



NEWBURYPORT YOUTH SERVICES
DEPARTMENT, PERSONNEL, AND PROGRAM POLICIES
AND PROCEDURES

2021

This manual is a department based addendum to the City of Newburyport's Employee Handbook.

All policies and procedures from the City Handbook take precedence.

ABOUT NYS

Mission Statement

The mission of Newburyport Youth Services (NYS) is to create quality programming and events for our city’s youth in safe and supportive environments that encourage growth, self-exploration and empowerment. The department also acts as an advocate for the youth, so that their ideas, concerns and needs are heard and addressed by the community of Newburyport. NYS works collaboratively and proactively with the Youth Commission, school system and other city departments and organizations to promote, encourage, develop and provide appropriate activities to assess and meet the apparent and underlying needs of the youth and their families.

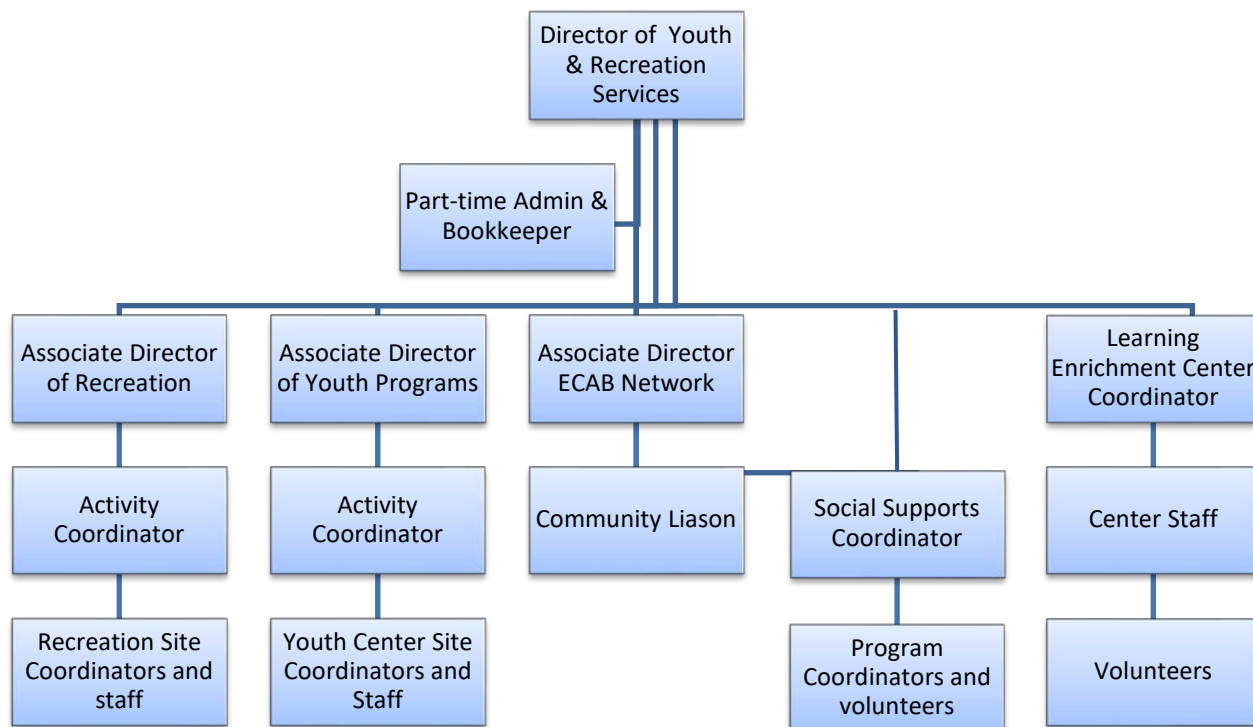
Office Hours and Contacts

The office is located at 40 Milk Street and is open Monday through Wednesday 8AM-4PM, Thursday 8AM-8PM and Friday 8AM-12PM. Please note that due to the nature of the department, there are times that the office will be closed during these hours for programs, events, etc.

Youth Services	978-465-4434	Office
City Hall/Mayor	978-465-4413	Office
Andrea Egmont	781-738-1594	Cell
Lee Gordon	978-518-1150	Work Cell

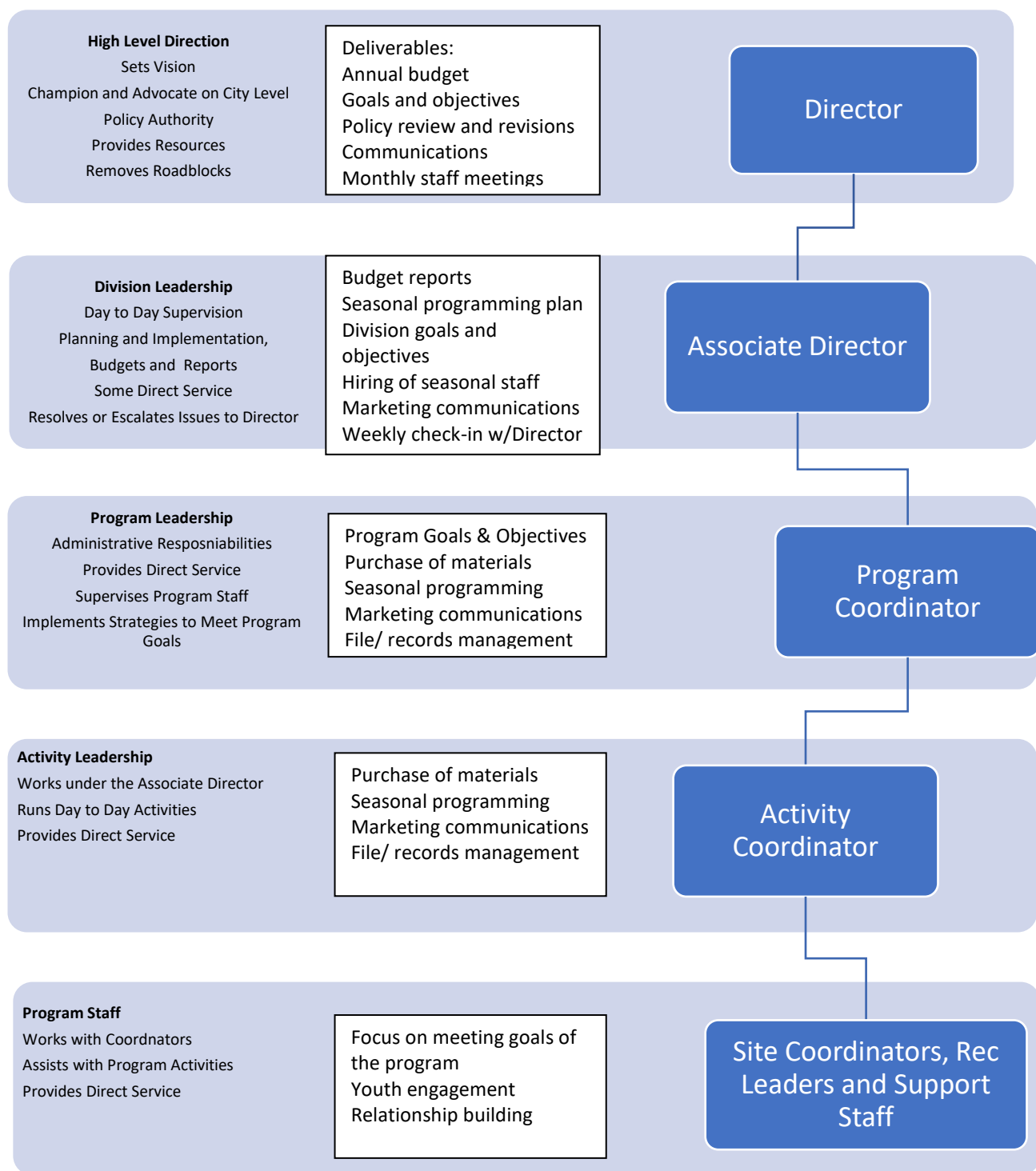


ORGANIZATION CHART AND DIVISION BREAKDOWN



Recreation & Enrichment	Services & Supports		Learning Enrichment Center	Youth Center
<ul style="list-style-type: none"> •Year round recreation programs ages 1-18 •Annual family events •Annual youth events •Open gym preschool memberships •Partner with local busniesses and organizations 	<ul style="list-style-type: none"> •Youth support groups •Grandparents raising kids support group •Mental health care providers network •LGBTQ support •Youth @ Risk support •Parenting programs •Youth outreach •Mentor program •Other youth clubs 	<ul style="list-style-type: none"> •City wide coalition •Annual community campaigns •Partnership with schools •Community training •Annual youth and community surveys •Regional efforts (ECAB Network) •Annual youth leadership retreats •Youth Council •Youth for Youth 	<ul style="list-style-type: none"> •Partnership with NPS •Homework help after school •Weekly cultural and enrichment opportunities •Monthly Field Trips and special events •Summer Camp Scholarships •Volunteer training 	<ul style="list-style-type: none"> •Year round programs grades 6-12 •After school memberships •JR memberships (grades 4/5) •Winter Open Gym Hours •Summer Night Membership •Teen trips offered summer and school vacations •Service trips annually •Clubs and wokshops

Levels of Responsibility



OVERARCHING VALUES

Ambassador of Goodwill

- As an employee of Newburyport Youth Services you are a representative of the City of Newburyport. All personnel must be aware at all times that the image you portray is a direct reflection of our department. A positive image with an attitude of surviving the public and fellow staff should be maintained at all times.
- As a Youth Services leader, staff members are the department's most accessible source of information about the activities of the Newburyport Youth Services department. All staff should familiarize themselves with the department's programs and facilities. Staff knowledge will help the general public in understanding and participating in the many department activities. A seasonal brochure will be in each program packet to reference.
- As guests in the schools or facilities, staff members are expected to use the property with respect and care. Use only the areas that are designated for our program activities – never use areas other than the ones that we have a permit for. As leaders, staff must maintain cleanliness and safety at all times. If a staff member notices that the building or grounds are in need of repair, please notify the program supervisor immediately. He/she/they will then notify the proper people.
- In addition, if an employee should find themselves in trouble with the law and/or in the public eye (newspaper/Internet) for any inappropriate reason, please contact the Youth Services supervisor as quickly as possible. It is courteous to provide us with timely information as to best field questions, concerns and to work with staff regarding staff employment moving forward.
- The culture amongst staff is equally important to that between staff and youth. Staff members are expected to be kind to one another, speak nicely of one another and leave personal conflict outside of the program(s). Gossip will not be tolerated, nor will threats or demeaning language between staff. As ambassadors of good will, you must model appropriate behavior between staff as you would like it to be shown between youth.
- If youth or parents/guardians see you in public and say hello to you, regardless of whether you remember their names, please say hello and be polite.

Our Core Values

Respect

Positive attitude

Integrity

Professionalism<

Clear communication

Continuous improvement



CLASSIFICATION

EMPLOYMENT AT WILL

Unless otherwise provided in a written contract or unless set forth by statute, City employees are considered to be employees at-will. Employment at-will status enables both the City and the employee to terminate the employment relationship with or without cause or notice, at any time, for no reason or for any reason not prohibited by law. Neither the policies contained in this Manual, nor any other written or verbal communication by a supervisor or official, are intended to change the at-will relationship or create a contract of employment.

EMPLOYMENT CLASSIFICATIONS

At the time that of hire, positions are classified as full-time, part-time, or per-diem or seasonal and are informed as to whether you qualify for overtime pay (in your job offer). All policies described in this manual apply to all employees, with the exception of certain wage, salary and time off limitations, and those employees covered by collective bargaining agreements. If you are unsure of which job classification into which your position fits, please ask Human Resources.

- **Full-Time Employees:** Individuals who are regularly scheduled to work 20 or more hours per week. Benefits offered by HR according to City Handbook.
- **Part-Time Employees:** Individuals who are regularly scheduled to work less than 20 hours per week. Pro-rated benefits offered by HR according to the City Handbook.
- **Seasonal/Temporary Employees:** Individuals who are hired for specific periods of time or for the completion of a specific project. Seasonal employees, those hired to work for twenty-six (26) weeks or less, are considered to be temporary employees. Temporary/Seasonal employees are not eligible for benefits.
- **Per Diem Employees:** Often seasonal or temporary positions will be left on as per-diem positions off season. This means that you are still active on payroll but do not have any regular scheduled hours or expectation of work. Per Diem employees are not eligible for benefits.

PROBATIONARY PERIOD- See job offer

DEPARTMENT POSITIONS

- Office:
 - Youth Services Director (full time)
 - Associate Directors (full time)
 - Program Coordinator (full time)
 - Administrative Coordinator (full time)
- Year Round:
 - Activity Coordinators (full time)
 - Support Staff (part time/ year round)
 - Rec Leaders (per diem/ year round)
 - Youth Center Rec Leaders (school year)
 - Youth Center Site Coordinators (year round)
- Seasonal:
 - Summer Site Coordinators (summer)
 - Summer Head Rec Leaders (summer)
 - Summer Rec Leaders (summer)



Job descriptions are located in the back under Forms and Documents

PERFORMANCE EVALUATIONS

In order for employees to improve performance and better understand the department's expectations, the performance of employees may be periodically reviewed. You will generally receive performance evaluations from your Supervisor or Department Head during or at the expiration of the probationary period and yearly thereafter. However, job coaching is a continuing process

throughout the course of employment, and you may meet with your supervisor or Department Head to discuss performance more frequently.

You and your Supervisor or Department Head will discuss your performance evaluation, giving you the opportunity to understand the expectations of your Supervisor or Department Head and to examine your strengths, as well as areas in which you need to improve. An evaluation is not a contract or a commitment to provide a compensation adjustment, a bonus, or continued employment. Evaluations are only one of several factors that the City uses in connection with compensation, promotion, and retention decisions.

Employees will generally receive a performance evaluation after sixty (60) days in a new position. Another performance evaluation will typically be conducted prior to twelve (12) months of service in the new position.

TRAINING

The City seeks, within the limits of available resources, to offer training to increase an employee's skill, knowledge, and abilities directly related to City employment, to obtain or maintain required licenses and certifications, and to develop staff resources. Opportunities may include, but are not limited to, on-the-job training, in-house workshops, and seminars/classes sponsored by other agencies or organizations.

HIRING PRACTICES

General Principals: The City of Newburyport is an equal opportunity employer.

NYS alerts the Human Resource Department of the vacancy and position. No hire is made without approval from the Mayor.

NYS recruits employees on the City website, the Chamber of Newburyport, social media, shares with the NYS mailing list, and posts on local job sites such as School Spring, Indeed and Handshake.

To be considered for employment, person must be 15 years of age and an application for employment must be completed and on file at the NYS office. Students must receive working papers from the Superintendent's Office for school year positions.

Applications will be reviewed by program supervisors and selected applicants will be interviewed for open positions.

Applicants will be hired based upon interview performance, experience, knowledge, availability and candidate's ability to perform job responsibilities. As we often hire individuals driven to work with children and have a positive impact, we follow the belief that skills can be taught while character and innate ability to connect with children cannot.

Policy: All staff and volunteers must have completed appropriate paperwork and information forms prior to starting the job.

Procedure:

1. Staff must complete all Human Resources paperwork, payroll information, CORI request and a staff/volunteer agreement.
2. A copy of above-mentioned paperwork must be given to the department Director before working/volunteering begins.
3. City of Newburyport must have signed off on a CORI report for all staff and volunteers who may be alone with a child.

DEPARTMENT POLICIES

Communications

Good communication is vital for efficient and effective operations. All employees are urged to check email daily as well as voicemail and texts. Failure to read bulletins will not serve as an excuse for violations of policies.

The values of openness, directness, courtesy, tact and consideration should guide each employee in their communications with fellow workers, community partners, contracted vendors and the public. It is mandatory that each employee show maximum respect to every other person in the organization and other contacts in a professional context.

The main purpose of communication should be to share information, respond to requests for services, help others and to assist the department in meeting our goals and to run as effectively as possible. An additional purpose is to build relationships, thereby gaining the respect of our coworkers, colleagues and the public.

- Courtesy, friendliness, and a spirit of helpfulness are important and guide our dealings with employees and community members.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences.
- Conservative criticism — that which will improve business by clarifying or instructing — should be welcomed when delivered with respect and tact. Destructive criticism — that which is designed to harm business or another person — is not to be practiced.
- Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at co-workers or customers.
- The NYS standard is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters. Each employee has the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization. Inappropriate remarks based on any of the following are not tolerated and such behavior will result in immediate termination of employment: race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, pregnancy, medical condition, citizenship and/or age. Inappropriate remarks include those that treat a group of people in a uniform way, assign a behavior in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

Email Etiquette

- As a rule of thumb, NYS uses email as a means of sharing of information, not for conversation. We encourage staff to pick up the phone when a conversation needs to be had.
- Emails should be written professionally and politely.
- All emails are public record and cannot be considered private.

Phone Etiquette- Calls and Texting

The Youth Services department recognizes that communication with our community members and participants is of the utmost importance. When possible we will make phone calls, but recognize that text messaging, can be a highly effective. The department is committed to using which ever form of communication is most appropriate and effective to communicate with our families. We also recognize the ability to use translation in text message with non-English speakers.

For group messaging, NYS will use the WhatsApp program for groups, teams and other projects to keep all messages separate from personal communication and easily monitored.

Social Media

The Youth Services department recognizes that social media can be a highly effective tool for sharing ideas and exchanging information. The department is committed to using social media to promote its mission and strategic plan and to maintain effective communications with employees, customers, business partners, and citizens. The purpose of social media is to

disseminate information from the department, to its citizens to provide a forum for discussion and to gather feedback from residents and visitors on NYS offerings and related issues. See the complete Social Media Policy in the appendix.

Registration Policies

General Registration and Fees

All marketing of programs, activities and events must state whether or not registration is required. Program registration opens for the season after the brochure is released (either electronically or by mail. Registration deadlines are a week prior to the program start date. School Vacation weeks and special events often have an earlier deadline. After this date participants may need to register in the office and there is a late fee per program (\$15).

Program fees vary for each course and are specified in each course description. Program fees, or a payment plan, should be paid at the time of registration. Program balances must be paid in full before the start of the program (unless an agreement has been made with the department head).

All participants must have completed all necessary registration, waivers, emergency contact information and payments before any participation. No new registrations and payments should be accepted on site (with the exceptions of events).

Procedure:

- If a program is still open, families can register online or at the office.
- If you do not know, send the family to the NYS office to register.
- DO not confirm space in a program without speaking to office staff.

Resident/Non Resident & Member/ Non Member Registrations

All programs have a resident and non-resident rate. Non-residents (outside of the 01950 zip code) pay \$10 more per program. One day activities and events may not have a non-resident rate.

When a program is designed for a particular group, with a membership offer, the memberships has the resident/ non-resident rates and programs and activities are listed as a member/ non-member rate. For example, the Youth Center programs offer a discount to Youth Center members.

Confirmations

All registrations provide an electronic receipt. This is not a program confirmation. NYS sends program confirmations at least 1 week prior to the start of the program. Program confirmations will always contain:

- Program Name
- Dates and Times
- Location
- Weather plans (i.e. rain or shine)
- What to bring
- Contact info
- Any other necessary information

Cancellations, Changes and Refunds

NYS reserves the right to cancel registrations if a program does not meet the minimum number of registrations or due to unforeseen circumstances. When possible, NYS staff should cancel a program as soon as possible. If determined a program isn't running, a notice should be sent out along with possible alternative programs.

NYS Staff are responsible for clear communications with participants about cancellations. Participants receive an email and/or text message (through MyRec) and/or a phone call (if possible) if we have to cancel or change a program after a confirmation has been sent. Staff should also post to Facebook and Instagram.

Location of classes and/or fields is subject to change. This is out of the hands of NYS and there will be no refunds for class location changes.

Refunds are not given for weather cancellation of less than 25% of the program time and only then if make-ups cannot be offered.

In the event NYS cancels an entire program, a complete refund will be made. If a program is partially cancelled, a prorated credit is placed on accounts unless a refund is specifically requested.

Withdrawing

Participants withdrawing from programs are asked to give at least two weeks' notice prior to the program start date. A participant who withdraws at least two weeks prior to the class start date will be given an account credit (or refund), minus a \$10 administration fee. Refunds can be processed upon written request. There are no refunds if you withdraw within two weeks of the program start date. Refunds are not given for special events involving ticket purchase or if NYS has incurred an expense on your behalf. Consult the NYS office. You may request a refund in writing.

Waiver and Photo Policy

It is the policy of NYS that every participant must have completed a waiver/release of liability before participating in any program. This waiver is the City's legal protection against litigation and sets expectations for our liability. Included in our release of liability is permission to use photos of participants in media (including digital).

- When registering online, it is required to be signed.
- When registering in person, NYS staff must have the parent/guardian sign (either digital or paper) the waiver and file it.
- When registering over the phone, you have the ability to email the waiver for signature or ask for verbal agreement and staff must document that before the checkout process.

Inclement Weather Policy

NYS programs (usually) do not run if Newburyport Public Schools close due to weather.

Financial Policies- See Appendix

Returned Check Policy

Petty Cash

Refunds/ Credits

Cash Register Reconciliation

Scholarships

Payment Plans

Other Policies

Accessibility

We strive to welcome youth and families of all abilities and are working diligently to remove barriers to accessing our facilities, programs and services. Families are asked to request accommodations during the registration process and NYS will work to address the needs, in accordance with the Americans with Disabilities Act.

Balancing Caution and Caring

The same dynamics that create a nurturing environment, and may ultimately protect against child sexual abuse, can also open the doors to sexually abusive behaviors. Research has shown that youth who are emotionally insecure, needy, and unsupported may be more vulnerable to the attentions of offenders. By promoting close and caring relationships between youth and adults, organizations can help youth feel supported and loved and thus reduce their risk of child sexual abuse. But that same closeness between a youth and an adult can also provide the opportunity for abuse to occur. When developing policies for child sexual abuse prevention, we must balance the need to keep youth safe with the need to nurture and care for them.ⁱ

Behavior Management Philosophy

Discipline and guidance is based on individual circumstances, situations, the development and need of the child. Although each situation is unique, our behavior management, rules and guidelines are created using the consistent themes of safety and comfort, both physical and emotional. Our goal is to teach the child to learn from situations, take personal responsibility and ownership of one's own actions, as well as build social skills and independent problem solving. While there is no one "correct" way to discipline, the goal is to maximize the growth and development of the child and for the protection of the group and individuals within it. Our staff is trained in a variety of approaches in behavior management and understands that what is effective in one set of circumstances may not be appropriate in another. Both staff and children react differently and will find the use of different techniques more and less effective. We strive to enable the child to solve his/her problems in socially acceptable ways, to foster respect for others, their rights and feelings, while at the same time ensuring that others respect the child, his/her rights and feelings. Our staff is encouraged to use "Natural and Logical Consequences" which are to be explained to the child so that they may see the connection, have a clear understanding of what the issue is and learn from the event.

CPR, 1st Aid and Mental Health 1st Aid

Full time staff must be certified in CPR and 1st Aid (within 6 months of hire). NYS strives to have as many staff as possible trained in Mental Health First Aid as well.

The NYS program staff is required to get certified in 1st Aid and CPR. Programs run by others are strongly encouraged to have someone certified on site.

Equality, Equity and Inclusion

NYS takes a proactive approach to equality and equal opportunity by establishing strategies to:

Provide access to under-represented equity target groups to improve representation with regard to recreation and enrichment opportunities, as well as services and supports

- Promote work practices that support the needs of all staff, recognizing the value of a diversity of backgrounds and perspectives
- Provide a system in which materials, activities, spaces and programs are accessible for all students
- Promote practices that recognize and value a diversity of backgrounds and perspectives in all aspects of the department

Mental Health and Suicide Prevention

Suicide prevention is a cornerstone of the work Youth Services does. We aim to be a safe place for families and young people to express themselves and seek assistance (either directly or inexplicitly). NYS employees are not, in general, mental health providers but should be prepared to react to a situation and know the appropriate channels to either direct a family or connect them directly with help. *See the complete Response Protocol to Suicidal Ideation.*

Religious Observance/ Holidays

NYS serves children from many different religious and ethnic backgrounds, and a goal is to create safe, caring, and culturally responsive environments within our programs and services. With that in mind, NYS staff recognizes our list may not include all holidays observed by families, but there has been an attempt to identify the major ones. NYS will do our best not to run major events or begin programs on these dates.

When acting in their official capacities as representatives of NYS are prohibited by the First Amendment, from encouraging or discouraging prayer, and from actively participating in such activity with participants while at work.

While NYS focuses on secular activities - NYS youth and families may express their beliefs about religion in activities, artwork, and other written and oral presentation as part of a program or event. We use these as moments for conversation amongst participants.

Scholarship/ Financial Aid

Accessibility to all youth is a top priority at Youth Services. Annual funds for scholarships and financial aid are determined based on donations, support from the Friends of NYS and revenue from the previous year. All programs, when possible, include the cost of one scholarship, and contracted vendors are asked to carry one scholarship. It is our goal to provide families with up to \$250 a season (or 1 program) and a 50% discount on other programs from that season. Families can request additional support which is determined based on need and availability of funds. We never want to turn people away due to the inability to pay.



PERSONNEL POLICIES

Customer Service Standards

The Newburyport Youth Services department wishes to adhere to standards that will better serve our residents and participants. The following is a sample of some customer service standards that we will enforce:

- Answer the phone on or before the third ring
- Consistent phrasing and positive tone when answering the phone: “Newburyport Youth Services, how may I help you?” or “Newburyport Youth Services, _____ speaking.”
- Use pleasant standard responses for the most frequently asked question. If you are unable to answer the caller, please put them on hold to find the answer or simply ask for their name and phone number and let them know you will have someone get back to them with the information they are seeking.
- Respond to inquiries within 24 hours.
- Seek and welcome feedback and accept criticism.
- Actively listen to participants. If you are unsure of what they mean ask a clarifying question.
- Keep a clean and well-maintained office and work environment at all times.
- We are here to serve the community. It is our job to help customers to the best of our ability. As stated above, if a patron has a question that you cannot answer, you need to find it out and accurately respond in a timely fashion. Instead of telling them “No I can’t do that” reply with “This is what I can do for you”. Employees must always treat every patron with respect. Please be kind!

Employee Policies and Procedures

Attendance

Every employee is a valuable and contributing member of the City of Newburyport. Your regular attendance is important to our success and efficiency. We must be able to depend on our employees to report to work regularly and on time.

Policy: Every employee is expected (1) to work all scheduled hours; (2) to report for work on time; and (3) to work until the end of the work period.

Excessive absence, being late, and quitting early, are grounds for disciplinary action, including separation from employment. If you are absent or late for work, you must contact your supervisor either verbally or in writing, up to one-half hour after starting time, to explain why you will be absent or late and how long you expect to remain absent. An employee who fails to call in on the day of an absence, or does not have an excuse for calling in late, may be subject to discipline, up to and including discharge. If you are absent from work for more than one day, you are required to call in on each day of your absence, unless you have submitted a doctor’s note indicating that you will be absent from work on that day.

Unless there are extenuating circumstances, an employee will be considered to have resigned from their position with Youth Services if no notification is received within two (2) consecutive working days from the beginning of the absence. Furthermore, three (3) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question.

Tardiness or leaving early is often as detrimental to the City as an absence. Three (3) such incidents in a 90-day period will be considered a “tardiness pattern” and will be considered excessive, and the reasons for tardiness or leaving early may come under question. Other factors, like the degree of lateness, may be considered.

All employees should be aware that excessive absenteeism, lateness, or leaving early may lead to disciplinary action, up to and including dismissal from employment.

Attendance records will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as disciplinary, termination, and layoff decisions.

City Property

City property of any type or value shall not be used or removed from City premises without authorization of the Department Head. Any type of City property, memoranda, records, communications, computer data, or other documents made or compiled by you or made available to you in connection with the business of the City shall be delivered to the City promptly upon your end of employment or at any other time upon request.

City Security

It is each employee's responsibility to help ensure that proper security measures are exercised at all times. You should be familiar with emergency exits and with alarm systems and the proper steps to take upon hearing them. Any suspicious person or events should be called to the immediate attention of your Supervisor or Police.

City Telephones, Facsimile, E-mail, and Internet Use

All policies are laid out in the IT Agreement signed at the time of hire.

Confidentiality

The City's information and records relating to City business, operations, plans, projects, strategies, employees, or citizens may be confidential. Therefore, employees must treat all matters accordingly.

No City information, including, without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the City may be removed from the City's premises without permission from their Department Head and/or the City Manager.

Sharing stories about participants with others is frowned upon and should never include names or identifying information.

Employees unsure about the confidential nature of specific information are expected to seek clarification from their Department Head. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Public Records Requests are made through the City Clerk.

Dress Code

All NYS Employees, volunteers and contractors are expected to come to work dressed appropriately. We expect all employees to come to work with a neat, well-groomed appearance and dressed in appropriate clothing for their job that day. Dress requirements may vary by day or program; however, certain rules apply across the board to all employees.

Office Days: Staff should be dressed in professional or office casual (this may include NYS branded clothing),

Program Days: Please dress appropriately to be able to engage with the children you are working with—

We are creating a positive environment for kids.

- No alcohol, cigarette, drug reference, or foul language slogans may be worn. No matter how subtle.
- Please wear appropriate shoes, as staff will be running around a lot. Flip flops and sandals with no heel are not appropriate. Sneakers are PREFERRED for all sports/active programs, as well as cooking and woodworking.
- Clean clothing and proper hygiene is a must.
- No ripped or torn clothing.
- NO revealing swimsuits – Swim trunks, one-piece swimsuits or tank-inis only.
- Staff shirts need to be worn on the first day of each session, on every field trip, and special events.
- If you are wearing sunglasses, please flip them up or take them off when speaking to youth and parents/guardians.
- Always wear a SMILE.

Exceptions to the personal dress policy may be made for inclement weather.

If an employee is not dressed or groomed appropriately for work, the employee may be sent home to change. This time will be unpaid unless otherwise required by law.

Employee Benefits

All information regarding benefits, including paid time off is in the City's employee handbook. This can be viewed on the City's website or by contacting the Human Resources Department.

Grievance Procedure

If an employee experiences a problem, they should present the situation to their supervisor so that the problem can be settled by examination and discussion of the facts. We hope that the supervisor will be able to satisfactorily resolve most matters. If an employee is not satisfied the situation has been resolved the following steps can be taken:

- An employee who is not satisfied with the supervisor's response may choose to submit in writing to the Department Head. The Department Head shall meet with the employee within five (5) business days.
- An employee who is not satisfied with the supervisor or Department Head's response may then submit in writing to the City's Human Resource Dept. .
- The City's Mayor's decisions shall be final on employee's grievances except for all employees who are under his/her administrative supervision.
- A Department Head who believes that they have received inequitable treatment because of some condition of their employment is expected to discuss any grievance with the City Mayor.

Please see the City's handbook for a full policy on grievances.

Handling the media

Occasionally a situation may arise when the media requests information (accidents, public issues, or community events). It is important that no one other than the Director or their designee make ANY comments to the media. This includes even the seemingly simple description of the emergency. The only comments should be *"I have no comment and you should contact the Director (or designee) for further information"*. The reason for this is that, many times inaccurate or conflicting information can distort either the reporting or perception of an event.

Inclement weather staff policies

NYS employees generally are expected to report to work during inclement weather. However, there may be occasions on which the City will have a delayed opening or be closed due to severe inclement weather.

Snow Days- Generally if the Newburyport Public schools call a snow (or remote snow day) NYS will be closed.

Rain/ Extreme Cold or Heat Days- Are generally decided at least a few hours before the start of a program if it is to be cancelled or moved to a new location. Participants and staff should be notified by email and/or text in a timely manner.

Essential personnel must adhere to departmental procedures. Full time employees may be granted paid snow days but may be expected to check email and phone messages remotely. Part time staff will be asked to work a makeup day when possible.

Mandated Reporters

In Massachusetts, day care and child care workers, including any person paid to care for, or work with, a child in any public or private facility, or home or program funded or licensed by the Commonwealth, which provides day care or residential services. This includes child care resource and referral agencies, as well as voucher management agencies, family day care and child care food programs

If staff have any reason to believe that a child is being abused or neglected, staff must inform the Department Director immediately. The NYS Director then files with authority.

How does staff report to NYS?

Please notify us of staff concern immediately in person or over the phone, within 24 hours, please then complete a written statement for NYS that does not directly include the child's name (use initials and program name).

In addition, if a parent/adult shows up for pick up and staff suspect that they are intoxicated, please notify the police first, then the Youth Services Supervisor. Without restraining the Youth or adult, please try to engage the Youth in an activity and the adult in conversation until the authorities arrive. If staff cannot keep the child from leaving with the adult, please mark down the license plate number and/or any other identifying information to help locate the suspect.

Smoking, Drugs, Language, Sarcasm

Smoking (including vaping), alcohol or drug-use, swearing, profanity and/or obscenity are not allowed at any program facility, before or during work hours. Smelling like smoke is also unacceptable. Be mindful that certain words may not seem inappropriate to staff but they are to the kids (i.e. crap, sucks, hell, that's gay, retarded, stupid, etc.) In addition, youth do not understand sarcasm and often interpret it as hurtful. Please be clear and direct in staff choice of words.

Payroll

- The City's payroll is submitted every two weeks.
- Checks are direct deposit to your savings or checking account.
- You can see all of your pay records on employeeforward.com.
- Fulltime, salaried positions do not need to submit regular hours. However, when applicable, stipends and other unusual pay scenarios must be approved by the Director.
- Full time hourly positions, must submit any changes to their regular work schedule.
- An annual payroll calendar is available for both salary and non-salary employees.
- If NYS staff are an employee of the Newburyport Schools, or other city department, your payment will be included in paychecks from the city.

Paid Time Off

Employees who receive paid time off are required to schedule or communicate those requests for time off with their supervisor. Vacation days are expected to be scheduled at least one month before hand. Personal days can be used as needed. Sick days should be communicated as soon as possible. Time can be used in hourly increments.

Reporting Concern

All employees are encouraged to speak to the division's Associate Directors or the Department Head about any concerns they have with any aspect of the department's work. If you are concerned about another staff person's behavior as it pertains to participant safety, you must speak up. All concerns are kept confidential unless a report needs to be filed.

Schedules

Your supervisor is responsible for developing the staff schedule. If you have times that you are unable to work, notify your supervisor as soon as possible. He/she/they will attempt to meet your needs. We ask that you try to find a sub, if you are unable to, alert your supervisor who may be able to help. However, once an employee's name has been scheduled it becomes the employee's responsibility to work. The employee originally scheduled is responsible for making sure someone has signed up for their shift. Warnings will be given if the employee does not find a sub and does not show up for work. Multiple warnings will result in termination.

NYS has begun to use the **WhenIWork App**. This app is used for scheduling, as well as a virtual time clock. Hours clocked will be submitted for payroll. It is the responsibility of the employee to check this app for updates and notifications. We suggest turning on all notifications and keeping the app on your home screen.

Youth Center Staff Schedule is set one month at a time. Employees are required to check their work schedule and arrive on time for their scheduled hours. Requested time off must be submitted by email to the supervisor before the monthly schedule is released.

Rec Program Staff Schedule is set for the season. Once a program is confirmed, staff members are assigned a schedule. This should include make up dates should they be needed.

Summer Staff Schedule is set before orientation for the season. Any requests for time off should be completed as soon as possible.

NLEC Staff Schedule is set for the season. Each season (Fall, Winter, Spring and Summer) will have a schedule. Staff will be informed if changes need to be made.

Staff Injury

If a staff member is injured during or as a result of work, they must contact the NYS office and report the incident. If it is life threatening, emergency procedures will send the staff person to the ER. If it is not, please check with the NYS office as workman's compensation must be alerted and we may ask you to see a certain doctor. If you are injured as a result of work and see a doctor, you must inform us within 24 hours.

Cell Phones

A cell phone will be given to each site coordinator or program director to use for emergencies and to conduct official Youth Services department business. For seasonal staff, the phones must be returned at the end of the season. They must be charged and answered at all times.

Cell phones are to be used for emergency use only. No unrelated program phone calls are permitted during program hours.

Please leave staff cell phones in staff vehicle or at home...Not in staff pocket as a watch—not even on silent or vibrate! *Buy a watch.* It's distracting and not necessary to have these items during the program. Staff members are there to supervise and care for the campers, not to make plans for staff evening or weekend activities.



PROGRAM POLICIES

General Opening & Closing Procedures

Job Description & Responsibilities

All employees are given orientation, policy and procedures.

Coordinators, staff and volunteers will sign off that they have received orientation and policy and procedures.

Employees must have all paper work complete before working at a program.

Taking Attendance

Site Coordinators are responsible for daily attendance.

- Daily records must be recorded for our files.
- An electronic attendance sheet will be provided by NYS or a daily sign in sheet can be used.

Behavior Expectation

It is staff responsibility to be engaged with the participants at all times. If staff needs to step out, please make sure someone is there to step in and keeps the program flowing.

Coordinators are responsible to maintain staff, volunteer and participant behavior

- Use appropriate language
- No cursing or hateful remarks, as well as slang or sarcasm iii. Speak to Youth positively
- No insulting, embarrassing, humiliating or berating participants
- Use encouragement, praise and kindness
- Choose appropriate topics for conversation and leave personal conversations out altogether
- Act as a positive role model
- Abide by rules set forth for Youth
- Follow behavior contract
- Stay engaged with Youth throughout the event, program or activity
- Practice mutual respect

Program Procedure: Opening

1. Arrive on time for staff program. Parents expect staff there on time to sign in!
2. Staff takes inventory of equipment
3. Make sure the area is clean to start the day by patrolling the grounds/room for trash, glass, cigarettes, etc
4. Staff check-in meeting (when applicable)
5. Set up materials or activities for participant arrival
6. Set-up sign-in area (preferably in the same area each day)
7. Hand out any notes at sign in

Program Closing Procedure:

1. Clean entire area! Do not leave any trash
2. Set-up sign-out area (preferably in the same area each day)
3. Touch base with parents regarding how the day went (positives and negatives with eye contact and handshakes)
4. Return epi-pens (if applicable)
5. Clean and store all equipment and materials
6. Check that every participant has been signed out
7. Lock up or close up as needed
8. Contact NYS office with any issues, comments or concerns

Materials & Equipment

All purchases and/or budgets for programs need to be approved by NYS staff prior to purchase.

All materials and equipment purchased for a program are the property of the City of Newburyport and need to be returned to NYS upon completion of the program. If purchased, with permission, by an individual, a reimbursement will be provided. An invoice of all expenses needs to be submitted to NYS with copies of itemized receipts for reimbursements. Any purchased materials/ equipment must be returned to NYS with program paperwork at the completion of an event or program.

A materials fee may be charged in addition to a program fee *IF* those materials will be going home with the participant. If you are charging a separate material fee for staff program, it is staff responsibility to collect it from participants.

When possible, approved orders (such as Amazon, Gopher sporting equipment, S&S Worldwide craft supplies, etc.) should be made by the NYS office or billed to:

Newburyport Youth Services
40 Milk Street
Newburyport, MA 01950
Tax Exempt... Tax ID # 04-6001-403

Behavior Management

Behavior philosophy ALL Youth Services programs share the same code of conduct which children will be responsible for.

- Any unlawful and/or dangerous behavior may result in the total suspension without refund from any NYS programs; such behavior is as follows but is not limited to:
- Breaking any Federal State or Local laws
- Possession or any indication of use of any illegal substances
- Participating in behavior that is dangerous to yourself or others
- Destruction or misuse of any materials, facility or equipment
- Hateful acts

Youth Services reserve the right to suspend, without refund, any participant from a program due to unlawful, dangerous or any other behavior deemed inappropriate by the Youth Services staff or chaperones. All Youth Services events will have behavior expectations available for all Youth.

If an event should require crowd control, the police should be notified immediately as well as the Youth Services Supervisor. Staff members should be placed throughout the group to insure the most safety of the participants. Exits and doorways should be monitored. Do not place direct physical force on anyone, unless physical harm has been imposed from one youth onto another. Appropriate restraint of arms is then just cause while also walking the Youth away from the incident. Try to calm individuals involved and contact parents/guardians immediately.

Techniques for handling various discipline situations by Youth Services staff are:

- Prevention of discipline situations through intervention and redirection
- Allowing and guiding decision-making and problem solving
- Mediation and the modeling of active listening
- Offering choices within program limits
- Modeling, supporting and encouraging appropriate behavior
- Modeling, supporting and encouraging effective communication skill

Techniques not employed by Youth Services staff are:

- No child shall receive corporal punishment including spanking or other touching
- No child shall be subject to severe or cruel treatment, humiliation or verbal abuse.
- No child shall be denied food as a punishment nor will any child be force fed.
- No child shall be punished for soiling or wetting.

Safety Rules

- Children should be taught the proper use/ clear consistent rules of equipment and apparatus.

- Prohibit all misuse of equipment. Some children will abuse the equipment causing possible injury to other children and damage to the equipment. Throwing swings over the frame is an example. It is much easier to stop practices at the beginning than after they have become a habit.
- Limit the use of equipment to the children it is intend to serve.
- If any equipment is broken or appears to be unsafe, please notify the Admin for immediate repair and/or closure or playground feature.
- Insist on taking turns.
- Discourage climbing over fences, frames, buildings and dangerous equipment.
- Prohibit the use of equipment when it is wet or when the ground underneath is slippery.
- Using equipment when it's wet could cause injury.
- Make sure that children wear shoes at all times to avoid cuts and stings.
- See that children do not put fingers and mouths on the faucet of the bubbler.
- See that soap, paper towels and hand wipes are available in the bathrooms. If not, contact the custodian and the Rec. Supervisor
- Report any cases of rodents, wasp nests, etc.

Parent/Family Communication

Policy: NYS works with parents and families to meet the individual needs of each child. This is done through open communication.

Procedure:

- Ongoing communication about programming should go through the NYS office (unless agreed to otherwise).
- Any communication reflecting changes to the program need to be given to NYS staff and then shared with parents
- Ongoing daily communication and feedback is an expectation in all NYS programs. Whether it is a quick conversation at pickup or an email to parents with updates, communication is expected.
- Communication to parents/guardians about incidents, accidents or behavior will be done by the lead coordinator and reported (on appropriate form) to the Associate Director or Department Director
- If at any time participants request to call home or family they may do so

Policy: Staff members, volunteers and coordinators **are required** to call an emergency contact if:

- The child is taken to the hospital or police station
- Any injury to the head requires immediate notification to family
- Missing child (see risk management)
- If the child is immediately terminated from a program or event

Food & Allergies

Philosophy: Allergies are definitely a part of our world and with so many different allergies, intolerances and food beliefs (i.e. kosher, vegan, raw, etc) we have adapted our policies to focus on creating a safe and respectful environment for all. We have children of all ages with life threatening allergies as well as other dietary needs and have designed policies to accommodate all. We have done this by making our programs peanut and nut free because these are the most common life threatening allergies... however, while we ask families not to send peanut or nut allergies we also know we cannot guarantee anything to our participants. It is our belief that rather than trying to police all food, we focus on the procedures most likely to protect everyone.

Policy:

- All program confirmations remind parents/guardians not to send peanut/nut products
 - Please note if program includes multiple snack and/or lunch breaks or not
- All children are supervised during any food time/ activity
- Children are not to share snacks with each other because of food allergies
- All staff and children are aware that no sharing, "trying" or trading food is allowed
- All children wash their hands (soap and water or bacterial wipe, depending on program site) before leaving the eating area
- Tables (or eating surfaces) are wiped down immediately
- Please make sure that no trash is left behind. Have the children pick up their own trash after every break. **All children need to use hand wipes and/or wash their hands after each snack!**
- Tables or eating areas need to be wiped down immediately

- Dependent on the severity of food allergies among participants, please be mindful of seating arrangements during snack/lunch time.
- Offsite trips should follow the same guidelines, pack accordingly

Staff Food Policies

- Make sure NYS office knows of any food allergies you have
- Bring your own lunch, snack, and plenty of water dependent on the length of the program. Food containing NUTS is not permitted and should not be opened!
- Do not eat the children's food. Model the rules.
- Know which participant has which food allergies
- Staff are to eat with the children and engage with them
- Offsite trips should follow the same guidelines, pack accordingly

Snack Bar

The Snack Bar is open during Rec Center hours for participants to purchase snacks and drinks. The Snack bar must be supervised by a Rec Center staff or volunteer during open hours. Participants are allowed to purchase up to two snacks and one drink per day. The Snack bar closes at 4:30pm in all normal Rec Center days.

Site Coordinators are responsible for cash register reconciliation weekly or as needed.

Medications for Children

Policy: Staff is not allowed to distribute or administer medications. NYS staff with 1st Aid/ CPR certification may administer epi-pens and assist a child with an inhaler if they are trained.

Procedures:

If a child needs to take any medication other than an inhaler during the program, a parent/guardian must come to the program to administer it

Do not, under any circumstances, administer any over-the-counter or un-prescribed medications to any children.

Do not administer topical medications, creams or gels

Sunscreen should be applied by parent, child or peer (when appropriate) Do not use adhesive bandages without checking for a latex allergy first

Until the records can be carefully checked, clean wounds with soap and water and wrap in a sterile bandage with gauze.

Participants may carry and use epi-pens and inhalers with current prescription attached

Program Transportation

Policy: Parents of participants must be informed of how transportation is provided and the whereabouts of the program or activity at all times.

Procedure:

1. All program information will describe mode of transportation and company being used if applicable
2. Time of departure and arrival will be clearly stated
3. Any program using bus rentals will have at least 2 coordinators/adults per bus (unless otherwise approved by Department Director
4. Each bus will have a copy of emergency information, policies and procedures and attendance list
5. In case of emergency, ALWAYS use an emergency vehicle or parents. If necessary, call ambulance or police. Do Not Transport Injured Victim Yourself
6. Additional waivers will be given to parent/guardians in advance to be completed if a walking field trip is a component of a program.

Rain Policy for Outdoor Programs

Policy: NYS does their best to run programs regardless of the weather, by using indoor space as needed and available. Indoor space is allocated to programs with the largest rosters, meeting the needs of the maximum amount of participants.

Weather Change Procedures

NYS Admin staff will contact staff in the case of program changes due to weather. Employees should not assume when programs are cancelled.

If it is raining (not sprinkling) at the start of classes they will be held inside (if available).

If inclement weather is in the forecast, please remind parents of the rain policy at drop off. If it starts to rain during programs, please take participants to a covered area to wait for parents to pick up.

If the weather is questionable, please call the NYS office and listen to the voicemail for outdoor program details regarding cancellations, etc. Remember, we play sprinkle or shine!

Complaints

Policy: All parent/guardian or participant complaints or concerns must be recognized and addressed in a timely manner.

Procedure:

Remember to always be polite, courteous and fair.

Provide sympathy and empathy, and if relevant, an alternative solution for the person complaining.

Try not to feel intimidated or defensive by complaints– handle their complaints in a mature, professional, and calm manner, introducing yourself and staff position.

If staff, the staff member, can act on a certain complaint, please do so. If not, get as many details as possible (i.e. person/people involved, date & time of incident, situation during the incident, staff present, action taken, name of person complaining) in writing and turn it in to the Department Director immediately.

The Supervisor must be given all of the details in the event so that he/she best support staff and the situation. Always share NYS contact information if necessary. Remember that as a Newburyport Youth Services staff member, NYS will always support and back staff up, as long as you act in an appropriate professional manner. The Site Coordinators are also available to help in situations dealing with staff conflicts

First Aid/CPR

Policy: There must be a staff member that is First Aid/CPR certified on site at all times.

This person is responsible for taking the lead should any 1st aid or CPR need to be administered. Current CPR/First Aid certification cards must be on file with NYS. Site coordinators should be aware of which staff on site are certified.

Aquatics/Waterfront

Policy: Participants and staff may only partake in aquatic activities if there is a certified lifeguard on duty.

Philosophy: NYS programs may have an aquatics component (fishing, beach trips, etc). Waterside programs (shore fishing or hike near water) do not require a lifeguard but it is preferred. Water activities (swimming, boating, etc) do require a lifeguard (either at the location or as part of the NYS staff).

If staff members are certified lifeguards, staff must notify the Youth Services Supervisor prior to the program to receive clearance as the on duty lifeguard. *Previous but expired lifeguard certifications do not count!!!*

Policy: NYS requires the use of regulation Personal Floatation Devices (PFDs) during any water based activity (including boating and rafting). Exceptions such as surfing will require a swim test. Youth are not allowed to swim out beyond staff.

Beach or lakes: Participants should set up their “spot” near the lifeguard chair (as a landmark for a separated child) but also to keep swimming closer to the lifeguard area.

Policy: Christian’s Law, requires that municipal and recreational programs and licensed camps make a determination of each participating minor’s swimming ability at the first swimming session conducted at a Massachusetts fresh or saltwater beach, in order to identify and classify non-swimmers and at-risk swimmers. These participants must then be confined to swimming areas consistent with the limits of their swimming skills or to swimming areas requiring lesser skills than those for which they have been classified. We can work with the local YWCA to have swim tests done.

Policy: Christian's Law allows a parent or legal guardian to provide their own PFD for their child. Municipal and recreational programs or licensed camps should inform parents that they may choose to do so and, if the parents provide a PFD, it must be clearly identified with the child's name and contact information. Municipal and recreational programs or licensed camps must ensure the child is wearing the PFD during swimming activities and will need to initially and regularly check that the provided PFD is properly fitting.



BUILDING/ FACILITY SAFETY

Designed to Keep Children Safe

Regardless of floor plan or design elements, all programs share several key characteristics that protect children from harm. These features promote visibility and enable active supervision of children at all times:

- There are windows in the doors to all rooms and areas used to care for children (except for adult and school-age toilet rooms), allowing activities in the room to be viewed from outside the room.
- Storage areas are designed so the hardware on the doors is operable from both sides. Doors on closets can be opened from the inside without a key. This prevents a child from being locked in a closet or storage area.
- There are sinks for handwashing in activity rooms rather than in toilet areas so children can be observed more easily.
- Concave mirrors are installed where needed to improve visibility.
- Rooms used for evening programming are located near the door so staff and parents have easy access.
- Outdoor play areas are constructed so all parts can be viewed from inside the center and from outside the playground fencing.
- All program areas (rooms, hallways, parking lots, and outdoors spaces) are well-lit and visibility is good enough that staff members can supervise all spaces easily.
- Closed circuit television systems are installed and allow staff members, managers, T&Cs, and families to monitor program activities.
- There are no draperies or blinds that obstruct the view into areas in which children receive care or areas where someone might take a child.
- The reception desk is located so that the entrance can be viewed by reception desk staff.
- All doors remain locked
- Doors are only unlocked or propped open when there is a staff person responsible to monitor the entrance

Building/ Office Procedures

Opening Procedures

1. Disarm alarm (if not already done)
2. Unlock all interior doors in hallways- place door jams as needed.
3. Open Office- Turn on lights to signify someone is in.
4. Unlock front door when building is scheduled to open.

Closing Procedures

1. Clean up office before leaving. Computers should be shut down, lights off.
2. Ensure that all windows are closed and locked (AC/ or Heaters turned off)
3. Check bathrooms, hallway, classrooms and gym for cleanliness and/or safety issues. Contact custodial staff as needed.
4. Check thermostats
5. These are set back temperatures when closing – summer: 76; winter: 68.
6. Shut all interior classroom doors after confirming it is empty.
7. Check bathrooms and spaces to make sure no one is left in the building.
8. Lock all exterior doors.
9. Exit and check that doors are locked and alarm is set (as needed)

Building Rules

1. All visitors must enter through designated doors (identified as front door or program specific entrance).
2. Any visitor entering need to be greeted and assisted with finding their location.
3. No horseplay in the hallways, including bouncing of balls and running.
4. No Smoking, vaping or alcohol is allowed inside the facility or on building grounds.
5. No obscene, loud, abusive, or inappropriate language or behavior, gang paraphernalia, loitering, gambling, firearms, explosives, knives or other weapons are allowed inside or outside the facility.
6. Fighting is prohibited and may result in suspension from NYS.
7. NYS is not responsible for lost or stolen property. A lost and found is created and kept for 6 months at a time.

8. The center reserves the right to deny further use of any and all facilities to any individuals who violate center rules, regulations, guidelines, policies or procedures.

GYM RULES

1. No food allowed inside the gym (without approval).
2. Shirts must be worn at all times.
3. Equipment must be stored in back storage and put away at the end of the day.

GAME ROOM RULES

1. Do not sit on game tables.
2. Do not bounce balls in the game room.
3. Please do not abuse game room equipment.
4. Put away games and materials when finished using them.
5. Directions of Recreation Center Staff must be followed at all times.

KITCHEN RULES

1. Sink should be wiped down with cleaning solution daily and as needed.
2. Any dishes used should be washed and put in its proper place.
3. Inside of refrigerator should be cleaned with cleaning solution at least once a week and as needed.
4. Outside of refrigerator should be wiped down with a cleaning solution at least once a week and as needed.
5. Any unlabeled food, beverage, or other perishable item left in the refrigerator after seven (7) days will be thrown away.
6. Microwave/stove should be cleaned after each use, and wiped down on a daily basis.
7. Stove should be thoroughly cleaned at least once a month using the proper cleaning agent.
8. All food items and beverages are to be stored in their proper places.

Custodial Needs

Maintenance and Inspection Process

- Floors should be swept as needed.
- Floors are to be wet mopped at least twice a week and as needed.
- Floors are to be buffed and wax at least once a month or as needed, determined by regular wear and tear.
- Windows are to be cleaned as needed.
- Trash should be checked throughout the day, and emptied on an as needed basis.
- Pool table is to be brushed as needed.
- Meeting room should be cleaned after each use.
- All tables and chairs used during a meeting/program are to be cleaned and wiped before facility closes for the day.
- All tables and chairs should be inspected at least once a week for defects or damage.
- Trash should be emptied on an as needed basis.
- Check fire extinguishers on a monthly basis.

FOSTERING A SAFE ENVIRONMENT FOR ALL

CODE OF CONDUCT

Interactions between employees/volunteers and the youth we serve **MUST** be appropriate and positive, support positive youth development, make children and youth feel valued, and provide the caring connections that serve to protect them. At the same time, inappropriate or harmful interactions put children and youth at risk for adverse physical and emotional outcomes (Code of conduct for employee receipt is in the appendix).

Staff Behavior and Expectation

- The Program or Site Coordinator is responsible to maintain staff, volunteer and participant behavior. Program Coordinator reports to the Program Supervisor
- It is staff responsibility to be engaged with the participants at all times. If staff needs to step out, please make sure someone is there to step in and keeps the program flowing.
- Staff and Volunteers are responsible to maintain participant behavior.
- Staff behavior expectation are as followed, but not limited to:
 - Use appropriate language
 - No cursing or hateful remarks, don't use slang or sarcasm
 - Speak to youth positively
 - No insulting, embarrassing, humiliating or berating youth
 - Use encouragement, praise and kindness
 - Choose appropriate topics for conversation and leave personal conversations out altogether
 - Act as a positive role model
 - Abide by rules set forth for the youth
 - Stay engaged with the youth throughout the event, program or activity
 - Practice mutual respect

Team Mentality: It is the job of all program staff, Program Coordinators, and Associate Directors, to work together to ensure the success of the program.

As a team, staff should:

- Work together to maintain staff/participant ratios throughout the building
- Make sure all youth are accounted for and safe
- Manage rules and expectations for youth to follow
- Maintain healthy and engaging relationships with youth during program hours
- Communicate with youth and parents about upcoming program events
- Should a staff member have an issue or concern with a coworker who is not maintaining their role as a team member, please bring it to the attention of the Associate Director.

Program Ratios & Space

Occupancy NYS currently uses the Mass Early Education and Care Regulations (for licensed childcare) to determine occupancy size for indoor programs. **This is 35 sq. ft. per child.** This minimum is used to determine how many participants can be in a programming space at a time.

NYS determines ratios based on multiple factors such as the age group, activity and location.

At no time should a staff be alone with a child at which time, they are not in a public, visible space or able to be monitored by other employees.

Program Ratios Site Coordinators are responsible to keep the staff to child ratio at or under (except when required differently, or approved by NYS staff):

- Youth under age 6 1:5 ratio
- Youth 6 years and older 1:10 ratio
- Youth Middle School and High School a 1:13 ratio

Off Site Programs and Transportation

When traveling off site, there will almost always be a minimum of two staff.

Some of the exceptions to this are:

- When staff is with a group of children over 10 years old.
- A program splits in multiple groups for a duration of time (with each group having at least one staff member)
- When a staff member is transporting a group of participants to an activity or location with staff that will reduce the ratio once there.

Event Ratios Events ratios are determined based on multiple factors, such as the age of the participants, pre-registration of event and size of event space. Event Coordinators must determine event size and are responsible for planning and staffing the event around that.

Specific Rules per Program Design

Biking Programs

- There must be more than one staff person once there are more than 3 participants
- Staff must remain in the front and back of the line of bikers.
- The group will stop frequently every 5-10 minutes and make sure all bikers are accounted for.
- Participants will be instructed, should they be separated from the group, to remain where they are.
- Staff will re-ride the course to locate them.
- All routes should be planned ahead and made known to parents or program Supervisor
- Staff must carry cell phone and be reachable in case of an emergency

Walking participants between locations; Off Site programs

- Staff should maintain the following ratios when traveling off site:
 - Youth under age 6 a 1:5 ratio
 - Youth 6 years and older a 1:10 ratio
 - Youth Middle School and High School a 1:13 ratio
- Staff should remain at the front and back of the group of walkers.
- When crossing the street, one staff person should enter the street before children and stand blocking traffic as the children cross.
- The group should not stop at any locations that are not approved prior to the trip.
- All routes should be planned ahead and made known to parents or program Supervisor
- Staff must carry cell phone and be reachable in case of an emergency

Outdoor/ Wilderness programs without restroom access

- Children will be provided toilet paper and a baggy to carry out their trash
- A staff person will remain on the path while the child walks at least 20 feet into the brush for privacy
- Children may be asked to sing or speak while they go to the bathroom to ensure their whereabouts are known
- No staff will be alone with a child out of view of other staff

One on One Interactions (in program)

Physical Contact

Physical contact between adults and the children/youth they supervise should always be public, age-appropriate, and non-sexual in nature. NYS guidelines identify a balance between encouraging positive and appropriate interactions and discouraging inappropriate and harmful interactions. With this balance in mind, your strategies can ensure that youth can benefit from your program without risk of sexual abuse or harm.

The boundaries between appropriate, inappropriate, and harmful behaviors aren't always clear. If inappropriate or harmful behaviors do occur, it's critically important that anyone who observes those behaviors feels free to speak up—even if they are unsure what to do next—and knows who in the reporting chain they need to contact. Some questionable behaviors can be handled internally with closer supervision; others need to be reported to law enforcement and/or the Massachusetts Department of Children and Families.ⁱⁱ

APPROPRIATE, INAPPROPRIATE, AND HARMFUL BEHAVIORS

APPROPRIATE

- High fives
- Handshakes
- Fist bumps
- Side hugs (after consent)
- Pats on the back or shoulder
- Holding hands crossing the street (younger children)
- Verbal praise
- Positive reinforcement for good work or behavior
- Tending an injured child/youth

INAPPROPRIATE

- Tickling, wrestling
- Rough housing
- Piggyback rides
- Backrubs or massage
- Seating a child on one's lap
- Patting on the buttocks (sports)
- Unwanted affection
- Photography without permission
- Giving/receiving gifts
- Contact via electronic or social media without permission

HARMFUL

- Grabbing, shaking
- Slapping, spanking
- Pinching, pushing
- Kicking
- Touching private body parts
- Intimate, romantic or sexual contact
- Belittling, embarrassing
- Shaming
- Referencing physical development or appearance
- Showing pornography

Out-of-program Contact Restrictions

Contact of youth with employees/volunteers outside the context of the program is not allowed; NYS Staff and volunteers should limit contact between employees/volunteers and youth to the time during activities and programs. This policy is adapted for staff working with Youth Council, mentoring or infinity groups. Employees working with adolescence and communicating via text or phone are required to get permission from the Department Head and carry the understanding of what needs to be reported.

Philosophy- NYS believes that interpersonal relationships are a powerful tool in youth development. We strive to provide young people and families with professional staff who can have a positive impact on their lives. At time, a child will connect with a staff person in a way that can be truly beneficial to them. When this happens, we want to formalize this as a mentor/ mentee relationship.

Full time employees who have been trained as mentors must follow the necessary steps to have direct contact with a child.

1. Seek approval from the Department Head
2. Meet with parent and discuss role of mentor/mentee
3. Gain permission from parent/guardian and identify forms of communication (i.e. text, email, etc).
4. Follow NYS mentor guidelines and report back to Department Head regularly

Electronic Communications with participants

Phone Calls / Text Messages – Staff members are prohibited from initiating or receiving personal phone calls or text messages with youth who are in or whom they have met through NYS programming. A call or text is considered personal if it does not involve both a NYS device and NYS-specific subject matter. Staff members are required to report incoming calls or texts to their supervisor immediately.

Email / Instant Messaging – Staff may not share any personal email address or instant message name or nickname with youth. Staff may neither initiate nor respond to email or instant message communication from youth while using any personal (i.e., non-NYS account or connection to the internet).

Social networking websites and Apps – Any communication with youth using this medium (e.g., Facebook, Twitter, etc.) must use NYS sponsored or approved sites – no personal blog or social networking website may be used.

Staff with profiles on social networking sites may neither request to be friends with nor accept as a friend a youth as described in the policy.

Emergency Plans for Events and Programs

Scope

An Emergency Action Plan is necessary and prudent for the protection of our employees and participants. It is a requirement that supervisors/department heads review with each employee upon their initial assignment or when the plan changes, those parts of the plan that the employee must know to protect them self in the event of an emergency. In addition, the written plan shall be made available for employees to review and plan for their evacuation or responses to potential emergencies.

General Procedures

It is impossible to provide specific information for all situations. There is no guarantee implied by this plan that a perfect response to disaster emergency incidents will be practical or possible. Therefore, this plan is a guide for employees to familiarize themselves with basic emergency planning, response, and evaluation.

Pre-Planning

Preparation will increase the margin of safety in an emergency to evacuate successfully

Train employees in ways of assisting others.

Inform employees how to communicate in an emergency.

Assign specific tasks.

Identify employees or youth with specific needs.

Supervisors / department heads should be trained in basic I.C.S.

Evacuation maps should be posted in the building. Employees should know at least two evacuation routes. The following information should be noted on maps.

- Emergency and accessible exits
- Evacuation routes and meeting areas
- Location of extinguishers
- Areas of shelter

During an Emergency

General reminders for department personnel while an emergency is occurring

- Call 911
- Locate and bring with you staff and participant attendance sheets then evacuate the building following predetermined evacuation procedures.
- Take attendance once you've reached the designated meeting area

Meeting Place

During a full evacuation, employees should meet at a predetermined location at least fifty feet from the building in order to determine if everyone is accounted for. DO NOT WANDER OFF. The department utilizes multiple buildings and facilities, including the Youth Center on Milk Street and school department buildings, the Senior Community Center and City Hall. Please remember to remain at least 50 feet away from the evacuated building.

The primary meeting place for a **Youth Center** evacuation is outside the playground fence on Purchase Street.

The secondary meeting place for a Youth Center evacuation corner of Lime Street and Milk Street, diagonal to the to the Youth Center parking lot.

The primary meeting place for an evacuation from any **school building** is the front of the school building in accordance with existing fire drills procedures as displayed in classrooms of each school.

The secondary meeting place for a school evacuation is the back of the school building in accordance with existing fire drills and procedures as displayed in classrooms of each school.

The primary meeting place for an evacuation from any **other building** is to evacuate through the nearest exit and gather in a safe location at least 50' from the building. Most buildings have emergence escape plans posted and instructors should be familiar with them.

Disabilities

Each person has different skills and abilities. This reality calls for specific provisions for individuals with disabilities in the event of an emergency. The employee with a disability is responsible for informing the department head that they will require assistance during an evacuation. It is important to not assume that persons with obvious disabilities need assistance, or to assume what type of assistance they may need. Youth with disabilities who have specific needs during an evacuation should be discussed with parents or guardians upon registering for a department program or event.

Persons with disabilities must study and remain aware of the features of each building they are in, including stairways, exits, phone locations, and elevator procedures. At times, assistance from others may be needed. Individuals with disabilities may seek assistance (escorts) from others in their work areas if emergency evacuation becomes necessary. If the Youth Services department has an employee with a disability the Director should discuss emergency procedures with this employee ahead of time.

Evacuation of individuals with mobility limitations during an emergency is an area of concern. Most elevators do not operate or should not be used during a fire alarm.

Assign a designated area for persons who may need assistance in an evacuation (those in a wheelchair or with limited mobility). The area for rescue assistance will have direct access to an exit, where those whom are unable to use stairs or who are unable to navigate the emergency route may remain.

For the Youth Center, the designated area for those who may need assistance is the Lobby or in front of the exit door to the Gym.

For Newburyport Public School buildings, review with those who may need assistance on a case by case basis.

If a person remains in an area other than a designated area of rescue, then they must inform evacuation building occupants of their location.

City of Newburyport employees are not expected to endanger their own lives to assist with the evacuation of an employee or participants. However, if an employee is aware of a mobility impaired person remaining in a designated area or any area they must notify responding emergency personnel so they can evacuate that person.

Emergency Telephone Numbers

- | | |
|------------------------------------|----------------|
| • Emergency | 911 |
| • Newburyport Police | (978) 462-4411 |
| • Newburyport Fire | (978) 465-4427 |
| • Poison Control | (800) 222-1222 |
| • National Grid (Electric) | (800) 465-1212 |
| • National Grid (Gas) | (800) 233-5325 |
| • National Weather Service Hotline | (508) 822-0634 |

Parks & DPW Contacts

- | | |
|--------------------------------|----------------|
| • Newburyport Parks Department | (978) 465-4462 |
| • Department of Public Works | (978) 465-4420 |

City Health Department Contacts

- | | |
|-----------------------|-----------------------|
| • Health Director | (978) 465-4410 |
| • Public Health Nurse | (978) 465-4410, ext 3 |

City Department Contacts

- | | |
|------------------|----------------|
| • City Hall | (978) 465-4413 |
| • Mayor's Office | (978) 465-4413 |

PROGRAM RESPONSE TO EMERGENCIES

Alcohol, Drugs, Harmful Substances

- No possession or consumption of alcohol, drugs, or similar harmful substances allowed at any Youth Service activity, event or program.
- Individuals suspected of possessing or consuming these will be directed to leave.
- In the event of an open challenge to authority pertaining to drugs, alcohol, or illegal substances, the staff and volunteers or coordinator should contact the police immediately.

At no time will any staff and/or volunteer member confiscate such items.

Intoxication/Drug Abuse

- The primary responsibility of the supervisor, staff and volunteers and coordinators shall be to protect the individual from harm to him/herself or to those around him/her in the event that it is determined that the individual's health or safety are threatened his/her condition, contact the Newburyport Police Department immediately.
- In the event that the affected individual is in a medically serious condition, contact EMS.

Dangerous Weapons or Objects

- It is a policy that no individual will possess a dangerous weapon at or during any Youth Services event, activity or program or at the skate park. Individuals displaying such weapons will be directed to leave the premises and risk suspension and termination from programs.
- Call the Newburyport Police if the situation escalates to where it is not safe for the patrons, other staff and volunteer members, or yourself.

Vandalism

Vandalism will not be tolerated. Individuals caught in the act of vandalizing shall be confronted with the incident and directed to leave the premises after an account of the damage.

Lost Camper Plan

Before problems arise, identify children that have trouble staying with the group. Make sure that a specific staff member is assigned to supervise the child. Note comments on Emergency Release forms such as, “likes to be alone”, “wanders”, “short attention span”, and “runner”.

During a lost camper search, one person must be in charge of the entire search to avoid confusion and wasted time. This should be the most **senior-trained person**.

When a child is not accounted for the staff will:

- Repeat role call/attendance. Gather all Youth in one location. Supervisor, head staff and volunteers or lead coordinator will check immediate area (i.e. bathrooms, hallways, first aid, etc.)
- If immediate area is checked and child is not located place call to NYS supervisors
- Other staff and volunteers or coordinators will ask questions to determine whereabouts or time missing.
- If possible use loud speaker/ contact location personal (if off site)
- After completing these steps or 15 minutes:
 - If In Town: Use emergency numbers to call home
 - If Out of Town: Call emergency personal (police or security) to help search surrounding areas.

After a half an hour (shorter if possible), police must be notified and attempts to reach parents must be made.

All other children should be accounted for and if staff and volunteering is adequate continue their activities.

If off site, the Lead Coordinator or supervisor will determine who will stay with police while others return with participants as scheduled.

Incident report will be filled out and given to Director within 24 hours. Supervisor will follow up with family.

STAFF MUST KNOW WHERE CHILDREN ARE AT ALL TIMES!!

The parents of Newburyport trust staff with their children. It is staff responsibility as an employee of the Newburyport Youth Services Department and as a counselor that staff know where staff children are at all times! During the course of a program it is possible that the Youth Services Supervisor or Rec Director may unexpectedly and secretly “take” a camper to “spend time” with them. If staff does not follow the proper procedure of the Lost Camper Plan in a timely manner, staff will be terminated immediately.

Other Dangers

Exposure Control Plan

Use universal precautions to prevent bodily fluid disease transmission.

TREAT ALL BODILY FLUIDS AS IF INFECTIOUS

1. Avoid direct or indirect contact with blood or other bodily fluids.
2. Use personal protection devices when treating victims when blood or other bodily fluids are present.
 - a. Rubber Gloves
 - b. Pocket Mask/Bag Valve Mask/Micro Shield
3. If victim is responsive, have them hold gauze over bleeding area
4. If victim is a child, have parents or another adult hold gauze over bleeding area
5. *Call facilities staff for immediate clean up. Clean all affected areas and equipment with bleach & water solution
6. Dispose of all contaminated materials in the Bio-Hazard container
7. Wash staff hands, even if using rubber gloves.

Procedures in Case of:

Child taken to Hospital

1. Emergency information (for that child only) is given to emergency personal.
2. One coordinator must accompany child and stay with them until parents have arrived.
3. Supervisor or lead coordinator determines who should go and delegates responsibilities to other coordinators (i.e. accountability).
4. Notify the Department Director immediately!
5. Report must be made and given to Department Director within 24 hours.
6. Department Director will follow up with family.

Injury to Coordinator or staff and volunteers

- Contact information should be used to reach emergency contacts.
- Depending on severity and ratio Supervisor or lead coordinator will determine whether another coordinator can accompany injured person to first aid.
- Supervisor or lead coordinator will delegate responsibilities to other responsible persons
- Report must be made and given to Department Director within 24 hours.
- Department Director will follow up with coordinator.

NATURAL DISASTERS

General

1. If advised by authorities to evacuate an area, do so immediately.
2. Explain all means of notifying occupants to evacuate or retreat to shelter (alarms, cell phones, radios, etc.)
3. Describe arrangements for transporting campers and staff from the program site to emergency facilities, including, but not limited to emergency shelters.

Lightning

When Inside:

1. Avoid using the telephone (except for emergencies) or other electrical appliances.
2. Do not take a bath or shower.

When Outside:

4. Go to safe shelter immediately.
5. If swimming, get out of the water immediately and move to a safe shelter away from the water.
6. If in a wooded area, seek shelter under a thick growth of relatively small trees.
7. Squat down with staff head between staff knees, do not lie flat.
8. Avoid isolated trees or other tall objects, bodies of water, sheds, or fences.

Tornado and High Winds

1. Go to the basement (if available) or to interior rooms and halls on the lowest level. Stay away from glass enclosed places or areas with wide-span roofs, such as an auditorium.
2. Crouch down against the floor and cover the back of staff head and neck with staff hands.
3. If no suitable structure is nearby, lie flat in the nearest ditch or depression and use staff hands to cover staff head.

Flash Flood

1. Evacuate low-lying areas – go to higher ground.
2. Avoid small rivers or streams, low spots, canyons, dry riverbeds, etc.
3. Do not try to walk through flowing water more than ankle deep.
4. If in a vehicle: do not drive through a flooded area, even if it looks shallow enough to cross.

Wildfires

1. Listen to local radio or television stations for updated emergency information.
 2. Follow the instructions of local officials. Wildfires can change direction and speed suddenly.
- Local officials will be able to advise staff of the safest escape route, which may be different than staff expect.

3. If staff is trapped, crouch in a pond or river. You cannot out run a fire.
4. Lie flat and cover staff body with wet clothing or soil.
5. If water is not around, look for shelter in a cleared area or among a bed of rocks.
6. Breathe the air close to the ground through a wet cloth to avoid scorching lungs or inhaling smoke.

Nuclear Meltdown/City Evacuation

- Listen to the radio, tv or internet for specific instructions. Close and lock doors and windows.
- If staff is told to evacuate, keep car windows and vents closed; use re-circulating air.
- If staff is advised to remain indoors, turn off the air conditioner, ventilation fans, furnace, and other air intakes, go to a basement or other underground area, if possible, do not use the telephone unless absolutely necessary.
- If staff suspects they have been exposed to nuclear radiation, change clothes and shoes, put exposed clothing in a plastic bag, seal the bag and place it out of the way, take a thorough shower, keep food in covered containers or in the refrigerator. Food not previously covered should be washed before being put in to containers.

After a Nuclear Power Plant Emergency

Seek medical treatment for any unusual symptoms, such as nausea, that may be related to radiation exposure.

Helpful tips via the Center for Disease Control

Tornado: When a warning is issued by sirens or other means, seek inside shelter. Consider the following: small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and - rooms constructed with reinforced concrete, brick, or block with no windows. Stay away from outside walls and windows. Use arms to protect head and neck. Remain sheltered until the tornado threat is announced to be over.

Earthquake: Stay calm and await instructions from the Emergency Coordinator or the designated official. Keep away from overhead fixtures, windows, filing cabinets, and electrical power. Assist people with disabilities in finding a safe place. Evacuate as instructed by the Emergency Coordinator and/or the designated official. Check for fires and shut off utilities.

Flood: If indoors: Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official. Follow the recommended primary or secondary evacuation routes. If outdoors: climb to high ground and stay there. Avoid walking or driving through flood water. If car stalls, abandon it immediately and climb to a higher ground.

Department Response to Emergencies

Each emergency requires a different response. Some emergencies call for personnel to remain sheltered in place while others require a building evacuation.

Regardless of the situation, personnel should be instructed to call 911 the moment assistance may be needed. No employee or participant will ever be reprimanded for prematurely calling emergency personnel. When 911 is called:

1. Give your name, building, building room number, and type of emergency.
2. Stay on the line until you have given all the necessary information.
3. Understand that when you call 911 you are speaking to a trained 911 call taker and may not be speaking directly to a firefighter or police officer, your call may need to be transferred.

Helpful 911 Guidelines:

- *Whenever possible, call 911 from a landline as opposed to a cell phone. A call from a landline will go directly to a Newburyport 911 call taker. A call from a cell phone will go to another location and then be transferred to Revere.*
- *If you call 911 by accident, do not hang up. The call takers will understand if it was a mistake. If you hang up they are required to send the police to investigate the call.*

On the following pages you will find emergency response procedures for various situations both during and after an occurrence.

Reminder, it is impossible to provide specific information for all situations. There is no guarantee implied by this plan that a perfect response to disaster emergency incidents will be practical or possible. Therefore, this plan is a guide for employees to familiarize themselves with basic emergency planning, response, and evaluation.

Accident with Death

Call 911 immediately, begin CPR and continue until emergency personnel have arrived.

After the incident has occurred and the scene is deemed safe, determine:

- What happened?
- What time?
- Where?
- Inside/Outside?
- Where did this happen?
- How did this happen?
- Was the victim taken to the hospital?
- Which hospital?
- When?
- How many other people were hurt?
- How seriously?
- Were any of these people taken to the hospital?
- Which one?
- When?
- Who was hurt? (Staff, youth, vendors, etc?).
- Is the area safe?
- Is an evacuation necessary?
- Have names been released?
- Have relatives been notified?
- Are there more specifics?
- How soon were City of Newburyport and emergency personnel notified?
- List names of witnesses.

Sample Statement

At approximately XX:XX today, a woman (describe what happened) in Newburyport during the XXX. Emergency units were called and paramedics took her to XX hospital where we are informed that she was pronounced dead. Her name has not yet been

released pending notification of relatives. Newburyport police are investigating the matter. The police have thoroughly investigated the area and found it to be safe. We express our condolences to the family and friends of the victim(s).

Accident with Injury/Medical Emergency

Determine proper first Aid or Life threatening condition.

Call 911 immediately if the injury is life threatening. Provide the following information:

1. Nature of the medical emergency.
2. Location of emergency.
3. Your name and phone number where you can be reached.
4. Remember to stay calm and listen to the questions of the 911 call taker.
5. Do not move the victim unless absolutely necessary.

After the incident has occurred, Determine:

- What happened?
- What time?
- Where?
- Inside/Outside?
- How many people were hurt?
- How seriously?
- Were they taken to the hospital?
- Which one?
- When?
- Was anyone killed?
- How did this happen?
- Have names been released?
- What is the current condition of the victim(s)?
- How soon were emergency personnel notified?
- Have victim(s) families been notified?
- Is this the first such incident?
- List names of witnesses.



Sample Statement

At approximately XX:XX today, a (man/woman/child) was injured at the (insert where). Department personnel immediately notified emergency authorities, and the victim(s) was taken directly to XX hospital. The extent of the injuries is unknown at this time. The reason for the accident (XX) is being investigated. The Newburyport Police have checked the (location) area thoroughly for threats and have determined it is safe. We express our condolences to the family and friends of the victim(s).

Active Shooter

- Quickly determine the most reasonable way to protect your own life. Remember that people are likely to seek direction of employees and managers during an active shooter situation.
- **Evacuate** if there is an accessible escape path, attempt to evacuate the premises.
- Whether those participating in the NYS activity are at a Newburyport School or the Youth Center, those being evacuated should be instructed to do so by using the closest exit.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be, if possible.
- Upon exiting the building, keep your hands visible. Follow the instructions of any police officers. Do not attempt to move wounded people. Avoid making quick movements toward officers such as holding on to them for safety.
- Call 911 when you are safe.
- Provide 911 with the following information: **location of the active shooter, number of shooters, if more than one, physical description of the shooter, number and type of weapons held by the shooter(s), number of potential victims at the location.**

- **Hide if evacuation is not possible;** find a place to hide where the active shooter is less likely to find you. Your hiding place should:
- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door) Do not trap you or restrict your options for movement to prevent an active shooter from entering your hiding place. While in the hiding place, lock the door, if possible, and/or blockade the door with heavy furniture.
 - **How to respond when an active shooter is in your vicinity (nearby):**
 - Lock the door
 - Silence your cell phone and/or pager
 - Turn off any source of noise (i.e., radios, televisions)
 - Hide behind large items (i.e., cabinets, desks). Remain quiet if evacuation and hiding out are not possible. When you can, remain calm and Dial 911 to alert police to the active shooter's location; if you cannot speak, leave the line open and allow the dispatcher to listen.
- **Take action (Fight)** against the active shooter as a last resort, and only if your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by: Acting as aggressively as possible against him/her, throwing items and improvising weapons, yelling, committing to your action.

Assault/Sexual Assault

Any staff member or administrator who is made aware of an assault or sexual assault involving a person involved with Newburyport Youth Services in any way must report the matter to Department Head immediately or directly to the Police Department. After the incident has been reported, and in conjunction with Newburyport Police when applicable, determine:

- What happened?
- What time?
- Where?
- Inside/Outside?
- Were there witnesses?
- Was the assailant caught?
- Have police provided information about the suspect?
- What is the victim's condition?
- How soon were department and emergency personnel notified?
- Is this the first such incident to occur?
- How does security monitor the area where the incident took place?
- Are there cameras, sound detectors, or security checks in this area?
- What precautions could the department take in the future?
- Was the victim/assailant department staff, volunteer, vendor, or participant?

*A reminder that incidents involving assault/sexual assault, the victim's identity is to remain confidential and should not be included on any report or discussed at any time except with law enforcement or members of the district attorney's office.

*A reminder that if the victim of sexual assault is a child that a 51A must be filed with Massachusetts' Department of Children and Families, as well. Follow the procedures listed under "Child-Abuse/Neglect" in this glossary.

Sample Statement

At approximately XX:XX today, a (man/woman/child) was discovered, injured, at (location). The victim was taken immediately to XX hospital... **OR**

The Youth Services Department of the City of Newburyport has learned of an assault (during a program, on our grounds, etc). The department is working with the proper officials...

Police reports indicate _____. At this time, no further details are known about the incident or the victim's condition.

Newburyport Police are on-site and an investigation is underway.

Bomb Threat/Explosives

Be aware that bomb threats can arrive in many different forms: telephone call, written note, text, or an innocent looking package. Be especially caution of "suspicious" packages.

- Telephone threat: Remain calm and obtain as much information as possible by following the checklist provided. After the caller hangs up immediately call 911 and give all available information to the call taker.
- Written threat: Written threats can come in the form of a note, letter or fax, through the US mail or interoffice mail. Any document will become evidence at the trial of any perpetrator. It may, in fact, be critical to a successful prosecution and positive identification of the perpetrator. It therefore is extremely important.
- Suspicious Package: DO NOT handle the envelope or letter / note any more than is necessary and limit the number of persons who touch these items. Know who the people are that have touched these items so elimination fingerprints can be obtained.

Suspicious package warning signs can include: Misspelled words, inaccurate addressee's name or title, addressed to a person's title only, distorted handwriting, homemade labels, or cut-and-paste lettering on the package address, protruding wires, aluminum foil, oil stains, or peculiar odor; Fictitious or unfamiliar return address, excessive postage, excessive weight, rigid, irregular shape, soft spots, bulges, lopsided or uneven envelope; Unprofessional wrapping with several kinds of tape or string, sloshing or ticking sound.

Upon receiving the threat of a bomb or explosive, evacuate the building immediately and notify emergency personnel using fire drills procedures (See Fire). In conjunction with emergency personnel both during and after the emergency, determine:

- What happened?
- What time?
- Where?
- Inside/Outside?
- When did the call, package, or note come in?
- What did the caller or note say?
- Who checked the area?
- Who came into contact with the package or device?
- Have police been notified yet?
- Are police searching for the caller?
- Should the area be evacuated? Why not?
- When did authorities arrive?
- Was anything found?
- Is the area safe?
- How soon were city and emergency personnel notified?

Sample Statement (no explosion)

At approximately XX:XX today, Newburyport Youth Services Department officials received a call warning that an explosive had been placed at (insert event or location here). The Newburyport Police were immediately notified. Police requested a bomb squad unit that conducted a thorough and complete search of the area. Nothing was found and the police have verified that there is no explosive device on the premises. As a result, the (event or location) (opened XX minutes later than usual and all evacuated event-goers, staff, and vendors returned).

Child Abuse/Neglect

In accordance with Mass General Laws, All staff members are mandated reporters. NYS shall report any suspected child abuse or neglect. The report shall be made to either the Mass Department of Children and Families (DCF) or its successor, by the Youth Services Director. Any suspicion, concern or observation should be discussed with the department head immediately.

The Youth Services Director shall immediately report suspected abuse or neglect to the Massachusetts Department of Children and Families, or its successor.

All Youth Services staff shall cooperate in all official investigations of abuse or neglect, including identifying parents of youth currently or previously enrolled in department programs who may be in contact with the subject of the investigation.

The Youth Services Department shall ensure an allegedly abusive or neglectful staff person shall not have any unsupervised contact with program youth until the Massachusetts Department of Children and Families, or its successor's investigation is complete.

*A reminder that confidentiality must be maintained at all times when reporting neglect or abuse to DCF. The victim's identity should not be included in any official report or discussed at any time except with law enforcement or members of the district attorney's office.

Fire

**The most important point regarding fire is prevention; be sure to routinely check prevention devices and extinguishers.*

When fire is discovered: As long as it is safe to do so, activate the nearest fire alarm (if installed) and or notify the local Fire Department by calling 911 (activating a school's fire alarm will alert the Newburyport Fire Department. Do not hesitate to also call 911 in addition to pulling the alarm should you wish to do so. The Youth Center has an alarm box at each exit (other than door #2 on Milk Street).

Fight the fire ONLY if: The Fire Department has been notified. The fire is small and is not spreading to other areas. Escaping the area is possible by backing up to the nearest exit. The fire extinguisher is in working condition and personnel are trained to use it.

Upon being notified about the fire emergency, staff must:

Gather all those in the building and evacuate the building using the designated escape routes. Coordinate an orderly evacuation of personnel, then assemble in the designated area (Youth Center: Prospect Street or corner of Milk and Lime Streets. School Building: In front of the school building where the incident is occurring). If possible, REMEMBER TO CLOSE BUILDING DOORS AS YOU LEAVE. This includes classroom doors, hallway doors, or office doors. This can help prevent the spread of the fire. DO NOT USE AN ELEVATOR, USE THE STAIRS.

Classroom instructors and senior staff members on site are to retrieve attendance lists (if safe to do so) to cross reference the head count outside. A staff schedule should also be retrieved to cross reference staff head count. Staff must be prepared to inform first responders if all staff and youth are accounted for.

Remember to assist all physically challenged employees or program youth in emergency evacuation.

Once outside, a Designated Official, Emergency Coordinator or supervisors must (Simultaneously, if possible):

- Confirm 911 was called
- Perform an accurate head count of personnel and youth reported to the designated area
- Attempt to search for and rescue anyone missing after the head count, unless doing so jeopardizes personal safety
- Provide the Fire Department personnel with the necessary information about the facility
- Perform assessment and office emergency closing procedures (i.e., notifying parents of youth present, department head, city leadership, etc.).
- Report any problems to the Emergency Coordinator at the assembly area.
- Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.

After the fire, determine:

- What happened?
- What time?
- Where? Inside/outside?
- Was anyone hurt? And if so, how many people and how seriously?
- Where was the location of the fire and how and when did it start?
- How quickly was the fire brought under control?
- When did emergency personnel arrive?
- Was the building evacuated? And for how long?
- Was the evacuation smooth?
- What is the extent of the damage?
- Estimate when the area is usable?
- What steps are being taken to ensure this doesn't happen again?
- Is this the first such incident?

Sample Statement

At approximately XX:XX today, a fire broke out in the XX area of (insert location). The building was evacuated and emergency personnel were notified' by XX:XX the incident had been completely contained, approximately XX minutes after the first alarm sounded. Adjacent areas were not impacted by this event. The evacuation involved approximately XX people. No one was injured in the fire. The extent of the damage is not known at this time. The cause of the fire is under investigation. While the Youth Services Department will remain open, activities at this (location) have been suspended.

Gas Leak

Upon discovery of the potential gas leak, immediately notify a Youth Services department official on site. The building should be evacuated (see evacuation plan). NYS personnel should call 911 to respond to the site and notify the gas company respectively (see emergency phone numbers). Include, name, location, contact information, location(s) of the odors in the building or on the premises, a description of the nature of the odor (i.e., light/moderate/strong/increasing/dissipating, etc.), symptoms, if any, that be associated with the gas, such as light-headedness, known or suspected sources of the odor (i.e., bathroom valves, hot-water heaters, etc.) After information has been reported and while waiting for emergency personnel to respond:

Determine

- What happened?
- What time?
- Where
- Inside/outside?
- How was leak detected?
- How was it caused?
- How many people were hurt?
- How seriously?
- Were they taken to the hospital?
- Which one?
- When?
- Were they staff, youth, or other?
- Does the area need to be evacuated?

Sample Statement

At approximately XX:XX today, the odor of natural gas was detected at XXX in Newburyport. The Newburyport Fire Department was notified immediately who then informed National Grid of the issue. The company responded immediately and concluded there was no need to evacuate the area. National Grid attributed the leak to XX. Currently, this area (is/is not) open to the public.

Injury Involving Weapons

After those that have been hurt are taken care of and emergency personnel have been notified, determine:

- What happened?
- What time?
- Where?
- Inside/Outside?
- How many people were involved?
- What weapons were involved?
- Was anyone hurt?
- How many?
- How seriously?
- How did injuries happen?
- What is/are the victim's condition?
- Were they taken to the hospital?
- Which one?

- When?
- Was anyone killed?
- Was the assailant caught/arrested?
- How soon were emergency personnel and Youth Services Department senior staff notified?
- Was the building or location of incident evacuated?
- When will it be safe to re-enter if the area was evacuated?
- Is this the first such incident?
- If new safety procedures are needed to screen for weapons?

Sample Statement

At approximately XX:XX today, a (man/women) was injured in a dispute with another (man/woman) at (location). The injured party received (type of injury and where). The full extent of the injuries is unknown at this time. The victim was taken to (hospital). The reason for the dispute is unclear, and the Newburyport Police Department is on-site and conducting an investigation. The other party involved (is/is not) in the custody of Newburyport Police; this is an isolated incident.

Power Loss

In the event of short term power loss, NYS staff members should alert the Youth Services Director. Staff should determine if it is safe to continue programming (i.e. lighting, heat, etc.), and also if it is possible (i.e. AV and technology needs). If it is determined to not be safe, participants should gather belongings and be brought to an area with emergency lighting or outdoors to wait to be picked up. If it is determined it is possible and safe to continue, the program should do so, but reevaluate as time goes on.

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility. These will be done by the Department of Public Services.

Protest

Important reminders about protesting

- *Protesters have the right to protest
- *Youth Services Department has the right to tell protesters where they can protest
- *Protests typically require a permit, however, Youth Services Department staff should defer to public safety in regards to checking permit status of those protesting.

If a protest takes place in a location where programming is scheduled, it should be evaluated if bringing participants in and out is safe.

Sample Statement

At approximately XX:XX today, a protest/demonstration occurred (insert location of incident). By XX:XX it had ended after approximately XX minutes. The protest/demonstration group (Name), protesting/demonstrating for/against (Cause). This was a peaceful protest, no one was injured, and no property was damaged.

Theft

Determine

What happened?

What time?

Where?

Inside/outside?

What was taken?

Who was monitoring the area?

Is there a suspect? And if so, is the suspect still present?

Were police notified? And if so, was there an arrest?

Was anyone hurt? And if so, have they been assisted or taken to the hospital?

Was a firearm/weapon involved?

Is this the first theft of the program or event?

Sample Statement

At approximately XX:XX today, (insert who/what) was the victim of a theft of (merchandise/cash). Neither department personnel nor Youth Services were hurt. Newburyport Police are investigating the matter.

Vandalism

Determine:

What facility or area of the Youth Services Department was vandalized?

Where specifically?

What happened?

What time did this happen?

Inside or outside?

Type of damage

Estimated cost of damage

When was this discovered?

How soon were Youth Services Department personnel notified?

What steps are being taken to ensure this doesn't happen again?

What the clean-up efforts? If any?

Is this the first such incident at this particular facility or park?

Sample Statement

At approximately XX:XX today, an act of property damage was discovered in the XX area of (insert location of incident). The damage occurred at (address/specific location) and extent of the damage is unknown. Damage costs are being estimated at this time. The Newburyport Police are investigating this incident.

Severe Weather (tornado, thunderstorms)

Upon being notified of the forecast of severe weather, the senior parks and rec staff members on site should alert all those participating in the program or event to proceed indoors to the basement of the building, or, if a basement is not available, the centermost portion of the building (away from windows). Remain in place until the weather alert has been lifted. Contact the police if there are any injuries.

If youth are stuck outside, instruct them to take cover by getting as low to the ground as possible, cover their heads, and by staying clear of trees or metal objects.

After the event has passed, check for immediate injuries, take attendance to determine if anyone is missing, and issue a statement to parents/the community about the current status of everyone involved. Afterwards, determine:

The current weather forecast from Doppler radar.

- What time did the storm come in?
- What areas are affected?
- How and when was staff notified?
- Was the area evacuated?
- Why?
- Why not?
- Where were people evacuated to?
- When did authorities determine to evacuate the site?
- What shelters were selected?
- Is the area safe now?
- What areas were damaged?
- Are clean-up efforts underway?
- Will the building or program re-open? (estimated day/time)
- Was anyone hurt? (see accident with injury)
- Was anyone killed (see accident with death)

Sample Statement

At approximately XX:XX today, the City of Newburyport Youth Services learned of severe weather heading to the Newburyport area. Department officials notified program/event staff of the situation and appropriate safety measures were taken. After the storm, the area was assessed for viability. There is no damage or injuries. As a result, the program/event will continue as scheduled.

After the storm, the City of Newburyport Youth Services Department's use of building was assessed. There were no injuries to any staff or youth. However, (winds, trees, etc) damaged the following areas (list areas damaged). The extent of the damage is still being assessed and dollar amounts are being estimated. The Newburyport Police Department and city emergency personnel are on-site. Further information will be provided when available.



NEWBURYPORT YOUTH SERVICES

EMPLOYEE AGREEMENT

You have been provided with this Department Manual, this is a handbook for all Newburyport Youth Services Summer Employees. Each employee should read and understand all contents of the handbook before accepting their position. The handbook is designed to help provide better communication between the Youth Services Department and the staff. By signing below staff are accepting all guidelines as pointed out in the handbook. These guidelines should be followed on a daily basis.

The mission of Newburyport Youth Services is to create quality programming and events for our city's Youth in safe and supportive environments that encourage growth, self-exploration and empowerment. The department also acts as an advocate for the Youth, so that their ideas, concerns and needs are heard and addressed by the community of Newburyport.

NAME (PRINT)

(SIGNATURE)

DATE



NYS Code of Conduct Involving Interactions with Children and Youth

Newburyport Youth Services (NYS) is committed to the safety and protection of children and youth. This Code of Conduct, along with the NYS child safety policies and procedures applies to all staff, employees, and volunteers who represent the NYS and who interact with children or youth in both a direct and/or unsupervised capacity.

The public and private conduct of staff, employees, and volunteers acting on behalf of NYS can inspire and motivate those with whom they interact, or can cause great harm if inappropriate. We must, at all times, be aware of the responsibilities that accompany our work.

We should be aware of our own and other persons' vulnerability, especially when working alone with children and youth, and be particularly aware that we are responsible for maintaining physical, emotional, and sexual boundaries in such interactions. We must avoid any covert or overt sexual behaviors with those for whom we have responsibility. This includes seductive speech, jokes or gestures as well as physical contact that exploits, abuses, or harasses. We are to provide safe environments for children and youth at all times.

We must show prudent discretion before touching another person, especially children and youth, and be aware of how physical touch will be perceived or received, and whether it would be an appropriate expression of greeting, care, concern, or celebration. NYS personnel and volunteers are prohibited at all times from physically disciplining a child.

Physical contact with children can be misconstrued both by the recipient and by those who observe it, and should occur only when completely nonsexual and otherwise appropriate, and never in private. One-on-one meetings with a child or young person are best held in a public area; in a room where the interaction can be (or is being) observed; or in a room with the door left open, and another staff member or supervisor is notified about the meeting.

We must intervene when there is evidence of, or there is reasonable cause to suspect, that children and youth are being maltreated in any way. Suspected abuse or neglect must be reported to the appropriate organizational and civil authorities as described in the NYS child safety policies and procedures.

Staff and volunteers should refrain from the illegal possession and/or illegal use of drugs and/or alcohol at all times, and from the use of tobacco products, alcohol and/or drugs when working with children. Adults should never buy alcohol, drugs, cigarettes, videos, or reading material that is inappropriate and give it to young people. Staff members and volunteers should not accept or give gifts to children without the knowledge of their parents or guardians. Communication with children by staff and volunteers is only allowed for NYS business. For the protection of all concerned, the key safety concept that will be applied to these interactions is *transparency*. The following steps will reduce the risk of private or otherwise inappropriate communication between staff, volunteers, and minors:

- Communication between NYS personnel (including volunteers) and children/youth that is outside the role of the professional, mentor or volunteer relationship is prohibited.
- Electronic communication exchanges (email, text, etc.) between a minor and a person acting on behalf of the organization are to be made using a NYS device.
- Electronic communication that takes place over a NYS network or platform will be subject to periodic monitoring.
- Staff, and volunteers who use text messaging or any form of online communications including social media (Facebook, Twitter, etc.) to communicate with children/youth may only do so for activities involving NYS business.

The organizational contact for questions about or reports of breaches of this Code of Conduct is the Department Head/ Director of NYS. If the supervisor is not available, or if the behavior involves a direct supervisor, The Mayor or Human Resources should be contacted.

In the event that a child or youth is in immediate danger, and a supervisor (or designated alternate or human resources) is not available, call the Department of Children and Families or the local Police Department and notify your supervisor as soon as possible.

NYS will not discharge or in any manner retaliate or discriminate against any person who, in good faith, submits a report to DCF, expresses a concern, or reports a breach of any of the behaviors contained in this Code.

All incidents will be investigated by the City of Newburyport, and the employee/volunteer reporting the incident will be informed of the outcomes.

I understand that as a person working with and/or providing services to children and youth under the auspices of NYS I am subject to a criminal history background check. My signature confirms that I have read this Code of Conduct and agree to follow the standards it contains. I understand that any action inconsistent with this Code of Conduct, or failure to act as mandated by this Code of Conduct may result in disciplinary action up to and including removal from my position.

Name (Print): _____ Signature/Date: _____

APPENDIX

Appendix 1: Religious Observation Dates

- Muharram *
- Ganesha Chaturthi
- Samvatsari
- Rosh Hashanah (day 1) *
- Rosh Hashanah (day 2)
- Yom Kippur *
- First Day of Sukkot *
- Navaratri
- Dasera/ Dussehra
- Diwali
- Chanukah/ Hanukkah *
- Christmas Eve
- Kwanzaa (day 1)
- Epiphany/ Armenian Christmas
- Lunar New Year
- Palm Sunday
- Passover (day 1)
- Holi
- Good Friday
- Easter Sunday
- Vesak Day
- Ramadan * (month long)
- Orthodox Good Friday
- Orthodox Easter Sunday
- Laylat al-Qadr*
- Eid al-Fitr *
- Shavuo

Appendix 2: Suicidal Threat Protocol

CONTENTS:

- When a Student Verbalizes Suicidal Thoughts to Staff
- Suicide Risk Screening Form
- When peers or others report concern for someone's safety to staff
- Report Documentation
- Document for Parents with At Risk Students

Once completed, NYS must save all documentation in our Incident and Accidents filing. NYS will keep all documentation, make copies, and disseminate to family as requested.

When a Participant Verbalizes Suicidal Thoughts to Staff

(To be used by all NYS Staff)

Overview: It is our responsibility to support youth and families to the best of our ability. If a student communicates thoughts of suicide **you must document using risk assessment screening form. Always consult and err on the side of caution. If at any time the procedure cannot be followed as written, use common sense and call 911 for support.** After speaking to a young person, consult with the Director or Associate Director to determine risk level

If risk is high or there is immediate suicide risk, do the following:

- Do not leave student alone.
- Escort to a secure location where student can be monitored and away from other students.
- Notify your Associate Director. The NYS Director will be contacted before a call into the parent/guardian
- If parent can't be reached, call 911 or outside resource (We use Lahey Crisis Team).
- Do not send student home unless released to a parent or medical practitioner.
- Document date of risk assessment, person/agency contacted and resulting plan.
- Send email to Director of Youth Services with name of student, and date of screening and description of the events that lead to the assessment and a record of the outcome.

If risk is medium, do the following:

- Notify your Associate Director. The NYS Director will be contacted before a call into the parent/guardian
- Refer family to resources (ER, counseling resource list, medical provider)
- Document date of risk assessment, person/agency contacted and resulting plan
- Send email to Director of Youth Services with name of student, and date of screening and description of the events that lead to the assessment and a record of the outcome.

If risk is low, **CONSIDER** the following:

- Notify your Associate Director. The NYS Director will be contacted before a call into the parent/guardian
- Contact parent/guardian
- Refer family to resources

If a young person reports concern about a friend or other,

- Get as much information as possible. Ask questions. Keep notes of what you learn. Assess the severity.
 - If you believe a person is **in immediate danger**, call 911 to request a wellness check.

If the threat does not seem immediate,

- Notify your Associate Director. The NYS Director will be contacted before a call into the parent/guardian
- Contact parent/guardian to express concerns and provide resources for assistance and/or support

Suicide Risk Conversation Points

Use the following questions to help guide your conversation with a young person you are concerned about.

Acknowledge that they are feeling distress or hopeless. Ask questions in a non-judgmental, warm way. Why today? What has changed? Do they know what is causing the feelings?

How prepared is the student? Is there a plan? Is there access to means (firearm, medication, accident)?

What is the past history regarding suicidal ideation and/or attempts? Has this student attempted suicide before? Rehearsed any part of the plan previously? Researched any potential plans?

How isolated does the student feel? Who has he/she talked to about how he/she is feeling, about suicide? Who does the student spend time with?

I like to get a sense of whether home is a safe place? Are parents trusted by the child? Do they know parents have their best interest in mind?

How vulnerable is the student? Are there mental health diagnoses/concerns, drug/alcohol concerns, family concerns etc.)?



Suicide Risk Screening Tool

Ask Suicide-Screening Questions

Ask the patient:

1. In the past few weeks, have you wished you were dead? ☐ Yes ☐ No
2. In the past few weeks, have you felt that you or your family would be better off if you were dead? ☐ Yes ☐ No
3. In the past week, have you been having thoughts about killing yourself? ☐ Yes ☐ No
4. Have you ever tried to kill yourself? ☐ Yes ☐ No
If yes, how? _____

When? _____

If the patient answers **Yes** to any of the above, ask the following acuity question:

5. Are you having thoughts of killing yourself right now? ☐ Yes ☐ No
If yes, please describe: _____

Next steps:

- If patient answers “No” to all questions 1 through 4, screening is complete (not necessary to ask question #5). No intervention is necessary (*Note: Clinical judgment can always override a negative screen).
- If patient answers “Yes” to any of questions 1 through 4, or refuses to answer, they are considered a **positive screen**. Ask question #5 to assess acuity:
 - ☐ “Yes” to question #5 = **acute positive screen** (imminent risk identified)
 - Patient requires a **STAT** safety/full mental health evaluation.
 - **Patient cannot leave until evaluated for safety.**
 - Keep patient in sight. Remove all dangerous objects from room. Alert physician or clinician responsible for patient’s care.
 - ☐ “No” to question #5 = **non-acute positive screen** (potential risk identified)
 - Patient requires a **brief** suicide safety assessment to determine if a **full** mental health evaluation is needed. **Patient cannot leave until evaluated for safety.**
 - Alert physician or clinician responsible for patient’s care.

Provide resources to all patients

- 24/7 National Suicide Prevention Lifeline 1-800-273-TALK (8255) En Español: 1-888-628-9454
- 24/7 Crisis Text Line: Text “HOME” to 741-741



Suicide Prevention Steps for Parent/Guardian

- **Show you care** – Listen carefully and talk openly with your child about their thoughts and feelings (specifically about suicide and/or self-harm). Talking to your teen about a topic like suicide can seem almost impossible. Have this important discussion with your teen by using these tips.
 - Talk in a calm, non-accusatory manner
 - Express loving concern
 - Convey how important he/she is to you
 - Focus on your concern for your teen's well-being and health
 - Make "I" statements to convey you understand the stressors he/she may be experiencing
 - Encourage professional help-seeking behaviors (locate appropriate resources)
 - Reassure your adolescent that seeking services can change his/her outlook
 - Remember: Asking about suicide or suicidal thoughts does not encourage the behavior. It shows you care and recognize their feeling of hopelessness.
- **Take care of yourself, too**—crisis lines/websites are also great resources for parents. Contact your medical care provider for an appointment and/or referral for treatment.
- **If needed, Contact help.** 911 or Lahey behavioral Health/Crisis Line for more immediate risk assessment and mental health counseling. The ER also provides psych evaluation. If in doubt, err on the side of caution.
- **Remove potential threats** to safety, for example: weapons, medications, sharps, toxic household substances (e.g. bleach), belts, etc.
- **Supervise and monitor** – Avoid leaving your student alone or letting them isolate themselves behind closed doors.
- **Schedule a meeting** with your child's school counselor and administrator before your student returns to school. The school will be a resource for both of you and allow them to help keep an eye on your child as well.

Resources

LOCAL:

Beth Israel Lahey Health Behavioral Services Crisis Team

The team provides emergency psychiatric assessments and supportive services in a variety of settings, including homes, schools, outpatient clinics and hospitals. The team also provides ongoing crisis counseling services until the client can be connected to ongoing providers. Open 7 days/week.

Mobile Crisis Intervention (MassHealth children and adolescents (under 21 years old)

The 24/7 Mobile Crisis Team works with youth and their families with serious emotional disturbances, plus up to seven days of ongoing crisis counseling, support and stabilization.

Haverhill Area Phone Numbers:

978.521.7777

800.281.3223

National Help Lines:

Crisis Hotline at 206-461-3222 or 1-800-273-TALK

Crisis Text Line: Text CONNECT to 741741 from anywhere in the USA, anytime, about any type of crisis

The Samaritans:

Call, Text or Online Chat

<https://samaritanshope.org>

Appendix 3: NYS Social Media Guidelines

Purpose: To establish a policy for the creation and use of social media.

The Youth Services department recognizes that social media can be a highly effective tool for sharing ideas and exchanging information. The department is committed to using social media to promote its mission and strategic plan and to maintain effective communications with employees, customers, business partners, and citizens. The purpose of social media is to disseminate information from the department, to its citizens to provide a forum for discussion and to gather feedback from residents and visitors on NYS offerings and related issues.

I. Definitions

- a. Social Media – web and mobile based technologies which are used for interactive communication by organizations, communities and individuals often utilizing, but not limited to, third-party services that connect users to one another. Examples of social media include, but are not limited to, Facebook, TikTok, Twitter, Instagram, Nextdoor, Vimeo, LinkedIn, YouTube, Yelp, Flickr, Picasa, blogs, and chat rooms.
- b. Posts – content published through social media that may consist of dialogue, pictures, videos, URLs, articles, or other communicative content.
- c. Comments – response, reply, observation, or opinion made via a social media to a post or another comment.
- d. Digital Equipment – includes but is not limited to computers, laptops, telephones, cellular phones, smart phones, and iPods. Any technology provided by the City for communication, computing, etc., is covered by this definition.
- e. Electronic Communication – any communication made via digital equipment including but not limited to email, texts, phone calls, voicemail, and tweets.
- f. Disparaging Remarks – posts or comments made to ridicule, discredit, or demean another person.
- g. Direct Messaging – communicating directly through “Direct messages” or chat features on a social media platform.

II. Application of other City policies and regulations

A. All City sponsored social media shall comply with all City policies and regulations, including, but not limited to:

1. Information Security Policy
2. Use of City Electronic Communication Systems
3. Rules of Conduct
4. Ethics and Conflict of Interest

III. Social Media Account Access

Social media network access shall be limited to those with a clear business purpose to use the forum. Only the Director of the Department and authorized individuals shall have permission to create, publish, or comment on behalf of the department. All users shall obtain authorization, as described within this section, prior to creating and maintaining a page or site associated with the department on a social media network. All authorized social media pages or sites associated with the City shall belong to and be managed by the department.

- A. The department’s DIRECTOR may authorize the establishment of and use of department social media accounts. During this authorization, the DIRECTOR will evaluate the requests for usage, determine its appropriateness, and designate an employee(s) authorized to use the social media account.
- B. Only individuals who are authorized by the DIRECTOR are permitted to access, manage, and/or post via City social media for the purpose of conducting City business.
- C. Oversight of department sponsored social media shall be performed by the DIRECTOR.
- D. Authorized individuals representing the City and NYS on City social media must conduct themselves as a representative of the City in accordance with all City policies and regulations.
- E. All posts on City social media shall be in accordance with this policy. Authorized users will monitor social media for comments requesting responses from the department and for comments in violation of this policy. Users will also monitor content on department social media to ensure adherence to this policy and the interests and goals of the City and the department.

- F. Only individuals who are authorized are permitted to respond to direct messages and comments. Responses should happen within 24 hours whenever possible. If a response will take longer than 24 hours, a comment or message should be made acknowledging the citizen and ensures a response is pending.
- G. When an individual responds to a comment in his/her official capacity as a City employee, the individual shall not share personal information about him or herself, or other City employees. If a department has multiple individuals posting or commenting on behalf of the City, those individuals shall coordinate their responses to ensure that conflicting views and/or information is not being disseminated.
- H. In the event of a negative comment, the DIRECTOR must be notified and will coordinate a response after discussion with the proper City or department personnel. Negative comments or feedback will not be ignored, hidden, or deleted and commenters will not be blocked unless they violate the policy for public comments.
- I. When possible, comments violating the Public Comments Policy should be hidden and not deleted. Any content removed based on these requirements must be retained by the department, including the time, date and identity of the poster or commenter when available.
- J. Whenever possible, NYS social media should link back to the official City website for forms, documents, online services, and other information necessary to conduct business.
- K. Use of posted photographs on social media sites shall abide by all copyright and printed material laws. Photographs found online are typically copyrighted. A list of websites with copyright free images can be made available by request to the DIRECTOR.
- L. Use of photographs of citizens participating in our classes or programs requires written permission from that individual or parent/guardian. Participants may opt in/opt out of the Media Release when registering for classes or programs through the MyRec (or current) software. Photos of citizens participating in public events or in which the face of the individual is obscured or unclear, may not require written permission.
- M. Use of the most current version of the NYS logos in social media is required.
- N. All City social media shall adhere to applicable federal, state, and local laws, regulations and policies.
- O. All content or comments made in any social media shall conform to that site's terms and conditions of use.

IV. Public Comments Policy

As a public entity the City must serve all of its constituents in a civil and unbiased manner.

NYS social media posts and comments containing any of the following inappropriate forms of content shall not be allowed and are subject to removal and/or restriction by the City (list is not intended to be all-inclusive):

- Comments not topically related to the particular social media post being commented upon, including random or unintelligible comments;
- Profane, obscene or violent language and/or content;
- Defamatory or personal attacks;
- Threats to any person or organization;
- Content that promotes, fosters, or perpetuates harassment or discrimination on the basis of race, color, religion, sex, age, national origin, citizenship status, disability, genetic information, veteran status, sexual orientation or gender identity/expression;
- Sexual content or links to sexual content;
- Any comments for the solicitation of commerce that is not related to the City of Newburyport or its business partners, including but not limited to advertising of any business or product for sale;
- Spam;
- Encouragement of illegal activity;
- Conduct in violation of any federal, state, or local law;
- Information that may tend to compromise the safety or security of the public or public systems;
- Content that violates a legal ownership interest, such as trademark, patent, or copyright, of any other party; or
- Confidential or proprietary information.
- If activity listed in I through K above occurs, employees are expected to secure the information and notify the Newburyport Police Department.

Note: The opinions and comments expressed on this social media site do not reflect the opinions and positions of the City of Newburyport government, its officers, or employees. This is a moderated online discussion site and subject to Massachusetts Public Records Laws, and e-discovery laws and policies.

V. Expectation of Privacy

Nothing in this regulation bestows an individual right nor may it be construed to provide an expectation of privacy. Users of social media should be mindful that once content is placed online, it is no longer under the user's control. Content posted to the internet is immediate and does not expire. Participation in social media, whether by City or non-City internet resources and whether made while on or off duty must not violate the privacy rights of other City employees or customers or violate any City policy or regulation.

VI. RECORD RETENTION

Mass state law and relevant City of Newburyport policies apply



Appendix 5: Key Agreement

Name of Employee_____

Date Hired_____

Date of Key being Issued_____ Date Returned:_____

Type of Key (i.e. Master, classroom)_____

Alarm Code Issued_____

AGREEMENT

It is understood and agreed that:

- (1) Keys are to be used for work purposes only.
- (2) I am responsible for the key(s) issued to me and I will report its loss/theft immediately. I agree to reimburse Newburyport Youth Services if necessary to replace keys.
- (3) The key(s) issued to me may not be reproduced or given to another person to use.
- (4) The key is to be returned immediately to the office of Newburyport Youth Services on termination of my employment or my withdrawal from my position.
- (5) Only Newburyport Youth Services or City of Newburyport staff will be entitled to keys.

SIGNATURE:

I understand the above agreement and take responsibility for the above listed key(s). Signed

Appendix 6: NYS Motor Vehicle Driver Agreement

As a driver of a NYS motor vehicle, I agree to adhere to the terms and conditions set forth below. I realize that failure to comply with these terms and conditions may result in termination of motor vehicle and/or disciplinary action.

- I agree that I will not operate a Youth Services motor vehicle without possession of a valid driver's license from my state of residency, with proper endorsements when applicable.
- I agree to report needed maintenance to the Director of Youth Services immediately once an operational problem is identified.
- I agree to identify and report all motor vehicle damages and/or accidents directly to the Director of Youth Services immediately or within 24 hours, and law enforcement when appropriate.
- I agree to obey all traffic rules and regulations while operating the motor vehicle. I understand that all fees incurred due to parking and traffic violations are my sole responsibility.
- I agree to verbally notify the Director of Youth Services of all traffic violation citations and convictions, which occur outside of business use, within 7 calendar days. I understand that I am not required to report parking tickets. Any violations or citations during business use must be reported immediately.
- I understand that all occupants of NYS motor vehicles must wear properly adjusted and fastened safety belts at all times.
- I understand that I will never drive the vehicle with less than ¼ tank of fuel.
- I understand that smoking is not permitted in any NYS motor vehicle at any time by anyone.
- I understand that the use of cell phones, smart phones, computers, or similar technology is forbidden while operating the NYS vehicle.
- I will not operate any NYS motor vehicle while using or under the influence of alcohol, illegal drugs, or any other known substance that would impair driving.
- I understand that the usage of the NYS motor vehicle is for official business purposes only.
- I understand that I shall conduct myself in a professional and safe manner at all times while operating a motor vehicle.
- No child will be left unattended in the vehicle.

Required Procedures

Before a trip, I will be responsible to:

- Pick up the key and gas key at NYS
- Complete pre-trip inspection and log (Log kept in center console)
- Upon completion or termination of the motor vehicle assignment, I will refill the fuel to a full tank see that the vehicle is cleaned –again a list is suggested
- Ensure the vehicle is parked (all doors locked) in the appropriate place
- Return keys and gas key to NYS and report any maintenance issues or concerns to NYS Staff

Signed _____

Date _____

License Number and State of Origin (Photo copy made by NYS Staff should be stapled to this agreement)

^{i 1} Preventing Child Sexual Abuse Within Youth-serving Organizations: Getting Started on Policies and Procedures
CDC 2007

ⁱⁱ <https://safekidsthive.org/prevention-topics/code-of-conduct/guidelines-for-interactions-at-your-organization/>
4/30/21