



The Family Institute for Health and Human Services

Policies & Procedures BOOKLET

FOR STUDENTS AND GUARDIANS

OF

**The Family Institute of Health & Human Services
Project C.A.R.E.S**

**AFTERSCHOOL & SUMMER ENRICHMENT
PROGRAM**

August 2014-July 2015

**Executive Director Tyrone Miller
Program Director Felicia Brooks-Hamilton**

5500 Executive Center Drive, Suite 118

Charlotte, NC 28212

704-753-7835 ext. 103

1.1 MESSAGE FROM THE EXECUTIVE DIRECTOR

I would like to take this opportunity to welcome you to The Family Institute for Health and Human Services: Project C.A.R.E.S.

The Project C.A.R.E.S is pleased to provide you with this Handbook which outlines the policies and practices currently in effect at The Family Institute for Health and Human Services: Project C.A.R.E.S. I am sure that this booklet will be a helpful reference guide for you during your association with our Project C.A.R.E.S.

I ask that you take time to read our Mission Statement, Service Philosophy, Program Rules and Regulations so that you can help us embrace and accomplish the goals of our program. I wish your child the best of luck and success in our program and hope that you're his/her relationship with our Project C.A.R.E.S will be a rewarding experience.

Sincerely,

Tyrone Miller
Executive Director

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1.1 CHAIN OF COMMAND

Students and/guardians are to report any concerns to the Site Coordinator. The Site Coordinator is to report these concerns to the Program Director. The Program Director reports the concerns to the Executive Director.

1.2 OUR MISSION

The mission of The Family Institute for Health and Human Services, dba Project C.A.R.E.S. (caring adults really equal success) is to develop the critical thinking and social interaction skills of youth by providing a 21st Century after-school experience that meets their academic, social, and emotional needs.

1.3 SERVICE PHILOSOPHY

Students should have meaningful input into the design and planning of the services that they receive. We believe that the key to student success is instilling hope and a positive sense of self-worth and outlook for the future, while focusing on the student's strengths and helping to empower them to fulfill a meaningful role in life. Our services are built around meeting the needs of the student's that we service. Our services are accessible, timely, outcome oriented, culturally and age appropriate and are built upon what the student's needs as well as their strengths.

1.4 DRUG AND ALCOHOL POLICY

The policy of the Project C.A.R.E.S is to maintain a drug free environment. As a condition of the program, all students must comply with this policy. The term "environment" is defined as, any site, sponsored activity, or any other site where Project C.A.R.E.S Staff/Tutor are performing work for the Project C.A.R.E.S or representing the Project C.A.R.E.S. The term "drug" as used in this policy includes alcoholic beverages and prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances as defined in schedules 1 through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), crack and amphetamines. A student who engages in an activity prohibited by this policy shall be subject to disciplinary action, up to and including immediate termination from the program.

1.5 HOURS OF OPERATION

By being ready, willing and able to service our students efficiently, while competing fairly in the marketplace, the Project C.A.R.E.S's main office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday. The Site Coordinator will provide you a copy of the operating for the site that you or your child attends.

1.6 ABSENTEEISM AND TARDINESS

We expect all students to assume diligent responsibility for their attendance and promptness to our program. Attendance is an essential part of your success and is required. Continued absenteeism or tardiness may result in suspension from Project C.A.R.E.S.

1.7 INTERNET CODE OF CONDUCT

Access to the Internet is provided to students for their benefit. It allows students to connect to information resources around the world. Every student is responsible for using the computer in a productive manner.

a) ACCEPTABLE USE OF THE INTERNET

Students are responsible for using the Internet is used in an effective, ethical and lawful manner.

b) UNACCEPTABLE USE OF THE INTERNET

Students are responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. No abusive, profane or offensive language may be transmitted through the system.

d) SOFTWARE

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require prior approval by the Site Coordinator.

e) COPYRIGHT ISSUES

Students using the Internet may not transmit copyrighted materials belonging to entities other than Project C.A.R.E.S.

f) SECURITY:

All messages created, sent or retrieved over the Internet are the property of Project C.A.R.E.S and should be considered public information. The Project C.A.R.E.S reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. You cannot change your computer password without permission from your Program Director or Executive Director.

g) HARASSMENT

Harassment of any kind is prohibited. Messages with derogatory or inflammatory remarks about an individual or group's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation will not be permitted.

h) VIOLATIONS

Violations of any guidelines listed herein may result in disciplinary action, up to and including immediate termination from the program. If necessary, Project C.A.R.E.S. will advise appropriate legal officials of any illegal violations.

2.0 PROGRAM POLICIES & PROCEDURES

2.1 STUDENT'S HEALTH AND SAFETY

Emergency and Disaster Plan

Dial 911 in the event of an emergency followed by immediately contacting the Program Director. Our program has an emergency and disaster plan which follows the schools' procedures for reporting emergencies and evacuating the facility. This written plan is at the school and immediately accessible to all staff, substitutes, and volunteers. Evacuation plans are posted in prominent locations of each room or area of the site. The program holds monthly fire drills and semiannual disaster drills which are documented. The program is inspected annually by the local fire authority and maintains fire extinguishers with a current tag.

Evacuation center: If there is an emergency or disaster which requires us to leave our center, we will evacuate as directed by emergency personnel.

The program emergency and disaster plan is as follows:

The person in charge at each Center is the Site Coordinator.

The person with decision making authority is the Program Director.

People who will be notified in case of an emergency include: The Executive, Program Director, parents/guardian, school officials, and site administrators.

Personnel assignments for specific tasks during emergencies and disasters:

Site Coordinator: After dialing 911 and informing the Project C.A.R.E.S. office,

inform the school office of the emergency and collect the roll book.
Tutors: Gather student into a line and keep them calm.

Steps followed by staff for emergencies and disasters:

Fire: In case of fire, the following steps will be taken by staff:

- Student line up in a single row
- Staff takes roll book
- Exit according to evacuation plan/map
- Remove student from the premises
- Take roll
- Wait until it is clear to re-enter the school

The disaster will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

Power Failure: In case of power failure the following steps will be taken by staff:

- Student line up in a single row
- Staff takes roll book
- Exit according to evacuation plan/map, if necessary.
- Remove student from the premises, if necessary.
- Take roll
- Wait until it is clear to re-enter the school

The power failure will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

Other Disasters such as toxic spills, water line breaks, gas line breaks, etc.: The following steps will be taken by staff if the disaster creates structural damage or if it poses a health or safety hazard:

- Student line up in a single row
- Staff takes roll book
- Exit according to evacuation plan/map
- Remove student from the premises
- Take roll
- Wait until it is clear to re-enter the school

The disaster will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

2.2 NON-ENGLISH SPEAKERS

We will provide differentiated instructions for all Non-English learners. We will use volunteers, school counselors, and Project C.A.R.E.S. staff to assist us with making parent to Non-English speakers.

2.3 COMMUNICATING WITH PARENTS, STUDENTS, AND THE COMMUNITY

In order to provide the quality care and service to students and their families, and the community we need to make sure the relations between the parents, staff, school principal, other school personnel and The Family Institute for Health and Human Services: Project C.A.R.E.S. program office is positive. We need to keep an open line of communication to make sure that the program is a success. We have provided various types of documentation for Site Coordinators, Tutors, and Directors to ensure that we are successfully keeping lines of communication between all program stakeholders.

2.4 ARRIVAL AND DEPARTURE FROM THE PROGRAM

If students walk to and from the program parent(s) or legal guardian(s) need to notify the Site Coordinator. Students who are not walkers will be provided free transportation via CMS school bus and/or The Family Institute for Health and Human Services: Project C.A.R.E.S. Students needing to leave early for any reason must sign out and the parent or guardian will be contacted immediately. If they are being picked up by an adult he/she must sign them out. The adult must complete a sign out form and the student's parents will be contacted immediately. If a student leaves the program without signing out or accompanied by an adult he/she may be dismissed from the program.

2.5 STUDENT CONDUCT AND DISCIPLINE

In recent years, working closely with student has become a concern to some professionals. Fear of accusations of child abuse, or other inappropriate behavior, has made many professionals feel they are in a potentially liable position. If professionals follow some basic guidelines, they will be better protected from a situation where a student misinterprets actions or even accuses the staff member of abuse.

Do not be in a room alone with a student with the door closed. It is often necessary to interview or talk with a student in a one-on-one arrangement, however, invite a third person into the room or have the door open.

Avoid sitting on a couch together. Sitting in separate chairs, even side by side, is more respectful of personal boundaries.

Never make sexual innuendos to student. Even if you think they seem innocent, they

may be misinterpreted. For example: "I like the way you look in that short skirt," would be better said as, "You look nice today." Never tell jokes which have sexual overtones.

Never give a student a full frontal hug. A side hug around the shoulders is more appropriate.

Never touch or squeeze a student on the trunk of his or her body. Touching on arms and shoulders is more appropriate.

A minimum of two staff are required at each center at all times.

Never physically punish a student. Don't spank, hit or slap a student. If you feel as a professional that you are in a vulnerable situation when interviewing or counseling a student, you may obtain a third party or audio record the session.

Always respect student's personal space. Some student have difficulty with any kind of touch. If a student seems to pull back, even when patted on the shoulder, for example, watch his or her body language and don't invade his or her personal space.

Be sensitive of the above situations. Don't be fearful that all supportive touching must be avoided. Young people need supportive touch. Just be sure the time, place and circumstances are appropriate for the touching.

Be sensitive to the student.

Maintain positive communication. Develop a positive and empowering conversational atmosphere with the student.

DISCIPLINE

It is the goal of the Project C.A.R.E.S. 21st CCLC program to guide students in becoming successful, responsible, cooperative participants in this program through positive, non-threatening teaching techniques. We want to increase the student's respect for themselves by guiding them to become responsible for their own actions, and to help them grow in their respect for the rights and feelings of other people. It is our policy to avoid forms of discipline that might impair the student's self-respect. The staff's role is one of a strong leader helping student grow towards self-discipline and self-direction. Every effort will be made to obtain information that will help us understand your student. This may include conferences with parents, classroom teachers, program director, program service manager, Site Coordinator, staff assistants and school principals. When behavior problems arise, student will be given options. We will find out what works best for each student.

PROJECT C.A.R.E.S. ENCOURAGES POSITIVE BEHAVIOR REWARDS SUCH AS:

- ✓ Project C.A.R.E.S drawing for good behavior
- ✓ Monthly parties if everyone has good behavior
- ✓ Other forms of positive guidance such as:
 - ❖ Listen to student's concerns and answer their questions
 - ❖ Treat each student with respect and dignity
 - ❖ Be sensitive to all cultures
 - ❖ Encourage creativity, growth and foster self-esteem in each student
 - ❖ Assist each student in recreational and educational development
 - ❖ Provide positive reinforcement and mild consequences to the student for negative conduct
 - ❖ Redirection

The following rules help staff, parents, and student understand the expected conduct at our program:

- If inappropriate behavior occurs, the concern will be discussed with the student. The incident will be documented.
- If inappropriate behavior continues, a second warning will be given and the parents and school personnel will be notified. The incident will be documented.
- If inappropriate behavior still continues, a third warning will be given and the student will be suspended for an appropriate number of days. The incident will be documented.
- Continued behavior problems may result in permanent dismissal.

Disciplinary measures will NOT include any of the following:

- Corporal punishment
- Restraining a student's movement
- Use of abusive, demeaning or profane language
- Forcing or withholding of food, rest or toileting
- Confining a student in a locked closet, room or similar area

2.6 REPORTING REQUIREMENTS FOR WITNESSING OR SUSPICION OF ABUSE, NEGLECT, AND EXPLOITATION OF STUDENT AND HOW TO MAKE A REPORT

Project C.A.R.E.S. staff are required to report suspicion of abuse of and/or neglect by CALLING THE HOTLINE AT **1-800-392-3738**, The Children's Division staff this

hotline 24 hours a day, 7 days a week, 365 days a year. They will take information from you and respond to child abuse and neglect.

HAVE COMPLETE INFORMATION, Children's Division needs specific information to be able to respond to a complaint of abuse or neglect.

Be sure you have:

- the name of the child
- the name of the parent(s)
- the name of the alleged abuser
- where the child can be located

You will also be asked:

- Is the child in a life-threatening situation now?
- How do you know about the abuse/neglect?
- Did you witness the abuse/neglect?
- Were there other witnesses and how can they be contacted?

Notice to Mandated Reporters, Effective August 28, 2004: If you are required to report child abuse or neglect because of your occupation, you may no longer make an anonymous call to the Hotline.

CONSIDER IDENTIFYING YOURSELF, If you are not required by occupation to report, you don't have to identify yourself when you make a hotline call, however being able to contact you later helps CD workers do a more thorough investigation. They may need to ask you for more information during the investigation process.

2.7 SUPERVISION AND PROTECTION OF STUDENT

Students must be supervised at all times. Our supervision includes maintaining minimum student to staff ratios. The Program Director will ensure that ratios are adjusted to maintain optimal levels of supervision. Staff will record when student arrive, when they leave, and with whom they leave if dismissed early.

When student are in a large group, such as: outside on the playground, during off-site activities, or on a field trips, participating in a special mixed group activities, supervision and protection will be maintained. We may exceed the maximum group size for a period of time for a planned activity or transition time.

The outdoor areas shall be considered an outdoor classroom and an extension of the learning environment. Student shall only use age appropriate equipment while exercising outdoor play. Program safety rules apply in outdoor areas as well as indoor areas.

2.8 MEDICAL EMERGENCY OR INJURY INVOLVING STUDENT

If there is a serious injury to student, the Site Coordinator will contact emergency personnel and contact the parents or legal guardian, school personnel, and Program Directors immediately. If a parent or legal guardian cannot be reached, the Site Coordinator will then contact the student's emergency contact person.

2.9 MEDICATION ADMINISTRATION

Our program do not allow for the administration of medications. You should not administer medications of any kind prescription or non-prescription for any reason. In the event that a child needs a medication administered we will contact his/her guardian to come and administer the medication.

2.10 FIELD TRIPS

Parents will need to sign permission slips for every field trip. If child does not have a permission slip they will not be able to participate in the planned field trip.

If there are delays with the return of a field trip, program staff on the field trip will notify the Program and Executive Director immediately, then parents or legal guardians will be notified by a program staff member.

2.11 FOOD SERVICE

We provide nutritional snacks and dinner to each child daily when attending our afterschool program.

For those students attending our Summer Enrichment Program they are provided breakfast and lunch by Charlotte Mecklenburg School Child Nutrition Program and a snack provided by The Family Institute for Health and Human Services: Project C.A.R.E.S. daily.

2.12 EXCLUSION OF STAFF AND YOUTH

The Family Institute for Health and Human Services: Project C.A.R.E.S. 21st CCLC program will provide a healthy environment for students, tutors, and staff. Parents need to keep sick youth home because of the threat of carrying contagious diseases. If a student has a contagious disease, the youth must be removed from the program until proper treatment has been completed and/or the doctor releases the student. Appropriate verification of treatment may be requested of the parent.

We do not care for ill students. If youth show signs of illness after arriving at the facility, we will separate the ill youth from the other youth. The youth will be supervised and kept in a quiet area away from others until someone comes to pick him/her up. When youth

become ill, the Site Coordinator will contact the parent/guardian and require the youth to be removed immediately from the program. If a parent cannot be reached, the youth's emergency contact numbers will be called.

Students with a communicable or infectious disease will be suspended from the program until we have a signed Doctor's order stating that it is o.k. for the student to return to our program.

**STUDENT/GUARDIAN HANDBOOK
ACKNOWLEDGMENT FORM**

I acknowledge that I have received a copy of The Family Institute for Health and Human Services Handbook and agree to follow all program policies and procedures.

I further understand that the information contained in the Booklet represents policies, procedures, and guidelines for The Family Institute for Health and Human Services: Project C.A.R.E.S and that The Family Institute for Health and Human Services: Project C.A.R.E.S reserves the right to modify the Handbook or amend or terminate any policy or procedure at any time.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Booklet, I should direct these questions to the Program Director, Felicia Brooks-Hamilton 704-753-7835 ext. 103.

Student Signature:

___/___/___
DATE:

Parent/Guardian Signature:

___/___/___
DATE: