



**Flickinger**  
**Learning Center**

**After School Program**

**Employee Handbook**

**Updated: September 2016**

## **Welcome!**

Thank you for your interest in Flickinger Learning Center's After School Program. Our hours of operation is 3:15-5:15 Monday-Friday every day there is school. On early dismissal days, or the day before a long holiday, or during parent teacher conferences the center will be closed. Our focus is children within the age group of kindergarten to 5<sup>th</sup> grade. We offer reading assistance, homework help, tutoring and strive to provide a safe, positive environment conducive to academic and emotional success.

As an employee, it is vital to the wellbeing of students and work environment that you come prepared to demonstrate the kind of social skills we would like to see mirrored in our students. Cheerful, cooperative, willing and positive attitudes are encouraged. Some days will be harder than others, but remember that every day is a new day and tomorrow will be different. Thank you for assisting us in reaching our goals and providing our students with the extra attention and motivation they need to ensure their successful futures!

We appreciate the time and effort you have put forth to help the children in our community.

## **Program Goals**

- Maintain our current growth rates of approximately 10% faster in reading
- Increase family involvement and available educational opportunities
- Increase community awareness and involvement
- Increase attendance and engagement for students in the school environment
- Decrease behavioral referrals
- Provide a positive volunteer experience to the members of our community who come to Flickinger Learning Center to make a difference in the lives of the children we serve.
- Provide a positive learning experience to those volunteers who come to us from High Schools and Universities who seek real world training in the field of education. Silver Cord credit.

## **Outcome of Goals**

- Help children understand how to organize their homework to learn *how* to complete their homework within the given time restraint required.
- Help children know how and when to ask for the help they need to complete their work independently.

- Utilize volunteers and program staff as positive role models
- Encourage open communication among teachers, staff members and parents to ensure continued success.
- Encourage children to read independently and comfortably within their reading level.
- Encourage positive self-esteem within the children by practicing personal accountability and commending them on their strengths and successes.

### **Primary Responsibilities of Staff/Volunteers**

- Employees sign into the Procure Software located at the main desk using the fingerprint reader at the main site, or with the site coordinator's laptop. Please check out after shift is done.
- Encourage children to talk quietly, using their 'indoor voices,' please remember, our children have already had a full day of school, they do need time to unwind and decompress, but it should be done so in a manner that is conducive to a leaning environment.
- We encourage you to read with younger, inexperienced readers who need the most attention before you read with an older child who seeks attention as opposed to assistance. Encourage independent reading in older readers and reconnect with that child later during free time or enrichment classes. Please read using the 3x3 method: Read once to them, read every other page, then let them read to you.
- Open, unplanned moments are best suited toward engaging and connecting with the children, not visiting with other volunteers or staff members. Catch the children doing well!
- Remind children to clean up after themselves. We pride ourselves in teaching accountability and personal responsibility. The center belongs to the children too and they must take pride and responsibility in the state of the center.
- Know that you are a role model, so please model good behavior. Attentive listening, using manners and consistency are vital to the process.
- No running, no climbing on furniture, no fighting, no swearing and no bullying. We must all work together to keep the children safe while they are in our care.
- You are working with precious cargo and the trust of a child is a privilege. If something you see or have heard is disconcerting, please speak to the After School Program Director or Executive Director and we will remedy the issue.
- If there is a discipline issue, please speak to the After School Program Director. A report will be filed if the action warrants such.
- Have fun! While working with children can be stressful, it's also very rewarding! You get the chance to make a difference in a child's life and while the action may not provide instant results, the support you provide will affect their lives for years to come. There will be times when it seems you aren't getting through to a particularly difficult child or situation, just know that your presence and time is valued and every day is a new day!

- As with any organization, confidentiality is non-negotiable. Please respect our children, their families, our staff and volunteers.

### **Daily Schedule**

Monday-Friday:

3:15-3:30: Snack and Movement Break

3:30-5:00 Academic Intramurals:

a) Homework

b) Reading

c) English Language Arts

d) Math

5:15: Dismissal

\*Different centers have different pick up times and meal schedules.

### **Monthly Intramurals:**

Social Skills Classes

Art/Music Appreciation

Financial Literacy

STEM Activities

### **Enrichment Classes**

Social skills classes: Help children learn coping skills, anger management and life skill development.

Art /Music Appreciation: Learn about different kinds of music, sing and play! Arts and crafts consist of a lesson and project on various mediums and/or an artist.

Financial Literacy: Children will learn how to manage money, learn about taxes, saving, and charitable giving.

STEM: Consists of Science, Technology, Engineering and Mathematic lessons and fun hands on experiments and projects.

### **Daily:**

After the children have completed their required reading and homework, they are allowed to engage in supervised free time. There they can draw, play with toys,

construct with Legos or do various craft projects. They are also allowed to play computer games and activities when approved by appropriate staff.

### **Discipline Notification**

Providing a safe environment means holding our children accountable for their actions and teaching personal responsibility.

Discipline issues should be directed to the Site Coordinator.

**The first offence:** Quiet time. Provide a small break to reassess and reconnect.

**Second offence:** A mandatory discipline report must be written. This consists of explanation of action and consequence signed by the student, parent and After School Program Director.

**Third offence:** The child will be sent home and may be suspended depending on severity of offence.

Hitting, kicking, biting and bullying are unacceptable and will be dealt with on an individual basis. \*See attached discipline policy

If a child is written up three times in a thirty (30) day period, the child will be removed from the program for the remainder of the year.

### **Problem Resolution Procedures**

At times, disagreements and issues may arise. All staff members are expected to work together to try to resolve disagreements in a positive, productive and direct manner. Staff members encouraged to try to resolve problems directly with one another, and are discouraged from unnecessarily involving third parties (such as other teachers or parents). Disagreements should not be discussed, and conflicts should not occur, in front of children. Doing so will result in a staff disciplinary write up.

If the parties involved cannot reach an agreement regarding the issue, the After School Program Director and affected parties will meet to discuss the issue and develop a plan for resolution.

## **GENERAL EMPLOYMENT POLICIES**

### **Equal Opportunity Employer**

The Flickinger Learning Center After-School Program is an Equal Opportunity Employer. No employee or applicant shall be discriminated against because of

actual or perceived race, creed, color, religion, national origin, alien status, citizenship status, marital status, gender, sexual orientation, veteran status, disability or other classification protected by law. The Program does not tolerate any form of discrimination.

### **Sexual Harassment**

Sexual harassment is strictly prohibited by both federal and state law. Sexual harassment of employees, applicants or any others involved or affiliated with the After School program will not be tolerated. Sexual harassment is unwelcome sexual advances, requests for sexual favors or any other verbal or physical conduct of a sexual nature made either explicitly or implicitly, with an implication, either direct or indirect, as a condition of an individual's employment such as hiring, evaluation, promotion. Sexual harassment may also include any such described behavior that is pervasive and/or unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Each employee must treat others with respect, dignity and professionalism. Sexual harassment will not be tolerated. Whether or not the offending employee meant to offend, or believed his or her comments or conduct were welcomed, is not significant. The Flickinger Learning Center's policy is violated when another employees, whether recipients or mere observers, are in fact offended by described comments or conduct. This policy applies wherever a Program-related function is taking place and also extends to vendors and others that employees are involved with in the course of their work.

### **Complaint Procedures**

If an employee believes that he or she has been harassed by any Program employee, vendor, client, or other program contact, the employee should immediately report the incident to the Director. If the Director is involved in the reported conduct, or, for some reason the employee feels uncomfortable about making a report to the Director, the employee should make the report directly to the Executive Director. Any person who sees or hears about conduct that may constitute harassment under this policy should immediately contact the Executive Director or After School Program Director. Under law, any person who makes a complaint of sexual harassment will not be retaliated against in any way relating to employment. Retaliation will not be tolerated. Should retaliation occur, it is to be reported immediately to the aforementioned personnel.

## **Investigation and Response**

The Program administration will investigate any reports/complaints and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment and/or retaliation. The investigation will remain confidential to the extent practical and appropriate under the circumstances. All employees have a duty to cooperate in any investigation of alleged harassment. Failure to cooperate or deliberately providing false information during an investigation shall be grounds for disciplinary action, up to and including termination.

## **Confidentiality**

Confidentiality will be maintained to the extent practical and appropriate under the circumstances by all staff and volunteers.

## **Reporting Suspicions of Child Abuse**

As professionals entrusted with the care of children, all Flickinger Learning Center After-School staff are mandated under law to immediately report any suspicion of child abuse to the designated authorities. Training in child abuse prevention and reporting requirements is required for all employees and will be provided by the Director. If you see any unexplained bruises, cuts, burns, etc. on a child or if you witness or observe anything else that may suggest child abuse, you must immediately report your suspicions to the Director, who will report such instances to the Iowa Department of Human Services.

## **Reporting Suspected Illegal Activity**

All staff members are also required to report any illegal activity – or belief of such activity - occurring on School property or by Flickinger Learning Center After-School employees - to the Director. The Program will make every reasonable effort to protect the privacy of persons who make reports and others who participate in any such investigations. However, under certain circumstances, The Board of Directors or Administration may have to release names to law enforcement officers and/or the program's insurance carrier. There shall be no retaliation against any employee who, in good faith, reports suspected illegal activity, or who otherwise participates in an investigation of such activity, even if the report is found to be mistaken. If any employee feels that they are being

subject to any form of retaliation, they should immediately discuss the situation with the Executive Director or the After School Program Director.

### **Drugs and Alcohol**

All use or possession of any illegal substance on School property or in any venue of the After-School Program or reporting to work while under the influence of intoxicants or drugs is prohibited and will not be tolerated. The use, dealing or possession of any illegal substance would constitute grounds for immediate dismissal. Any observed use or possession is to be reported directly and immediately to the Director. The failure to report such activity may also be cause for immediate dismissal.

### **Tobacco Use**

Tobacco use is not permitted on Flickinger Learning Center property. As role models it is our responsibility to model healthy behavior while the children are in our facility. Non compliance will result a write up.

### **Orientation**

New staff will attend an initial orientation with the After School Program Director to review Personnel Policies and Practices and general information about the program. New staff must also complete the complete FLC Training modules within four (2) months of the hire date.

### **Change of Personal Information**

Employees are required to inform the After School Program Director, in writing, of any changes to their address; phone number(s); name/phone number of emergency contact.

### **Pay Periods/Pay Process**



Pay periods are on a weekly basis. Once hired the new staff member must go out to Team Staffing to fill out the proper paperwork to receive pay. Time cards should be filled out, signed and turned in on Friday or before on a holiday.

### **Performance Evaluation**

Employees will meet regularly with their supervisors (Executive and/or After School Program Director) to obtain feedback about their performance, set work goals and identify any areas for development. Formal reviews take place twice a year. If an employee's performance or behavior is found to be unsatisfactory and fails to meet program standards, the Director may help the employee improve his/her performance. The supervisor MAY: coach the employee; provide a written description of areas of improvement and specific timeframe by which improvements must be noted; provide a formal written warning. None of the aforementioned steps are mandatory; some or all may or may not be used based on the individual employee's situation. Failure to improve performance in a timely fashion will lead to discipline up to and including termination.

### **Attendance and Punctuality**

Consistent attendance and punctuality are vital for the smooth operation of the program and are required by every staff member. Employees are expected to be in their place of work and ready to work at assigned times and to attend work regularly. Excessive absences or tardiness may result in disciplinary action up to and including termination.

### **Absences and Substitutes**

Employees are not paid for absences. The Director maintains a list of available substitutes. When an employee knows in advance that he or she will be out, the employee is expected to inform the Director. If an employee is ill or otherwise unable to work without advance planning, he/she is expected to inform the Director of the absence as soon as possible, who will arrange for a substitute and inform the employee's team member(s).

### **Dress**

Employees are expected to dress neatly and professionally using proper personal hygiene practices.

### **Use of Cell Phones, IPOD's, MP3's and other electronic devices -**

Use of cell phones (either receiving or sending calls) or other electronic devices during program hours is prohibited. All phones should be put away throughout the program hours and used only in case of an emergency. Use of such devices will result in a staff disciplinary write up.

### **Use of Program and School Property**

Employees are expected to only use program or school equipment for their classes and after school activities unless otherwise approved.

### **Personnel Records**

The Director maintains the personnel records for all staff. These files may include: the employee's application and resume, pay rate information, training certificates and other documentation. Employees may review their personal records by asking the Director to make records available. They are in a locked, secure location that the employee can easily access when needed.

## **GENERAL AFTER SCHOOL PROGRAM PROCEDURES**

### **Child Attendance Record-Keeping**

Staff members are required to take attendance daily. Consecutive absences, without notification by parents, should be brought to the attention of the Director. The on Site Coordinator will enter attendance into the Procure software daily.

### **Child Pick-up Procedures**

Parents or other caregivers who pick children up are required to sign children out using the Procure software, or by the on site coordinator. If the Procure system is down, they will use the daily attendance sheet to sign the child out. It is imperative for staff to know who is authorized to pick children up and to ensure that children leave only with adults the parents have authorized on their registration form. If a staff member is unsure if the person claiming to be authorized is, it is the staff member's responsibility to check the formal documentation submitted by the parent and ask the person for identification. The staff member needs to inform the Director or site coordinator in such a circumstance where the party is unknown. A child may **NOT** be released to an adult who is not on their paperwork without consent from parent directly.

### **Classroom Maintenance and Supplies**

After-School employees are expected to make sure program spaces are, at all times, clean, orderly and sanitary, and that they leave classroom and kitchen spaces in a neat and orderly condition at the end of the program day. All classroom items must be returned to their original locations so there is no disruption to activities the following day.

### **Inclement Weather**

The Program follows the Muscatine Community School District procedures for closing during inclement weather. If the MCSD schools are closed; the After-School Program is closed. If MCSD schools are let out early; the After-School Program is closed.

### **Health and Safety**

#### **Reporting accidents and/or Injuries:**

Every time there is an accident in which a child is injured at the Program or at any program-sponsored event, a written Accident/Incident Report must be completed and given to the parents on the day of the incident. For serious wounds, such as a cut, possible sprain or fracture, a bump on the head, or loosening of teeth, you must notify the Director or Site Coordinator first, call the parent immediately and then complete an accident report.

No child should ever go home with an injury without attempts being made to inform the parents. The Accident/Incident Report must be completed for all incidents. After all details on Accident/Incident report are recorded, the teacher who writes the report needs to sign the form. The form should be given to the Director for his/her signature, and a copy should be made for the Program file. Then, the Teacher will provide the Accident/Incident report to the parent on the day of the occurrence.

#### **Serious Injury Procedures**

In the event of a very serious injury, such as a potential broken bone, you should contact the Site Coordinator immediately, who will then contact EMS (911). The Site Coordinator shall contact the parents and make any necessary arrangements for care of the child such as contacting a doctor. If a child needs to go to the hospital, a representative from the Program should accompany the parent and child. If the Site Coordinator is not able to accompany the child, the coordinator must then follow-up with a call to the parents to find out what happened. All calls must be reported on the Accident/Incident Report.

Any Program representative who accompanies a child to the hospital should bring the child's most recent Medical Record and a signed parental consent for emergency treatment by EMS personnel.

### **Discipline of Children**

The program is committed to the principle of guiding our children in a respectful way. Adults are expected to interact with children in a way that supports self-discipline and in a manner that seeks to assure their compliance and cooperation with necessary procedures and proper behavior. Positive means, such as providing examples, offering clear directions, reasoning, presenting distractions, using reflective language, and questioning, may be used. Corporal punishment and screaming at a child are strictly prohibited behaviors. **You are never, for any reason, allowed to place your hands on a child.** Such an action will result in automatic termination and police involvement.

### **Sick Children**

If a child gets sick during the program, the Site Coordinator will call the child's parents to come and get the child. Children who are sick or injured should rest in an isolated area until their parent or guardian arrives.

## **RESIGNATION/TERMINATION**

### **Resignation**

Employees who voluntarily resign will be released immediately except for the Director and Assistant to Director who will be asked to give at least two weeks' notice if they wish to remain in good standing with the organization.

### **Termination**

The Program reserves the right to terminate any employee, at any time, for any reason. In cases of terminations required as the result of reorganization or administrative need, the Program will attempt to provide as much notice as possible to any affected employees. In the event of termination or resignation, employees are expected to return all Program property prior to their last day.

## **EMPLOYEE ACKNOWLEDGEMENT FORM**

**I hereby acknowledge and confirm that I have received and read the Flickinger Learning Center After-School Program Employee Handbook. I understand and agree to comply with the policies stated in the Handbook. I understand that if I have any question about any Program policy, I should immediately consult with the Director, as any violation of the policies in this Handbook may result in discipline, up to and including discharge.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_