendance reports; prepares announcements and permission slips. 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.

Group Leaders: The Group Leader works under the direction of the Site Leader, and may be asked to fill in as Site Leader in their absence and takes on all duties and responsibilities as the Site Leader. Group Leaders are primarily responsible for group supervision of program participants with attention to behavior management, group management, health, and safety of all program participants. Provides input to activities planned at their site and responsible for implementing all planned activities.

Program Assistants: The Program Assistants are responsible for assisting in various recreation programs. Works with participants under the immediate supervision of the Site Leaders. 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 will be scheduled dependent on the site they work at, and the position that they are in. Please see the chart below notating the times that you will be scheduled to work:

School	Site Leader	Group Leader	Program Assistant
Naubuc Elementary	Academy: 12:15 p.m.	School at 12:45 p.m.	School at 12:45 p.m.
Naugaug Elementary	Academy: 12:30 p.m.	School at 12:45 p.m.	School at 1:15 p.m.
Hopewell Elementary	Academy: 12:30 p.m.	School at 12:45 p.m.	School at 1:15 p.m.
Hebron Ave Elementary	Academy: 12:30 p.m.	School at 12:45 p.m.	School at 1:15 p.m.
Buttonball Elementary	Academy: 12:30 p.m.	School at 12:45 p.m.	School at 12:45 p.m.

If you are a Site Leader at a school and cannot meet at the Academy Building, the Group Leader would be responsible for meeting at Academy to pick up materials needed for the day.

SNACK TIME

Program staff may eat snack with the participants. Staff may sit at a table with participants to eat lunch, but must remain alert and be able to monitor the room, beyond the table where they are sitting.

Food Allergies

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

STAFF SCHEDULE AND COMMUNICATION IN SLING

Sling will be our primary way of releasing work schedules and communicating with staff. Weekly, the Program Director will send messages in Sling with scheduled activities for the day in addition to important information. This application will also be used to track your time off requests. Be sure to download the Sling application on your phone and check it frequently. It is recommended to allow immediate notifications as well.

3. EXPECTATIONS

DRESS CODE

Staff shirts, and sneakers must be worn by staff every day of the program.

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 use their phones for communications and safety/emergency purposes only. The Site Leader may use their phones throughout the day for program communication only.

PUNCTUALITY

It is imperative that you show up on time. 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 Director.

ATTITUDE

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

When activities or games are not what we expect, or a participant complains, do not sympathize! Get into the game—lead by example. Leaders can make or break a child's experience. 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 participant 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 participants under their watch, and is able to report their attendance numbers and the locations of any participants not with the group whenever asked by a Site Leader or the Director.
3. Leads their group to and from activities in a timely manner. Some transition times may be short, especially for the younger participants. Please help them move quickly in order to not miss out on any activities.

STAFF MEETINGS

Regular staff meetings will be held to discuss general program operations and to disburse important information to all program staff. Site Leaders will partake in weekly program meetings either before or after the program concludes to discuss participant notes, and to discuss important program information. Please be sure to mark these staff meetings on your calendar.

RADIOS

Each staff member will be assigned a radio to be used for communication amongst all staff throughout the day. You are personally responsible for keeping track of your radio and for turning it off and turning it into the Site Leader at the end of the day. Site Leaders are responsible to ensure that they have all their radios to bring back to the Director. 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!

PURCHASING SUPPLIES

As part of the planning process, Site Leaders or the Director must submit a list of supplies needed to the Program Coordinator with a minimum of one week's notice.

4. PROGRAM PROCEDURES

SIGN IN/OUT PROCEDURES

Children will be coming directly from their classrooms to After-School Adventures. The Site Leader will be responsible for checking in program participants. 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. This includes early pickup, or pickup by another parent/relative.

ARRIVAL PROCEDURES

Children will be arriving directly from the classroom to the gymnasium at each school unless otherwise directed. The Site Leader and at least 1 other staff member should be at the sign-in table to sign participants in, accept notes and answer any questions and/or concerns. The remaining staff should be supervising the children putting their stuff down and playing in the gym.

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.

The parent/guardian is required to sign their child out. The Site Leader 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 Site Leader is responsible for signing the child out and watching them leave the grounds.

ACTIVITY CALENDARS

The Director will be responsible for creating activities for each program site with input from program staff on activities that can be completed. These activity calendars should be followed by all program staff. Any input with the calendars should be shared with the Director. The outlines of the calendars will be dependent on the space that is approved by the schools, as this will vary from session to session. (Example: One session we may have the gymnasium and art room, another session just the gymnasium with no art room). Calendar of activities will be shared with the parents. It is important to have the participants partake in the activities that will be shared with the parents.

SNACK TIME

Tuesday Program: Participants will be asked to bring in their own snack. There will be a snack (not advertised) available for those who do not have one.

Wednesday Program: Participants will be provided with a snack every week. All snack options will be advertised and sent to the parents ahead of each session. Parents will have the option to send their child with a snack if they wish.

COMMUNICATION WITH PARENTS

Staff should maintain open communication with parents at 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 Site Leader.

Greet parents with courtesy and enthusiasm. Point out schedules, important information, etc. 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 participants.

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 the participants arrive, you need to know where the child is and what they are doing at all times. Take attendance at strategic times throughout the program to ensure that all participants are properly accounted for.

PARTICIPANTS:

- Know which participants 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 participants 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 Site Leader
- 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 participants are getting out of control or not complying with the rules, making the activity unsafe.
- Make sure participants 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 (if necessary), hats, liquids, etc. Make note of shaded areas.

GENERAL:

- Report any unusual or questions situations and/or persons to the Site Leader.
- Staff is not permitted to have visitors/guests without permission from the Site Leader.

FIRST AID

The Site Leaders and Group Leaders are certified in First Aid/CPR/AED. 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 children in their small group, but will not be expected to administer medication or intervene with medical situations. Please contact the Site Leader or Group Leader 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
- Meeting the ambulance outside
- Moving the rest of the participants 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 AFTER-SCHOOL ADVENTURES

All medication will be handled and administered by Site Leaders. All medications should be safe and secured. Participants should not have any medication in their possession unless the Director has a signed form.

If a staff member has a medication they will need, 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 Site Leader and Director is aware of any medications.

ALLERGIES & ASTHMA

All staff must be able to identify children with asthma and food allergies and follow the specific precautions in place during snack (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 Site Leader will monitor the heat and make decisions regarding time spent in spaces that are not air-conditioned spaces.

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 participant suffer a bump, blow or jolt to the head, even a minor one, or if a participant reports such an injury to you.

6. MISSING PARTICIPANT

Staff is responsible for knowing where children 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 Site Leader if you suspect you have a missing child

- Check the area where the child was last seen.
- Take attendance and confirm your head count
- Site Leader radio all staff to bring their groups inside and await further instructions.
- Site Leader assigns staff to do a sweep of the area (gym, café, bathrooms, hallways, 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, Site Leader 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 child has been found.