



**YWCA San Antonio
After School Challenge Program**

**East Central ISD
Teacher Handbook**

2019-2020

After School Challenge Program: Employee Handbook

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INTRODUCTION

YWCA HISTORY

On behalf of the YWCA San Antonio, we would like to welcome you to the After School Challenge Program (ASCP). The YWCA is the oldest and largest multicultural women's organization in the world.

Across the globe, we have more than 25 million members in 122 countries, including 2.6 million members and participants in 300 local associations in the United States.

More important than the numbers, is our mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all.

PURPOSE

The purpose of the After School Challenge Program (ASCP) is:

- To provide a safe and supportive environment for our children and
- To provide opportunities for continued development, including homework assistance, in all subject areas.

OBJECTIVES

The key program objectives include the following:

- Provides students with a safe and supportive after school environment
- Offer homework assistance in all subjects
- Provide opportunities for students to receive academic assistance that will enable them to meet or exceed state and local student achievement standards

PERSONNEL

What is the role of the City of San Antonio? (COSA)

The After School Challenge Program (ASCP), previously implemented by the City Parks and Recreation Department, is now operated through the Department of Community Initiatives (DCI). Under contractual agreements, DCI established

partnerships with eight school Districts and four delegate agencies to continue the After School Challenge Program in 133 elementary and middle schools. DCI will provide funding to the District in order to conduct the ASCP.

What is the role of the District?

District and any approved provider shall operate ASCP in accordance with the standards approved by the District, which comply with the State of Texas Department of Family and Protective Services requirements for operations of after school programs by school Districts. The District is assigned monitoring, fiscal control, and evaluation of ASCP.

What is the role of the YWCA?

To manage ASCP in accordance with standards approved by the district and the YWCA San Antonio.

What is the role of the Teacher?

Key Duties:

- Assist in developing appropriate educational curriculum and after school program plans.
- Assist with recruitment of students and the promotion of the program.
- Engage children as individuals in a way that allows them to grow at their own abilities.
- Ensure a safe and healthy environment and complete daily tasks assigned.
- Participate in regular cleaning of materials and afterschool program spaces.
- Create a culturally inclusive program with activities that support different cultures and backgrounds.
- Ensures all children in program are supervised according to YWCA expectations.
- Supports children in their emotional and physical growth.
- Assist children in their academics and encourage science, technology, engineering, and math skills.
- Communicate child concerns and family needs to after school team.
- Monitor the use of supplies and equipment in the after school program.
- Promote and maintain quality customer service and interaction with parents.
- Assist in maintaining all curriculum, paperwork, and files necessary to comply with contract services, federal, state, and municipal funding agencies.

- Monitor any extra-curricular activities that are implemented in the after school programming.
- Ensures that all facilities on campus that YWCA uses are left as they were found.
- Maintain a positive and professional attitude and attire.
- Attend staff meetings and training sessions.
- Provide adequate notice to supervisor with respect to time off requests
- Perform all other duties as assigned by supervisor which effect program quality and the promotion and support of the YWCA.

PHYSICAL REQUIREMENTS / WORK ENVIROMENT

Must be able to safely lift 50 lbs. Must be able to work in an office atmosphere as well as classroom and gymnasium, all areas of the after school sites and indoor or outdoor athletic fields.

PHYSICAL FACILITIES

PROGRAM OPERATIONS

What are the hours of operation?

The YWCA San Antonio will operate the program on days coinciding with regular school days. Starting from the time school is released until 6:00 pm. The ASCP will not be in service when the school has early release or holidays.

CLOSURES

Will the program close on days when there is a Dance, Carnival, Festival, Etc?

All Schools will remain open unless otherwise stated by the YWCA and the District. In order to request the closure of the program, the school Principal or Facilitator must submit a letter to the YWCA office at least one month in advance; however, this does not guarantee the closure of the program. The letter must state the reason for the closure. When and if the YWCA and the District agree that ASCP will be closed, the YWCA will notify the Principal and Site Facilitator. The YWCA will produce notification documents for the parents in English and Spanish and distribute the notifications to the campus at least two weeks prior to the closure of the program. Facilitators must send out notices immediately upon receiving them and the parent/guardian will need to sign a document stating that they received the notice.

Do the sites need to have notices posted regarding the closure of the program?

Yes, flyers must be posted on the tri-fold provided by the YWCA and on the entry doors to the ASCP.

AREAS OF ACCESS

What areas do the ASCP have access to?

This varies depending on what space each campus allows the program to utilize. Prior to the startup of the program a meeting between the YWCA and each site Principal will occur. At this meeting both parties will decide what space ASCP will be allowed to use.

Are there certain items that the participant must have during the ASCP?

Yes, every participant must have a table and a chair during snack and homework time.

Whose responsibility is it to clean during the ASCP?

The responsibility falls on the staff members to ensure the area is in the same condition in which they found it. If this is done, we prevent the campus from restricting program access to physical parts of the facility.

If there are supplies made available by the school, is the program authorized to use them? (Ex: Balls, Art supplies, Outdoor equipment)

No, ASCP does not want to be held liable for anything that is lost, stolen, or damaged. If ASCP did not supply the supplies or if the supplies have not been donated to the program, ASCP should not be using them.

What postings are required?

The following items need to be posted at all times:

- Emergency Evacuation Plan
- Activity Schedule
- Daily Snack Menu
- Current Safety Drills
- Late Pick Up Information
- Telephone Numbers
 - ◆ 911
 - ◆ Poison Control (1-800-222-1222)
 - ◆ District Police (210-603-1100)
 - ◆ YWCA (210-433-9922)
 - ◆ SAPD Police Non- Emergency (210-207-7273)
 - ◆ Child Protective Service (1-800-252-5400)

EMPLOYEMENT

STAFF DEVELOPMENT

Do I need to go through orientation before I can start working in the ASCP?

Orientation will need to be completed prior to your first working day.

What should I expect to be covered during orientation?

The YWCA accounting department will provide each employee with access to the appropriate employee handbook and answer questions on items such as:

1. Policies and Procedures
2. Responsibility and Expectations
3. First Aid and CPR
4. Emergency Procedures
5. Timesheets
6. Actions and Behaviors
7. Dress Code

Where is orientation held?

After your interview at the YWCA Olga Madrid Center, which is located at 503 Castrovilla Rd, San Antonio, TX 78237 you will need to go to the YWCA Corporate Office, which is located at 5756 Montgomery Road, San Antonio, TX 78239 to sign the paperwork mentioned above.

DRESS CODE

Is there a dress code requirement?

YWCA ASCP employees are required to dress appropriately for work.

1. No flip flops
2. No suggestive, indecent or revealing attire should be worn. This includes low-cut blouses, halter tops, muscle shirts, spaghetti straps, clothing that exposes back or midriff, see-through garments without an under shell.
3. No cut-off clothing or clothing with holes should be worn.
4. All clothing must be free of logos representing tobacco, alcohol, or illegal substance products, gang affiliations, and inappropriate language.

5. Indecent/inappropriate writings or drawings on body are prohibited. Band-aids or clothing may be used to cover any permanent indecent/inappropriate body art or piercing.
6. No unconventional hair colors or hairstyles.
7. Any shorts worn must be of appropriate length. (Below fingertip when standing)

******Employees should always keep in mind YOU are representing the YWCA. Employees may be dismissed from duty and not paid for the remainder of the shift when violations of the dress code occur. If continued violations occur, disciplinary action may be taken that could lead to termination. ******

EMPLOYEE COMPLAINTS

Is there a procedure in place for employees who have complaints?

A formal complaint requires the completion of an Incident/Complaint Form. A copy of the form must be sent in to the Manager for review. The Manager will then review the Incident/Complaint form. The Manager will have a max of 1 week to set up a meeting and resolve the Incident/Complaint at which time an investigation will begin. The person investigating will speak to witness and gather statements. After reviewing all statements it will be concluded what action, if any will be taken. If the employee is still unsatisfied they will then need to fax or email the YWCA Office with their complaint. (Fax Number: 210-433-9261 attn: Christina Lea, Email: clea@ywcasa.org). The YWCA will then inform all parties involved the findings and actions, if any will be taken.

NAME AND ADDRESS CHANGES

What happens if my name or address is changed during my employment with the ASCP?

The YWCA Corporate Office (YWCA, 5756 Montgomery Road, San Antonio, TX 78239 or FAX 228-9949) needs to be informed of any changes in writing that occur during your employment with the YWCA. A change request form must be submitted in a timely manner. You may contact the Corporate office at 210-228-9922 to verify if the form has been received.

BACKGROUND CHECKS AND FINGERPRINTING

Is it required that I receive a background check and fingerprinting?

In 2007, the Texas legislature passed a law requiring fingerprinting criminal background review for any person who comes in contact with a child in a childcare or school setting. All non-District employees are required to obtain a finger printed-criminal background check.

When and where do I go to get a background check and or fingerprinted?

Background checks are done automatically after you are hired. The YWCA payroll department will submit a list to the YWCA manager notifying them of who has yet to be finger printed. Appointments will be scheduled by the YWCA following notification. The YWCA will cover your expense to get finger printed with the stipulation that you remain a YWCA ASCP employee for the duration of the program year. If employment is not maintained the cost of the finger printing will be deducted from your final paycheck. Finger printing will need to be done on your own time.

What happens if I refuse to be finger printed?

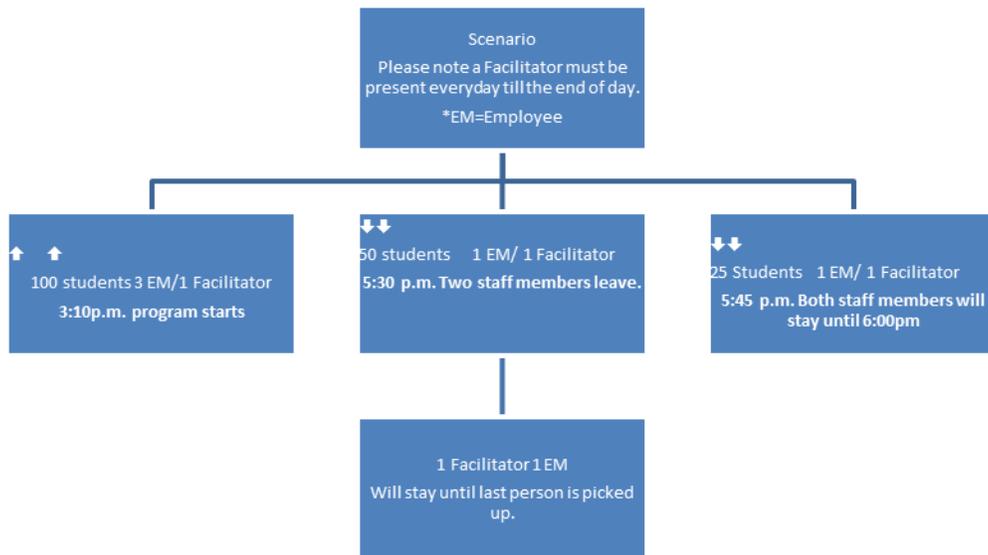
It is the law; therefore failure to comply will result in termination.

EMPLOYEE SCHEDULE

Do all employees need to stay every day until the program closes?

Our program ratio is 1:25. When the number of participants in the program starts to reduce, the number of staff needs to reduce according to the 1:25 ratio. Two employees must stay until the last participant is picked up. At all times the Facilitator must stay until 6:00 pm (See the flow chart below). The 2nd employee (in addition to the Facilitator) that is assigned to stay until 6:00 pm will be rotated on a weekly, monthly, or daily basis. Rotation will be determined through the collaboration of the Manger and site Facilitator. They will establish a staff schedule for the site. The schedule should indicate days and times each employee will work.

*****Please remember the staff schedule is for the upcoming month.*****



RECORDS OF PARTICPANTS

If a parent/guardian wants to update their information do they need to fill out a new form?

No, if they choose not to complete a new application, they can simply make the changes on the existing one, as long as they initial the changes made. Please inform the Manager if a new form is needed at the campus.

What happens if a child comes in and has no application?

All participants must have applications on file. Applications for new participants are returned to the Facilitator on a weekly basis. If you do not receive an application on a participant you need to contact the YWCA office immediately to verify the enrollment status of the child. If the child should be attending the program and the YWCA has failed to provide the site with the application, the office will send the application via fax or email, or a YWCA employee will deliver the application to the site.

Will I be allowed to take application or any paperwork home to work on?

No, paperwork is not allowed to leave the site without approval by the YWCA After School Challenge Program Office. Paperwork can be easily lost and the YWCA would like to prevent that at all cost. All ASCP paperwork is susceptible to being audited at any time during the program year and should be accessible for that audit.

Can you show me an example of a YWCA Application?

See application below



2013-2014 Student Application

Date of Entry: _____
Date of Withdrawal: _____

School:	Student I.D. #	District:	Receipt #:
Participant Name: Last	First	MI	Date of Birth :
Participant Address, City, State and Zip Code:	Gender: Female _____ Male _____	Phone #:	Ethnicity:
Applicant is in the primary custody of:			
<input type="checkbox"/> Single-Parent <input type="checkbox"/> Both-Parents <input type="checkbox"/> Grandparent <input type="checkbox"/> Aunt <input type="checkbox"/> Uncle <input type="checkbox"/> Other: _____			
Mother's Name : _____	Father's Name: _____		
Address: _____	Address: _____		
Phone #: _____	Phone #: _____		
List contact information for a primary contact in case of an EMERGENCY and parents/guardians are unavailable:			
Name: _____	Address: _____	Phone #: _____	
Relationship: _____			
My child may also be released to the following persons (Any authorized person picking up a student must be 18 years or older):			
1. Name: _____	Phone #: _____	Relationship: _____	
2. Name: _____	Phone #: _____	Relationship: _____	
3. Name: _____	Phone #: _____	Relationship: _____	
4. Name: _____	Phone #: _____	Relationship: _____	
5. Name: _____	Phone #: _____	Relationship: _____	
AUTHORIZATION FOR EMERGENCY MEDICAL ATTENTION:			
In the event I cannot be reached to make arrangements for emergency medical care, I authorize the person in charge to take my child to:			
Name of Physician, Address, Phone #:			
• _____			
Name of Hospital, Address, Phone #:			
• _____			
I give consent for the facility to secure any and all necessary emergency medical care for my child.			
SIGNATURE – PARENT OR LEGAL GUARDIAN _____			
List any allergies and/or medical conditions your child has and any prescribed medications your child takes:			

STANDARD MEDIA RELEASE			
I hereby consent to the use of photographs/film/vidiotape/audio tape recording of my likeness/voice in connection with the production and distribution of the film/video tape presentation name below. I agree that my child's name, likeness, voice, and biographical material about my child may be used in connection with publicity about the production. I release the YWCA and its assigns from any further claims or demands arising from the use of materials you may record in which my child may appear and be listed.			
YWCA General Productions: After School Challenge Program			
I represent that I am the parent/guardian of the minor above release and hereby agree that we shall both be bound thereby.			
Parent/guardian Signature: _____ Date: _____			
I understand that completion of the application does not guarantee entry into the After School Challenge Program.			
SIGNATURE – PARENT OR LEGAL GUARDIAN _____ Date _____			

Who is able to view these files?

All participant records must be immediately accessible to ASCP staff during hours of operation for use in an emergency. Parents also have the right to access their own child's record during a parent conference with the Facilitator or a YWCA employee.

RECORDS OF SIGN IN AND OUT

What is a Sign In and Out Form?

Sign In and Out Forms are set in place by the YWCA to keep track of participants, monitor absences, and show proof of registered students. Parents/Guardians need to document what time they are picking up their child and a signature is required as proof that they are in fact the person who picked up the participant for that day.

*******Please remember staff needs to ID anyone of whom they question the authorization to pick up a participant.*******

Who is responsible for the Sign In and Out Forms?

Each group leader is responsible for their Sign In and Out Form. At the conclusion of the day the Facilitator is responsible for verifying that each participant has been properly signed out, as well as the time the participant was picked up.

Do I need to verify anything before submitting the Sign In and Out Forms?

The Sign In and Out Forms should be completely filled out before the due date. It is the Group Leader's duty to verify that the parent has initialed the Sign In and Out Form and included the time they picked up their child, that the week ending date is on the form, that the Sign In and Out Forms are put in order by group, that the school name is visible, and that the snack count is on the forms. The attendance count should be listed daily on the Sign-In and Out Form.

What happens if a parent or authorized person forgets to sign out or indicate the time the child was signed out of the program?

When the Group Leader notices information missing on the Sign In & Out Form, he/she should meet with the parent or authorized pick-up person, and ask them to complete the missing information. This should be done the following day. Make sure to remind the parent/authorized pick-up person of the importance of signing the child out with signature or initials and writing the time the child was signed out.

RECORDS OF INCIDENT/COMPLAINT

What is the purpose of the Incident/Complaint Form?

The Incident/Complaint Form is a written testimonial from employees. It also informs the supervisor what happened in case an investigation occurs.

Can you show me an example of an Incident/Complaint Report?



After School Challenge Program Incident/Complaint Form Formato para Quejas o Incidentes

Date: <i>Fecha</i>	Time: <i>Hora</i>
School Name: <i>Escuela</i>	Supervisor Name: <i>Supervisor</i>
Person completing report: <i>Persona que llamo el reporte</i>	
Telephone Number: <i>Telefono</i>	Address : <i>Dirección</i>
Staff Involved: <i>Personal involucrado</i>	Party Involved: <i>Personas involucradas</i>

Complaint/Incident: *(Queja o incidente)*

Were the police called? (Circle those that apply) *Se llamo a la policia? circule a cual*
 District Police SA Police N/A
 If Police called, list badge # _____ (Attach Police Report)
Si se llamo a la policia indique el # de insignia

Follow Up: *Seguimiento*

Comments: *Comentarios*

Person completing form: *Quien llamo el formato* _____ Date: *Fecha* _____
 Parent Signature: *Firma del Padre* _____ Date: *Fecha* _____
 Manager: *En cargo del programa* _____ Date: *Fecha* _____

What is the time frame in which an investigation will occur on the Incident/Complaint?

All follow-up measures should be taken within a reasonable amount of time, up to one week. Follow-up measures taken must be documented on the Incident/Complaint Form.

When filling out any report should I list the names of all parties involved?

When writing the Incident/Complaint Form only the child, about which you are writing the Incident/Complaint report, should be named on the report. Refer to all other children as "child # 1 or child # 2

RECORDS OF ILLNESS/INJURY

Can you show me an example of the Illness/Injury Report?

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After School Challenge Program
Illness / Injury Form: Lesion o enfermedad

School Name: <i>Nombre de la escuela</i>			
Child's Name: <i>Nombre del niño</i>		Date of Birth: <i>Fecha de nacimiento</i>	Licensing Notified (if required)
Child's Address: <i>Domicilio del niño</i>		Date of Injury/Illness: <i>Fecha de la lesión</i>	Time of Injury/Illness: <i>Hora de la lesión</i>
Place of Incident: <i>Lugar del incidente</i>			
Caregiver in charge of child <i>Persona al cuidado del niño</i>	Parent's Name: <i>Nombre del padre, madre o tutor</i>	Date Parent Notified: <i>Fecha de notificación a los padres</i>	Time Parent Notified <i>Hora en que los padres fueron notificados</i> _____ AM / PM
Child's Doctor: <i>Médico del niño</i>	Doctor Address: <i>Domicilio del médico</i>	Doctor Phone #: <i>Teléfono del doctor</i>	Date/Time Consulted: <i>tiempo de consulta</i>
Doctors' Diagnosis or Instructions			
Was First Aid Provided? Yes/No <i>¿Se proporcionó el primer auxilio? Sí/No?</i>	Was medical attention required? <i>¿Se requirió atención médica?</i>	Was EMS called? Yes/No <i>¿Se llamó a EMS?</i> Time Called: <i>Hora de la llamada</i> <i>Tiempo respondido: Tiempo para responder</i>	
A. Details of incident that caused injury or placed child at risk: <i>Detalles del incidente</i>			
Describe injury or risk which child was placed: <i>Describe la lesión o el riesgo en que fue puesto el niño</i>			
Where and how did the incident/injury occur? <i>¿Dónde y como ocurrió el incidente o lesión?</i>			
Other children involved and what was the involvement? (optional) <i>Otros niños involucrados NO list student names... Student 1, 2, etc.</i>			
Staff who witnessed the injury: <i>personal que fue testigo del incidente.</i>			
Other staff who were present at the time of the injury: <i>Otro empleado que estuvo presente durante el tiempo de la lesión.</i>			
B. Details of on-set illness while in care: <i>Detalles durante el cuidado</i>			
Type of illness: <i>Tipo de enfermedad</i>	Does the illness require exclusion from care? <i>¿Se requiere mantener fuera del programa?</i>		
If communicable: Other parents notified. Method used <i>¿Si contagioso se informó a otros padres? ¿Por qué método?</i>	Health Dept. Notified? <i>¿Se notifica al dep. de Salud?</i> <i>Fecha:</i> _____		
Temperature of Child: <i>Temperatura del niño</i>	Medication given: <i>medicamento administrado</i>		
I verify that the above information is true and accurate account of the incident/injury that occurred concerning this child. <i>Yo verifico que la información es verdadera y correcta sobre el incidente o lesión que sufrió este niño.</i>			
Signature of Facilitator: <i>Firma del Facilitador</i>		Date: <i>Fecha</i>	
I verify the Director/Person in charge appropriately relayed the information concerning the injury concerning my child. I have received a copy of this report. <i>Verifico que la persona a cargo me dio la información apropiada con respecto a la lesión de mi niño. He recibido una copia de este informe.</i>			
Signature of Parent/Guardian: <i>Firma</i>		Date: <i>Fecha</i>	
Signature of Manager: <i>Firma del Director</i>		Date: <i>Fecha</i>	

RECORDS OF DISCIPLINARY

What is a Behavior Log?

A behavior log details a participant’s behavior (if they are making good or bad choices) in the ASCP. The behavioral log should indicate what positive redirection the ASCP employee implemented to fit the needs of the participant. The behavior log should also include the parent’s initial. The YWCA wants the communication between staff and parents to be open and often.

Can you show me an example of a Behavior Log?

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After School Challenge Program
Behavior Log Form
Registro de comportamiento

Child's Name: _____ School Name: _____
Nombre Escuela

DATE <i>Fecha</i>	DESCRIPTION OF THE CHILD'S BEHAVIOR <i>Descripción del comportamiento</i>	WHERE DID THE BEHAVIOR TAKE PLACE <i>Dónde sucedió</i>	ACTIONS TAKEN DUE TO THE CHILD'S BEHAVIOR <i>Acciones tomadas</i>	Parent Initial & Date <i>Fecha e Inicial del padre</i>

EXAMPLE

What is a Disciplinary Form?

A Disciplinary Form should be used to document a participant’s excessive behavior problems. If requesting a student suspension or removal, you should have enough documentation on the behavior log to show a need for the

requested action. For a suspension or removal to take place the YWCA Manager must be immediately contacted.

*****Please note that employees are not authorized to suspend any participant without approval from the YWCA office*****

When do I use a Behavioral Log or a Disciplinary Form?

A behavioral log should be filled out for smaller disciplinary problems (not sitting down, not wanting to do homework, etc). After a number of attempts to redirect the participant fail, a Disciplinary Form should be submitted. If a major disciplinary problem occurs (running away, fighting, bullying), a disciplinary form should be immediately filled out and you need to contact a Manager for the next step.

Do I need to discuss a Disciplinary Form with the parent/guardian?

Yes, you need to review the Disciplinary Form with the parent/guardian and have them sign the form.

Does the form need to be signed by all parties before submitting the form to the YWCA office?

The YWCA office will not accept any forms that are left blank or not properly completed.

What if parent refuses to sign?

You cannot force a parent to sign forms. Inform the parent that the disciplinary action will still be implemented without the parent's signature. If they have questions, they can contact the YWCA Office.

Can you show me an example of a Participant Disciplinary Form?

After School Challenge Program

Participant Disciplinary Form

Forma para disciplina

⊕ Please Print

Participant Name: <i>Nombre</i>		Date of Notice: <i>Fecha</i>		
School Name: <i>Escuela</i>		Person Completing Form: <i>Persona que llena la forma</i>		
Type of Disciplinary Action (choose one option) <i>Acción disciplinaria (elija uno)</i> Note: Disciplinary Action will be determined by program Director or Manager ONLY				
Written Warning <i>Llamada de atención por escrito</i>	1st Suspension <i>1era Suspensión</i>	2nd Suspension <i>2da Suspensión</i>	3rd Suspension <i>3ra Suspensión</i>	Removal <i>Dado de baja</i>
*****For Confidential Reasons, DO NOT List Other Participants Names*****				
Description of Incident (attach additional sheets if needed) <i>Descripción del incidente (añada otras hojas si es necesario)</i>			Staff Involved <i>Personal involucrado</i>	
What actions did you, as a caregiver, take to resolve any behavior problems that occurred? <i>Que acciones tomo usted como encargado para resolver los problemas de comportamiento?</i>				
Previous Disciplinary Notice: <i>Avisos de disciplina anteriores</i>				
Date of Incident: <i>fecha del incidente</i>		Action Taken: <i>Acción tomada</i>		
Permanent Removal From Program: <i>Dado de Baja Permanentemente</i>				
Effective Date: <i>Fecha efectiva</i>		Comments: <i>Comentarios</i>		
I have read the Participant Disciplinary Notice and understand that my child is subject to all consequences set forth by the YWCA After School Challenge Program.: <i>He leído el aviso disciplinario y mi hijo está sujeto a todas las consecuencias expresadas por el programa después de escuela de la YWCA.</i>				
Parent/guardian Signature: <i>Firma del Padre/Madre</i>		Date: <i>Fecha</i>		
Facilitators Signature: <i>Firma del Facilitador</i>		Date: <i>Fecha</i>		
Manager Signature: <i>Director</i>		Date: <i>Fecha</i>		

RECORDS OF ACTIVITY LOG

What is an Activity Log?

This form is designated to keep track of the student's activity involving tutoring and any academic activities they attend. This form needs to be maintained on a daily basis. A participant must sign into the program before going to any academic activity.

Do I need to verify if participants are being signed out for tutoring or academic activity by an adult or employee of the ASCP?

Only ASCP employees or teachers are permitted to sign out any of the students for tutoring purposes.

Can I allow my participants to walk to any academic activity without having an adult escort them?

All participants must be under adult supervision at all times. This includes bathrooms, lockers, tutoring, football, band, etc.

CHILD/CAREGIVER RATIOS AND GROUP SIZES

What is the child/caregiver ratio?

The child/group leader ratio is the maximum number of children one group leader can be responsible for and each participant must have a caregiver in place at all times. The group leader to child ratio is 1:25 for 1st-5th grade and 1:22 for kinder participants.

What is considered a group?

A group of children is defined by the number of children assigned to a specific caregiver or group of caregivers, occupying an individual classroom or well defined physical space within a larger room.

Does the ratio change if the child has special needs?

The ratio depends on the child's ARD. If the ARD states the child requires a one on one care giver than the ratio is 1:1.

Are special needs teachers allowed to assist with other groups?

This depends on the child's ARD. In some cases the special needs teacher needs to provide one-on-one supervision to a child. In other cases the special needs teacher is allowed to provide supervision in a small group setting.

If there is an emergency are we allowed to combine groups?

If something major occurs immediately combine groups and follow the steps outlined in the injury section of this handbook.

ACTIVITIES AND ACTIVITY CALENDAR FOR PARTICIPANTS

ACTIVY CALENDAR

What is an activity calendar?

An activity calendar is an outline of organized activities that participants will be doing daily.

Are there certain activities that are prohibited?

The YWCA and the District prohibit dodge ball, tug of war, and any water activities. These activities are not permitted under any circumstances. The YWCA agrees that none of the performance of ASCP program activity or the purchase of ASCP supplies and equipment paid for with City of San Antonio funding shall involve or be utilized so as to benefit, directly or indirectly, sectarian or religious activity.

Does my activity calendar need to be posted?

The activity calendar must be posted in a common area used by ASCP. If posting is not allowed on the school wall, the YWCA will supply a Tri-fold.

Is my site allowed to use the T.V.?

Yes, but a request for T.V. usage has to be authorized by the Manager. Keep in mind that the use of T.V is allowed only in emergency situations and anything shown must be on the approved district list.

Is the activity calendar susceptible to periodic changes?

Changes may occur in the activity calendar due to unforeseen circumstances such as weather, staff changes, low inventory, etc.

Are there certain items on the activity schedule that do not change?

The program requires that participants receive a meal/snack and some form of educational activity. These activities will always be performed during at the beginning of the program day.

Are there certain components that must be included on the activity calendar?

- Daily rotations consisting of:
- bathroom breaks
 - after school meal
 - snack
 - homework
-
- Arts and Crafts, Sports, Board Games, Science Projects, Community Service, Music, Dance, Computer

How long does the participant need to be engage in an educational activity?

One hour minimum is required for all students.

What if the participant finished their homework earlier than the one hour?

It is the group leader's responsibility to have a back-up plan for participants who finish their homework in under an hour. Participants are required to have one hour of educational activity, therefore Group Leaders must supply them with a book, lakeshore game, or an assigned essay until they have finished one complete hour

Are students still required to have an hour of educational activity on Fridays if they have no school work?

Group Leaders are required to find an activity for their group that is educational in order to complete the hour.

NUTRITION AND FOOD SERVICES

Will participants be provided with a snack during the ASCP?

A after school snack will be given to all participants. The snack that is provided must be documented daily on the Sign-In and Out Log. The snack count must also be submitted to the Cafeteria Manager, on a daily basis, on the form provided by the district.

Are there certain rules I must follow, with concerns to the after school snacks being provided?

The following regulations are in place concerning the serving of the after school snacks:

1. After school snacks should be eaten in the cafeteria during the designated times. NO FOOD IS ALLOWED TO BE TAKEN HOME.

2. Employees should wear gloves when dispensing foods that are not prepackaged.
3. ONLY Employees are allowed to serve the after school snacks. (Participants/children will not serve any portion of the after school snacks)
4. Participants must wash their hands before eating the after school snacks.
5. Employees should monitor the after school snacks for opened or spoiled food. If these problems occur, the after school snack should not be served and the cafeteria manager should be informed. The standard YWCA after school snack concern form should be filled out and submitted to the ASCP Manager.
6. Employees must account for each after school snack served. (Any after school snacks not served must be returned to the cafeteria staff.)
7. All after school snacks are to be served to the program participants. Adult staff members, volunteers or guardians are not permitted to eat the after school snacks.
8. The participant must take the after school snack in whole; divided snacks will not be distributed.

Is other food allowed to be eaten during the ASCP?

The YWCA needs to comply with District policies; therefore any food other than the after school snack provided is prohibited, unless the YWCA is approved to have a fundraiser. If the YWCA approves a fundraiser or program party, the guidelines must be complied with.

Are there restrictions concerning a program party?

During the ASCP program party, the following guidelines must be followed:

1. If the program involves food. **The party must take place after snack time.**
2. The entire site must participate.
3. The event must take place during the hours of the ASCP.
4. Parent, staff, etc. must donate all supplies. The participants of the ASCP must not be told they need to bring food, drinks, money, etc.
5. Any food or drink supplied for the party must be store-bought and donated voluntarily.

Failure to comply with the guidelines will cause cancellation of the program party.

SAFTEY PRACTICES

BASIC SAFTEY

When am I required to wash my hands?

You are required to wash your hands when handling raw food or body fluids such as blood.

Can we use hand sanitizer?

The YWCA has a firm policy that hand sanitizers will not be used. All participants must go the bathroom to wash their hands before consuming any food.

Do participants need to wash their hands before consuming any food?

Yes, a bathroom break must be scheduled before eating any snacks.

Must caregivers wear gloves when handling bodily fluids?

Gloves are required when handling raw food or body fluids (for example, blood). Employees should not handle vomit. Please inform a custodian to clean up. We do not have the proper supplies or equipment to clean it up.

Are employees required to be certified in First Aid and CPR?

All staff members must have current First Aid and CPR certification. If you are new to the program you will have 2 weeks from your employment date to get certified.

Must I have a first aid kit at my site?

Each site is mandated to have at least 1 first aid kit. The first aid kit must be accessible to all employees, clearly labeled, kept in a sanitary condition, and kept out of reach of children.

How many 1st aid kits should I have on site?

Each site should have one 1st aid kit. Each 1st aid kit must be:

- Clearly labeled
- Kept in a clean and sanitary condition
- Easily accessible to all employees
- Stored in a designated location known to all employees; and
- Kept out of the reach of children

What items are required in the 1st aid kit?

Each 1st aid kit must contain the following supplies:

- A guide to first aid and emergency care
- Adhesive tape

- Antiseptic solution or wipes
- Cotton balls
- Multi-size adhesive bandages
- Scissors
- Sterile gauze pads
- Thermometer
- Ice packs
- Tweezers; and
- Waterproof disposable gloves

The first aid supplies must not have expired.

What happens if I need more 1st aid supplies?

When supplies are low you should fill out a Request for Supplies form and submit it to your Manager.

RELEASE OF PARTICIPANTS

Who may I release participants to?

You may release children to a parent or a person designated (in writing) by the parent.

If you suspect the person that is picking up a child is under the influence of drugs or alcohol, you may call the local police and request their assistance. Do not release the child. You must contact another person who is authorized to pick up the participant.

How do employees verify the identity of a parent or a person that the parent has designated for pick up?

All participants in the program have names and numbers regarding who is permitted to pick them up. All employees are instructed at the beginning of the program year to ID every person that is picking up a child. Once program employees become familiar with the individuals that pick up participants, they no longer are mandated to ask for ID. However employees are instructed to ID any person with whom they are unfamiliar. Employees do not have the authority to release participants to anyone not listed on either the application or emergency card.

What do I do if the parent isn't available to sign off on a student report?

Upon release of a child or children, the parent/guardian or authorized person, will be asked to initial or sign any notices provided by the YWCA. It is the parent's/guardian's responsibility to communicate with those individuals picking up their child/children.

What should I do if a parent does not want their spouse to pick up the participant?

Unless one parent has a court order that prohibits the other spouse from picking up the participant you are under no obligation to withhold the child. There's nothing that you are obligated to do without a court order. If they do have a court order, a copy of the court order must be provided to the program. That copy must be stored with the participant's application. If a court order is in place, the employee is not to release the participant according to the court order. If there is a problem contact the district police immediately. In a situation like this, an Incident/Complaint report must be completed and signed off before the program session closes. Another employee may be needed to assist in this process. All reports must be faxed or brought in to the YWCA office no later than **10:00 am** the following day. The manager must be contacted as soon as possible.

May I release the participant if a parent calls me, sends a note, etc.?

Under no circumstance should you consent to anything via phone, note, etc. A parent must come to the site to update any information (in writing).

What procedure should I follow if an unauthorized person attempts to pick up a participant?

The unauthorized person should be notified that for the safety of the participant, the YWCA does not release any participant to an individual not listed on the application. Unfortunately, the unauthorized person must leave the site and the staff needs to call an authorized person to pick up the participant.

What should I do if they refuse to leave?

At this point you need to notify them that they must leave the site and that someone else who is authorized will be called to pick up the child. District police will need to be called if the problem escalates any further.

If the District police are called, do I need to submit any paper work to the YWCA office?

An Incident/Complaint Form will need to be filled out and submitted to the YWCA office no later than 10 am the following business day. *When filling out the report remember to be as detailed as possible. Please state facts not opinions.*

Is there an age limit on people who are authorized to pick up participants?

Anyone who is picking up a participant must be listed on the participant's application and they must be 18 or older regardless of relationship to the participant. All families are made aware of this prior to registration.

INJURIES

What should I do if an employee gets injured?

When an employee is injured you need to secure the surrounding area. Ensure the area is safe of any hazard (you may be out of ratio depending on the situation). At this point access the injury. Would you classify the injury as severe, moderate, or light? Depending on the injury the following steps should be taken:

A severe injury (ex: head injury, broken bones, severe allergic reaction, etc)

- Immediately contact the program Manager and EMS. Stay with employee until EMS arrives.
- Perform 1st aid or CPR if needed.
- If further medical attention is needed provide the employee with a list of approved clinics. The list should include addresses and phone numbers.
- An Illness/Injury report must be completed and signed off before the program closes. Another employee may be needed to assist in this process. All reports must be faxed or brought in to the YWCA office no later than **10 am** the following day. Manager must be contacted as soon as possible.
- A follow up must be performed. Any doctor's excuses must be submitted to the YWCA office, in order to be reviewed and placed in the employee's file.
- Employee is not authorized to return to work without providing a copy of a doctors release notice. That copy needs to be sent in the YWCA office

A moderate injury (ex: cuts, bruising, vomiting, fever, etc.)

- Manager must be contacted as soon as possible.
- Perform 1st aid as needed.
- An Illness/Injury report must be completed and signed off before the program session closes. Another employee may be needed to assist in this process. All reports must be faxed or brought to the YWCA office no later than **10 am** the following day.

A light injury (ex: a bump, paper cut, small fall, etc.)

- Perform 1st aid as needed.
- An Illness/Injury report must be completed and signed off before the program session closes. Another employee may be needed to assist in this process. All reports must be faxed or brought to the YWCA office no

later than **10 am** the following day. Manager must be contacted as soon as possible.

What clinics are covered under workers compensation?

Concentra Medical Center

10200 Broadway St. Ste. 200

SA, TX 78217

210-654-8787

1904 Grandstand Dr. Ste. 400

SA, TX 78238

210-520-8070

3453 N Hwy 35 Ste. 110

SA, TX 78219

210-226-7767

400 E. Quincy St.

SA, TX 78215

210-472-0211

Alamo City Medical Group

408 Navarro St. Ste. 809

SA, TX 78205

210-272-1741

Texas Med Clinic

Any

What should I do if a participant gets injured?

When a participant is injured you need to secure the surrounding area. Ensure the area is safe of any hazards (you may be out of ratio depending on the situation). At this point access the injury. Would you classify the injury as severe, moderate, or light?

A severe injury (ex: head injury, broken bones, opened wounds, etc)

- Immediately contact the district police. Stay with participant until EMS arrives.
- Perform 1st aid or CPR if needed.

- Contact parent or guardian to notify them of the situation and they will need to come to the program site immediately.
- An Illness/Injury report must be completed before the participant leaves the After School Challenge Program. Another employee may be needed to assist in this process. All reports must be faxed or brought to the YWCA office no later than **10 am** the following day. Manger must be contacted as soon as possible.
- A follow up must be performed. Doctor's excuses must be filed in with the participant's application on campus.

A moderate injury (ex: cuts, bruising, vomiting, fever, etc.)

- Parent /guardian must be contacted immediately
- Perform 1st aid as needed.
- An Illness/Injury report must be completed and signed off before the program closes for the day. Another employee may be needed to assist in this process. All reports must be faxed or brought to the YWCA office no later than **10 am** the following day. Manager must be contacted as soon as possible.

A light injury (ex: a bump, paper cut, small fall, etc.)

- Perform 1st aid as needed.
- An Illness/Injury report must be completed and signed off before the program closes for the day. Another employee may be needed to assist in this process. All reports must be faxed or brought to the YWCA office no later than **10 am** the following day. Manager must be contacted as soon as possible.
- Notify parent/guardian

MEDICATION

May I administer medication to participants?

No, unless the participant is asthmatic. In that case the participant must have that written on their application. The participants must administer the medication themselves and the medication must be stored in their backpacks until needed.

FIRE AND EMERGENCY EVACUATIONS

What safety drills are required?

The required safety drills for the After School Challenge Program are fire drills and severe weather drills. A fire drill should be performed on a monthly basis and a severe weather drill and containment drill should be done every 4 months.

How long should it take to evacuate the building?

The fire drill evacuation should take no longer than 1 minute for the last person to walk out the door. Any site that fails to meet the time limit is obligated to redo the fire drill until the time requirement is met. This must be done in the same month in which the site failed to meet their time requirement. Severe weather drills have no time limit, but should be done as quickly as possible.

During safety drills what is our evacuation route?

All sites will follow the route that is already set by the school district during the school day. The evacuation route should be posted in every ASCP site. An evacuation route can be posted on the tri-folds provided.

Should I be notified of upcoming safety drills?

No, safety drills are to be done randomly on a monthly basis

Am I required to post our fire drills?

Yes, all current fire drills must be posted at the site.

COMPENSATION AND BENEFITS

TIMESHEETS

When is my timesheet due?

Timesheets are due to the office on the designated day listed on the payroll schedule. The Payroll Schedule should be given to each employee before the startup of the ASCP.

What happens if I do not submit in my timesheet on the designated day?

Unfortunately if you do not turn in your timesheet within 24 hours after the due date you will not get paid until the following pay period. There will be no exceptions made because of the quantity of timesheets that need to be run, and the YWCA accounting department's need to run payroll in order to accommodate all employees not just the employees who fail to adhere to the payroll timeline.

What happens if a timesheet is submitted it to the accounting department and it is a copy?

Payroll will not run the timesheet if it is not an original. If the original is not submitted in time the timesheet will not be run until the following pay period.

What items need to be listed on my timesheet before I submit it to Payroll Department?

The following items must be listed correctly on the Employee Timesheet:

- Your full name is printed on designated space
- Your school name is printed
- Correct pay period is printed
- Time clocked in/out
- Total hours are listed
- Employee Signature
- Supervisor Signature
- Late Pick up – 1) supervisor must be informed of late pick up; 2) documentation must have child's full name; and 3) pick up time must be listed

Whose responsibility is it to verify that timesheets are correctly filled out?

It is first the teacher/facilitator's responsibility to make sure that the correct time is documented on their timesheet. Once timesheets are signed and submitted, additional time cannot be added to your timesheet. Secondly it is the facilitator's responsibility to ensure that everything on the timesheet is correct and completed. Once the facilitator has verified that everything is correct, he/she must sign off on each staff member's timesheet and submit the time sheets to the Manager. Please keep in mind that all training hours are to be documented by the teacher/facilitator who attended any training. It is not the YWCA accounting department's responsibility to document training hours on an employee's timesheet. This is the sole responsibility of the teacher/facilitator.

Can another employee complete or sign off on my timesheet?

You are responsible for your own timesheet. The accounting department accepts the submitted timesheet as your correct information. If you sign off on the timesheet you are verifying that everything is correct.

What happens if I miss the due date for timesheets because I was sick?

Every situation is different. Your timesheet is to be kept on site at all times. If you are out sick the facilitator will need to submit your timesheet without your signature. When you return to work, the YWCA will bring to you a copy of the timesheet that was submitted for you. You will then need to review and sign the timesheet.

What happens if I sign my timesheet and later realize that the hours are less than what I worked?

Unfortunately, there is nothing that can be done. The YWCA stresses the importance of completing your timesheet yourself and on a daily basis. Your signature on your timesheet indicates that everything is correct.

DISTRUBTION OF PAYROLL

When do I receive my paycheck?

Employees are paid on the 15th day of the month and last working day of each month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

How do I obtain my paycheck?

Direct Deposit is now offered to all employees. Your earnings will be received through Direct Deposit. If you do not want to be enrolled in Direct Deposit, you will need to come down to either Corporate Office (5756 Montgomery Road) or the Olga Madrid Center (503 Castroville Rd) in order to obtain a hard check on the pay date.

How can I enroll in Direct Deposit?

When you are hired on with Human Resources you will have the option to enroll in direct deposit or receive a hard check. If you opt to enroll in direct deposit you will need to fill out a Direct Deposit Form, which will be given to you. It is also recommended that you provide a voided check, in order to verify your account information.

Do I need to sign off on the Payroll to verify I have received my paycheck?

Every employee needs to sign off verifying that they have received their paycheck. If you are not present your check will not be released, unless you have provided a letter authorizing the release of your check to another person.

What does the Manager do if the person is not present and has not authorized anyone to pick up their check?

Any checks not distributed that day will need to be brought into the office. A YWCA staff member will take the checks out again the following day.

What happens with my paycheck if a holiday occurs on a payday?

The YWCA holidays are not the same as the school holidays. If payday coincides with a YWCA holiday, the YWCA pays employees on the day before a scheduled holiday. If a school holiday coincides with payday, the YWCA will send out notices to the sites notifying them of the choices.

Employees have the options of:

1. Picking up your paycheck at the YWCA -OR-
2. Sending a letter authorizing the release of your paycheck to a designated individual-OR-
3. Contacting payroll to verify your address and have it mailed -OR-
4. Wait until the school reopens and your check will be delivered the next business day.

If I have a concern about my hours or paycheck, who do I need to speak with?

If you have any concerns or questions regarding your paycheck please contact the YWCA Payroll/Accounting Department at 210-228-9922.

What is the process if my paycheck is lost or stolen?

You need to contact the YWCA accounting department (210-228-9922) and notify them of the situation. They will try to run another check at their earliest convenience. There is a \$25.00 fee for any checks lost or stolen.

EMPLOYEES REQUEST FOR LEAVE OR ABSENCES

The YWCA expects employees to be reliable when reporting for scheduled work.

- If you know in advance that you will be absent from work, or unable to work as scheduled, please notify your supervisor as soon as possible. Planned absences, such as school training/meetings or doctor appointments must be scheduled as far in advance as possible. Your supervisor has the authority to deny planned absences at any time and especially in a situation where the employee has not given adequate warning time.
- When you have an unexpected illness or incident, notify your supervisor by 1:00 pm or as soon as possible, in order for the YWCA to have enough time to find a substitute for you.
- It is your responsibility to talk directly with your supervisor when notifying ASCP of your failure to work as scheduled. Notification of absences through voicemail/email/or text is not permitted. Employees must speak to a supervisor. If the absence extends more than one (1) day and the date of return is indefinite, you must keep your supervisor informed of the situation by reporting daily. If absences extend to three (3) days, a doctor's note is required in order for the employee to return to work.

*******Employees will only be authorized to have missed a total of three days per semester. Doctor's notes will be accepted. Consequences for excessive absences will be determined on a case by case basis. *******

TERMINATION OF EMPLOYMENT

TERMINATION

What is a voluntary termination?

Employees who resign, retire, are absent from work for three (3) consecutive days and do not contact the YWCA, or who do not return on the appropriate day from an approved leave will be consider voluntary terminated.

What is involuntary termination?

When an employee's work performance, attendance, or conduct is unsatisfactory, or when an employee's performance is otherwise deemed inappropriate by the YWCA, an employee will be subject to discipline up to and including termination. Discipline depends upon the severity of the problem and the employee's record of performance. Recognized causes for immediate termination may include, but are not limited to the following:

- Violation of the YWCA's policies, administrative procedures, standards of conduct, and/or work practices whether or not mentioned in this Handbook
- Clocking-in or clocking-out for another employee or being the person for which another individual clocks-in or clocks-out.
- Disrespectful conduct, including profane or abusive language
- Willful violation of any federal, state, or local law, or violation of a regulation or ordinance that governs the conduct of the YWCA or its employees.
- Failing to report to work without excuse or approval of management for three (3) consecutive days.
- Inappropriate use of the internet or phone system
- Any conduct contrary to the YWCA's policies on Harassment, Workplace Violence, and/or Prohibited Substances.
- Dishonesty or fraudulent conduct, including but not limited to suspicion of theft, misappropriation of funds, or unauthorized removal of YWCA information and/or property.
- Destruction of YWCA ASCP property.
- Willful falsification and/or misrepresentation of employee records such as applications for employment, timecards, expense reports, and/or request for reimbursement.
- Unauthorized disclosure of confidential/proprietary information about the YWCA and/or its clients.
- Repeated occurrences of related or unrelated minor violations depending upon the severity of the violation and the circumstances.
- Unsatisfactory work performance including unwillingness to cooperate with other employees when performing assigned tasks, or any interference with the performance of job duties of fellow employees

- Sleeping on the job unless there is approval for you to take a sleep break due to the nature of your job.
- Failure to report suspected child abuse or neglect to your supervisor or any member of the management staff.
- Conviction of a felony.
- Disorderly conduct such as horseplay or practical jokes that may endanger the YWCA's operations or the well being of others.
- False, vicious, or malicious statements or criticisms of the YWCA, its employees, or its services that interfere with productivity and job performance or with harmonious public or employee relations.
- Unacceptable behavior such as insubordination, the refusal to comply with instructions, and/or the failure to or refusal to perform assigned duties.
- Excessive absenteeism and/or tardiness.
- Failure to cooperate fully in all investigations
- Failure to observe safety or health rules.

RESIGNATIONS

What do I need to do if I wish to resign from my current position?

An employee intending to resign from a position with ASCP must follow the following procedures:

1. A letter of resignation is required. The employee needs to submit the letter to the ASCP office two weeks in advance of the employee's last working day.
2. A YWCA standard exit interview form must be completed prior to the employee's last working day.

EXIT INTERVIEW

What do I need to do if I wish to resign from my current position?

An employee intending to resign from a position with ASCP must follow the following procedures:

3. A letter of resignation is required. The employee needs to submit the letter to the ASCP office two weeks in advance of the employee's last working day.
4. A YWCA standard exit interview form must be completed prior to the employee's last working day.

EXIT INTERVIEW

What is an exit interview?

Prior to your last working day an exit interview will be completed. This is to be kept in your file in case you ever wish to return to employment with the YWCA.

The manager is responsible to complete the exit interview with the employee and submit the exit interview to the YWCA office.

EMPLOYEE CONDUCT AND WELFARE

CELLPHONE

Am I allowed to use my cell phone during work?

Staff members are allowed to have cell phones during the program hours; however, staff members are not allowed to use cell phones for personal matters. If a staff member is found using a cell phone for purposes unrelated to ASCP, it may result in a written warning and/or termination.

What happens if an employee has already been warned about their cell phone usage and they continue to use their phone?

A one-on-one meeting between the facilitator and the employee will be arranged. A documentation form will be used to show what a warning was given. Notification should be given to the employee stating that if the problem isn't corrected further action will be taken.

What happens if a participant is using their cell phone during the ASCP?

Participants are not allowed to use cell phones for during ASCP hours. Participants should be admonished for cell phone usage as follows:

1. The first time a participant disregards the cell phone rule, the phone will be confiscated and given to parent when the participant is picked up.
2. The second time a participant disregards the cell phone rule, the phone will be sent to the YWCA office for one day. Parents will have to retrieve the phone the following day at the YWCA office before 6:00 pm.
3. The third time a participant disregards the cell phone rule the phone will be sent the YWCA office for the remainder of the school year. Parents will need to retrieve the phone at the YWCA office at the end of the school year.

VOLUNTEERS

Are volunteers allowed in the ASCP?

Each campus is allowed to have volunteers. Anyone who wishes to volunteer must complete the proper paperwork at the YWCA office. They are required to pay for a background check and to get finger printed. No one can be in ASCP without the YWCA's consent.

VISTORS

Am I allowed to have visitors at my job?

No you should not have visitors on campus, unless there is an emergency. If there is an emergency necessitating a visitor, the visitor should be there for a short period of time. It is the facilitator's duty to ensure that visitors are kept at minimum.

Do visitors need to sign into ASCP?

Yes, any person who comes into ASCP must be signed in by the facilitator on the Visitors Log Form and must provide some form of ID. Facilitators, please remember to complete the Visitors Log Form correctly to include:

1. Name
2. ID/Drivers License Number
3. Date
4. Time in/out for the visit
5. Facilitator's signature
6. Purpose for visit.

When do I need to submit in the Visitors Log Form?

The facilitator must submit the Visitors Log Form to your Manager monthly. (Refer to paperwork due date schedule.)

What happens if I am having a problem with an employee who insists on having people visit him/her during ASCP?

This depends on previous warnings that have been performed. If this is the first time and employee has had a visitor, you should notify the visitor that they should not be at ASCP and that they need to immediately vacate the premises. You should sit down with the employee and go over the rules with them. Make sure to document the technical assistance given. If the problem persists, schedule a meeting with your supervisor.

REPORTING SUSPECTED CHILD ABUSE

How do I report the suspicion of child abuse or neglect?

As childcare providers, employees of YWCA ASCP are required by law to report any suspected child abuse or neglect. Employees should call the State Child Abuse Hotline at 1-800-252-5400 when child abuse or neglect is suspected and then notify your supervisor. (All reports should remain confidential.)

Should I ask the suspected abused/neglected child any questions?

Employees are encouraged to ask open-ended (non-leading) questions to children who are suspected victims of abuse or neglect. Employees are encouraged to ask questions, in order to get additional information about symptoms of abuse or neglect. Employees should never interrogate participants or lead participants to make up stories.

What if I am unsure if a child is being abused or neglected?

If in doubt, employees should discuss the circumstances in question with their immediate supervisor. If the employee and supervisor have any reason to believe that abuse or neglect exists, the circumstances must be reported to the State Child Abuse Hotline immediately. All reports to the hotline remain confidential, although the hotline operator may ask for the name of the person making the report should an investigator need further information.

Do I need to document anything to keep on file?

Employees should document the circumstances in writing and inform the YWCA ASCP office that a report has been filed with the State Child Abuse Hotline.

What happens after I have reported the abuse?

Once a report has been filed, it will be assigned to an investigator who will review and investigate the report according to Child Abuse/Neglect Prevention procedures. All investigations are kept strictly confidential. It is important to note that the employee who reported the suspected abuse or neglect will not be notified of the findings. If repeated abuse or neglect occurs, the employee should report the abuse or neglect each time it occurs. What may not appear to be abuse one time may develop as a pattern of abuse.

If I have any questions who should I contact?

If employees have any questions or concerns about reporting suspected abuse, they may contact the State Child Abuse Hotline, their immediate supervisor or the YWCA After School Challenge Program Office at 210-433-9922

GENERAL

Are participants allowed to have toys?

During ASCP toys and electronic devices are not allowed. Participants should keep these items in their backpacks or out of sight. Participants and parents are informed in advance that these items are prohibited.

What procedure is in place if a child is caught with a toy or electronic device?

If a participant brings one of the prohibited items to the program, you are obligated to confiscate the item and address the issue with the parent. After the 3rd time a staff member has to confiscate a personal item, the item will be sent to the YWCA office and held until the following day. The parent must pick up the item at the office. The 4th time the item will be sent to the YWCA Office for the remainder of the program year.

How many absences is a participant allowed to have?

Any participants who have been absent for 10 unexcused days, will be dropped from the program.

DISCIPLINE AND GUIDANCE FOR PARTICIPANTS

What is the definition of a disciplinary problem?

A disciplinary problem is defined as one in which a child is hampering the smooth flow of the program by requiring consistent one on one attention, inflicting physical or emotional harm on other children, abusing staff physically and/or verbally, or being otherwise unable to conform to the rules and guidelines of the program. If any of the above behavior is due to physical or mental disability an exception could be made. An individual evaluation of each case will determine the course of action.

To what extent may I discipline the participants?

The discipline must be individualized and consistent for each child, appropriate to the child's level of understanding and directed toward teaching the child acceptable behavior and self- control.

What procedure do I need to follow if a participant is found causing harm to another person?

This depends on the situation. Notify the Manager immediately. Inform he/she of the situation and ask for technical assistance on what consequences, if any should occur.

What procedure do I need to follow if a participant runs away?

Immediately combine groups. Look for the participant within the school, if the participant cannot be located; contact the district police and the participant's parents/guardians. One teacher should be filling out an Incident/Complaint Form and contacting the YWCA to inform them of the situation. Cooperate with the

police when they arrive. **DO NOT LEAVE** until the police have authorized you to go home.

What procedure is in place if a child destroys YWCA or school property?

This will be handled depending on the situation. The YWCA will comply with the district policy.

What is the procedure to get a suspension or removal approved?

The participant's behavior log needs to be submitted along with any disciplinary reports within 24 hours of the incident. The YWCA will investigate all reports and gather information in order to make a final decision.

What happens if a parent/guardian does not agree with the decision the YWCA made on a disciplinary problem?

Do not antagonize the situation. Refer all complaints to the YWCA Office.

Are participants allowed to re-enroll if a child has been dropped due to disciplinary problems?

Participants are not allowed to re-enroll if they have been removed for disciplinary problems until the following school year.

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOR

What consequences are allowed to be implemented with participants?

1. Seating changes in the program
2. Reassignment to another teacher
3. Parent-teacher conference
4. Cooling-off or time-out
5. Verbal correction
6. School-defined and imposed probation
7. Withdrawal of rewards and incentives
8. Confiscation of items that disrupt the educational process
9. Suspension
10. Expulsion
11. Age appropriate techniques to address conduct involving bullying or harassment

All consequences that are imposed should be appropriate to participant's actions.

Must I explain to the child why the behavior is inappropriate?

Yes, you must explain to the child why the behavior is inappropriate.

Why do I fill out the Behavior Log first and not a Disciplinary Form?

Participants will be documented on inappropriate conduct daily. Staff members will log a student's inappropriate behavior in the YWCA Standard Behavior Log Form. A behavior log will be kept with the participant's file at the site. The purpose of the behavior log is to monitor the unacceptable behavior of a participant as background for decisions about behavior that may occur in the future.

Am I allowed to suspend or remove participants due to behavioral issues?

You are not allowed to suspend or remove participants without having authorization from the YWCA Office. Documentation involving behavioral problems must be provided to the YWCA before 10 am the following business day.

WITHDRAWS OR TRANSFER STUDENTS

What if a participant needs to withdraw from the ASCP?

The participant's parent/guardian should notify the facilitator at the site. They need to let the facilitator know of the participant's last day. The facilitator needs to include the child on the Dropped Form, which is due on a monthly basis.

If a participant withdraws, is she/he allowed to re-enroll that same year?

A participant who withdraws from the program and wishes to re-enter the program may be allowed to do so under the following conditions:

1. Space is available
2. The entire fee is paid again

If space is unavailable, the child is placed on a waiting list at the ASCP Office and will be contacted as soon as space is available. (See Student Enrollment)

What if a participant wants to transfer to a different campus?

The transfer of a participant is arranged between the parent/guardian and the YWCA ASCP Office. Participants that will be transferring to another ASCP service provider need to contact the YWCA office to set up an appointment to fill out proper documentation. After filling out the necessary documents, the participant's paperwork will be transferred to the new school site by fax or via the Manager. If space is available, participants will begin ASCP at the new site within two weeks following the transfer. If space is unavailable the child will be placed

on a waiting list at the ASCP office and will be contacted as soon as space is available.

LATE PICK UP

What is the Late Pick-Up Policy for my district?

The After School Challenge Program concludes at 6:00. Any child picked up after 6:01 p.m. will have the following consequences:

Parent will be charged a \$30.00* per child fee at 6:01 plus an additional \$1.00 each minute thereafter.

What do I do if a child has still not been picked up at 6:30pm? 7:00pm?

By this time you should have already tried to contact everyone listed on the Emergency Card and the Application, but had no response. At 6:30 pm you need to contact District Police and your manager to inform them of the situation. If the parent comes before the District Police arrive, make sure to contact District Police to inform them their service is no longer required. If the parent has not picked up their child, wait for District Police and then they will handle the situation. If the child isn't picked up by District Police or a parent/guardian, the facilitator will need to report the situation to CPS.

Can I accept late payments?

No, you cannot accept late payments, unless the ASCP manager or ASCP director at the YWCA Office gives you permission to do so. All payments need to be made at the YWCA on 503 Castroville Rd. from 9 am-12 pm (noon) in order for the participant to attend ASCP that same day. Participants will be allowed back into the program the next day if the payment is received after 12:00 pm. All payments must be cash or money order. Parents must bring correct change.

Can the participant continue in the program if they have not paid?

Participants are not allowed to continue in go back in ASCP until the fee has been paid in full.

How will I know if the participant paid and is allowed to return to the program?

As soon as the YWCA receives a payment they will notify the campus by phone, fax, or email.

Are absences counted against the participant if they do not pay?

Yes, absences are counted against the participant.

FIELD TRIP POLICIES AND PROCEDURES

Staff members must ensure the safety of all children during field trips or excursions, and while any transportation is being provided by the YWCA After School Challenge Program. Anytime staff takes a child away from the ASCP site, staff must comply with each of the following requirements:

1. You must have signed permission from the parents to take a child on a field trip, including permission to transport the child (if applicable);
2. One or more staff members must carry emergency medical consent forms and emergency contact information for each child on the field trip;
3. Each staff member must have a written list of all children on the field trip and must check it frequently to account for the presence of all children;
4. Each staff member must have a first-aid kit immediately available on field trips;
5. Each child must wear a shirt, nametag, or other identification with the following: **YWCA After School Challenge Program – 433-9922.**
6. Each staff member must be easily identifiable by all children on the field trip by wearing a hat, YWCA t-shirt, brightly –colored clothes, or other easily spotted identification;
7. Each staff member supervising a field trip must have transportation available, or a communication device such a cell phone, message pager, or two-way radio available or an alternate plan for transportation at the field-trip location in case of emergency;
8. Each staff member present on the field trip must have training in CPR and 1st Aid
9. Staff members must notify the parents of each child in their group on the field trip of when and where the child will be going, and when the child is expected to return to the YWCA ASCP site. The notice must be posted at least 72 hours in advance of a field trip. Staff must post the field trip notice in a prominent place where parents and others may view it. The notice must remain posted until all children on the field trip have returned to the YWCA ASCP site.
10. Field Trip Ratios must be followed at all times.

What will the ratio be if a field trip is approved?

When children are on a field trip and are mixing with children and or adults who are not from the YWCA Afterschool Challenge Program, staff must follow the following ratios:

Child's Age	Staff to Student Ratio
5 years old	1 to 10
6 years old to 8 years old	1 to 15
9 years old and older	1 to 15

NOTIFICATION, FLYERS, AND BROCHURES

When will the YWCA send out notifications to employees?

Throughout the school year the YWCA office will be sending out memos to inform staff members of changes, events or other pertinent information. Each employee will be required to sign off stating that they have received the memo.