

Manchester Parks & Rec Dept  
Hornets after School Program  
**Staff Handbook**  
**2023-2024**

Director, Heather DePriest



Manchester Memorial Elementary School  
43 Lincoln Street  
Manchester, MA 01944  
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Heather's Cell Phone: 978-325-7105  
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[www.mbtsrec.com](http://www.mbtsrec.com)

Dear Employee,

Welcome to the Manchester Department of Parks and Recreation! You have been chosen to represent the Town of Manchester Hornets After School Program. You will be serving as a vital role in representing the Parks & Recreation Department to the public. Professionalism is expected at all times while you are working in your assigned role.

We are excited to have you as part of our outstanding team. You were hired because we believe that you can contribute to the achievement of our goals and to the bottom line of success and share our commitment to our mission statement. This employee handbook contains the key policies, goals, benefits, and expectations of the Department of Parks & Recreation; and other information you will need as part of our team. We want to take this opportunity to welcome you to the team. We are confident that your enthusiasm, knowledge, creativity, and energy will result in a rewarding and successful experience for our participants and for you.

### **ABOUT THIS HANDBOOK**

This Employee Handbook contains information about the employment policies and practices of the Manchester Hornets after School Program. Each employee is required to read this Employee Handbook carefully and sign the attached acknowledgement form. The Employee Handbook is a valuable reference for understanding your job and the Hornets after School Program. The policies outlined in this Employee Handbook should be regarded as management guidelines only, the policies set forth in this Handbook will require changes from time to time.

### **A WORD ABOUT OUR EMPLOYEE RELATIONS PHILOSOPHY**

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork by encouraging individuals to work together towards a common goal. In order to maintain an atmosphere in which goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we strive to promote a workplace in which communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee. We firmly believe that with direct communication we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship. We work as a team!



## **Board of Directors:**

The program is a Manchester Parks and Recreation Program and is under the direction of Heather DePriest who has run the after school program since its inception in January 2007. Heather also serves as the Program Director for the Parks and Recreation Department.

The staff of the Hornets After School Program are chosen carefully and must meet the strict requirements of the Massachusetts Department of Early Education & Care, who is our licensing body. Qualities such as warmth, willingness to learn, patience, teamwork, flexibility, and professionalism are just some of the criteria used for hiring and evaluating the staff.

**Cheryl Marshall, Director of Parks and Recreation-**

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**Heather DePriest, Director of the Hornets after School Program-**

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## **JOB DESCRIPTIONS**

Manchester Hornets after School Program is administered by the Program Director, Heather DePriest. Under this direction, Heather is the person in-charge of daily activities and the supervision and training of Site Coordinators, Group Leaders, Assistant Group Leaders and Volunteer's.

A specific list of job duties for all staff members can be found in the job descriptions below. Any changes in responsibilities must be approved by the After-School Director.

**All Hornets after School Program employees are mandated reporters. You are required under Federal Law to report all suspected neglect (emotional, educational, medical, or physical) and abuse (physical, sexual or emotional).** If you suspect any kind of abuse or neglect, please tell your immediate supervisor and he/she will follow the appropriate protocol and complete the required report.

### **\* Hornets after School Program Director**

The Hornets after School Director provides supervision and direction to all staff associated with After School Program the school-age child care program; oversees program policies and procedures; maintains all departmental files; communicates with parents; attends all meetings; monitors and assists with the development of the

program's budget; and, participates in a minimum of **thirty hours** of training each year, maintains up to date First Aid and CPR certifications; once hired and the required documentation has been submitted, submits updated physical and TB documentation every two years.. In addition, the director may take on all additional responsibilities as necessary. Further, the Director may add additional responsibilities to all positions as deemed necessary.

#### \* **Site Coordinator**

The Site Coordinator oversees the supervision and organization of the Team (schedules for activities and prep when Heather is not on duty); is responsible for overall supervision of the program participates in a minimum of **twenty-four hours** of training each year; is responsible for the overall supervision of the safety and well-being of children, record keeping; maintains up to date First Aid and CPR certifications; once hired and the required documentation has been submitted, submits updated physical and TB documentation every two years. In addition to the above, all site coordinators are responsible for all associated responsibilities that may arise throughout the year.

- Must be at least 20 years old and
- Must meet one of the following: - Have a Bachelor's Degree in Child Development, Early Childhood Education, Elementary Education, Child Guidance, Human Services, Nursing, Psychology, Physical Education, Recreation, Child Psychology, the Arts, Social Work, Sociology, or Child Care; and 6 months of experience working with school age children. - Have a Bachelor's Degree in any field or an Associate's Degree in Child Development, Early Childhood Education, Elementary Education, Child Guidance, Human Services, Nursing, Psychology, Physical Education, Recreation, Child Psychology, the Arts, Social Work, Sociology, or Child Care and have nine months of experience working with school age children. - Have a high school diploma or equivalent and one year of experience working with school age children.
- In order for experience to be counted, it must be a minimum of 12 hours per week or if less than 12 hours a week, every block of 50 hours counts for one month.

#### \* **Group Leader**

The Group Leader is responsible for the supervision of all children's safety and wellbeing. They must participate in a minimum of **twenty hours** of training each year and attend all staff meeting. All required documentation must be completed before a Group Leader can begin employment. Group Leaders are responsible for overseeing the Assistant Group Leaders. In addition to the above, all Group Leaders are responsible for all associated responsibilities that may arise throughout the year.

- Must be at least 18 years old and
- Must meet one of the following: - Have a Bachelor's or Associate's degree and have three months of experience working with school age children. - Have a high school diploma or equivalent and six months of experience working with school age children including three months of supervised experience at a school age child care program. -Have nine months of experience with school age children

including three months of supervised experience at a school age child care program.

- In order for experience to be counted, it must be a minimum of 12 hours per week or if less than 12 hours a week, every block of 50 hours counts for one month.

#### **\* Assistant Group Leader**

The Assistant Group Leader is responsible for assisting the Group Leader with the supervision of children's safety and well-being. They must participate in a minimum of **eighteen hours** of training. Each year and attend all staff meetings. All required documentation must be completed before an Assistant Group Leader can begin employment. In addition to the above, all Assistant Group Leaders are responsible for all associated responsibilities that may arise throughout the year.

- Be at least 16 years of age, work under the direct supervision of a group leader and (1) have a high school diploma or equivalent or (2) be enrolled in a high school program or equivalent.
- Be 18 years or older and work under the general supervision\* of a Group Leader.  
\* General supervision is defined as being on the same floor level in an adjacent space and the Group Leader is able to hear and/or see the Assistant Leader.

#### **\*Volunteers**

Volunteers will be accepted into the Hornets after School Program subject to the following limitations: All volunteers will comply with EEC Background Record Check regulations regarding volunteers.

- Must be at least 15 years of age
- They cannot be left alone with children at any time (e.g. to provide bathroom supervision);
- They cannot be in charge of or direct children's activities, but may be a teacher's "helper" and take part in children's activities as long as they are always in the company of a teacher or group leader;
- They cannot be counted in staff/child ratios.
- Before interacting with children, they must receive the standard staff orientation, which includes familiarizing them with the center's emergency procedures in the Health Care Policy;
- They should be included in all regular staff training.
- It is strongly recommended that they have a physical examination.
- Documentation of the dates, hours of service and responsibilities of each volunteer used will be kept.

The duties listed above are intended only as an illustration of the various types of work that may be required of Hornets after School Program staff members. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical outgrowth to the position. Job descriptions do not constitute an employment agreement between the employer and employee and are subject to change by the employer.

## **CRITERIA AND PROCEDURES FOR HIRING**

The Hornet's after School Program provides equal opportunity employment in compliance with all federal and state laws governing non-discrimination.

It is the policy of the Hornet's after School Program to recruit and promote persons based on individual merit.

For employment with the Hornet's after School Program prospective staff members will be required to fill-out an application, provide two references, submit an updated physical, provide proof of education, and fill-out a CORI Request Form, DCF Background and a SORI Background Check. All Staff must be fingerprinted.

Employment cannot commence until references have been checked and CORI and DCF verifications have been returned to the Program Director.

### **PERSONAL APPEARANCE**

Staff members are selected to work at the Hornet's after School Program based on their educational background, the experience they bring to the team and their suitability as role models for children. Staff members' appearance and manner, as well as their relationships with other staff members, will most certainly be noted by anyone who enters our After-School Program. Staff must behave appropriately at all times.

### **DRESS CODE**

As we will be working in the Public School you will need to look professional at all times. **No tank tops or sandals are allowed.** Jeans may be worn. Holes or tears in any apparel are a violation of the dress code. Any inappropriate attire will lead to immediate dismissal for the day. Dismissal for inappropriate dress is at the discretion of the Director.

### **ROLE OF SCHOOL AGE STAFF MEMBERS**

#### **Behavior Management/Positive Guidance for the School-Age Child**

Hornets after School Program, we use a positive method of discipline combined with consistent, age-appropriate limits. Each staff member must be fair, consistent and caring towards each and every child. **When school-age children are in a stimulating, creative, caring and non-judgmental atmosphere, discipline problems rarely develop.** The goal of behavior management/positive guidance is to help school-age children develop self-control, self-direction and self-esteem.

FACT...Children sometimes misbehave! Testing limits is a natural part of growing-up. However, a child's behavior is also greatly influenced by the people around them and

the environment in which they live. The following guidelines should be observed in the school-age setting and will enable you to create a fair environment where children have the best opportunity to succeed:

\* No child shall be subjected to abuse or neglect, cruel, unusual, severe or corporal punishment, including any type of physical hitting such as spanking or slapping, or any punishment which subjects the child to verbal abuse, ridicule or humiliation. Sarcasm can also be a dangerous discipline method and is not allowed.

\*No child shall be denied food, rest, or bathroom facilities, be punished for soiling or wetting pants or not using the toilet, or be punished for eating or not eating food. Food is not used as a reward (this does not include High 5"s). The following should be utilized as alternatives for solving problems without punitive discipline:

- a. Give gentle reminders
- b. Show the child how to make amends
- c. Inject humor
- d. Express strong disapproval as opposed to attacking character
- e. Allow the child to problem solve (this often requires a few steps)
- f. Talk about the child's needs and feelings. Make sure you do not rush this with the child
- g. Talk about your needs and feelings
- h. Brainstorm together to come up with solutions
- i. **Write down all solutions without judging**
- j. Redirect the child. This involves anticipating problems, intervening before
- k. they can occur and being ready with a solution
- l. Clarify messages
- m. Ignore small annoyances and provocations
- n. Point out natural or logical consequences
- o. Provide discussion with an adult
- p. Show that you care

## **CERTIFICATION, LICENSING AND OTHER REQUIREMENTS**

Hornet's after School Program is licensed by the Early Education Care Department.

## **ALL EMPLOYEE ORIENTATION**

Upon joining the Hornet's after School Program, you will be given a copy of our Employee Handbook. After reading this Employee Handbook, please sign the receipt page and return it to your supervisor. You will be asked to complete personnel, payroll and benefit forms. If you lose your Employee Handbook, or if it becomes damaged in any way, please notify your supervisor as soon as possible to obtain a replacement

copy. We will have a mandatory staff meeting before the Hornet's after School Program starts. All staff members will be trained in First Aid and CPR.

### **OPEN COMMUNICATION**

We encourage you to bring your questions, suggestions, and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations. If you feel you have a problem, present the situation to the site coordinator so that the problem can be settled by examination and discussion of the facts. For confidentiality you may call your Site Coordinator. We hope that the Site Coordinator is able to satisfactorily resolve most matters. If you still have questions after meeting with the Site Coordinator, please speak with the Director and she will review the issues and meet with you to discuss possible solutions. Your suggestions and comments regarding all subjects are important and we encourage you to take every opportunity to discuss them with us. Always report anything you feel is inappropriate about a staff, child or parent.

### **MANDATORY ONLINE TRAININGS**

All employees must complete the following online trainings. These trainings can be found at the following web addresses: Once completed you will be compensated for your time. Please pass in all certificates to Heather DePriest at [depriesth@manchester.ma.us](mailto:depriesth@manchester.ma.us)

1. **First register yourself at**  
[https://www.eec.state.ma.us/SSI\\_V2/ProfileSetup/LoginUN.aspx](https://www.eec.state.ma.us/SSI_V2/ProfileSetup/LoginUN.aspx)
2. **Create an account at EEC Essential Training, using your personal PQR number and adding our program # 3910897 at**  
[https://strongstart.eoe.mass.gov/ets/pages/?p=eec\\_essentials%3A\\_notice\\_to\\_educators](https://strongstart.eoe.mass.gov/ets/pages/?p=eec_essentials%3A_notice_to_educators)
3. **51A Training**  
<http://51a.middlesexcac.org/>
4. **Ethics Training** <https://www.mass.gov/how-to/complete-the-online-training-program-for-municipal-employees>



**Background Record Check Policy:** The Hornets after School Program is a licensed by Early Education and Care. The Background Record Check (BRC) requirements for Group and School Age Child Care Programs include the following:

- A Criminal Offender Record Information (CORI), Department of Children and Families (DCF), Sex Offender Registry Information (SORI), and fingerprint-based checks, as well as National Sex Offender Registry (NSOR) and all out-of-state checks mandated by CCDBG, when available.
- They are subject to mandatory disqualifications.
- EEC must review all BRC information.
- Designated Program Administrator must have a suitability decision of “suitable” before funding will be issued or renewed.
- Employees, volunteers, and interns may be hired in a supervised provisional status, which requires fingerprinting and constant supervision. Once staff has been cleared by the BRC, they are able to work and be with children.

What if I have questions? You can find more detailed information about the EEC BRC requirements within the EEC BRC regulations at 606 CMR 14.00 et seq. and by going to: [www.mass.gov/eecbrc](http://www.mass.gov/eecbrc) . Any questions about how to apply this policy may be asked by putting in a ticket using the EEC BRC Support Tool located at the following link: <https://massgov.service-now.com/brc>.

### **Evacuation/Emergency Plan:**

Once a month the Hornets after School Program holds a mock fire drill. At this drill we also talk to the children that this drill is also a way for us to practice leaving the building should an emergency arise at the program. Each room will have the emergency exits posted. Once a month, a fire drill will be conducted in case of an actual emergency. Participants should be aware of the fire drill procedures prior to the start of the drill and should have a safety review at the completion of each drill. The Program Director will administer the fire drill, which will be indicated by blowing a whistle. Staff must stay calm and help to keep the children moving and quiet. Every month we will practice using different exit doors around the building to be fully prepared in case a fire is to happen. The “Safe Place” for the Hornets after School Program is by the storage shed next to the Brook Street Turf.

**In the event of an actual fire or a emergency, the following actions should be taken:**

1. Dial 911. Do not panic, it is contagious. If you panic the children will panic also. Remove all children from the area. Know where the fire extinguishers are in the building.
2. Counselors should gather their children and exit the building through the closest door. Children and staff should proceed in an orderly manner to the grassy circle in front of the school. If time permits, windows should be closed, and lights turned off.
3. The Program Director will check all bathrooms for children and then proceed to the grassy area in front of the Elementary School next to the tennis courts. Counselors will report camper attendance to the Program Director upon her arrival.
5. Groups will be allowed to return to activities at the Program Director's signal. This signal will come from the Fire Department.
6. The first aid kit (AKA Boo Boo Box) and children's files must be always with the group.

**TERMINATION & SUSPENSION**

At the Hornets after School program our goal is to see everyone succeed in our program. Our plan is to avoid suspension and termination of children in our program. If a behavior is deemed to be dangerous to other children or staff, an Incident Report will be completed by a staff member. The child's parent/guardian will be notified of the issue by phone or at the time of pick-up. Parents will be asked to review and sign the behavior form. One copy of the Incident Report will be sent home with the parent/guardian. A second copy of the Incident Report will be placed in the child's folder and the incident will be documented in the logbook. If three incidents are documented, the child's parent/guardian will be notified of a meeting with the Director and Site Coordinator. Parents/guardians and Hornet's Staff will discuss ways to help the child. The main goal of the Hornet's staff is to work with the child and the parents/guardians to keep the child in the program. A positive approach will be used. The Manchester Parks & Recreation Department reserves the right to dismiss a participant (depending on the severity of the conduct).

If a behavior management plan has been developed through school, please inform the staff so we can support the effort.

### **DISCIPLINE**

A positive approach is emphasized, and the making of moral judgments is avoided. The environment is child oriented, and there are no “do not touch” items. There is enough equipment to facilitate children’s play and learning and there is appropriate supervision.

Issues for concern center on aggressive behavior towards other children, unsafe activities and destructive use of things. Some cases the child may need a short “time out”.

Ongoing behavior problems will be discussed with parents in informal meetings. Continual inappropriate behavior will be documented by staff, and parents will be informed of the situation. Parents will be required to pick up their child immediately if called because of inappropriate behavior. Parents will be notified if the child’s behavior has warranted suspension. Suspension may result from the following behavior: fighting, physically hurting, or attempting to hurt another child or staff intentionally, inability to regain control or temper, obscene or inappropriate language and or behavior, being disrespectful in an intense manner, continued lack of respect, bringing any type of weapon, leaving the program site and any situation, which the Director, within her discretion, deems inappropriate.

Three suspensions in one year may result in permanent expulsion. Once expelled, the child will not be readmitted to the program for the school year.

### **Procedure for Accidents & Illnesses Not Requiring Hospitalization:**

1. A certified staff member renders First Aid and CPR.
2. Notify the Site Coordinator or Director immediately.
3. Contact parent/guardian.
4. Fill out Accident/Illness report. Have a parent/guardian sign the report at pick-up if possible. One copy of the signed report should be given to the parent/guardian, and another should be placed in the child’s folder.
5. Log the injury in the injury logbook.

### **Procedure for Accidents & Illnesses Requiring Hospitalization:**

1. Assess Situation.
2. Call 911
3. Remove all other children from the room.
4. Call parent/guardian.
5. Joanne Seaman, RN Health Care Consultant 978.985.7086
6. The Site Coordinator, Group Leader, or the Director must accompany the child to the hospital.
7. Call Early Education and Care to inform them of the situation @ 978-681-9684
8. Fill out injury report and record it in the injury logbook.

COVID Guidance for COVID-19 Prevention in K-12 Schools from the CDC : Updated August 5<sup>th</sup>. 2021

[HTTPS://WWW.CDC.GOV/CORONAVIRUS/2019-NCOV/COMMUNITY/SCHOOLS-CHILDCARE/K-12-GUIDANCE.HTML](https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/k-12-guidance.html)

**The Hornets after School Program with Manchester Parks and Recreation follows all Covid 19 Guidelines set in place with DESE and Manchester Memorial School.**

**DESE COVID-19 Guidance, updated May 27, 2021**

**Symptoms may appear 2-14 days after exposure to the virus and may include:**

- Fever, chills or shaking chills.
- Signs of a lower respiratory illness (e.g., cough, shortness of breath, lowered oxygen saturation).
- Fatigue, sore throat, headache, body aches/myalgia, or new loss of sense of taste or smell.
- Other less common symptoms can include gastrointestinal symptoms (e.g. nausea, vomiting, diarrhea), rash, and inflammatory conditions such as “COVID toes”.

**Monitor for symptoms:** Stay home when sick: Staff must monitor themselves for symptoms daily and students, with the assistance of families, must also be monitored daily for symptoms. Staff and students must stay home if feeling unwell. Everyone must do their part to protect others and not come to school if they are exhibiting any COVID-19 symptoms or are feeling sick.

**Wear masks:** Masking is a critical measure to contain the spread of COVID-19. We require all students and all staff to wear masks indoors and on school buses unless students receive a medical or behavior exemption. Masks must completely cover the nose and mouth and fit snugly against the sides of the face without gaps. When outdoors, students are not required to wear masks, even if they cannot maintain distance and regardless of the activity.

**Maintain strong hand hygiene:** Students and staff are required to exercise hand hygiene (handwashing or sanitizing) upon arrival to school, before eating, before putting on and taking off masks, and before dismissal. Handwashing with soap and water for at least 20 seconds is the best practice. However, hand sanitizer containing at least 60% alcohol should be substituted when handwashing is not available.

**Maintain physical distance:** Since June 2020, DESE guidance has consistently noted that three feet in classrooms is a safe standard for physical distancing when masks are worn and other mitigation strategies are in place, based on guidelines from the World Health Organization<sup>1</sup> and the American Academy of Pediatrics.<sup>2</sup> Our guidance balanced the urgent

need to bring students in the Commonwealth back to in person learning while minimizing the risk to students, staff, and their families. Three feet continues to be the minimum distance required between individuals when indoors. When outdoors, individuals should distance as feasible.

**Cohorts/assigned seating.** Students organized in groups/classrooms and other cohorts help mitigate transmission of the virus. Assigned seating is also important because it effectively creates even smaller groups within cohorts to minimize transmission and reduce exposure. Wherever possible, seats should be assigned (including classroom, bus, meals).

**Learn how to Isolation and quarantine:** <https://www.mass.gov/info-details/covid-19-isolation-and-quarantine-information#learn-about-isolating->

**Learn about testing for Covid 19:** <https://www.mass.gov/info-details/about-covid-19-testing>

## **PAYCHECK DEDUCTIONS**

The Town of Manchester by the Sea is required by law to make certain deductions from your paycheck each pay period. Deductions typically include federal and state taxes and Social Security. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled for you each year on your Form W-2, Wage and Tax Statement. If you have any questions, please see your supervisor.

## **DIRECT DEPOSIT**

**You are required to have direct deposit.** Please be sure to fill out the appropriate paper work.

## **CONFIDENTIALITY**

Under no circumstances should employees discuss hourly rates or experiences regarding the Hornet's after School Program. Under no circumstances should any staff member speak negatively of another staff member either on site, or after hours. Under **NO** circumstances should an employee talk about any children or families in the

Hornet's after School Program. Under NO circumstance should any staff take pictures of children at the program, unless asked by Heather DePriest for promotional use.

## **BENEFITED EMPLOYEES – PAID TIME OFF**

Vacations, Holidays, Floating Holidays, Bereavement Leave, and Jury Duty Leave are available for employees who are benefited. All other employees may take time-off at their own discretion as long as they provide two weeks' notice and obtain management approval. All employees of the Hornets after School Program are seasonal, part time employees.

## **PERFORMANCE APPRAISALS**

Hornets after School Program will review job responsibilities and performance standards; provide for professional development and planning; recognize a job well done; and make suggestions for improvement. As a Hornets after School Program employee, you will be receiving a written observation ever two months by your director or Site Coordinator. During this review, or any time you will have an opportunity to provide input regarding your performance. At the end of each school year you will need to let the Director know if you will be returning to Hornets after School Program in the fall.

## **DISCIPLINE, SUSPENSION, AND DISMISSAL**

Hornets after School Program requires you to demonstrate the highest degree of integrity and responsibility. You are expected to accept certain responsibilities and to adhere to business principles in matters of personal conduct. You are a representative for the Town of Manchester by the Sea, Parks and Recreation Department.

The following are examples of conduct that is **not** permitted. Engaging in such conduct will result in disciplinary action up to and including immediate termination:

- Leaving the children unattended.
- Careless in caring for children.
- Improperly dispensing medication.
- Inappropriate discipline of a child, verbal abuse to a child.
- Touching a child inappropriately.
- Letting a child sit on your lap.
- An act that endangers the children.
- Failure to notify a supervisor after witnessing inappropriate discipline or rough handling of a child.
- Failure to notify your supervisor if you witness any inappropriate behavior between a staff and a child.

- Use of foul, profane, abusive, or threatening language toward children, parents, co-workers, or supervisors.
- The use, sale, manufacture, transfer or possession, or being under the influence of alcohol or drugs or vaping while on the job, or school property.
- Theft, attempted theft.
- Fighting or threatening harm to another employee or anyone associated with the Hornets after School Program.
- Possession of a weapon on School property.
- Insubordination or refusal to follow proper directives from a supervisor.
- Absenteeism.
- Tardiness.
- Leaving work or the work area prior to the end of the scheduled work hours without authorization.
- Failure to adhere to company personal appearance standards.
- Taking pictures of children in the program without permission from Heather DePriest.
- Unsatisfactory performance of assigned job responsibilities and duties.
- Sleeping on company time.
- Failure to comply with accident prevention or safety rules.
- Violation of Hornets after School Program policies on Harassment or Sexual Harassment

The Manchester Parks and Recreation Department, Hornets after School Program strives to treat our employees in a professional, pleasant, and productive manner. Employees, in turn, are expected to treat all the personnel and customers in the same manner. This means working as a team member, treating staff, children and parents in a courteous and friendly manner, displaying behavior acceptable in the workplace. Any violation of the after-school program policies similar to the examples listed above will result in immediate disciplinary action up to and including termination. The Hornets after School Program employees are responsible for knowing, understanding and adhering to all company policies and guidelines. Employees are responsible for clarifying policies and procedures as necessary.

### **CELL PHONE POLICY**

All staff cell phones are to be left in your pocket from the start of your shift until you leave for the day unless you are asked by the Director or Site Coordinator.

### **PHONE CALLS**

Personal telephone calls are not allowed during work hours. In the event that it becomes necessary for an employee to make a personal phone call, the employee must seek permission from the Director or Site Coordinator before making the call.

## **CARE OF CLIENT RECORDS**

In order to provide the best care for our participants it is critical that we maintain accurate and current records. Children's records should be returned to the appropriate filing travel box following documentation (black file box). Children's records may not be removed from the premises for any reason. If at any time a parent requests access to their child's records, you must provide their child's records. As changes occur on a child's record, such as changes of address, new phone numbers, additional phone numbers and medical changes, staff members will make child's folder available for parents to make necessary changes.

## **WRITE-UP AND DISMISSAL OF CHILDREN**

If a child is misbehaving, the director or site coordinator will sit with the child at the program and speak to the child about the misbehavior and, if necessary, write an incident report which will be handed to the parent/guardian at pick-up. The parent/guardian must sign the report. After three incidents, there may be a parent/guardian, Site Coordinator and Director meeting to discuss the child's behavior to see what steps we will take to make sure that the child is able to stay in our Hornets after School Program.

## **CALL-OUT POLICY FOR HORNETS AFTER SCHOOL PROGRAM**

1. All call-outs must be directed to the Director @ 978.325.7105. All call-outs must be done by 9:00AM on the scheduled work day. Please call the Director as soon as you know you are going to be out for any reason. We would prefer you make arrangements with another staff to cover the day and time you need off.
2. No last minute requests will be granted. **Only the Director can approve time-off.**

## **PROCEDURE FOR ATTENDANCE FOR THE CHILDREN @ HORNETS**

1. The Director will send a text message to Site Coordinators.
2. If a child on the attendance roster is not present, ask the school secretary if she received a note telling us where the child is.
3. If parent/guardian did not notify the secretary, the secretary will investigate whether the child left as a walker or on the bus.
4. Call the child's parents/guardians for more information. Do not stop calling until you reach a parent/guardian.
5. Call Heather DePriest (978-325-7105).



6. Call 911.

### **Missing Child Policy**

1. Site Coordinator/Staff is to check voicemail for messages from parents regarding children who will be absent from program. Site-Coordinator/Staff is to check in the school office for absent or early dismissed children.
  - a. Mark all absences on attendance sheet prior to dismissal of students.
2. Staff shall be in position prior to dismissal of students.
3. Attendance shall be taken as children enter the meeting area.

### **Steps to take if child does not report to Hornets after School Program**

#### **(Secretary Present)**

1. Staff shall report to Site-Coordinator/Staff with any children's names that do not show.
  - a. The staff will remain with the other students and continue the day.
2. Site-Coordinator/Staff shall go to the school office and report the child to the secretary.
  - a. Secretary will then contact the child's classroom and double check the absent/dismissal list.
  - b. If needed site-coordinator/staff may dial **\*87** to use the intercom.
3. Site-Coordinator/Staff will check the various dismissal lines for child.
4. Site-coordinator/Staff is then responsible to call the parents at all possible numbers until an answer has been given. If the parents cannot be contacted call emergency contacts. **Never give up on calling parents.**
  - a. If calling into work and the response is the parent cannot come to the phone state "It is an Emergency!"
5. Site- Coordinator is to contact **Heather DePriest** (Director) at **978-325-7105** If no confirmation of location **CALL 911**

### **Steps to take if child does not report to Hornets after School Program**

#### **(Secretary Absent)**

1. Staff shall report to Site-Coordinator/Staff with any children's names that do not show.
  - a. The staff will remain with the other students and continue the day.
2. Site-Coordinator/Staff shall check in office for any faculty present to help.
  - a. Site-Coordinator must find the Principal and explain
  - b. Principal or other faculty will help to locate child.
  - c. Site Coordinator/Staff may see Nurse for help locating child.

3. Site Coordinator/Staff is then responsible to call the parents at all possible numbers until an answer has been given. If the parents cannot be contacted call emergency contacts. **Never give up on calling parents.**
  - a. If calling into work and the response is the parent cannot come to the phone state "It is an Emergency!"
4. Site-Coordinator/Staff will check the various dismissal lines for child. Site- Coordinator is to contact **Heather DePriest** (Director) at **978-325-7105**.
5. If no confirmation of location **CALL 911**

**Steps to take if child is missing from  
Hornets after School Program during program hours**

1. Staff is to alert site Coordinator of the missing child immediately.
2. Site-Coordinator alerts staff of the situation.
3. Implement lockdown
  - a. Children are to stay where they are
  - b. Staff checks bathrooms/hallways/etc.
  - c. One staff is sent to check outside the building
4. If not found Site-Coordinator **Call 911**
  - a. **From school phone (9-9-1-1)**
5. Site –Coordinator will alert parents of situation.
6. Call **Heather DePriest** (Director) at **978.325.7105**

**Steps to take if child is missing from  
Hornets after School Program during program hours off site**

1. Staff is to alert the Site Coordinator of the missing child immediately.
2. Site-Coordinator alerts staff of the situation.
3. Implement lockdown
  - a. Children are to stay where they are
  - b. Staff will check bathrooms/hallways/etc.
  - c. One staff is sent to check outside the building
4. If not found Site-Coordinator **Call 911**
5. Site –Coordinator will alert parents of situation.
6. Call **Heather DePriest** (Director) at **978.325.7105**

## Late Pick-Up Policy

The official closing time for the Hornets after School Program is 6:00 p.m.

All employees' scheduled hours revolve around these closing times. When a parent or guardian is late, the Hornets after School Program has established the following policies:

1. Parent/guardian must call the program to let staff know what time they will expect to arrive or to inform staff of alternate transportation arrangements that have been made.
2. Parent will be charged a late fee of \$2.00 per minute after 6:00 p.m. per child. This fee will be added to your monthly tuition.
3. In the event that the Hornets after School Program does not receive a phone call from the parent/guardian the following procedures will be immediately implemented:
  - a. A Hornets after School Program staff member will contact parent/guardian for instruction. If contact cannot be made, a Hornets after School Program staff member will call the emergency contact list to arrange pick up (parent will still be assessed the late fee per minute, per child).
  - b. If by 7:00 p.m. contact cannot be made to the child's parents or emergency contact list, a call will be placed to the Department of Children and Families Services (DCF) Emergency Unit to report an abandoned child. Staff members will then follow DCF instructions for any necessary arrangements. Parents will then be informed to contact DCF for further instructions.

## **COMMON INJURIES & HOW TO TREAT THEM:**

### **ALL INCIDENTS AND ACCIDENTS MUST BE REPORTED IN THE INJURY LOG**

**Abrasions, Scratches, cuts:** Clean with soap and water. Apply a sterile dressing if necessary. If bleeding is severe or the cut is extensive, apply a sterile dressing and direct pressure to control the bleeding. Call 911 if necessary.

**Nosebleeds:** Sit child upright with their head tilted forward. Gently compress the nose using your thumb and forefinger. Apply an ice pack to the nose and face. **Do not place an ice pack directly on the skin. You must place a cloth barrier between the ice pack and the skin.**

**Bruises & Bumps:** Apply a cold compress or ice pack.

**Burns:** If the burn is caused by a burning material (I.E.-hot liquids) immediately flush the affected area with cool running water for about 1 minute and then cover with a dry sterile dressing. If the burn is a second or third degree burn, call 911 immediately. If the burn is caused by electricity **DO NOT FLUSH WITH WATER**; simply cover the burn with a dry sterile dressing and call 911.

**Head Injuries:** If a child falls down a flight of stairs and any fall greater than their own height, a possible head injury should be suspected. Head injuries will often be accompanied by dizziness, unconsciousness, headache, nausea, vomiting, change in pulse rate, or severe nosebleed. Treat as an emergency and call 911. **Do not move a child that you suspect a head, neck or back injury.** Wait for emergency personnel arrive and take over. Any injury to a child's head **MUST** be inspected by emergency personnel (even if that child appears to be ok).

**Heat Exhaustion:** Try to prevent by planning rest periods throughout the day and encouraging the consumption of water throughout the day as well. If a person is having difficulty with the heat, get them into a cool, shady place with circulating air. Loosen any restrictive clothing. Have the victim slowly drink water. If a person is refusing water, it means that they are getting worse; not better.

Heat Stroke: ***The difference between heat exhaustion and heat stroke is that a victim of heat stroke will generally have dry flushed skin, usually red and hot. Treatment is the same as you would for heat exhaustion. Keep in mind that Heat Stroke is life threatening and 9, 911 should be called.***

**Insect Bites & Stings:** Remove the stinger if still present with metal tweezers. Wash with soap and water. If a child has a history of allergies to insect bites and stings or if the child shows signs of Anaphylactic Shock, Call 911 immediately. Signs of Anaphylactic Shock include the victim's face or throat swelling, and difficulty breathing. If they have a prescription for an Epi Pen, you can assist them to administer the Epi Pen. (NOTE: EPI PENS CAN ONLY BE USED FOR THE PERSON THEY ARE PRESCRIBED FOR.). If they do not have an Epi Pen, you can place ice packs on the throat and face to help control the swelling. Either way 911 must be called immediately.

**Sprains, Strains, & Fractures:** If you suspect that a person has suffered from a sprain, strain or fracture, treat as an emergency. Do not move the victim. Have them rest in a comfortable position. For mild swelling and pain, use ice packs to reduce the swelling. If this relieves the pain, and there is only slight swelling, the child may stay for the remainder of the camp day. If the pain or swelling is severe, keep the victim still and call 911. At this time, the Program Director should contact child's parents.

**Bleeding & Safety:** Gloves **MUST** be worn by anyone coming in contact with Blood or other bodily fluids. All first aid areas are supplied with rubber gloves. All discarded materials must be placed in a trash container with a plastic liner, which can be removed and tied to prevent contamination. An Accident/Incident Report should be filled out for all injuries.





## **SCHEDULE CHANGES**

### **STAFF**

Any changes in hours should occur only at the request of the director. Employees are not allowed to initiate schedule changes. When the director requests a change in hours and/or scheduling it is at the employee's discretion to accept the changes. Once assignment hours are accepted and confirmed, EMPLOYEES ARE OBLIGATED to fulfill that commitment regardless of changes in personal or professional schedules.

### **CHILDREN**

When a child's schedule changes it is required that the parents complete a "Schedule Change" form and or communicate with the Director, Heather DePriest.

## **CLIENT AND PUBLIC RELATIONS**

The Town of Manchester by the Sea- Parks and Recreation Department– Hornets after School Program reputation is built on excellent service and quality work. Maintaining this reputation requires the active participation of every employee. The opinions and attitudes that parents and children have toward our program may be determined over a long period of time by the actions of one employee. It is sometimes easy to take a child or parent for granted, but if we do we run the risk of losing not only that family but friends or family who may also be participants or prospective participants. Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

## **COMMUNICATIONS WITH PARENTS, CHILDREN AND STAFF**

How you communicate with parents will make all the difference in the world. Building relations with children and parents builds trust and creates bonds.

## **IDENTIFICATION PROCEDURES**

It is crucial that the staff ID every person that comes in to pick-up a Hornets after School Program child. The following procedures must be followed:

- Parent gives permission for Hornets after School Program to release their child.

- Ask all individuals picking-up a child for an ID;
- Take the ID to child's folder and verify the name on Id. with the child's Transportation Form Information;
- If the person is not listed on the Transportation Form you may not release the child into their care;
- In the event that a person is not on the Transportation Form and comes to pick-up a child, the Site Coordinator must call the parent/guardian to receive permission for the person to take the child. The parent must email the Director all the person's information and state this person may take their child. If a parent/guardian is unreachable we will not release the child to that person.

### **CHANGES IN PERSONAL DATA**

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, telephone number.

### **CARE OF EQUIPMENT**

You are expected to demonstrate proper care when using Town of Manchester by the Sea property and equipment. No property may be removed from the premises without proper authorization from management. If you lose, break or damage any property, report it to your supervisor at once.

### **TRAVEL, TRAINING TIME, EXPENSES**

Hornets after School Program policy does not include compensation for travel, training or expenses, unless agreed upon, in writing, prior to the training.

### **PERSONAL VISITS**

Visits from friends and relatives are not allowed while fulfilling assigned hours. Under no circumstances is anyone (friends, relatives, etc.) allowed at the program area.

### **PHOTO OF CHILDREN**

Under no circumstances are staffs or parents to take any photos of our Hornets after School Program children at any time, unless requested by the Director for Facebook account or office use.

We believe  
even the slightest  
positive influence  
has the potential...  
TO CHANGE  
*a child's life*

#### **EACH EMPLOYEE'S RESPONSIBILITY**

Safety can only be achieved through teamwork at the Hornets after School Program. Each employee and supervisor must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately. Please observe the following precautions:

1. Notify your supervisor of any emergency situation. If you are injured on the job you **MUST** notify your Director/ Site Coordinator and fill out the proper paperwork.
2. Get help when lifting or pushing heavy objects.
3. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess, ask your supervisor.
4. Know the locations, contents and use of first aid and firefighting equipment.

#### **WEATHER:**

**We will be going outside EVERYDAY unless Mother Nature will not allow us to.**

Children are asked to attend with appropriate clothing every day, this also includes the staff. Staff must dress appropriately to play with the children at all times.

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**What are my three personal goal to work on this year at the Hornets after School Program to better myself and the program?**

**What are three of my strong leadership traits I am excited to share at the Hornets after School Program this year?**

**What are three gym games I know how to run by myself?**

**What are three crafts/board/card games I know how to run in the Cafeteria?**

**I \_\_\_\_\_ have read the Hornets after School Program Staff Manual in it's entirety. I undertand all of these rules and regulations apply to me as a valued Town of Manchester by the Sea employee. I will do my best to achive excellance while working, I will also have an open line of coomunication with my director/s site coordinator and children in my program. Our goal as an after school program is to inspire and allow children to grow and succeed successfully.**

**Date: \_\_\_\_\_**