

**ERfC Summer Escape Camp
2023 Parent/Guardian Handbook**



Educational Resources for Children, Inc.

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1.0 WELCOME

Educational Resources for Children, Inc. (ERfC) is a private, community-based, non-profit agency that provides academic, enrichment, recreational and cultural arts activities for children during out-of-school-time hours.

ERfC began in 1994 as a small after-school program in Enfield's Thompsonville neighborhood. More than two and a half decades later, we operate Before & After School programs, summer camp, and enrichment programs.

Our mission is to team with communities, schools and families to grow resilient children. Through innovative community collaborations, we help children learn, reach their goals, and contribute to their communities.

Our vision is to be the region's premier choice for out-of-school-time activities, ensuring that all children are provided opportunities to learn, explore interests, and develop friendships in a fun, safe and encouraging environment.

Core Values

Supporting Families: We help children and families thrive.

Passion for Learning: We make learning interactive and fun!

Educational Excellence: We stand for excellence in education and enrichment.

Character Counts: We commit to be our best, for ourselves and for others.

Strengthening Community: We partner to build stronger communities.

Problem Solving: We work together to find solutions.

1.1 STAFF

The ERfC staff are a group of dedicated professionals who are committed to providing a warm, caring and stimulating environment for your child. Staff are hired based on their education, experience and desire to work with young children. Staff are certified in CPR and First Aid.

Staff Relationships with Program Participants and Families

ERfC staff is not allowed to babysit or provide other services to the children and families within our programs outside of the ERfC program. Staff that violates this policy is subject to discipline including potential immediate dismissal.

ERfC staff is not allowed to communicate or socialize with program participants and families outside of the program. There can be no texting, calling, social media contact, and/or meeting at an outside venue (i.e., the mall, etc.).

1.3 CAMP HOURS OF OPERATION

Before Care: 7:00 am – 8:30 am Camp: 8:30 am – 3:30 pm After Care: 3:30 pm – 6:00 pm

1.4 ENROLLMENT

To enroll in the program, the following is required:

1. All previous ERfC accounts must be in good standing and first payment will be confirmed.
2. A complete enrollment application for each child that includes current permissions.
3. A current (within two years) **CT State Childhood Health Assessment Record** (parts 1, 2 and 3) for each child. **The health record must satisfy the Connecticut Office of Early Childhood licensing requirements, and include a TB screening assessment.**
4. Care Plan forms will be needed to address medical conditions such as asthma or allergies. (if needed)
5. Payment is required before starting.
6. Processing an enrollment application requires a MINIMUM of ten business days, depending upon the student's health care needs.
7. All enrollment applications will be reviewed and approved by ERfC's licensing department. Children may not start camp until the review process has been completed and the registrar has confirmed a start date.

1.5 CUSTODIAL DOCUMENTATION AND INJUNCTIONS POLICY

A copy of any court ordered custody decree or injunction that ERfC is required to comply, must be kept on file at ERfC. Families are required to disclose any court ordered information regarding the child upon registration.

1.6 PAYMENT POLICIES

A \$10 nonrefundable deposit is due upon registration for each week you are interested in registering your child. The deposits will be applied to your summer camp fees.

Payment of fees must be completed in advance of a child's start date at camp.

Payments are accepted through the ERfC website. Payment may also be made in person at our administrative office or by telephone. No payments will be accepted at the Summer Escape Camp program location.

Payments declined will result in a \$10 service fee.

Payment Due Dates:

Week 1: (6/19-6/23): Payment June 5
Week 2 (6/26-6/30): Payment June 12
Week 3 (7/3-7/7): Payment June 19
Week 4 (7/10-7/14): Payment June 26

Week 5 (7/17-7/21): Payment July 3
Week 6 (7/24-7/28): Payment July 10
Week 7 (7/31-8/4): Payment July 17
Week 8 (8/7-8/11): Payment July 24

Credit, Withdrawal & Refunds

No credit is given for unattended days for any reason, including illness or vacation, or withdrawal or dismissal after a paid week begins. No credit is given for weather-related closings.

Withdrawals: You may withdraw your child from Summer Escape at any time. We ask that you notify the ERfC Administrative Office by email with notification of withdrawal. The current week's paid fees are non-refundable upon withdrawal.

Refund: A full refund will be given only if ERfC receives a cancellation email notice four (4) weeks prior to the canceled week's starting date. A partial refund will be given if ERfC receives a cancellation email three (3) weeks prior to the canceled week's starting date. No refund will be given if ERfC receives a cancellation email three (3) weeks prior to the canceled week's starting date. The \$10 non-refundable deposit will not be refunded.

1.7 FINANCIAL ASSISTANCE POLICY

Summer Escape Camp offers scholarships for those families who qualify for financial assistance. To apply for financial assistance, fill out our financial assistance & Care4Kids application and return the application with all the required paperwork.

ERfC is a Care 4 Kids provider. Parents must pay all Summer Escape Camp fees until a current Care 4 Kids certificate naming ERfC as the provider is received in the ERfC office. Please contact the ERfC registrar for additional information about using Care 4 Kids.

1.8 COMMUNICATIONS

Parent/Guardian Contact Information

ERfC will use the phone numbers provided during the enrollment process to contact you while your child is at camp, should the need arise. The primary parent or guardian will be called first, if we are unable to reach you we may text message you from the camp cell phone. If we are unable to text you or we do not receive a response within 15 minutes, we will contact the alternate emergency contacts listed that you have provided.

Contact Information

Current and complete parent/guardian contact information must be provided along with at least two additional emergency contacts with phone numbers. Emergency contacts provided must be local (in Enfield or close by) and be able to arrive at the camp within twenty (20) minutes of being called. All parents who are authorized to pickup must provide their complete employment contact information. ERfC requires that all listed contacts be available and can be reached during program hours through the numbers provided.

Any changes in contact information must be promptly provided to the ERfC Administrative Office. The primary account holder is the only one who may update their child's registration.

1.9 ARRIVAL & TRANSPORTATION POLICY

Authorized pick up list

When enrolling a child in a ERfC program, families are required to provide the names of those individuals who are authorized to pick up and be responsible for their child. ERfC staff is not permitted to release children to anyone not designated by a parent or guardian on the authorized pick up list (enrollment form). If any changes need to be made to an authorized pick up list, ERfC requires these changes be submitted in writing. Individuals authorized to pick up must be 18 years of age or older and must present a photo ID.

Unidentified guests

All staff will ask, "Can I help you" when an unidentified person enters the program. Staff will show and escort the guest, if possible, to the office for proper sign-in procedures. Staff will ask for identification and if they are not permitted to pick up the child they will be asked to leave the premises.

Daily drop off & pick up procedures

According to the Connecticut Office of Early Childhood, daily attendance records for both children and staff must be recorded daily at the time of arrival and departure. Therefore, an authorized adult (ERfC staff, parent/guardian or individual authorized by the parent/guardian on the enrollment form), must document the time of arrival and/or departure each day. This policy will be strictly enforced. Standard drop off time for child(ren) signed up for Before Care is 7:00 am. to 8:30 am. Standard camp drop off time for regular care is from 8:30 am and standard pick up time is 3:30 pm. Standard pick up time for child(ren) registered for after care is from 3:30 pm to 6:00 pm. An adult must accompany the child to and from the program and sign them in and out each day.

Late pick up policy

Children must be picked up from the ERfC program by closing time. If an emergency necessitates that a child be picked up late, call the ERfC staff to update them beforehand. A \$1.00 per minute late fee will be charged for each minute a child remains at the program past the closing time, regardless of staff notification of the late arrival. Two staff over the age of 18 will remain at the program until all children are picked up. At least one of these staff members will have current CPR, First Aid, and Administration of Medication certificates.

If a parent or guardian has not called and all emergency contacts listed on the child's Emergency Contact sheet cannot be reached after one hour, the CT State Department of Children and Families requires program to regard this situation as child abandonment. The ERfC staff will notify the local Police Department or the CT State Department of Children and Families.

Late arrival and early or unscheduled pick up

Please contact the camp director at least 30 minutes before you arrive. They can be reached at 860-719-2558 by call or text message.

2.0 MEDICATION ADMINISTRATION POLICY

Program may not deny services to a child who has an allergy or a prescription for an automatic pre-filled cartridge injector (such as an epipen). ERfC requests, however, that whenever possible, medication be administered to the child outside the program hours by the parent or guardian. Only those prescription medications that must be administered during the program day will be administered.

ERfC will provide staff trained in the administration of medications, including the use of automatic pre-filled cartridge injectors with a written order from a physician and signed by the parent or guardian. ERfC requires that, at all times, at least one staff person in the ERfC program be certified in the Administration of Medication as mandated by the CT Office of Early Childhood.

All medications will be counted by two staff upon arrival each day, upon distribution to child, upon return to parent, or upon disposal, and will be stored in a double locked environment. Medication must be picked up upon termination of the medication order. The State of Connecticut Drug Control Division will be contacted at (860) 713-6065 to destroy any controlled substance not picked up within one week following termination of a medication order.

In order to administer any medication, an Authorization for the **Administration of Medication by ERfC Personnel** for all types of medication (prescription and non-prescription) must be filled out and signed by the physician and by the parent. One form is required for each medication. This form must include the name of the medication, dose, method of administration, time of administration, reason for medication, dates of administration, expiration of medication, relevant side effects, potential allergies, prescriber's name and verification statement of prior use without adverse side effects. Non-prescription medications include all types of over the counter medications (e.g. Tylenol, Advil, lozenges, cough drops, antibiotic creams, peroxide, etc.).

All medication must be in the original bottle or packaging and the prescription label must include:

- child's name
- name of medication must match the administration of medication form
- dosage/route of administration (mouth, inhalation)
- specific time/intervals to be given
- current date of order
- physician's name and telephone number
- individual measuring spoon as may be required with medication
- medication expiration date

Prior to the administration of any medication, at least one dose (two doses if antibiotic) must have been administered outside the program, without adverse side effects, even if taken before for another illness.

Trained staff will document the administration of medication on Medication Administration Record form maintained on site, upon completion of medication treatment order. Any unused medication will be promptly returned to parent after completion of treatment or will be destroyed within one week of termination of the order if not removed.

2.1 STORAGE AND HANDLING PROCEDURES FOR MEDICATION

All medications will be stored in a locked medication box while program is not in session. Rescue medications such as inhalers and epi pens will be unlocked and accessible during program hours in case of emergency. Controlled substances will be double locked at all times within the storage cabinet.

All staff handling medications of any kind will observe proper hand washing procedures both before and after application of medications. Gloves should be worn when administering medications. All application devices will be thoroughly washed after use or disposed of according to package or application directions.

Children's privacy will be respected at all times when administering medications.

Inhalants

Inhalers will be cleaned after each use. Inhalers with spacers should be taken home weekly to be thoroughly cleaned.

2.2 MEDICATION EXCLUSION POLICY

ERfC reserves the right to exclude certain types of medical applications including, but not limited to, needle injections and rectal routes of administration, except for emergency situations such as an epi-pen. Parents will be required to seek alternate means of administration of medications if these forms are required during operating hours of the programs.

2.3 SICK CHILD

If a child is ill with a temperature, diarrhea or vomiting during the program hours, the following steps will be taken:

1. The child will be immediately removed from the other children and placed in sight of a staff member at all times.
2. A staff member will make the child as comfortable as possible.
3. A staff member will attempt to contact the child's parent/guardian. If the child's parent/guardian cannot be reached the staff member will then call the authorized persons listed on the emergency form to pick up the child. It is requested that the child must be removed from the program within one hour of parent notification.

Other conditions warranting the child leaving the program include, but are not restricted to: a rash or other skin irritation, lice, severe pain in any body part or other signs of a contagious disease. This procedure is for the ill child's protection, as well as the protection of the other children and staff members in the program.

2.4 PARENT RESPONSIBILITY FOR SICK CHILD

A child that has had a temperature above 100 degrees (with behavioral changes) or has been vomiting must be cleared of symptoms for at least 24 hours before returning to the program (one

full program day). If your child is out for 3 or more days, a doctor's note or a copy of the child's prescription will be needed to return to the program. The child must be on an antibiotic for the first 24 hours before returning to the program.

Parents must advise staff of any physical or emotional conditions for which the child is being treated, particularly when the child is using mood-altering medications. Other physical conditions that staff should be made aware of would be, but is not limited to, allergies, asthma, or any restriction of activities.

Parent should notify staff of any medications taken at home prior to arriving at program. This will be helpful to medical staff treating the child in the event of an emergency.

2.5 COVID-19

ERfC follows all guidelines from the Center of Disease Control and State & local Departments of Public Health regarding safe distancing, hand washing and sanitizing. If masks are required, these will be mandatory for all participants during indoor activities and some outdoor activities.

2.6 COMPLAINT PROCEDURE

If you have a complaint, there are several ways to report it:

ERfC Personnel

Most problems within a summer camp program are non-life threatening and can be resolved by:

1. Discussion of the problem with the Camp Director.
2. Discussion of the problem with the Manager of Operations.
3. Discussion of the problem with the Executive Director

Office of Early Childhood

If the problem is still not resolved; you may contact the CT Office of Early Childhood. In the case of an emergency, notify the Office of Early Childhood as soon as the emergency is under control.

CT Office of Early Childhood

450 Columbus Blvd, Suite 302, Hartford, CT 06103

860-500-4450 (inside the Hartford area) • 1-800-282-6063 (outside of the Hartford area)

All ERfC program inspection reports and compliance letters are available for parent inspection at the program or by contacting the CT Office of Early Childhood.

2.7 HEALTH AND SAFETY

Health Record Information: Every child attending Summer Escape Camp must have a complete **CT State Health Assessment Record** completed and on file as part of their permanent enrollment documents, and before they begin attending.

Connecticut Office of Early Childhood regulations require the disclosure of diagnosed medical conditions, disabilities or special health care needs such as allergies, special dietary needs, dental problems, hearing or visual impairments, chronic illness, developmental variations or history of

contagious disease. This will help us support and ensure your camper's success at camp.

Behavioral Concerns, Special Needs or Disabilities: An Individual Plan of Care will be developed with the child's parent(s) or guardian, the manager of operations and the ERfC health care consultant, and will be kept with the child's enrollment documents. The plan contains steps outlining the appropriate care of the child and shall be signed by the parent(s)/guardian and staff responsible for the care of the child. This plan may change as needs indicate.

Hand Washing

Children shall wash their hands:

- After toileting
- Before eating meals or snacks
- After blowing their nose, coughing, or sneezing
- Before and after water or sensory play
- After playground use/outdoor play
- Whenever hands are visibly soiled

Proper handwashing technique:

1. Wet the hands and apply a small amount of liquid soap to the hands
2. Rub hands together vigorously with soap and water for at least 20 seconds (about two rounds of the "Happy Birthday" song!)
3. Wash all surfaces of the hands, including the backs of the hands, palms, wrists, between fingers, and fingernails
4. Rinse hands thoroughly to remove the soap lather
5. Dry hands with a single use disposable towel
6. Turn the faucet off with the towel.

"Bathroom Accidents"

A primary expectation of all campers 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 bathroom accidents are requested to disclose any known medical diagnosis on the child's health form. An individual care plan can then be developed to ensure a positive camp experience.

Parents are also expected to:

1. Provide a change of both clothing and shoes in the child's backpack. Children who experience more than one accident during the day must be picked up.
2. Provide personal wipes for cleaning and plastic bags to hold soiled clothing.

Because accidents may be an indication of an underlying medical condition, children who unexpectedly experience more than three accident during a camp week will be required to have a physician's diagnosis and an individual care plan developed with the parent, camp director and Manager of Operations, to remain enrolled in Summer Escape Camp.

2.8 SUPERVISION OF CHILDREN

The staff to child ratio at Summer Escape is 1:12 (one staff member for every twelve campers) for children 6 yrs and older. The staff to child ratio for children under 6 years of age is 1:9 (one staff member for every nine children). This ratio is observed at all times, including bathroom, cafeteria, and outdoor time. Staff maintain 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 and supervise to ensure children do the same. No child may go anywhere, including to the bathroom, without supervision from a staff member.

2.9 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. Staff will remain at the hospital until the parent arrives.

3.0 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 camp director 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 parking area of camp and follow further directions from Enfield Fire Department personnel. Parents will be notified.

Evacuation

In the event of evacuation, all children and staff will walk to the nearest evacuation area as outlined in the Emergency Procedure Binder. ERfC has made arrangements with local fire departments for civil and emergency preparedness contingencies so that Summer Escape Camp 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 two staff, minimum age of 18, until all children are picked up.

3.1 PROVISION FOR SHELTER

In the event that evacuation out of the building is not permissible, children and staff will relocate to a determined area indoors. Please contact ERfC to learn where the determined area is located at your child's program.

Once children are safe and secure, the Director and/or designated staff will gather the appropriate supplies necessary for the evacuation. In the event that emergency shelter is required, the children will be transported by local emergency vehicles to a designated emergency location.

3.2 OUTDOOR PLAY

Children will not go outdoors when the temperature is below 32F or when local authorities announce that the air quality is unhealthy.

During warm weather months

Families should apply sunscreen before children come to the program for the day. If the sunscreen needs to be reapplied to your child before outside activities, a sunscreen application form will be required. Please fill out the form, sign it, and return it to ERfC. This form is valid for one calendar year. Be sure to send in the child's sunscreen labeled with the child's name.

During cold weather months

Children shall wear hats, gloves, boots and snow pants (as needed). Their clothing should be layered and dry. Staff will frequently check on children's extremities for warmth and dryness.

Water

Water will be accessible to children at all time. Staff will ensure water is immediately accessible to children. Please make sure children are well hydrated before prolonged physical activity and on extremely warm days.

3.3 TRANSPORTATION AND FIELD TRIP POLICY

Summer Escape campers will have the opportunity to go on field trips. The ERfC utilizes licensed school busses, with state approved drivers, for its transportation needs, including field trips and emergency situations. Upon registration, parents are required to give permission for ERfC to transport their child as required. Prior written notice will be obtained for all field trips.

When a field trip requires bus transportation, children must arrive at Summer Escape no later than 8:45 am on the day of the field trip. For security reasons, children cannot be dropped off or picked up from any field trip location. Children must travel to and from the trip as a group.

Attending a field trip is a privilege. A child may lose the privilege of attending a field trip due to disruptive or dangerous behavior during previous Summer Escape camp time. Parents will be notified, in advance, if a child will not be allowed to attend a field trip.

There are no alternate activities provided at the camp location on field trip days; if your child is not attending the field trip they must stay home from camp that day.

Field Trips - Staff/child ratios will be maintained while outside of the building. All children must have signed permission slips prior to leaving the building. Staff must bring each child's emergency contact information and the first aid kit on the field trip.

Bathrooms - Staff must supervise children while they are using the bathrooms.

Transportation to/from camp - All children will be supervised by sight and sound while getting on and off any mode of transportation.

Playground/Outdoors - It will be the responsibility of all staff to ensure the safety of children on the playgrounds. Supervision of children will include the following:

- A head count will be taken before leaving the building.
- Children will be escorted by the staff to their designated play areas.
- Staff will encourage and demonstrate proper equipment usage and play.
- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner. Staff will coordinate positions so that all play activities and equipment is supervised. No staff person is allowed to sit or socialize with other staff.
- A head count will be taken before re-entering the building.
- Staff may not leave children unattended or out of state-permitted ratios and group sizes.

Children may not go inside for any reason (including to the bathroom); nor may they go back outside unless accompanied by program staff.

3.4 FOOD AND SNACKS

Children will be provided a nutritious breakfast, lunch, snacks, and drinks each day. Water is available at all times.

If your child has any food restrictions or allergies, the allergy must be explained on their enrollment form. Notification in writing must be provided to the ERfC Administrative Office if you do not want your child to have the food provided at Summer Escape. Children may bring additional packed meals or snacks. Please ensure packed snacks and meals are peanut AND nut free. Lunches will be kept refrigeration. Do not sent your child with a hot lunch because the camp will not have a microwave to warm up the food.

3.5 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.

Children should not bring cellphones, money, toys, gaming devices, MP3 players or any other electronic equipment to camp. If campers bring any of these items to camp, they will be confiscated by the camp director, placed in a secure location, and returned at the end of the day.

If you need to contact your child, please call the Summer Escape Camp site phone. The Summer Escape Camp site phone at 860-719-2558.

Parents and campers are encouraged to check the lost & found table frequently for any items that you may be missing.

3.6 ACCIDENT AND INCIDENT PROCEDURES

If a child becomes injured during program hours, the following steps will be taken by the staff:

1. Minor injuries will be treated on-site, in accordance with the accepted First Aid practices. The incident will be documented in the camp log and a report will be completed according to Educational Resources for Children, Inc.
2. Injuries requiring immediate further medical attention will be handled in the following manner:
 - a. A qualified staff will perform emergency first aid.
 - b. Another staff member will dial 911.
 - c. A staff member will notify the parents, Manager of Operation and Executive Director as soon as possible.
 - d. A staff member will accompany child to the hospital by ambulance, if parent is not present at the program.
3. If immediate emergency medical attention is not needed, the procedure will be as follows:
 - a. A qualified staff will perform needed first aid.
 - b. Another staff member will notify the child's parents regarding additional steps to be taken.

- c. If determined, a staff member will accompany the child to the hospital by ambulance, if parent is not present at the program.
- d. A staff member will report accident to Manager of Operation.

3.7 MISSING CHILD POLICY

If, at any time, it is discovered that a child is missing, an immediate search of the area will begin. The remaining children will gather in a designated area, with supervision by one staff person who should take attendance. The remaining staff will search the immediate vicinity, prioritizing the most dangerous areas first (i.e. water, busy streets). If the child has not been located in 10 minutes, staff shall call 911, notify the parents of the child, the Manager of Operations and Executive Director.

At arrival time in the camp program, all children will be accounted for immediately upon arrival.

3.8 DISCIPLINE AND DISMISSAL

Every enrollment application requires that the parent(s) has read and understands the policy regarding discipline and dismissal.

All children are entitled to a pleasant and harmonious environment at Summer Escape Camp.

ERfC is committed to working with children and families to resolve challenging behavior issues. ERfC staff may work with supervisors, peers and outside consultants to find a solution that will help children develop positive behaviors. However, in extreme circumstances, ERfC administrators may ask a family to leave the summer camp program. In these cases, every effort will be made to provide families with advance notice and to help families identify community resources and alternate care arrangements.

For all age groups, if a behavior issue arises the staff will address the child or children directly following ERfC policies of positive guidance and discipline techniques based on developmentally appropriate practice, including positive guidance, redirection and setting clear limits that encourage children to develop self-control, self-discipline and positive self-esteem. Children will be under the continuous supervision of staff during any disciplinary action. Staff will communicate any behavior issues to parents promptly and be available for discussion.

1. Staff will divert attention away from any activity that they disapprove of by substituting another plaything or leading the child to another activity.
2. Staff will offer children choices of activities/games they can participate in.
3. Staff will set clear limits for children that are consistently enforced and are based on reasons children can understand.
4. Children will be given warnings when they have done something wrong. Warnings are necessary to allow children to know in advance, what to expect, reduce resistance and ease transitions.

5. Staff will structure the environment in such a way to help reduce misbehavior and accidents.
6. Staff will redirect behavior. It is necessary at times to move a child away from a behavior by suggesting an alternative acceptable behavior.
7. Staff will model appropriate behaviors for children.
8. Staff will be aware when a conflict between children arises. Staff will engage children in helping to solve the problem by analyzing the situation and all possible solutions, and working with the children to pick one they all agree as the best one.
9. Staff will separate children if they are having difficulty getting along.
10. Staff will remain objective when there is a problem with a child.
11. Staff will give children positive attention, and will engage children in behaving positively.
12. Staff will encourage children to behave positively and to continue to behave in appropriate ways.
13. Staff will explain the consequences of misbehavior to all children, and will continually remind students of the consequences.
14. No child will be physically restrained unless it is necessary to protect the health and safety of the child and others.
15. Staff will discuss positive guidance techniques with parents, and will review these techniques as needed during the period of the child's enrollment.
16. The parent/guardian will be required to pick the child up from the program when a child's behavior is deemed unacceptable and/or is a safety risk to self or others. When the parent(s)/guardian(s) have been called more than two times during one week to pick up the child and there has not been an improvement in their behavior, a meeting between the parent(s)/ guardian(s), staff, and Manager of Operation will be held to develop a Behavior Management Action Plan.
17. If a child's behavior is determined by the Manager of Operations and Executive Director to be a danger to the child, to other children or to the staff in a program, parent(s)/guardian(s) will be required to withdraw the child from the program.
18. Staff will report actual or suspected child abuse or neglect, or imminent risk of serious harm of any child to the Department of Children and Families as mandated by section 17a-101 to section 17a-101e inclusive, of the Connecticut General Statutes. Connecticut General Statutes identifies professionals who, because their work involves regular contact with children, are mandated by law to report suspected child abuse and neglect. All ERfC employees are considered Mandated Reporters by the State of CT. Mandated Reporters are required to report abuse or neglect based on a reasonable cause to suspect, such as what is observed, what is told or said.

ERfC staff members may not physically or verbally abuse a child, nor may a child be physically restrained except when it might be necessary to protect the safety and health of the child or others. Staff members are prohibited to use abusive, neglectful, corporal, humiliating, or frightening punishment. All staff members receive training in guidance and discipline issues upon hiring and on a continual basis.

Staff use positive discipline to manage camper behavior.

Disruptive behavior will be dealt with in the following manner:

1. The misbehaving child will be given two verbal warnings. On the third warning, the child will be instructed to “Take 5”, at which time the child will be removed from the activity to talk with the camp director about their behavior. The child will be allowed to rejoin their team as soon as the camp director determines that they are ready.
2. If the child continues to misbehave, we will contact you to pick up your child.
3. 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.

Any child who exhibits chronically disruptive behavior, cannot adjust to the camp setting and continues to behave inappropriately will, upon determination by the Manager of Operations or Executive Director, be issued either a suspension or permanent dismissal from camp.

Chronically disruptive behavior is defined as verbal or physical activity, which may include, but is not limited to, such behavior that requires constant attention from the staff inflicts physical or emotional harm on other children, abuses the staff or volunteers, or behavior that ignores or disobeys the listed expectations.

3.9 CHILD ABUSE AND NEGLECT POLICIES

ERfC has a responsibility to prevent any child enrolled in the center from being abused or neglected. To help ensure the safety and well-being of children, and in compliance with Connecticut General Statutes, ERfC, shall make a report to the Department of Children and Families (DCF) and the CT Office of Early Childhood (OEC), when there is reasonable cause to suspect that a child is being abused, neglected or at imminent risk of abuse.

All ERfC staff are trained in the knowledge of mandated reporter responsibilities and reporting requirements, child abuse and neglect prevention techniques and detection methods, as well as the definitions of child abuse and neglect as defined below. All staff members are mandated to read and sign a comprehensive code of conduct to which they are expected to adhere.

No staff member is allowed to have any contact, including, but not limited to, babysitting, phone, email, or texting with any ERfC participants under 18 outside of ERfC programs and activities. Parents who have any concerns or questions with respect to these issues may contact Educational Resources for Children, Inc.

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

1. Definition:

Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

A child who has had

- Non-accidental physical injuries inflicted upon him
- Injuries which are at variance with the history given of them
- Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child neglect is defined as:

A child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally or morally
- Allowed to live under circumstances, conditions or associations injurious to his wellbeing (CT statutes 46b-120)

2. Staff responsibilities:

As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk.

3. Specifics on reporting a suspected case of abuse or neglect

- Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.
- The reporter's name is required, but may be kept confidential.

Information needed:

- Name of child/Date of birth
- Address of child
- Phone number of child
- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians

- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to help or treat the child
- Seek medical attention for the child – if needed

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e).

All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

4. The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

5. Staff Training:

Staff will be required to attend an annual staff meetings, held in June, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in camp.

6. Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

4.0 ADMINISTRATIVE POLICY AND PROCEDURE FOR STAFF

ERfC administration supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. ERfC staff who are named in an allegation will be placed on paid administrative leave until the investigation has been completed.

4.1 CONFIDENTIALITY

Confidentiality is practiced at all times. Information about children in the program will not be discussed among other parents or in the program in front of child/children. ERfC will retain any information you share with us, to enable us to better meet your child/children's needs, in the strictest confidence. This applies to information you share in writing or verbally.

Every effort is made to keep information about children and families confidential. Children and families information is kept in a confidential location in the main office. Only staff members directly involved with the family are permitted to examine files and/or discuss file contents. Written consent must be obtained from Parent/Legal Guardian before program information can be transferred to other programs, schools, or agencies. Information gathered from other agencies or organizations about a child/family cannot be transferred and the family should be instructed to contact those organizations directly. All documentation about children/family can be given to parents who can review and distribute it as they see fit. Local and Federal agencies have the right to request to see a child's file at any time. All staff members are urged to handle content of files carefully and to place or replace documents properly.

Staff and volunteers must be professional and protect the rights and privacy of the children and families in regards to confidential matters. All financial information will be kept confidential between the ERfC administration and the families. Information verifying your eligibility for this program may be released to funding sources upon their request. All medical, behavioral or emotional information will be confidential between the staff and the Director.

4.22 IMPORTANT CAMP NUMBERS

Summer Camp Phone Number: (860) 719-2558 (Camp Hours: 7:00 am – 6:00 pm)

ERfC Office Phone Number: (860) 253-9935 (Office Hours: 8:00 am – 5:00 pm)