

Mt. Lebanon
Extended Day
School Year
Center Operations
Manual

Revised 12/2023

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Attachments:

- COA-NAA Standards
- DHS Supervision Policy
- 7 C's Social Skills
- Holiday Programming
- Snow Play Permission
- Sled Riding Permission
- Act 80 Days
- Long Day Info
- Bully Prevention
- Reviewing Child Files
- Group Management
- Licensing Checklist

Center Operations

MLEDP follows the guidelines established by National Afterschool Association/Council on Accreditation (NAA/COA) for quality School Aged Programming (see attached document).

While each center is unique in operation, all staff must ensure the following:

Arrival / Departure: Upon arrival, a staff member should greet each child/parent with a smile. The parent/Legal Guardian must sign in or out in the parent area. If a child is to be picked up by someone other than his or her parent/guardian, written or verbal permission must be given, and photo ID is required from the adult receiving the child. Staff must ID anyone picking up a child, including parents, if they have not met them yet. Staff will follow custody agreements provided to MLEDP for the release of the child.

Attendance- Staff will check email, voicemail messages and the Parent Notes prior to check-in. At 3:30 school dismissal, Staff take attendance as the children arrive. All children scheduled are expected unless parents have notified the center in writing, email or voicemail.

Child Call Offs- Staff will log the message received and note the date and time as well as the reply given to the parent.

Missing Children

If you find there is a scheduled child who has not arrived within 5 minutes follow these steps: 1)

Recheck parent notes, voicemail and email for any missed information.

- 2) Begin calling parent contact numbers. Continue to call and leave messages until you get through to an adult who can verify the child's whereabouts. If you have not been able to reach an adult by 3:45, contact the school to verify the child was in attendance and gather any additional information.
- 3) Call the Emergency numbers provided by the parent, if by 3:50 no response, call the Assistant Director of Programs or the Executive Director who will instruct you to contact the police. Timeliness to follow protocol is essential for the well-being of the child.

Tag System: Children must be supervised, and the staff must know the location of the children at all times. Staff will monitor children through a tag system.

Each staff member is given a group of children with assigned tags for each child to wear. It is the responsibility of the staff person to know the names and be aware of the whereabouts of the children on their assigned tags at all times. Safety is the number one priority at MLEDP and through our tag system and periodic checks we can ensure that all children are being safely monitored. ***See attached DHS Supervision Policy**

Set Up/Clean up: Each center should be arranged in a way that fosters a positive homelike atmosphere. We are not an extension of the school day, and the children should feel the difference upon arrival to the center. Centers should use things such as music, tablecloths, tri-fold boards and other colorful decorations to create a welcoming and colorful atmosphere. The center should be set up with various areas including but not limited to art, board games, manipulatives, quiet area, reading, a soft space, parent table etc. It is the responsibility of all staff members to ensure areas are set up and prepared for the day's activities, as well as the transition for the school use.

Programming: It is the responsibility of all staff members to provide a variety of developmentally appropriate activities which will engage the child socially, emotionally, physically and intellectually. The staff teams will meet on a regular basis to maintain written daily and weekly plans. These plans should be posted in the parent area. MLEDP staff is provided with a number of resources for their professional and programming use. Activities are not planned to celebrate holidays. Programming materials and craft supplies are to be ordered through the administrative assistant with Center Director and Executive Director approval. Each center director is issued a credit card for unexpected center expenses. Staff who purchase materials out of pocket, should get prior approval from the Center Director, and an expense report should be completed and returned to the office each month. MLEDP focuses on developing social skills through the variety of STEAM and active play activities planned each week. Targeted skills are identified in activities for staff to be intentional while implementing program *See attached handouts: 7 C's Social Skills, Holidays.

Any work time beyond regular scheduled hours should be submitted for pre-approval on the Staff Only section on the website. Documentation will include a description of the time spent. Staff are expected to be mindful about managing time to avoid overtime hours.

Cooking with Kids: Children learn good skills participating in food prep or science experiences which include reading a recipe, measuring and mixing ingredients. MLEDP does not permit cooking food using a heat source or eating food prepared in the center due to restrictions from the Health Dept.

Acceptable Activities:

Read a recipe

Identify utensils

Learn to measure accurately

Prep food for a cold dish to take home for a taste (i.e. salsa)

Prep food to take home to cook/bake (i.e. pasta noodles)

Make playdough, slime, ooblek, and other mixtures to use in science club

Not Permitted:

Cooking food

Serving and eating food that is not the planned snack or lunch.

Health & Safety Practices – Essentials before beginning an activity:

Create a clean work space and surface

Personal procedures: Wash hands, tie back long hair, wear gloves/apron

Learn how to read a recipe and follow directions

Learn how to measure accurately and handle the ingredients

Identify and learn how to use utensils and supplies

Learn how to clean- up

Weekly Calendars: Calendars are sent out to parents on a weekly basis. They should reflect the variety of program options including the goal/skill linked to the activity. A uniform template that is colorful and informative will be used by all centers to communicate weekly center information to the parents. Calendars are sent to the Assistant Director of Programs by Thursday, 9:00 a.m. to be reviewed and sent to parents by Friday afternoon.

Group Meeting: A key component to the program is the daily group meeting. It is a time to build community, provide leadership opportunities, communication skills, and have fun together. Though each center adapts the meeting for their own needs, the consistent Elements are : Compliments & Concerns, a brief fun activity to build community, and explanation of the activities and clubs from which the children may choose. Many centers utilize child leaders in the meeting and activities . This is a time for children to feel listened to, respected, and to take ownership of the program.

Outdoor Play / Gym: Staff is responsible for the daily inspection of the Outdoor Play Areas. A staff person should be directly supervising outside play and should establish clear and safe guidelines. DHS regulation requires that MLEDP may not use space at the same time others are. Cones may be used to create a separate area. Children should have an opportunity to be outdoors every day, weather permitting. At many sites, use of the gym is permitted by the school. Staff should be aware that we are guests in the school building.

and should make certain that the building and equipment are used in an appropriate manner. All children should be closely monitored while outside or in the gym. **Staff should be planning structured games and activities to implement with the children while outside or in the gym.** To supervise effectively in a large area where there is movement, staff will spread out to monitor areas of play while supervising the children. Staff will not congregate together. This prevents oversight of each zone.

Snow Play: Children may go outside to play on the cleared areas, however, the children who have appropriate clothing will be able to play with guidelines for safety and supervision in the snow. Staff will dress for the weather to ensure the children have outside time. Please check with the building principal regarding specific school snow play rules. Example: No Snowballs. ***See attached handout for snow play.**

Some schools have a hillside for children to sled ride. ***See attached handout for sled riding permission.**

Snack: MLEDP uses guidelines for healthy and appropriately portioned snacks. Snacks are ordered for the center and delivered to the office weekly, for staff to pick-up.

A snack calendar will be provided for the month for staff to create the weekly calendars sent to parents. The snack on the calendar must be served. When a leftover day is included, it should be on the weekly calendar for the parents.

The school year program provides an afternoon snack while the Kindergarten Care and Summer Fun programs provide both morning and afternoon snacks.

Morning Snack Procedures:

School Breakfast: Currently the school district is providing breakfast for children. Breakfast items, including beverages, are to be served only to those children whose parents have requested it at breakfast time. Any child that has uneaten and unopened items that do not need to be refrigerated may put them in their backpack to take home.

Leftover items from breakfast may not be served at MLEDP. This includes beverages. Staff are welcome to take any leftover items for themselves or their family or to donate them to a food pantry.

- MLEDP serves water only. Milk and juice are not served at lunch or afternoon snack.

KC Centers: Children that choose to eat MLEDP morning snack will have the choice of either a bar or an apple. Water is always offered with snacks. School breakfast items are not offered as a snack. This includes beverages.

Breakfast and morning snacks occur at the same time. Children whose parents have requested a school breakfast will have breakfast instead of the MLEDP morning snack.

Children not receiving breakfast will have the option of morning MLEDP snack food and water.

Children are encouraged to serve their own snacks. It is the responsibility of all staff members to be aware of children's food allergies. Only children with special dietary needs may bring a snack from home. MLEDP staff will use this opportunity to teach children social skills and independence as evidenced in:

- Serving oneself and pouring water.
- Not speaking with mouth full.
- Not playing with or throwing food.
- Having polite, interesting and inclusive conversations.
- Cleaning up after oneself.

Health Department requirements prevent off site non-professional preparation of food for the children.

Kindergarten children bring their lunch to eat at MLEDP. Lunches will be refrigerated.

Any child may bring their own breakfast foods to the center.

Snack Procedures:

During Set Up Time

- Staff member setting up snack should wash hands and put on gloves- Gloves are to be worn for every part of the snack process!!!
- Follow the weekly calendar to set out the scheduled snack for the day.
- Ensure that we have the proper paper supplies readily available for the snack you are serving.
- Set up the snack table to make it as easy as possible for the children to serve themselves in a timely and sanitary way.

At Snack Time

- Be sure that all snack set up is complete and ready for the children's arrival
- Be aware of each child at the table and encourage good conversation and manners. You are encouraged to sit with the children as much as possible to model good social behavior.
- The children should be prompted to have snack at the time they are offered it.
- Children should be encouraged to serve themselves as much as possible. Help the children to learn the respectful way to serve food and let them try it for themselves. Spills will happen but learning will happen as well.
- Positively reinforce the children who are setting a good example of snack behavior.

Portions

All children are served the same portion. Please do not permit extras to the older children unless special arrangements have been made with the Center Director. Saltine crackers are always an option if the child does not want our scheduled snack. If children are choosing crackers as an alternative they are to receive 5 crackers, the recommended serving, only. This will help keep things consistent between all staff serving snack.

Fruit

Fruit is offered as snack 1 day each week. Left- over fruit may be offered as follows:

1. An alternative to the scheduled snack.
2. To children at the center after 6:00

Leftovers

A tally of leftover snacks will be kept daily to make the weekly report to the Admin. Assistant for the purpose of ordering snack each week. Staff may provide information regarding the quantities needed based on child preferences and number of children choosing to eat snack out of those attending. If a leftover day is planned in place of a planned snack, inform the office for the purpose of ordering accurately and include it on the weekly calendar.

A leftover day may be scheduled on your calendar when there is an accumulation of extra snacks. The calendar sent to parents must be followed.

Leftovers should be distributed in the same portions as the regular planned snack. There may be multiple options to choose from, however, children may have one serving.

Allergies

Children are not permitted to have snack from home unless they have made special arrangements with the staff due to allergies. You should be aware of all children with allergies. Check the allergy list posted in the center for reference.

Clean Up

As much as possible children should be cleaning up the snack area. We are teaching positive life skills that they can take into their home as well. Encourage teamwork and respect for the space. Also, all tables and benches should be wiped down, tablecloths should be sanitized and the floor should be thoroughly swept.

iPads: MLEDP has iPads available for children to use at each center. Staff will monitor the use and amount of time children use an iPad. (15-20 minutes/person)

Movies: Movies that are rated G are the most appropriate media to be shared in the center. If a PG rated movie is requested staff should notify parents and obtain permission for each child. Movies are shown on a limited basis. All movies are developmentally appropriate for K-5th grade children.

Parent Communication: Parents are a valuable part of the MLEDP program. Staff will greet each parent or adult who enters the center. Staff will acknowledge that parents/guardians are partners with us and attempt to work with them to help children build positive experiences. Each center will include a parent area for ongoing communication. The parent area will consist of the weekly activity and snack schedule, upcoming events, MLEDP Emergency Plan, DHS regulations, iPad with ProCare for sign in/out, and a parent log.

Staff is required to call the center voicemail and check e-mail at the beginning of each shift and at least once during and also acknowledge receipt of messages. All phone messages should be recorded in the staff log. Staff is expected to maintain ongoing communication with parents to relate positive experiences children are having in the program as well as to discuss concerns. Staff should encourage parents to feel free to communicate any questions, comments or concerns directly to staff or Center Director, if necessary. If billing or scheduling questions arise please refer parents to the bookkeeper/executive office.

Email Communication – Email communication to parents regarding behaviors or any sensitive topic will be sent to the AD of Programs for review before sending to parents. AD of Programs and ED will be copied on parent and school district correspondence.

Communication with Schools: Our centers are located in each of the Mt Lebanon Elementary Schools. It is the responsibility of all staff to maintain positive relationships with all school staff including principals, secretaries, teachers, nurse and custodians. The Center Director will be the primary point of contact. As guests, we work in cooperation with the MTLSD and respect the needs they have with regard to the use of shared space.

Staff Attendance: It is crucial to the success of the MLEDP program that all staff be onsite during their scheduled times. Staff sign in and out daily at the Center. Staff are expected to be onsite at 6:45 AM for the morning session and by 2:45 PM for the afternoon session. If for some reason you are unable to comply, please contact the call off phone at 412-628-0455 at 6:00am. All vacations and days off must be approved by the Assistant Director of Recruitment and Retention. MLEDP values teamwork among the staff on each center team and between the centers. There are times it is necessary for staff to fill in at another center when a need arises to meet ratio. The Assistant Director of Recruitment and Retention will make those decisions and will provide the staff filling in with the necessary information to be supportive as a sub.

Staff Belongings: Staff must secure belongings out of reach of children at the centers.

School Closing/ Late starts: MLEDP is open for care from 7am until the start of the school day. If Mt Lebanon School District calls for a late start, staff will arrive at 8:45 a.m. for 9:00 am opening and remain on site until the children are dismissed for school (10:30am) If a late start becomes a closing, staff will call parents to come and pick up

their children and remain on site until the last child is picked up. MLEDP is closed when the Mt Lebanon School District is closed.

Half Days: MLEDP offers care for Mt. Lebanon School Act 80 half days. We are open for care from noon school dismissal until 6:30pm for only those children scheduled to attend that day. Parent sign ups are required in order for scheduled children to attend from noon to 3:30pm. Our ability to offer care is dependent on staff schedules. The Assistant Director of Recruitment and Retention will create a staff work schedule. ***See attached Act 80 Day handout**

Long Days: MLEDP offers care when Mt Lebanon School district buildings are open and there is no school. We are open for care from 7am-6:30pm. We will combine centers and staff to meet the child ratio. Each center will put out a sign in sheet for parents to commit to these days 2 weeks in advance. There will be a 1-week window for parents to sign up. No changes (additions or cancelations) will be made to the Long Day List after the sign-up deadline has passed for billing purposes. Kindergarten children should sign up at Kindergarten Care. ***See attached Long Day handout**

Field Trips: Center Directors will secure approval from the AD or ED for off-site excursions. Staff is responsible for maintaining the tag system, staff: child ratios, and counting children on field trips.

First Aid Kits: Each center will have at least two first aid kits stocked with DHS *required supplies (below) and a set of emergency cards. When the children are outside, in the center, or in the gym, a supervising staff person in each location will have a first aid kit on them at all times, not setting it down unless it is in the main room. First aid kits will be stored out of the reach of children. **Required First Aid Kit supplies: soap, an assortment of adhesive bandages, sterile gauze pads, tweezers, tape, scissors, water, and disposable non-porous gloves.*

Medications: Provided by a parent for their child will be documented on a Medication Log and kept in the First Aid bag for easy access when needed. The medication will be present in the same room/outside space as the child. Examples: Epi-pen, Inhaler. Expired medications are not permitted.

Minor Injury: All staff at each center must be trained in pediatric first aid and CPR. In the case of a minor injury, the staff will apply basic first aid as needed. An incident report will be completed by the observing staff who treated the injury, then discussed with the parent, signed by staff and parent. Copies: 1. The Parent, 2. The Child's File, 3. The Center File, 4. The Office. Any injuries requiring Emergency Room Care or

hospitalization must be reported to DHS 412-565-5183 within 24 hours and a written report sent or faxed to 412-565-2658 within 72 hours.

Medical Emergencies: In the case of a true medical emergency, one staff member will stay with the child while another calls 911. Parents will be notified following the call to 911. If the child is transported to the hospital, a staff will accompany the child until a parent arrives. Medical emergency procedures and phone numbers are posted at each center and should be followed.

Behavior Report Forms: Staff will utilize the MLEDP Behavior report form to document a child's difficulty managing him/herself safely and in an age-appropriate manner in a group setting. Particulars will be written in a factual and professional manner based on behaviors observed. The information will be shared with the parents, so the parents have knowledge of the staff intervention, and the child's difficulty, in order to reinforce appropriate behavior. Parents will be asked to sign the form.

Copies: 1. The Parent, 2. The Child's File, 3. The Center File, 4. The Office.

Bully Prevention: MLEDP supports the MTLSD in their Bully Prevention Plan. *see attached Bully Prevention documents.

Media: Digital cameras and iPads are provided by MLEDP for center use. No photography or recording which identifies a child is permitted on personal devices, such as phones or cameras. Children should be encouraged to use the equipment in an appropriate manner. It is every staff person's responsibility to be aware of media releases which can be found in the children's files.

Belongings From Home- MLEDP does not assume responsibility for personal belongings. Each center may determine the day/time children may use parent approved belongings brought from home, if at all. Staff filling in at another center will check to find out the practice at the center to reinforce it with the children.

Children's Files: Each child has a confidential file onsite which can also be accessed through ProCare. It is the Center Director's responsibility to keep files up to date and to inform parents of needed information. Staff should be familiar with each child's file and maintain confidentiality. *See attached Reviewing Child Files

Periodic Reviews are completed in December. Periodic Review forms are available on the website.

Relationships with Children: Staff will set an example of positive interactions with all kids and staff. It is the top priority of all staff to create a fun, friendly, respectful, and above all safe environment for all children. (Positive behavior plans such as ticket reward systems, reward days, sticker charts, or prize boxes may be in place in all centers to emphasize appropriate behavior.) Despite our attempts to encourage positive behaviors, children will misbehave at times. When this occurs, we have an opportunity to teach and model appropriate behavior so that children learn what is to be done and why. Staff should address children in a direct manner. Staff will not speak to children in a degrading or abusive manner and will not touch children in a harsh manner. We expect respect from the children and will respect them in return. The Behavior Handbook, an additional resource is available in each center. ***see attached handout regarding group management.**

Child Abuse Reporting: All MLEDP Staff are trained as mandated reporters and follow the guidelines. Schools and child care facilities are required by law to report suspected or actual child abuse. Any staff member who has reason to believe that a child enrolled in the program has been abused is required to report suspected child abuse to the Childline at 1-800-932-0313. In addition, Staff will report to their supervisor and the ED.

Communication with Staff: In each center there is a daily logbook for staff communication. It is the responsibility of all staff members to record information and read this log daily and initial each page and be accountable for the information. All Staff are expected to read e-mail communication sent to the center computer. Each center has working radios in order to communicate with each team member when utilizing different site areas. When speaking on the radio, staff should remember that the information is being broadcast to other centers and should be cautious of what is being said regarding confidentiality. Working as a team is an important part of what we do at MLEDP. It is the responsibility of all staff to maintain positive working relationships with coworkers. Any questions or concerns should be brought to your center director immediately.

Emergency Plan: Each center is equipped with a plan in the event of an emergency. It is the staff's duty to review the emergency plan and to know their responsibilities should an emergency occur. It is the responsibility of the Center Director to make sure all new staff has reviewed the emergency plan within seven days of employment, and review at the start of the school year and Summer Fun for each facility. Staff will sign the Emergency Plan to show this has been accomplished. Emergency Drill will be held once a year and documented on the log sheet in the Emergency Plan binder.

Fire: All centers have evacuation plans posted at eye level for the children to see. All MLEDP Staff are trained in basic fire safety. In the event of a fire, all staff should follow the plan for all staff in the completed Fire Safety Packet and use tags to efficiently call attendance. Staff will conduct a fire drill once a month and record it on the fire drill log. Fire drills will be held at different times of the day to ensure children are aware of all safe exits.

Fire Drills: Center Directors will complete the Fire Safety Packet to assign responsibilities to staff and practice protocol with children. Fire drills will be conducted at each center monthly with children and staff. During inclement weather, the procedure will be followed to the exit without leaving the building. All drills will be documented on the Fire Drill Log.

Training: Each staff person is required to complete a minimum of 12 training hours per year. Training is offered through the PA Keys program and through several online companies. Additional information about training is available in the MLEDP office. In addition, MLEDP will hold an annual training in which all staff are expected to attend.

Inspections: There is a checklist for the Department of Human Services inspection regulations available at each center. It is the responsibility of all staff members to ensure that centers are inspection ready at all times. The Department of Human Services requires that all centers have a yearly inspection. Staff are responsible for ensuring their personnel file is inspection ready at all times. ***See attached Licensing Checklist**

Staff Evaluations: Yearly evaluations are done for employees by their immediate supervisor. The supervisor and staff member will meet to discuss the evaluation and to set goals for improvement and growth in the coming year. Agency philosophy encourages continual personal and professional growth through constructive feedback. All evaluations are reviewed by the Assistant Director and Executive Director prior to Center Directors meeting with the employee. Employees will receive a copy, and another is placed in the employee's file.

Evaluations are used to determine salary adjustments.

Mid-Year Conferences: Staff with an overall score of 2.0 and/or any individual scores below 2.0 will meet with their supervisor in January to discuss progress.

90 Day Reviews: New Hires will meet with their supervisor after 90 days to evaluate work performance and discuss any needed changes. Employees who successfully complete 90 days employment are eligible for agency medical, dental, vision and retirement benefits, as well as holiday pay and leave benefits. Information about benefits will be provided by the executive director.

Our school-year program is different from our Summer Fun Program. While these procedures are consistent for school-year care, be advised that Summer Fun operations may require different action.