



CITY OF NEWBURYPORT
RECREATION AND
YOUTH SERVICES

Newburyport Learning Enrichment Center

Staff and Volunteer Handbook

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Newburyport Recreation and Youth Services Mission Statement

The mission of Newburyport Recreation and Youth Services (NEWBURYPORT REC) is to create quality programming and events for our city’s residents 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.

NEWBURYPORT REC works collaboratively and proactively with the 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.

Newburyport Recreation and Youth Services Office

The office is located at City Hall 60 High Street and is open Monday through Wednesday 8AM-4PM, Thursday 8AM-8PM and Friday’s until 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.

NLEC Office and Center: the NLEC Coordinator has an office at NEWBURYPORT REC, there are no set hours at this time. The Center is housed at 13 Kelleher Way. There are several designated Visitor Parking Spots available, denoted with “V”. The Center hours are normally Monday- Thursday 2pm-5pm. Hours vary on early release days, holidays and school vacations.

Contact Numbers

- Rec and Youth Services 978-465-4434 Office
- Rec Center Phone 978-518-1150 Cell
- NLEC 978-992-8208 Cell
- Support Coordinator 978-572-6189
- Andrea Egmont, Director 781-738-1594- personal Cell
- City Hall/ Mayor’s Office 978-465-4413

Staff and Volunteers

This handbook is applicable to all of our staff and volunteers (who have signed an employee or volunteer agreement). Volunteers who have received training and have signed off on an agreement are covered by the city’s liability coverage.

Positive Youth Development Approach

Our philosophy at NEWBURYPORT REC centers around Positive Youth Development (PYD), a framework to provide a shared language and vision for healthy youth development in our City. PYD engages youth in a productive and constructive way to promote positive relationships and support growth of character.

PYD exists in dynamic environments that build upon the strengths of and recognize risk behaviors in adolescents. These environments include systems of support, such as peer or social networks, school, family, and community. The contexts are all a part of an ecological framework that PYD programs incorporate into their programming and that adolescents continually interact with.

When connecting youth to positive experiences, programs should include the following principles:

- PYD is an intentional process. It is about being proactive to promote protective factors in young people.
- PYD complements efforts to prevent risky behaviors and attitudes in youth and supports efforts that work to address negative behaviors.
- PYD acknowledges and further develops (or strengthens) youth assets. All youth have the capacity for positive growth and development.
- PYD enables youth to thrive and flourish and prepares them for a healthy, happy, and safe adulthood.
- PYD involves youth as active agents. Youth are valued and encouraged to participate in design, delivery, and evaluation of the services. Adults and youth work in partnership.
- PYD instills leadership qualities in youth, but youth are not required to lead. Youth can attend, actively participate, contribute, and/or lead through PYD activities.
- PYD involves civic involvement and civic engagement; youth contribute to their schools and broader communities through service.
- PYD involves and engages every element of the community — schools, homes, community members, and others. Young people, family members, and community partners are valued through this process. PYD is an investment that the community makes in young people. Youth and adults work together to frame the solutions.

Program Overview

The Newburyport Learning Enrichment Center

Founded on the belief that a successful academic experience opens the door to opportunity; The Newburyport Learning Enrichment Center mission is to:

- Facilitate long term mentor relationships that support students who are struggling academically, emotionally and socially.
- Provide access to cultural arts activities in the community.
- Create stronger links with community partners to help reduce social isolation and boost a sense of belonging to the greater Newburyport community.
- Provide resources to support the Park Circle Tenants organization and resident families of the students who come to the Center.

The Newburyport Learning Enrichment Center (NLEC) has been providing services to low-income families since 1999. The NLEC was developed as a community response to the staggering 94% dropout rate among students attending Newburyport's public schools from the public housing at Kelleher Park (now Kelleher Gardens). Nancy Earls served as the founding Director until her retirement in 2018, at which time the Center was moved under the management of Newburyport Rec and Youth Services.

The service population has grown to include all our low-income families. This includes all families with children in public school living in public housing, low-income housing or locations that which are often used as emergency housing for families fleeing domestic violence and for families that fall under the McKinney-Vento Homeless Act. All NLEC program flyers and brochures are direct to all families with school-aged children living at the above-mentioned locations and to all families registered in the Free and Reduced School Lunch Program. In addition, the NLEC works closely with Newburyport Public Schools and receives student referrals from teachers, administrators and support staff.

The NLEC is at the site of the Kelleher Gardens housing development, run by the Newburyport Housing Authority, enabling the NLEC to serve its primary target population directly, obviating the need for transportation. The program occupies a five-room unit centrally located in the development. In addition to academic support, NEWBURYPORT REC provides a Supports Coordinator to assist families in need to assure that their children's basic needs are met.

During the school year, the program is open after-school Monday through Thursday, and offers occasional evening, weekend, vacation week programming. The NLEC also offers summer camp and recreational opportunities with NYS and other partners. The primary goals of the center are:

- Provide a safe and secure setting where students from low-income housing at Kelleher Park can receive academic support on a regular and continuous basis
- Offer a broad range of academic interventions and services that are developmentally calibrated and highly individualized to meet the expressed and identified needs of these students
- Provide an important linkage between the students, their parents and the schools; ensure that once developed, a plan for providing academic support is tied directly to classroom curriculum and is communicated to the schools and the teachers of the students
- Workforce development
- Post-graduation planning and exploration
- Provide a nexus for involving the greater community in the lives of these young men and women, through the identification of, recruitment and training of volunteer tutors; and matching tutors with students
- Provide opportunities to take part in NBPT Rec and other community recreation and enrichment programs.
- Provide healthy, constructive and normative experiences for the students, encouraging broader life choices that are more informed and productive
- Encourage parents of these students to become more informed about the education of their children; encourage the development and application of advocacy skills among the parents

The NLEC is overseen by Newburyport Recreation and Youth Services with a Program Coordinator funded equally by the NRYS and Public-School Budgets.

Building/ Space Expectations

The Learning Enrichment Center is a community space for young people to gather and participate in a safe, social and fun environment where responsibility, independence and social competencies can be fostered. It is the job of the staff to make sure the space is being used in the proper way. All materials, equipment, and spaces must be respected.

The programming takes place in 5 spaces. They are the basement (arts and crafts), living room, kitchen (snack and cooking), computer room and two study rooms. The rules of each room are posted throughout for staff and participants to see. Youth should not be allowed upstairs or in the basement alone or in any closed off spaces.

Bathrooms: When possible, staff members and volunteers should use the bathrooms before or after participants arrive. If a child needs help in the bathroom, a parent can be contacted when possible- as they are usually nearby. If not, two adults should be present.

Staff & Volunteer Expectations

Overview

1. Coordinators are given orientation, policy and procedures
2. Coordinators, staff and volunteers will sign off that they have received orientation and policy and procedures
3. Daily attendance should be recorded for our files. An attendance sheet, or electronic attendance will be provided or a daily sign-in sheet can be used.
4. It is staff responsibility to be always engaged with the participants. If staff need to step out, please make sure someone is there to step in and keep the program flowing.
5. Coordinators are responsible to maintain staff, volunteer and participant behavior

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 NEWBURYPORT REC 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.

Ambassadors' of Good Will

- As a neighborhood NLEC member and leader, staff members are the department's most accessible source of information about the activities of the Newburyport Recreation and 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 neighborhood, 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.
- 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 NEWBURYPORT REC 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 are asked 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.

Behavior Expectation

All staff members and volunteers are expected to:

- Use appropriate language
- No cursing or hateful remarks, as well as slang or sarcasm
- Use positive language and encouragement
- No insulting, embarrassing, humiliating or berating young people
- 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 participants
- Stay engaged with participants throughout the event, program or activity
- Practice mutual respect

Boundaries

- Staff members are not allowed inside any of the family homes.
- Staff members must document any incidents involving neighbors
- Do not discuss neighborhood situations, family issues, neighborhood disputes outside of the neighborhood.

Mandated Reporters

In Massachusetts, day care and childcare 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 childcare 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 NEWBURYPORT REC Director then files with authority.

YOU Are a Mandated Reporter

1. Day care and childcare 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 childcare resource and referral agencies, as well as voucher management agencies, family day care and childcare food programs
2. If staff have any reason to believe that a child is being abused or neglected, staff must inform the Department Director immediately. The NEWBURYPORT REC Director then files with authority.
3. 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 NEWBURYPORT REC 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.
4. How do staff report to NEWBURYPORT REC: Please notify us of staff concern immediately in person or over the phone. Within 24 hours, please then complete a written statement for NEWBURYPORT REC that does not directly include the child's name (use initials and program name).

How does staff report to NEWBURYPORT REC?

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

Team Mentality

It is the job of all NEWBURYPORT REC staff members and volunteers to work together to ensure the success of the program. Together we can help support children's individual needs and use our own strengths to connect individually with young people.

OPERATIONS

Daily Procedures

Policy: All staff members are responsible for the program from the moment they arrive until they leave.

Opening the Center

1. Arrive at your scheduled time for program.
2. Staff takes inventory of equipment. Make sure equipment is in undamaged shape and ready for use.
3. Make sure the rooms are clean and ready for use. Turn on lights; take down stools from tables, open doors, etc.
4. Check heat or AC (as needed)
5. Set up any supplies for activities on that day. Have activities set up ahead of time before youth arrive.
6. If using the outside playground, check to make sure all structures are safe and dry. It is important to check for trash and dog poop.
7. Turn on computers and have access to MyRec for emergency contacts and attendance
8. Greet all participants and neighbors as you see them and as they arrive; greet by name and try to make eye contact.

Closing the Center

1. Clean entire area! Do not leave any trash. Clean up any mess that is left over from the day including supplies, leftover trash, food, etc. Trash is taken to the dumpster.
2. When possible touch base with parents regarding how the day went (positives and negatives with eye contact and handshakes).
3. Turn off all lights, put stools up, close all classroom and hallway doors. Organize and clean all spaces for the next day.
4. Speak with the Coordinator or Contact NEWBURYPORT REC office with any issues, comments or concerns
5. Make sure all youth are signed out. If any youth have not signed out, contact parents to ensure that they left.

During Programming

1. Staff are to spread out throughout the rooms of the Rec Center to maintain proper ratios. Staff should never be alone in a space with a youth.
2. Initiate conversations and games with youth.
3. Encourage youth to join in on group games.
4. Position yourself in each room, so you can see everyone and everything.

Child Sign-in/Sign-out

Every participant is required to sign in at the computer when they enter. Each participant must also sign themselves out or be signed out by their guardian with the time they leave. Staff are accountable to know which kids are at the Drop-In from the moment they arrive and to the moment they sign out.

It is the staff's job to ensure each child has signed in and out. There should be at least one staff member by the sign-in when kids arrive to greet them and make sure that they sign in. Rec Center members will be assigned key tags to sign themselves in. Guests will be signed in manually.

When kids are leaving, they are encouraged to say goodbye to a staff member. When you notice a child packing up or walking out, check with them and ask, "Are you leaving? Don't forget to sign out".

At the end of the night, check the sign out roster and make sure that everyone signed out. If you notice someone did not sign out and a staff cannot account for them leaving, call their parent or caregiver to check that they got picked up.

Registration & Payment

All participants must have completed an NLEC form online to attend daily. Members are allowed to bring a guest for a first-time visit. However, the guest must have permission from their guardian and must supply updated contact info for their guardian in case of emergency.

Staff/Child Ratios

Policy: NEWBURYPORT REC determines ratios based on multiple factors such as the age group, activity and location. Site Coordinators are expected to keep the staff to child ratio as follows (except when required differently, or approved by NEWBURYPORT REC staff):

- a. 2 Staff/Volunteers at all times.

Event Ratios Policy: Events ratios are determined based on multiple factors, such as the age of the participants, pre-registration of event and size of event space.

Any off site program must always have 2 staff at least.

Materials & Equipment

Maintenance:

- All materials and equipment should be well respected and taken care of.
- All art supplies should be cleaned up and stored on the shelves from where they were taken from.
- All board games, video games and supplies should be cleaned up and returned back to where they came from.
- All recreation or outdoor equipment should be put away and stored in the back room after each use. Put back where it was originally taken from.

It is the responsibility of the staff to make sure everything is put away and that participants are cleaning up after themselves and respecting the equipment. Everything should have a place it belongs and when possible it should be in a container that is labeled.

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.

NEWBURYPORT REC has passenger vans available but also utilizes school bus contracts when needed.

Volunteers should NOT ever transport a child in their personal vehicle, unless authorized by the Director.

When kids are leaving the Center, some are allowed to walk while others must be picked up and signed out by their parents or guardians. Those who walk, must sign themselves out and check out with staff. There will be a list posted in the snack bar of who can walk.

Parent/Family Communication

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

It is the responsibility of all NLEC staff and volunteers to maintain friendly and professional relationships with each parent. Staff should recognize and know each parent/guardian by name. Introduce yourself and your role at the Center to parents/guardians in which you do not know.

Communication to parents/guardians about incidents, accidents or behavior will be done by the lead coordinator and reported (on appropriate form) to the Department Director

If at any time participants request to call home or family they may do so

Policy: Staff, 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

Complaints and Concerns

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

HEALTH AND SAFETY

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 NEWBURYPORT REC.

Food & Allergies

Food Allergies

Philosophy: Allergies are a part of our world and with 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 most of 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

The NLEC is not a nutfree facility. We receive donated snacks and food.

Policy:

All program confirmations remind parents/guardians To complete their membership forms and keep staff updated on any food allergies. All children are supervised during any food prep activity. All staff and children are aware that no sharing, "trying" or trading food is allowed. Food menus and cooking activities will be changed if participants with food allergies are present.

Procedure:

1. Please make sure that no trash is left behind at the end of the day. Have the children pick up their own trash? ALL CHILDREN NEED TO USE HAND WIPES AND/OR WASH THEIR HANDS AFTER EACH SNACK!
2. Tables or eating areas need to be wiped down at the end of the day.
3. 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!
4. Do not eat the children's food. Model the rules.
5. Know which participant has which food allergies
6. Children are not to share snacks with each other because of food allergies
7. Offsite trips should follow the same guidelines, pack accordingly

Medications for Children

Policy: Staff are not allowed to distribute or administer. NEWBURYPORT REC staff with 1st Aid/ CPR certification may administer epi-pens if they are trained.

Staff and Volunteers should be aware that:

- If a child needs to take any medication during the program, a parent/guardian must come to the program to administer it
- You should not, under any circumstances, administer any over the counter or unprescribed medications to any children.
- We do not administer topical medications, creams or gels
- Sunscreen should be applied by parent, child or peer (when appropriate)
- We 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 them in a sterile bandage with gauze.
- Participants may carry and use epi-pens and inhalers with current prescription attached

RISK MANAGEMENT

Safety Is Rule #1

Behavior Management

Behavior philosophy ALL NEWBURYPORT REC 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 NEWBURYPORT REC 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 e. Destruction or misuse of any materials, facility or equipment
- Hateful acts

NEWBURYPORT REC reserves the right to suspend, without refund, any participant from a program due to unlawful, dangerous or any other behavior deemed inappropriate by the NEWBURYPORT REC staff or chaperones. All NEWBURYPORT REC 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 NEWBURYPORT REC Supervisor. Please space staff throughout the group to insure the most safety of the participants. 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.

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.

Techniques for handling various discipline situations by NEWBURYPORT REC 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 NEWBURYPORT REC 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:

1. Children should be taught the proper use of equipment and apparatus.
2. Prohibit all misuse of equipment. Unless from doing so, some children will abuse the equipment causing possible injury to other children and damage to the equipment. It is much easier to stop practices at the beginning than after they have become a habit.
3. Limit the use of equipment to the children it is intended to serve. For example, children 6 & 7 should not be permitted to use the chair swing on the outside playground
4. If any equipment is broken or appears to be unsafe, please notify NEWBURYPORT REC for immediate repair..

5. Insist on taking turns.
6. Discourage climbing over fences, frames, buildings and dangerous equipment.
7. Prohibit the use of outdoor equipment when it is wet or when the ground underneath is slippery. Using equipment when it is wet could cause injury.
8. Make sure that children wear shoes at all times to avoid cuts and stings.
9. See that children do not put fingers and mouths on the faucet of the bubbler.
10. See that soap, paper towels and hand wipes are available in the bathrooms. If not, contact the custodian and the Rec. Supervisor
11. Report any cases of rodents, wasp nests, etc.

Specific Rules Per Program Design:

1. Biking Programs

- a. There must be more than one staff person once there are more than 3 participants
- b. Staff must remain in the front and back of the line of bikers.
- c. The group will stop frequently every 5-10 minutes and make sure all bikers are accounted for.
- d. 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.
- e. All routes should be planned and made known to parents or program Supervisor
- f. Staff must carry cell phone and be reachable in case of an emergency

2. Walking participants between locations; Off Site programs

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

3. Outdoor/ Wilderness programs without restroom access

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

ACCIDENT PROCEDURE CONTINGENCY PLANS

In any emergency situation, staff need to stay calm and have a clear head. Work as a team and staff will be able to get through any obstacle!

Standard Procedure in the Event of a Serious Accident

1. Activate EMS by calling 911
2. Administer proper first aid procedures per American Red Cross Basic First Aid or equivalent.
3. Provide EMS with emergency information
4. Notify the Department Director.
5. If a child is included, the staff and volunteers, coordinator or Department Director will contact the parents.
6. Fill out the appropriate accident report.
7. Bring the accident report to NEWBURYPORT REC Office within 24 hrs.

Procedure in case of a fire or building evacuation

1. Staff will stop any activities immediately and gather all participants.
2. Exit through the nearest door to Milk or Lime Street.
3. Leave all personal items behind
4. Lead coordinator will grab the attendance sheet and do a quick sweep of the rooms and bathrooms to ensure that everyone has exited.
5. All participants and staff will gather on the playground for roll call/attendance.

OTHER DANGERS

Alcohol, Drugs, Harmful Substances

1. No possession or consumption of alcohol, drugs, or similar harmful substances allowed at any NEWBURYPORT REC activity, event or program.
2. Individuals suspected of possessing or consuming these will be directed to leave.
3. 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

1. 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.
2. 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.
3. In the event that the affected individual is in a medically serious condition, contact EMS.

Dangerous Weapons or Objects

1. It is a policy that no individual will possess a dangerous weapon at or during any NEWBURYPORT REC 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.
2. 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 CHILD 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.

- 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 NEWBURYPORT REC 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 looking for 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 hour 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.
- Lead coordinator or supervisor will determine who will stay with police while others return with Youth.
- Incident report will be filled out and given to Director within 24 hours. Supervisor will follow up with family.

VERY IMPORTANT INFORMATION

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 Recreation and Youth Services Department that staff know where children are at all times!

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
 - c) If victim is responsive, have them hold gauze over bleeding area d) If victim is a child, have parents hold gauze over bleeding area
3. Clean all affected areas and equipment with bleach & water solution
4. Dispose of all contaminated materials in the Bio-Hazard container
5. 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

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

5. Department Director will follow up with coordinator.

Common Emergencies that Staff may encounter

1. Minor Cuts and Scrapes - Cleanse area and apply antiseptic and sterile bandage. Use Universal Precautions.
2. Free Bleeding Cuts or Lacerations - Stop bleeding by direct pressure on the wound, use pressure points only if absolutely necessary. Apply sterile dressing. Treat for shock. Suggest medical attention. Use Universal Precautions.
3. Possible Fractures - Symptoms - pain, deformity; immobilize part, elevate, treat for shock, call for ambulance. DO NOT MOVE THE VICTIM, CONTACT EMS. Use proper Red Cross techniques.
4. Shock - May result from any injury, particularly head injuries, loss of blood, or high impact injuries. Symptoms - nausea, pallor, weakness, dizziness, difficulty breathing, dilated pupils, sometimes incoherent, chills, fainting. (Not all of these symptoms will be present in every case.) CONTACT EMS IMMEDIATELY. Treatment: Lie victim down, elevate feet, keep warm, Do not give liquids, reassure victim, keep crowds away. Elevate legs if staff do not suspect a spinal injury.
5. Heat Exhaustion/Stroke - Result of exposure to heat, symptoms similar to shock. Treatment - Remove victim from sun, cool the skin, give cool liquids if conscious. If skin is hot and dry, CONTACT EMS IMMEDIATELY.
6. Heart Failure – Symptoms: pain in chest, difficulty breathing, or stoppage of breathing. Pain in left arm, side, back or jaw, nausea, fainting, vomiting, (not all symptoms may appear) - CONTACT EMS IMMEDIATELY. Treatment: Lie Victim Down, elevate upper body; make sure victim is in a comfortable position. Monitor ABC's. Keep victim calm and quiet. If unconscious, check for breathing and pulse. If none, initiate CPR IMMEDIATELY!

General

NATURAL DISASTERS

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.

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.

Lightning

When Inside:

1. Avoid using the telephone (except for emergencies) or other electrical appliances.
2. Do not take a bath or shower.
3. 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.

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 are 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

1. Listen to the radio, tv or internet for specific instructions. Close and lock doors and windows.
2. If staff are told to evacuate, keep car windows and vents closed; use re-circulating air.
3. If staff are 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.

4. If staff suspect 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.

NEWBURYPORT RECREATION AND YOUTH SERVICES

EMPLOYEE AGREEMENT

The following is a handbook for all Newburyport Recreation and Youth Services Summer Employees. Each employee should read and understand all contents of the handbook before accepting their summer position. The handbook is designed to help provide better communication between the NEWBURYPORT REC 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 throughout the summer.

The mission of Newburyport Recreation and 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
