

ERfC Family Handbook

Before & After School Centers – Summer Escape - Vacation Destination

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 (mental or physical).

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 & NEGLECT RECOGNITION & PREVENTION	SECTION VIII
DISCIPLINE & DISMISSAL	SECTION IX
PERSONAL PROPERTY	SECTION XI
PLAN FOR CONSULTATION	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 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 – 6/2024

ERfC Family Handbook

ABOUT EDUCATIONAL RESOURCES FOR CHILDREN, INC.

Mission Statement

Educational Resources for Children, Inc. (ERfC) is a non-profit, non-sectarian agency. ERfC partners 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.

Vision Statement

Educational Resources for Children, Inc. strives 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

SECTION I. ENROLLMENT POLICY

ERfC makes every effort to accommodate all children's needs and expects that parents or guardians provide the information that helps us in our best effort to meet those needs. Enrollment in all ERfC out-of-school-time programs requires:

1. A complete enrollment application for each child that includes the Payment Authorization and Enrollment Permissions
2. A current **State of Connecticut Department of Education Health Assessment Record** (Parts 1, 2, and Immunization Record) for each child. **The health record must satisfy the Connecticut Office of Early Childhood 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.

ERfC Family Handbook

3. Payment of fees, or enrollment into ERfC's electronic auto-pay is required before starting a program. Please see Section II Financials for more information.

ERfC Before & After School Centers are licensed by the Connecticut Office of Early Childhood. 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 any program until the review process has been completed and a start date has been confirmed 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) emergency contacts (in addition to the parents or guardians) with 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 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 TEN (10) business days to complete once required documents and medications are received, and may take up to fifteen (15) business days, depending on the student's health care needs and enrollment volume.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. ERfC is legally bound to respect the wishes of the legal parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, and/or court-ordered visitation schedule. ERfC will not accept the responsibility of deciding which parent/guardian has legal custody when there is no court documentation.

SECTION II. FINANCIALS

Payments

Payments are collected through ERfC's automated payment system. If you are unable to make auto-payments, please contact the Registrar to make other payment

ERfC Family Handbook

arrangements. Payments are also accepted in person at the administrative office, by mail, or by telephone. Payments are not accepted at any Center or program.

Payment of fees is required for any student to begin an ERfC program. Upon enrollment in a program, a pay schedule will be provided.

Fees for all ERfC Out of School Time programs, including but not limited to Vacation Destination and Summer Escape, 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 families are required to enroll in automatic payments and have a valid credit or debit card, or bank account on file. Before & After School Center fees are posted on Wednesday prior to the start of each week. A fee schedule is available on the Daxko Parent Portal or by contacting the Registrar.

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

Parents may view their account balance at any time through Daxko.

Automated Payments

Automated weekly payments are collected on Wednesdays and apply to the following week for Before and After School Programs. Payments may take up to three business days to post to your bank account or card. In the event that a payment does not post, ERfC staff will try to process the payment up to three (3) more times before contacting families for a secondary method of payment.

Past Due Accounts

Children with 7-day past due accounts (accounts not paid by the next billing cycle) may be removed from the center rosters until the account is brought current. Children who have been suspended for a past due account may not return to the center until a return date has been confirmed by the registrar. Spaces will be held for seven (7) days after children are removed from the roster.

Financial Assistance

Financial assistance may be available and changes for each ERfC program. Please contact the ERfC Administrative Office at (860) 253-9935 to determine eligibility.

ERfC Family Handbook

21st Century (CCLC) federal grant funding includes the after-school programs at 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.

Care4Kids

ERfC is a Care4Kids provider. **Families must have a current Care4Kids Certificate naming ERfC as a provider for a child to start at any ERfC Center**, or FULL weekly payments must be made until the certificate is received. Please contact the ERfC Registrar at mychild@erfc.us for additional information about Care4Kids.

Credits

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 or holidays.

Withdrawals

You may withdraw from the center or change your child's schedule at any time, space permitting. **We ask that you notify the ERfC Administrative Office in writing by email to mychild@erfc.us or letter with the last date your child will attend at least two (2) weeks prior to withdrawal or schedule change.**

Refunds

Withdrawal notice must be received before 5:00 PM two (2) weeks prior to the requested withdrawal or schedule change. ERfC families are responsible for the tuition cost for the two weeks after notice of withdrawal, regardless of attendance.

Payments made through Daxko will be refunded in the same manner as was paid and will typically take up to five business days to appear in the bank account or card. Payments made with cash or checks will be refunded by company check, made payable to the account's primary payer and will be mailed to the address on file. This process may take up to five (5) business days. No cash refunds are given at any time.

ERfC Family Handbook

SECTION III. OPERATING & COMMUNICATIONS POLICY

ERfC Before School Centers are open from 7:00 AM until the start of the school day, Monday through Friday, each week of the school year when school is open. After School Centers start when the school day ends (including early release days), and close at 6:00 PM. Additional information on the ERfC operating schedule is listed in Section VI, Schedule & Attendance.

Parents and guardians are responsible for signing their child(ren) in upon arrival each morning and signing their child(ren) 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.

Parent/Guardian Contact Information

ERfC will use the phone numbers provided during the enrollment process to contact you while your child is at the program, should the need arise. The primary parent or guardian will be called first, if we are unable to reach you, we may send a text message from the center cell phone. If we are unable to text you or we do not receive a response from you within a reasonable time, we may contact the alternate emergency contacts listed on the student's enrollment forms.

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

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.

Contacting the ERfC Before & After School Centers

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

ERfC Family Handbook

Routine Communications 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, Program Manager, or Center Administrator. Email from the Daxko 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 text messaging to contact families. Please contact the office if you would like to opt-in to receive text messages.

SECTION IV. TRANSPORTATION AND PICKUPS

Afternoon bus transportation is provided daily after school for Parkman students to attend the Enfield Street Center, Crandall students to attend the Henry Barnard Center, and Eli Whitney students to attend the Hazardville Memorial Center. All transportation to ERfC After School Programs must be provided by Enfield Public Schools.

There is no transportation available to or from ERfC Before School Centers.

Regular Pick-Up Procedures

A parent, guardian, or authorized pickup person **must** sign children out when leaving ERfC programs. Only persons authorized by parents/guardians and listed as an emergency contact/alternate pick-up in Daxko will be allowed to pick up children from ERfC programs. ERfC Staff will contact parents/guardians if a person not listed on the pickup list arrives for pickup and the child will not be released until it is approved by the

ERfC Family Handbook

family. 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 the children in ERfC's care, Enfield Public School policy does not allow non-staff persons to be in the building unescorted.**

Generally, persons picking up children must be at least 18 years of age. In exceptional circumstances, and only with the parent/guardian's written consent, a younger individual may be permitted to pick up a child.

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

Right to Refuse Child Release

ERfC staff may refuse to release children if they have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect the child, ERfC may request that another adult listed as an Emergency Contact pickup the child or may call the Enfield Police to prevent potential harm to a child. Recurring situations may result in the dismissal of children from the program.

Early Pick-Ups

State regulations require ERfC 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 a child to the door for unscheduled pick-ups. For unscheduled pick-ups we ask that you contact the Center Administrator at least 30 minutes before you arrive.

Late Pick-Up Policy

We understand that sometimes late pickups are due to unforeseen circumstances. Please contact the Center Administrator **as early as possible if you know you will be running late.**

ERfC Before and After School Centers close at 6:00 PM. If a child has not been picked up by 6:05 PM, the Center Administrator will call the parents/guardians and emergency contacts using the phone numbers provided on the enrollment paperwork. If the parents/guardians or emergency contacts cannot be reached or respond to the situation by 6:30 PM, **ERfC will refer the matter to the Enfield Police Department.**

For every minute past 6:05 PM, according to ERfC clocks, that the child is on site, the family may be charged \$1.00 per minute, per child. A minimum of two staff, ages 18 or older, will stay on site until the last student is picked up.

ERfC Family Handbook

Three (3) instances of a late pick-up may result in dismissal from the program.

SECTION V. SCHEDULE AND ATTENDANCE

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

Delayed School Opening

In the event that Enfield Public Schools has a delayed opening, the before school program start time corresponds with the delay: therefore, with a two-hour delay program begins on 9:00 AM; with a three-hour delay program begins at 10:00 AM.

If Enfield Public School students are dismissed from the school day early due to a weather event, ERfC After School Centers will operate and begin as soon as school is dismissed. After School will remain open until 6:00 PM or until weather conditions become dangerous. 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, all Centers will remain closed and there will be no ERfC programs.
2. In the event of early release due to weather, all Centers will remain open, unless weather conditions become dangerous.

Scheduled Early Release Days

ERfC Centers open early on early release days to accommodate the school schedule and close at 6:00 PM.

Absences

Families must notify ERfC if children will not be attending the center that day. Please contact the office by phone at 860-253-9935, or by email mychild@ercf.us before 3:30 PM. After 3:30 PM, please contact the center directly.

SECTION VI. HEALTH AND SAFETY

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.

ERfC Family Handbook

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. No child may go anywhere, including use of the restrooms without supervision from a staff member.

Health Record Information

Every child enrolled in an ERfC OST program must have a current, complete **CT State Department of Education Health Assessment Record** on file as part of their permanent enrollment documents. If the child(ren) has not been enrolled in any ERfC programs for over a year, an updated health record will be required. ERfC follows the Enfield Public Schools Health Assessment Record updates must be completed upon initial registration to ERfC programs and upon transitioning to ERfC's Middle School Program at JFK. Students with an expired health record 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.

Behavioral Concerns, Special Needs, or Disabilities

An **Individual Plan of Care** will be developed with the child's parent or guardian, the ERfC Center Administrator, the ERfC Program Manager, and/or the ERfC Executive Director. This **Individual Plan of Care** will be kept with the 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 out-of-school time programs if they are unable to participate in the daily routine due to 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.

Children who arrive at the ERfC Center and exhibit or develop any one of the following conditions or symptoms: ear ache, unexplained/undiagnosed rash, active head lice

ERfC Family Handbook

(alive and/or crawling), red eyes, contagious disease, fever over one-hundred (100) degrees, vomiting or diarrhea, must be picked up. The sick child will be supervised at all times in a separate designated area so that the child can be made comfortable.

PARENTS OR OTHER AUTHORIZED PICKUP PERSONS MUST ARRIVE AT THE CENTER WITHIN 20 MINUTES OF BEING CALLED TO PICK UP FOR ILLNESS.

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, 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 clean 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, or whenever hands are visibly soiled.

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 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 administrative staff in order to remain enrolled in the Center.

ERfC Family Handbook

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

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, medical forms, and enrollment paperwork.

Medications

ERfC will store and administer prescribed emergency medications, inhalers, and auto injectors. **No child will be allowed to attend without their required medications and current medical authorization forms 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 or drugs; **specific** prescriber instructions as to how the medicine is to be given (**no range for time 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

ERfC Family Handbook

at their Center. Families must complete an ERfC Asthma Care Plan upon registration and as physician's orders change.

Every child who may require the use of an epinephrine auto injector must have at least one injector stored at their center at all times. Families must complete an ERfC Allergy Care Plan upon registration and as physician's orders change.

If children are enrolled in an ERfC program not hosted at their current Before or After School Program (i.e., Vacation Destination), families must provide ERfC with an additional set of emergency medications. No medications will be transported from ERfC Before and After School Programs, with the exception of Summer Escape.

If children are not enrolled in an ERfC program starting within three weeks of another program ending (i.e., school year to summer), families must pick up all medications on the last day of the program or at the Administrative Office. After the last day of programs, all medications will be available at the ERfC Administrative Office. 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 (i.e., Benadryl), requires a medication authorization form signed by the 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 birthdate; the drug name, dosage, method of administration and side effects; the prescriber's name and address.

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.

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,

ERfC Family Handbook

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 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 18 years of age or older, until all children are picked up.

SECTION VIII. FOOD AND SNACKS

Through a partnership with Enfield Food Shelf, ERfC 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 consistent with the appearance of the injury, signs of malnutrition, sexual exploitation, deprivation of necessities, description of or testimonial of emotional maltreatment, sexual maltreatment, and/or cruelty.

ERfC Family Handbook

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 Studies, 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

ERfC Family Handbook

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 their position until the investigation is satisfactorily complete. Substantiated claims will result in dismissal from position and possible legal ramifications.

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 Mandated 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

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 Center Administrator in order to discuss the behavior and process the consequences. All documentation is reported to the appropriate parent/guardian.

If the child is unable to correct their behavior, we will contact a parent/guardian to pick up the child. If the severity of the behavior is great enough that it could endanger the safety of the child, other children, or staff 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 all expressly prohibited as disciplinary measures or for any other reason. No

ERfC Family Handbook

student can be denied water, snack, or bathroom privileges as disciplinary measure or for any other 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.

Bullying Policy

ERfC follows Enfield Public Schools' Bullying Policy partially included below. For additional information, please refer to the EPS handbooks.

“The Board of Education (Board) promotes a secure and happy school climate, conducive to teaching and learning that is free from threat, harassment and any type of bullying behavior. Therefore, it shall be the policy of the Board that bullying of a student by another student is prohibited.”

“Bullying means an act that is direct or indirect and severe, persistent or pervasive which:

- A. causes physical or emotional harm to an individual
- B. places an individual in reasonable fear of physical or emotional harm, or,
- C. infringes on the rights and opportunities of an individual at school.”

“Bullying shall include, but need not be limited to, a written, oral, or electronic communication or physical act or gesture based on any actual or perceived differentiating characteristic, such as race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity or expression, socioeconomic status, academic status, physical appearance, or mental, physical, developmental or sensory disability, or by association with an individual or group who has or is perceived to have one or more of such characteristics.”

Code of Conduct

All staff, families, visitors, volunteers, and students will follow ERfC's Code of Conduct.

- Respect and promote the unique identity of each child and family
- Maintain confidentiality concerning information about children, families, staff members, visitors, and volunteers
- Maintain courteous and respectful relationships with program associates, consultants, and staff, as well as other parents, guardians, volunteers, children and other participants. Students will be provided staff support when resolving conflicts.

ERfC Family Handbook

All children and families will be treated with respect and dignity. In return, ERfC expects the same from all our families. ERfC will not tolerate hostile or aggressive behavior. If this occurs, ERfC reserves the right to ask families to leave the premises. Repeated instances of hostile or aggressive behavior, may result in children being dismissed from ERfC programs.

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.

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 Center cell phone. Please do not call or text your child directly.

Enfield Public School Issued iPads

iPads issues to students by Enfield Public Schools are to be used for homework and educational purposes only.

EPS Student User Agreement states, "The school iPad/Mobile Device is to be used for educational purposes only" and "violation of this policy will result in automatic termination of the student's network/Internet privileges".

The EPS iPad/Mobile Device Student User Agreement is available in its entirety in all EPS handbooks.

SECTION XI. VISITORS AND OBSERVATIONS

Parents are able to visit ERfC programs to observe their child. Please arrange all visits with the Program Manager and Center Administrator.

Community members are welcome to observe the Center by appointment. Please call ERfC and the Center Administrator will arrange to meet at a specific time.

In compliance with CT Office of Early Childhood and Town of Enfield policies, all visitors must sign-in upon arrival and adults will be required to surrender their driver's license or other picture ID. Licenses and IDs will be returned when visitors leave the building. **As per Enfield Public Schools policy, adults without a current photo ID will not be admitted into the building.**

ERfC Family Handbook

SECTION XII. PLAN FOR CONSULTATION

All Before and 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.

SECTION 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 the development will allow for cultural, language, and developmental differences to be addressed, sufficient opportunity for indoor and outdoor physical activities, and include opportunities for problem-solving experiences that help to formulate language development and sensory discrimination.

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

ERfC Family Handbook

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

