

ERfC Policies & Procedures

ERfC Out-of-School Time (OST)
Before & After School Centers - Distance Learning Center
Vacation Destination - Afterschool Adventures

ERfC welcomes children of all ethnic and socioeconomic backgrounds to attend and does not discriminate on the basis of gender, race, religion, income, national origin or ethnic background, or disability (physical or mental).

POLICIES & PROCEDURES SECTION INDEX

ENROLLMENT POLICY.....	SECTION I
FINANCIALS.....	SECTION II
OPERATING/COMMUNICATION POLICY.....	SECTION III
TRANSPORTATION & PICKUPS.....	SECTION IV
SCHEDULE & ATTENDANCE.....	SECTION V
HEALTH & SAFETY	SECTION VI
FOOD & SNACKS	SECTION VII
ABUSE AND NEGLECT RECOGNITION AND PREVENTION	SECTION VIII
DISCIPLINE AND DISMISSAL	SECTION IX
PERSONAL PROPERTY	SECTION X
VISITORS AND OBSERVATION	SECTION XI
PLAN FOR CONSULATION	SECTION XII
EDUCATIONAL PLAN FOR DEVELOPMENT	SECTION XIII

Typical out-of-school-time (OST) participation includes the following expectations of all children:

- ... Follow staff directions and requests; and remain with their group/team at all times
- ... Make their best effort to cooperate with other students, staff members, and volunteers
- ... Respect the property of Enfield Public Schools, ERfC, and other students
- ... Use the restroom facilities on their own and be able to recognize their own bathroom needs without prompting

COMPLETING ENROLLMENT IN AN ERfC OST PROGRAM CONSTITUTES AN UNDERSTANDING THAT YOU HAVE READ, UNDERSTAND, AND WILL ABIDE BY THE POLICIES IN THIS HANDBOOK.*

* These policies and procedures are subject to change without notice - Revised December, 2020

SECTION I. ENROLLMENT POLICY

ERfC makes every effort to accommodate all children's needs and expects that parents and/or guardians provide the information that helps us in our best effort to meet those needs.

Enrollment in all ERfC OST programs requires:

1. A complete enrollment application for each child that includes the Authorization/Agreement Enrollment Permissions.
2. A current **Childhood Health Assessment Record** (parts 1 and 2) for each child. **The health record must satisfy the Connecticut Office of Early Childhood (OEC) licensing requirements, and include a TB screening assessment.** Additional forms may be needed to address medical conditions such as asthma or allergies. Refer to Section VII Health & Safety for more information.
3. Payment of fees, or enrollment into Tuition Express auto-pay is required before starting. Please see Section II Financials for more information.

ERfC Before & After School Centers are licensed by the CT Office of Early Childhood (OEC).

To ensure compliance with state licensing regulations, all enrollment applications will be reviewed and approved by ERfC's licensing department, including review and sign-off by our health care consultant. Students may not begin at a ERfC Center until the review process has been completed and a start date has been confirmed in writing by the registrar.

Enrollments are complete when they include: contact information including parent/guardian home, cell, and work phone numbers, email addresses, home and work addresses, emergency contact information for a minimum of two (2) local emergency contacts (in addition to the parents or guardians) with cell, home or work phone numbers and pertinent information; releases for emergency medical treatment, up to date medical form, up to date medications, forms and permissions as applicable; photographic image release or refusal, and signatory acceptance of understanding of all ERfC policies (inclusive of late pickup, discipline, withdrawal/dismissal, emergency, supervision, snack and health). Any changes in personal, medical, or contact information must be provided to the registrar.

Processing an enrollment application requires a MINIMUM of five business days to complete when required documents and medications are received, and may take up to fifteen (15) business days, depending upon the student's health care needs and enrollment volume.

SECTION II. FINANCIALS

PAYMENTS

Payments are accepted through the **MyProcure** parent payment portal found on the ERfC website: www.ercinc.org. Payments are also accepted in person at our

ERfC Policies & Procedures

administrative office, by mail, or by telephone. A drop-box is also available at the office entrance for your convenience. Payments are not accepted at any Center or program.

Payment of fees is required for any student to begin any ERfC program. For before and after school, payment for all remaining weeks of the current month is required for a student to start, OR enrollment into Tuition Express auto-pay. Tuition Express automated payments allow your ERfC Center fees to be automatically deducted either weekly (or monthly for CCLC funding) from your bank or card account. Request the enrollment form or information through the ERfC office.

Fees for all ERfC OST programs, including but not limited to Afterschool Adventures and Vacation Destination, and Sports Clinics, must be paid before starting. There is no pro-rated fee for students who begin an ERfC OST program or activity after the regularly scheduled start date, for any reason.

FEES & STATEMENTS

ERfC Before & After School Center fees are posted on or about the 15th of each month for the following month. A calendar of billing periods is available on the ERfC website or by contacting the registrar. **If not enrolled into Tuition Express**, statements are emailed from MyChild@erfc.us to the email address you provided upon registration. It is suggested that you add this email address to your contact list and that you regularly check for messages. Adding this email address avoids the possibility for messages to appear in your Spam In-box. **Statements will be mailed if requested.**

Customers may log into MyProcure through the parent payment portal on the ERfC website to view their account ledger and view and print reports for any billing period, including year-end tax statements.

If NOT enrolled into Tuition Express auto pay, **fees are due in full by the 25th of the month, for the following month (i.e., October's Center fees are due in full on September 25th).**

ERfC is not responsible for statements not received and fees are due even if a statement was not received. Parents may view their account balance at any time through MyProcure.

TUITION EXPRESS

Tuition Express weekly payments are posted every Friday and apply to the following week. Tuition Express monthly payments are posted on the Friday prior to the next billing period month. Payments may take up to three business days to post to your bank or card account. **Tuition Express payment declines are assessed a \$10 fee for EACH occurrence.**

PAST DUE ACCOUNTS

Accounts not enrolled in auto-pay are past due if not paid by the 1st of the month. Past

ERfC Policies & Procedures

due accounts will be assessed a finance charge of 1% per month (12%/Year) until paid in full.

Children with 14-day past due accounts (accounts not paid by the next billing cycle) may be removed from the ERfC Center rosters until the account is brought current. Children in a family who have been suspended for a past due account may not return to the ERfC Center until a return date has been confirmed by the registrar.

FINANCIAL ASSISTANCE

ERfC provides before and after school rates on a sliding fee schedule for families who qualify. The sliding fee table is available for viewing on the ERfC website (www.ercinc.org) or by request from the administrative office.

21st Century (CCLC) federal grant funding includes Enfield Street, Edgar Parkman, Henry Barnard, Prudence Crandall, Hazardville Memorial and Eli Whitney Centers. Program fees for CCLC funded programs are recommended and not a requirement of enrollment or continued service. No student will be excluded from a CCLC funded Center, regardless of ability to pay. Families requesting enrollment in CCLC funded programs are not required to provide verification of financial status and are able to self-report their income. Slots and funds are limited and may not be available for new enrollments. Please contact the ERfC registrar for more information about fees and financial assistance.

CARE 4 KIDS

ERfC is a Care 4 Kids provider. **You must have a current Care 4 Kids Care Certificate naming ERfC as your provider for your child to start at any ERfC Center.** or weekly payments must be made until the certificate is received. Please contact the ERfC registrar for additional information about Care 4 Kids.

CREDITS, WITHDRAWAL & REFUNDS

No credit is given for unattended days for any reason, including but not limited to: illness, vacation, health record non-compliance, or dismissal from program. No credit is given for weather-related closings.

WITHDRAWALS

You may withdraw your child from an ERfC Center at any time. **We ask that you notify the ERfC Administrative Office by phone or email with notification of withdrawal.**

Refunds are given only in the event that a student has not started the program.

Payments made through Tuition Express will be refunded in the same manner as was paid and will typically take up to three days to appear in the bank or card account.

Payments made with cash or checks will be refunded by company check, made

payable to the account primary payer and will be mailed to the account address on file. This process may take up to five (5) business days. No cash refunds are given at any time.

SECTION III. OPERATING & COMMUNICATIONS POLICY

ERfC Before School Center is open from 7 AM until the start of the school day, **Monday, Tuesday, Thursday and Friday**, each week of the school year that school is open. After School Center opens when the school day ends (*including early release days*), and closes at 6:00 PM. Additional information on the ERfC operating schedule is listed in Section VI, Schedule & Attendance. ERfC's Distance Learning Center is open 5 days per week from 7 AM - 6 PM, even when school is closed and on non-federal holidays.

Parents and guardians are responsible for signing their child in upon arrival each morning and signing their child out at the end of each day. Parents and guardians must have valid photo ID to identify themselves to ERfC and EPS staff when in school buildings or on school grounds. No child is signed out to an unidentified adult. All individuals must wear a mask and/or face shield covering nose and mouth at all times while on school grounds.

PARENTS WHO ARE CALLED TO PICKUP THEIR CHILD MUST BE AVAILABLE OR HAVE ANOTHER CONTACT PERSON AVAILABLE TO ARRIVE AT THE CENTER WITHIN 20 MINUTES OF BEING CALLED.

Parents/guardians must provide accurate and up-to-date contact information so we are able to contact you in the event of a notable need or emergency. Any changes in contact information must be promptly provided to the ERfC registrar.

The primary account holder may update **their own contact information directly through the MyProcure parent portal** on the ERfC website, at www.ercinc.org.

PARENT/GUARDIAN CONTACT INFORMATION

ERfC will use the information provided during the enrollment process to contact you while your child is at the program, if need be. The primary parent/guardian will be called first. If we are unable to reach you we may text message you from the MyProcure system or office cell phone. If we are unable to text you or we do not receive a response from a parent or guardian within a reasonable time, we will contact the alternate emergency contacts listed in the student's record.

ERfC requires that ALL listed contacts be available and can be reached during Center or other activity hours through the numbers provided. If we are unable to reach you or your designated emergency contact numbers when required, permanent dismissal of your child(ren) may be necessary.

ERfC Policies & Procedures

CONTACTING THE BEFORE & AFTER SCHOOL CENTERS

Parents or guardians are able to phone or text message the center administrator directly through the center cell phone. The phone number for your child's center can be provided upon request.

ROUTINE COMMUNICATION TO PARENTS & GUARDIANS

Routine informational messages from ERfC (including account statements) are sent to you via email. **The email address you provided during the registration process will be the primary address used for communication with you.** You can update your email address or add additional email addresses by contacting the ERfC registrar.

Email messages from the @erfc.us domain may come from the registrar, business manager, or Center administrator. Email from the MyProcure system uses the email address MyChild@erfc.us. ERfC also uses Constant Contact for promotional and informational messages (parents may opt out of Constant Contact emails through the opt out option contained in those messages). It is recommended that you add the MyChild@erfc.us address to your email contact list and that you check your SPAM folder regularly for messages from ERfC. Important program information is posted on ERfC's website and Facebook page <https://www.facebook.com/ERfCCommunityNews/> (ERfC Community News), and Enfield Public Schools' social media sites.

ERfC IS NOT RESPONSIBLE FOR INFORMATION MISSED BY PARENTS OR GUARDIANS. ALL PARENTS ARE ENCOURAGED TO CHECK OUR WEBSITE OR SOCIAL MEDIA OUTLETS FOR ERfC PROGRAM INFORMATION.

TEXT MESSAGING

For your convenience, the ERfC administrative office uses SMS text messaging through the Procure system. Parents/guardians are given the opportunity to provide their cell phone network provider to allow text messages during the online enrollment process and you are strongly encouraged to take advantage of this option. You may also contact the ERfC office to have your cell phone provider information added to your Procure account. Text messages will arrive to you from the MyChild@erfc.us email address. **Parents/guardians may also send SMS text messages to ERfC using the MyChild@erfc.us email address.**

SECTION IV. TRANSPORTATION AND PICKUPS

ERfC now operates all programs at the ERfC Distance Learning Center (DLC). No bus transportation from or to home is available. ERfC does not transport students to the DLC if they are enrolled in the DLC for **full-day** or **school day**. Parents are responsible for transportation of their children to the DLC. Parents drop off and pick up their children at the DLC every day their children are enrolled.

For Before School at the DLC, parents drop off their children at 7:00 AM. Smyth Bus

picks up students at the DLC at 8:00 AM and drops students to their individual elementary schools, Monday through Friday, in time for the opening of the school day. There is no Before School for JFK Middle School students.

For **After School at the DLC**, students are bused, Monday through Friday, from the individual elementary schools and JFK Middle School. All students are picked up by parents at the end of After School (6:00 PM) at the DLC.

REGULAR PICK-UP PROCEDURES

Only persons authorized by you and listed as a pickup in Procare will be allowed to pick up your child. We will call you if a person is not on your list arrives for pickup, and we will not release your child until we hear from you. Any person that is unknown to the staff will be required to show a photo ID. There are no exceptions to this policy. **For the safety of your children, Enfield Public School policy does not allow non-staff in the school building.**

ERfC staff members are unable to unlock or lock any school building doors. School doors are locked in accordance with Enfield Public School policies.

EARLY PICK-UPS

State regulations require us to maintain a ratio of one staff member for every ten children. It is therefore not always possible to have a staff member leave the group to bring your child to the door for unscheduled pick-ups. For **emergency** unscheduled pickups, we ask that you contact the Center Administrator or the ERfC office at least 30 minutes before you plan to arrive.

The ERfC office can be reached at 860-253-9935 or by email or SMS text message to MyChild@erfc.us.

LATE PICK-UP POLICY

We understand that sometimes late pickups are due to unforeseen circumstances. Please contact the center administrator or the ERfC administrative office **as early as possible if you know you will be running late.**

ERfC Before & After School Centers close at 6:00 PM. If a child has not been picked up by 6:05 PM, the ERfC office will call the parents/guardians and emergency contacts using the phone numbers provided on the student enrollment contact form. If parents/guardians or emergency contacts cannot be reached or respond to this situation by 6:30 PM, ERfC will refer the matter to the Enfield police. For every minute past 6:05 PM that the child is at the Center, the family will be charged \$1.00. A minimum of two staff will stay on site until the last student is picked up.

ERfC Policies & Procedures

SECTION V. SCHEDULE AND ATTENDANCE

The ERfC School Year Calendar lists our operating schedule and is available on the ERfC website: www.ercinc.org or by calling the ERfC office.

DELAYED SCHOOL OPENING

In the event that school opening is delayed, ERfC's Distance Learning Center will open at 7 AM unless roads are deemed unsafe.

WEATHER RELATED CLOSINGS

ERfC follows the Enfield Public School District schedule for closings and delays due to weather. Information is posted on the Enfield Public Schools website: www.enfieldschools.org and on the ERfC website: www.ercinc.org. If there is a cancellation, all Centers are closed for the duration of the cancellation. ERfC's Distance Learning Center will remain open during weather related closings unless roads are deemed unsafe.

If Enfield Public Schools students are dismissed from the school day early due to a weather impact, ERfC After School Center will operate and begin as soon as school is dismissed. After School and DLC will remain open until 6:00 PM or until the district advises that the building must close. In the event of closure prior to 6:00 PM, parents/guardians will be notified as soon as the closure is known via email, text or phone.

SNOW DAY POLICY

1. If school is cancelled in the morning by the Superintendent, ERfC Before School Center will close. DLC will remain open, unless weather conditions become dangerous.
2. In the event of early release due to weather, ERfC After School will remain open, unless weather conditions become dangerous.

COVID 19 OR HEALTH RELATED SCHOOL CLOSURES

Aligned with EPS, ERfC Before & After School Centers will transition to a virtual platform, if schools are closed, for the duration of the closure. Parents will be notified to enroll in the ERfC Virtual Clubhouse. Information regarding schedules and links to virtual classrooms will be sent to parents/guardians by the ERfC registrar via email. ERfC will continue to operate its Distance Learning Center during COVID-19 or health related school closures, to the extent possible.

SCHEDULED EARLY RELEASE DAYS

ERfC After School Center opens early on early release days to accommodate the school schedule and close at 6 PM.

There are no Afterschool Adventures held on early release days.

ABSENCES

You must notify ERfC if your child will not be attending the Center that day. You may contact us by phone at 860-253-9935, by email at mohara@erfc.us, or SMS text message to MyChild@erfc.us.

SECTION VI. - HEALTH AND SAFETY

ERfC follows all guidelines from the Center of Disease Control, State and local Departments of Public Health, and Enfield Public School policies regarding safe distancing, hand washing and sanitizing. Masks are mandatory for all participants, except while drinking water, having snack, or outside play.

SUPERVISION OF CHILDREN

The staff to child ratio is 1:10. This ratio is observed at all times, including classroom, gym, bathroom, cafeteria and outdoor time. Staff maintains supervision so that all children can be seen or heard at all times. No child is left alone for any period of time. Staff will conduct head counts at the beginning and end of every transition. For all games, materials, and equipment, staff will demonstrate proper use to ensure children do the same. Following the CDC and Board of Health guidelines, all materials are individualized, no child may share supplies. All shared spaces and surfaces will be sanitized before and after use. No child may go anywhere, including use of the restrooms without supervision from a staff member. All staff and students are required to wear a mask covering mouth and nose at all times, except while drinking water, eating snack, or playing outside.

HEALTH RECORD INFORMATION

Every child enrolled in an ERfC OST program must have a current (within 12 months), complete **CT State Early Childhood Health Assessment Record** on file as part of their permanent enrollment documents. Yearly updates from the initial exam date are required to maintain enrollment; the state allows for a 30-day grace period on updates. Students with an expired health record (past 13 months) will be suspended from attending all ERfC programs and will be unable to return until the updated record has been reviewed and approved by the ERfC health care consultant, and a return date given by the registrar.

We follow the Connecticut Office of Early Childhood (OEC) guidelines and regulations regarding the disclosure of medical conditions, disabilities or special health care needs. We ask that all parents/guardians include any health or behavioral information that will help us best support and ensure the success of your child in ERfC OST programs.

ERfC Policies & Procedures

BEHAVIORAL CONCERNS, SPECIAL NEEDS, OR DISABILITIES

An **Individual Plan of Care** will be developed with the child's parent or guardian, the ERfC Director of Operations and the ERfC Health Care Consultant. This **Individual Plan of Care** will be kept with your child's enrollment documents. The **Individual Plan of Care** contains steps outlining the appropriate care of the child during OST activities, and shall be signed by the parent/guardian and staff responsible for the care of the child. This plan may be changed and updated as needs indicate.

SICKNESS

Children should stay home from ERfC OST programs **if they show symptoms of illness**, and should remain home at least 24 hours and until they are no longer ill. In the event of illness at the center, ERfC will notify parents for an early pickup if appropriate. **ERfC will take** every effort to ensure those showing COVID-19 symptoms are not exposed to others. ERfC will work in coordination with Enfield Public Schools and the State and local Department of Public Health on all COVID-19 related matters.

Children who arrive at the ERfC Center or exhibit or develop any one of the following conditions or symptoms: ear ache, unexplained/undiagnosed rash, active head lice (alive and/or crawling) red eyes, contagious disease, fever over one-hundred degrees, vomiting or diarrhea, or loss of smell or taste must be picked up immediately. The sick child will be supervised at all times in a separate designated area so that the child can be made comfortable. ERfC will screen participants at the Distance Learning Center with a temperature check upon arrival each day.

PARENTS OR OTHER AUTHORIZED PICKUP PERSONS MUST ARRIVE AT THE CENTER WITHIN 20 MINUTES OF BEING CALLED TO PICK UP FOR ILLNESS. If a student shows symptoms of the COVID-19 virus, he/she must be picked up immediately and may not return to the Center until they show a negative test and are symptom free for a minimum of 48 hours.

HAND WASHING

Staff will wash their hands before and after eating or handling food, after handling bodily fluids, after handling soiled items such as garbage, after toileting, after blowing nose, coughing or sneezing, after outdoor play, using a shared surface, or whenever hands are visibly soiled or whenever hands are visibly soiled.

Children will be taught proper handwashing: Wet hands, using appropriate Amount of soap; 20 seconds of vigorous rubbing over all surfaces of hands, wrists, fingernails; thorough rinsing; thorough drying with a towel; turning faucet off with towel; proper disposal of towel. Children will wash their hands after toileting; before eating; after blowing nose, coughing or sneezing, after outdoor play, using a shared surface, or whenever hands are visibly soiled.

ERfC Policies & Procedures

BATHROOM ACCIDENTS

A primary expectation of all students is the ability to use the restroom on their own and to be able to recognize their own bathroom needs without prompting. We understand however, that accidents sometimes happen.

Parents who know that their child may experience accidents are requested to disclose any known medical diagnosis on the child's health form. An individual plan of care can then be developed to ensure a positive experience at the school-age center. Parents are also expected to:

1. Provide a change of both clothing AND shoes in the child's backpack.
2. Provide personal wipes for cleaning and plastic bags to hold soiled clothing.

Children who experience more than one accident during the day must be picked up.

Because accidents may be an indication of an underlying medical condition, children who unexpectedly experience more than one accident during the week will be required to have a physician's diagnosis and an individual care plan developed with the parent, center administrator and ERfC health care consultant in order to remain enrolled in the Center.

All parents **MUST** be available or have an additional contact person available to pickup **within 20 minutes** any child who experiences bathroom accident and who does not have extra clothing or shoes. **Center staff are NOT able to physically assist children with cleaning themselves or clothing changes.**

MEDICAL EMERGENCY PLAN

A qualified staff member with CPR/First Aid certification will be on site for the entirety of program hours. That individual will provide first aid, as necessary and appropriate to training, for medical needs. Additional staff will notify the parents/guardians of the ill or injured child. If the situation warrants more advanced care, staff will call 911 for Ambulance transport to the nearest hospital: Johnson Memorial Hospital or Connecticut Children's Medical Center. If Ambulance transport is necessary, a staff member will accompany the child and bring the child's emergency permission and medical form.

MEDICATIONS

We will store and administer prescribed medications, inhalers, and auto injectors. No child will be allowed to attend an ERfC Center without their required medications already present at the Center.

A medication authorization form must be completed and signed by the parent/guardian and an authorized prescriber. Medication Authorizations must include the child's name, address, and birthdate; the date the order was written; medication name, dosing and method of administration; times of administration; relevant side effects and prescribers plan for management in the event of side effect; notation on whether medication is controlled; listing of allergies, if any exist, and reactions due to interactions with foods

ERfC Policies & Procedures

or drugs; **specific** prescriber instructions as to how the medicine is to be given (no ranges for time or Amounts); name, address, phone number and signature of authorized prescriber of the medication; name, address, phone number and signature of parent/guardian with explanation of relationship to the child, expressly giving permission for medication administration by ERfC staff. This form will be kept at the Center with the child's medication. Children who take medication must have this form in place in order to attend the center. All medications will be stored as the prescriber directs.

Per the Office of Early Childhood regulations, every child who requires the use of an inhaler for asthma must have their own inhaler, as prescribed by their physician, stored at their Center.

Every child who may require the use of an epinephrine auto injector must have TWO injectors stored at their center at all times.

All unused or expired medication will be returned to the parent/guardian or disposed of within one week in the presence of at least one witness, consistent with local health disposal regulations. The Center shall keep a written record of the destruction, signed by staff and witness.

ANY medication that is **ingested by mouth**, including over-the-counter medicines (such as ibuprofen or cough syrup), requires a medication authorization form signed by a parent/guardian and an authorized prescriber, to be administered at the Center. An individual plan of care or action plan will also be required.

OTC medications must be NEW & UNOPENED & IN THE ORIGINAL PACKAGE.

Prescription medications MUST be in their ORIGINAL container, clearly labeled and not expired, placed in a sealed, Ziploc-type bag and must include the following: the child's name, address and birth date; the drug name, dosage, method of administration and side effects; the prescriber's name and address.

Any non-prescription topical medication such as lotions or soap and non-aerosol sun block must be in the ORIGINAL container, placed in a sealed, Ziploc-type bag and clearly labeled with the child's name.

All prescription medications will be kept locked. Emergent, first line of defense medication will be stored in an unlocked but safe manner that is inaccessible to children but still allow for quick access in an emergency.

ADMINISTRATION OF MEDICATIONS

All staff medical training adheres to CT Office of Early Childhood regulations and all training certificates are on file at each center. Only certified staff members will be allowed to administer first aid or medications.

The certified medication administrators will document all medication administrations including the date and time of medication administration, signature of administering staff and necessary comments or reporting of errors.

ERfC Policies & Procedures

Parents will be notified at pickup of any non-emergency medication administration. In case of emergency - such as EpiPen administration - the parents will be notified immediately, consistent with the center's emergency procedures.

EMERGENCY PLAN FOR FIRE AND EVACUATION

Fire: In the event of fire, evacuation will be through the closest fire exit. Staff will supervise children as assigned throughout the evacuation. Once evacuated, children will line up and staff will take attendance. The Center Administrator will take the enrollment roster, first aid kit, cell phone, and emergency information files. If the building cannot be reentered, staff will take children to the area designated by the fire department. Parents will be notified.

The specific evacuation areas can be found in the Emergency Procedure Binder, found in the Center file cabinet with licensing materials. These procedures align with the school day procedures, so as to be familiar to and comfortable for the children.

Evacuation: In the event of evacuation, all children and staff will walk to the nearest evacuation area as outlined in the Emergency Procedure Binder at every Center. ERfC has made arrangements with local fire departments for civil and emergency preparedness contingencies so that the Center is listed for emergencies. Parents will be notified via email, text or phone to pick up their children.

In the event of an evacuation, all staffing ratios will be maintained, with a minimum of 2 staff, minimum age of 18, until all children are picked up.

SECTION VII. FOOD AND SNACKS

The Head Teacher will provide snack for each child each day. Snack will consist of two of the following: Whole grains (such as crackers), fruit/vegetable (such as fresh fruit/vegetable or juice), and dairy (milk/yogurt/cheese). No child is ever denied snack. Staff control an equitable distribution of snack and an adequate portion for each child.

If your child has any food restrictions or allergies, the allergy must be explained during the registration process. Children may bring additional packed snacks; no refrigeration is available. Notification in writing must be provided to the ERfC Administrative Office if you do not want your child to have the food provided at the Center.

SECTION VIII. ABUSE AND NEGLECT RECOGNITION AND PREVENTION

ERfC recognizes its responsibility to prevent child abuse and neglect of children enrolled in its programs.

Child abuse may be noted by observation of injury, description of injury inconsistent with the appearance of the injury, signs of malnutrition, sexual exploitation, deprivation

ERfC Policies & Procedures

of necessities, description of or testimonial of emotional maltreatment, sexual maltreatment, and/or cruelty.

These include the following:

- ... Any non-accidental physical or mental injury
- ... Any form of sexual abuse, exploitation or exposure
- ... Neglect, which may be defined as withholding of or failure to provide food, water, shelter; education; emotional, moral or physical health; appropriate supervision
- ... Emotional abuse such as belittling, berating, humiliating or denigrating language, thus impairing psychological health
- ... At risk behavior: placing the child in danger of abuse or neglect, such as allowing supervision by an individual impaired by drugs or alcohol

Staff understand their responsibilities as mandated reporters to **report any suspicion** that a child is abused, neglected or at risk. These responsibilities include orally reporting to a DCF or law enforcement officer, using the 24-hour DCF hotline within 12 hours of information received at 1-800-842-2288, followed by a written report to DCF (DCF form – 136) within 48 hours of the oral report. Both reports must have:

- ... The reporter's name with an option for confidentiality
- ... Name, date of birth of child; address and phone number of the child
- ... Name, address and phone number of parents/guardians
- ... Relevant information regarding physical or behavioral indicators; nature and extent of Injury, maltreatment or neglect
- ... Exact description of reporter's observations and date and time of the incident
- ... Any knowledge of previous injuries
- ... Circumstances under which reporter became aware of abuse
- ... Name of individual suspected of causing abuse
- ... Other information the reporter deems helpful
- ... Actions taken to help, assist or treat the child
- ... Medical attention provided or referred, if needed

Staff are protected by law from discrimination and/or retaliation for reporting suspected abuse or neglect in good faith (CT General Statutes, Section 17a-101e). All phone calls to DCF must be documented and kept on file at the Center. A copy of all statements from staff and DCF Form 136 shall also be kept on file.

ERfC has a zero tolerance for abuse and neglect. ERfC will take immediate action in the event of an allegation regarding a staff member abusing or neglecting a child. The agency's administration will protect the child, immediately notify the parent/guardian regarding the allegation, and follow the above steps to report of this information to DCF and/or law enforcement.

ERfC will support DCF's investigation into any allegation. A staff member accused of abuse or neglect will be removed from his/her position until the investigation is satisfactorily complete. Substantiated claims will result in dismissal from position and possible legal ramifications.

ERfC Policies & Procedures

All staff are required to be trained in these abuse and neglect policies and their role as mandated reporters. All staff are required to take the State of Connecticut online Mandatory Reporter Training and provide certification of such to ERfC.

The abuse and neglect policy must be posted for parent observation and information.

SECTION IX. STUDENT DISCIPLINE AND DISMISSAL

If a child is dismissed or prevented from attending Enfield Public Schools, that child is not eligible for participation at ERfC Before School, After School or Distance Learning Centers. ERfC's goal is to help school age students develop self-control and to learn appropriate social behavior. We use positive guidance; staff encourage students to talk and find solutions that come from the children wherever possible. ERfC sets clear limits and expectations, while continuously supervising during the resolution of behavioral actions.

ERfC uses a Take 5 system, in which a child receives two separate warnings/ reminders for correctable behaviors that are disrupting the group. These warnings are documented in a Staff Log. If a child needs a third reminder, the child "Takes 5" with the Head Teacher in order to discuss the behavior and process the consequences. All documentation is reported to the appropriate parent/guardian. If the child continues to misbehave, we will contact you to pick up your child. If the severity of the problem is great enough that it could endanger the safety of the child or other children at the center, dismissal will be effective immediately.

PARENTS WHO ARE CALLED TO PICK UP THEIR CHILD DUE TO A BEHAVIORAL ISSUE MUST BE ABLE OR HAVE ANOTHER CONTACT PERSON AVAILABLE TO ARRIVE AT THE CENTER WITHIN 20 MINUTES OF BEING CALLED.

If a child cannot adjust to the Center setting and continues to behave inappropriately, the child may be dismissed from the program.

Abuse, neglect, corporal punishment, humiliation, denigration, fright and intimidation are expressly prohibited as disciplinary measures or for any other reason. No student can be denied water, snack or bathroom privileges for any reason. Staff, as mandated reporters of abuse and neglect, understand that these items are disallowed and illegal. Staff never physically restrain, unless that restraint is necessary for the safety of the child or others.

SECTION X. PERSONAL PROPERTY

Personal property, including clothing, backpacks, tote bags, and any other personal property should be clearly labeled. ERfC is not responsible for lost or damaged personal property.

ERfC Policies & Procedures

Children should not bring money, toys, gaming devices, MP3 players or any other electronic equipment to the centers. Children are not allowed to use cell phones while at any ERfC center. If you need to contact your child, please call the ERfC Administrative Office and we will arrange contact. Please do not call or text your child directly. **ERfC is not responsible for the loss or damage of any electronic devices or other personal belongings.**

SECTION XI. VISITORS AND OBSERVATIONS

Parents are unable to visit their child at program, due to COVID-19 related restrictions.

We are unable to host guests and visitors due to COVID-19 related restrictions.

When dropping off or picking up, adults must wear a mask and/or face shield while on school grounds.

XII. PLAN FOR CONSULTATION

All Before & After School Centers will provide an education, health, dental, social service and dietary (if applicable) consultant for our students and families, if needed.

All consultants will be available to provide services as required by the Office of Early Childhood state regulations.

The complete Plan for Consultation is available for review at each Center.

XIII. EDUCATIONAL PLAN FOR DEVELOPMENT

Children at ERfC Before & After School Centers will follow a daily schedule that meets the individual needs of the diverse population served by our Centers. The plan for development will allow for cultural, language and developmental differences to be addressed, sufficient opportunity for indoor and outdoor physical activities, and include opportunity for problem-solving experiences that help to formulate language development and sensory discrimination.

The complete Educational Plan is available for review at each Center.

Educational Resources for Children, Inc.
174 South Road Suite 200, Enfield, CT 06082
www.ercinc.org • Phone: 860-253-9935 • Fax: 1-860-215-8113

