



**Mary
Johnson**
Children's Center

School Age
Program Family Handbook
2024

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School Age Programs - Family Handbook

Our Mission is to provide a safe, enriched and appropriate afterschool and Summer environment to meet the diverse needs of school age children.

Welcome to the Mary Johnson Children's Center Afterschool and/or Summer program for school age children. With your help, we hope our program will meet the needs of you and your child. In the next few pages we will outline our philosophy, program guidelines, and procedures. Please take time to read them, ask questions, and sign/return the form provided. Feel free to contact us if you have any questions.

About our Program

Mary Johnson Children's Center was opened in 1970, and serves children 18 months through age 5 at its Water Street location. In 1984, the Center started its first off-site after school program in Middlebury - which now serves up to 75 children per day, expanding to over 100 in the Summer program. Recognized assessment processes are used to assure quality programming and consistency; the Vermont recognition of quality system (STARS) is part of our annual program review.

Mary Johnson Children's Center school age programs are organized as follows:

Mary Johnson has an Executive Director that is responsible for the overall operation of all Center programs. The Site Director serves as a link between the center and individual site. As site director they are responsible for the day to day curriculum planning and programming.

We strive to achieve a staff-to-child ratio of 1:8, comparing favorably to the 1:13 ratio required by state regulation.

The programs operate after school, over school vacations (as allowed by the school), on early release days, and over Summer vacation. Vacation and Summer programs are accessed: a) by separate enrollment; b) based on school/site availability; and c) responding to expressed parent needs.

Statement of Philosophy

The school age programs operate in the belief that school age children have a variety of needs based on age, personality and interests. A school age program must offer a full range of options designed to recognize this diversity, and will attempt to balance structured and unstructured activities, active and less active times, group activities and individual choices. It is vital that school age children have ownership in the program; staff will meet with participants to hear their ideas and assist in follow-through (i.e. - whole-group time, small group discussion or individual conversation.)

Mary Johnson School Age Programs admit and enroll all children, regardless of race, color, special needs, gender, or national origin. Non-discrimination and respect for each child's family is maintained.

This acceptance of enrollment means that Mary Johnson Children's Center School Age Programs offer services: 1) within the limits of licensing requirements; 2) dependent upon hiring appropriate staff and staffing constraints; 3) minding the intent to make modifications to accommodate an individual child that are reasonable, necessary and make no undue burden or significantly change the nature and operation of the program.

Program Goals

1. Developing an environment appropriate for a range of school age needs
2. Respecting each child's individuality, differing needs and social skills levels.
3. Encouraging active exploration of materials and ideas.
4. Expanding creativity by offering open-ended activities and projects.
5. Modeling group cooperation and problem solving. Children and staff will demonstrate a mutual respect for each other.
6. Offering choices appropriate to the needs of school age children.
7. Supporting parents in providing ideas and taking an active role in their school age program.

Program Description

Based on the goals, the staff will strive to create a program environment that provides ample choices and stimulating activities. Experiences with STEM, National science programs, cooking, craft projects, music, fine arts, and group games are some of the formal activities the program will offer. In addition, the children will be able to choose from a large assortment of board games, art materials, dramatic play, and block building options. Relationships will be built between children, staff and parents participating in the program.

Full-day programming will offer field trips with special themes or events - such as putting on a carnival, Winter olympics, etc. As stated above, the staff will work with children enrolled to determine their interests and gather ideas.

Children come to school age programs from many different situations and family cultures. Mary Johnson's school age programs recognize, value, and accommodate the diversity of individuals within the group, wherever possible.

Enrollment

Enrollment for all school age programs is through Mary Johnson Children's Center.

Children may be enrolled for either full or part time schedules. Parent contract for specific days. We ask that this schedule be kept, although it is possible to change days. Parents must notify Mary Johnson Children's Center School Age Office of any changes in enrollment by Sunday at 9pm the week of the schedule change. Enrollment is available throughout the year depending on available spaces. Often times a waiting list will be instituted.

Withdrawals

Parents are requested to give two weeks' notice prior to withdrawing a child

Parents wishing to withdraw a child, but who fail to provide this two weeks notice will be liable for tuition for those two weeks.

Tuition

Tuition rates are stated in the program's Tuition agreement, which must be signed at the time of enrollment.

Families with more than one child pay full cost for the first child, and 80% for the second, and all other children.

Families eligible for DCF child care tuition assistance or family support are welcome. For information on these programs. Please contact Addison County Child Care Service at 388-4304.

It is not Mary Johnson's policy to bill for tuition. Please contact our bookkeeper Susan Bourdon between the hours of 7:30am and 11:30am if you have any questions about your balance.

Payment is due weekly or biweekly on Fridays, unless other arrangements have been made with the Center. Parents can either find the site director or staff member to give tuition payments to.

If your balance is \$350 or above your child will not be able to attend until that balance is paid. The site director will email you when you reach a balance of \$300 as a warning.

Payments can be made at the program site or mailed to the Children's center. Payments will be recorded, receipts can be given, and most tuition questions can be answered on site.

Payment is due for reserved attendance dates. If there are any schedule changes we need to be notified at the start of the week (Sunday by 9pm).

Sign-in/Sign-Out

Each child will walk to the predetermined program space to sign in daily.

Children **MUST** be picked up by a parent or other adult designated on the approved pick up list, furnished on the enrollment application, and sign out when they leave the program.

Please notify the school age program, or the center itself, if plans change for your child to be picked up by someone other than yourself or a designated adult

If a note is sent to the school/classroom teacher regarding a change in plans, please send that information to the afterschool program as well.

SENDING THE INFORMATION TO THE SCHOOL/TEACHER DOES NOT ENSURE THAT INFORMATION WILL BE RELAYED TO THE AFTER SCHOOL PROGRAM.

In the event that you must give changes in pick-up person, or other directions regarding sign out, over the telephone, staff will ask that you wait while they call you at your stated number to verify that you are giving permission.

Best Practice requires written authorization. Your child will not be released without proper authorization.

In the event that circumstances dictate that these guidelines cannot be followed, please give your site director a call , or call Mary Johnson Children's Center. A set of emergency files is maintained at our main office to facilitate assistance.

Parental Access

Parents/guardians are welcome to spend time with their children during the hours of our program. We allow access to their records and to communicate with staff as needed.

With that being said, most program sites are locked during hours of operation for the safety of the children and staff in the building. We are not allowed to let individuals other than parents/pick-ups inside the building during our hours of operation.

Prepared to Play

Our school age programs are recreational in nature.

Outdoor play experiences are vital to healthy school age development. Therefore, unless the temperature is at or below 10 degrees Fahrenheit (factoring in wind-chill) or raining - the children in school age programs will spend 30 minutes at least outdoors.

Specific clothing in appropriate outdoor play, in relationship to the season, should be worn and/or available in the child's backpack.

Once again, school age children will be encouraged to develop their own knowledge and skills around appropriate use and care of their clothing and belongings at the program
In Summer, children will be required to wear sunscreen; parents will be asked to sign a permissions form allowing staff to supervise the application.

In the event of extremes of temperature and/or humidity children's outdoor activities will be limited.

Electronic Policy

We understand that many children have cell phones, chromebooks, watches, etc. but we do not allow the use of phones or chromebooks (unless it is for a homework assignment). Parents are allowed to communicate with their children through watches but the children are not allowed to play games after communication has stopped. We will use the Procare App and our program phone to communicate with parents and can pass along messages to children that way.

Late Pick-up

Please abide by the program's closing time, as our license from the state of Vermont as well as our insurance coverage is strictly tied to the stated hours of operation.

If some unforeseen or emergency situation arises that will delay the parent or guardian's arrival, please telephone the program director.

The center reserves the right to assess a late fee of \$20 in addition to an added \$5 for every 15 minutes thereafter.

*Summer camp hours are 8am-5pm.

Enrichment Activities

From time to time throughout the year, special programs, projects, classes or trips may be offered for children to choose from. Some examples are: Taekwondo, Pottery, French, Spanish, Tracking, Dancing, Drumming, Page One Literacy with Middlebury College students, Archery, and Art.

Field Trips

Field trips and walks to local areas of interest are often part of the program.

Permission for your child to participate in such excursions is a part of the enrollment application.

In the case of trips involving transportation, you will be notified in advance, and or asked to sign permission slips specific to the trip or event. The school age programs use only licensed transportation with seat belts, insured to meet state requirements. Staff does not transport children except in cases of emergency.

If you do not want your child to attend the field trip they must stay home or find alternative care. We will not accommodate children or staff to stay at the school.

Swimming

If the school age program will be swimming, parents/guardians will receive reasonable advance notice.

Specific permissions to swim will be asked for.

All swimming and water activities will be under the supervision of American Red Cross Trained & Certified Lifeguards.

A copy of our aquatic plan can be viewed upon request.

Photographs and Publicity

Photographs of the children participating in school age programs may be taken from time to time, and may appear in newspapers, magazines, brochures, or other publicity materials. Your permission for photographs including your child to be used without compensation is a part of the enrollment application

In regard to photographs of children in protective custody, our programs adhere to guidelines given to us by the Department of Children and Families prohibiting such usages.

Schedules

The following are sample schedules for both full days and part day (regular) after school programs. There will be differences, based both on individual program hours and needs of children and families. Children may be picked up at any point in the program. Advance notice of special departure times will allow staff to help prepare children for smooth transitions to other activities and or home.

After School Schedule Pre daylight savings

2:45- 3:10 Arrival/free choice
3:10-3:15 Wash hands
3:15-3:45 Snack
3:45-5:00 Outside
5:00-5:30 Free choice/ Pick up

After School Schedule Post Daylight Savings

2:45-2:55 Arrival
3:00-3:30 Outside
3:30-3:40 Wash hands
3:40-4:00 Snack
4:30-5:30 Indoor Activities

Full Days

Each school schedule is different and parents should check with the on side director for determined days of operation. The full day rate, as indicated on the tuition agreement, will be charged. Children should bring a bag lunch and dress for outdoor, active play. Registration can be done in advance by contacting Mary Johnson Children's Center

Full Day Schedule

8:00-9:00 Arrival/Free Time
9:00-9:30 Breakfast
9:30-10:50 Morning Activities
10:50-11 Lunch Prep
11-11:40 Lunch
11:40-12:00 Quiet time
12-2:45 Afternoon activities
3:00-3:30 Snack
3:30-4:45 Afternoon activity #2
4:45-5:30 Indoor activity/ Pick up

This is a very general schedule. It may include field trips, special days, and other activities. An announcement of full day events will be made prior to vacation days, with specific information regarding plans, fees and other requirements.

Snow Days and Early Closings

Individual program sites will be closed when the host school is closed for snow days. Please listen to our watch CHAMP 101, WCAX-TV, or WPTZ-TV for details

In case of early closing of a school, the program at that site will make reasonable efforts to run the program, but this will be based on actual weather and staffing capabilities. contact the center office if you have questions.

Early Release Days

For those schools incorporating early release or in-service days, programs may operate for families needing the service. This depends on each program and their ability to staff these days to abide by state licensing requirements.

A separate sign-up will be sought to determine need.

Please speak with the program's site director, or contact the Center for additional information.

Behavior Guidance

Behavior guidance in school age care is based on meeting the challenges that come from assembling a varied group of children, differing in age, developmental levels, and interests providing them with open-ended opportunities.

Safety is maintained as the foundation, with activities added that allow children's exploration and appreciation of themselves and others. Relying on the creation of these effective play experiences, school age programs set the stage for adventure, group process and the ethical treatment of all persons, children , parents and staff. Intentional programming leads children towards maturity and helps them build community.

Our School Age Programs use logical and natural consequences, build a framework of empowerment, support children as they accept situations of others with empathy. We rely on authoritative behavior guidance.

The professional judgment of the site director will guide this process, which relies on communication between child, staff and parents to plan and improve the environment of the program. Safety in the physical and emotional elements of the program is our first priority for all children and staff.

Incident Reports and Re-entry Policy

The following incidents require incident documentation and direct action in behavior guidance:

- Physical Aggression of any kind
- Harassment or Threats of any kind
- Unsafe Behaviors towards themselves or others
- Sexual Behaviors towards themselves or others
- Toxic Language (as determined by our staff)
- Continuing Non-Compliance

Situations may require immediate parent pick-up, as threats to these basic forms of safety include:

- Running Away from Program Space
- Unsafe Behavior
- Verbal Abuse
- Physical Assault/Harm of Student
- Physical Assault/Harm of Staff Member

**We understand that not all incidents that happen inside or outside of our program will fall under the categories listed above and will work to address concerns at the discretion of the director.*

A verbal warning will be given to the child upon their first incident. The Parent/Guardian will be advised at pick-up. If not possible in person, the information will be shared via telephone within 24 hours. Additional incidents require further actions.

When incidents occur that dictates documentation, the following process begins, to assure a successful outcome:

1st report - Call to parent/guardian regarding most recent incident to require pick-up of the child and an incident report will be issued for signature

2nd report - Call to parent/guardian regarding the most recent incident to require a pick-up of the child and an incident report will be issued for signature. A **one-day** suspension from the child's next expected day of attendance will be required.

3rd report - Call to parent/guardian regarding the most recent incident to require a pick-up of the child and an incident report will be issued for signature. A **one-week** suspension from the child's next expected week of attendance will be required. A conference between parent/guardian, child, site director and center representatives must occur before the child resumes attending the program.

One further incident will indicate that these steps did not achieve expected safety and accommodation for the individual child within the program's structure. The child's enrollment will then be paused until the program director can work with staff to find a solution and a timeline will be created by the program director to support a successful re-entry.

Illness and Exclusion of Sick Children Policies

Children attending the School Age after school program will be granted 7 sick days during the school year where the program will not charge the family. We would like to be contacted by phone or email before 10am the day your child is sick. If the child is sick more than 7 times we will have to charge for the days they have scheduled and do not attend.

- If your child is sent home from school we ask that you email/call/text our phone or use Procure and let us know.
 - If your child is sent home from school we will honor the school's judgment and we won't charge the family or use 1 of the child's 7 free sick days - but we will need to be notified if this occurs.
- For the protection of all children, your child would be excluded from the program attendance, and should be kept at home if they show any sign of the following symptoms: Fever; diarrhea, vomiting, rash, discharging eyes or ears, nasal discharge (green color), or other signs of infection. Children who exhibit these symptoms should remain at home for at least 24 hours after the first sign of illness and 24 hours since the child last took medication to better the symptoms.

Parents should exercise every caution and keep children at home should other unusual symptoms occur. If a child at the school age program exhibits any other observable symptoms. Or by report or conversation with the child, program staff will call parent/guardian to request that the child be picked up as soon as possible to ensure the wellbeing of all children in the program.

Injuries

All program staff are trained in CPR and First Aid Basics. A general protocol for responding to a child's injury is as follows:

The child's immediate condition is assessed. Appropriate first aid measures are taken. The Site director will assess the degree of severity for next steps. If warranted, parent(s) will be called. If the parent(s) are unavailable, messages will be left, and emergency contacts will be alerted. If warranted, the child's doctor will be called.

If warranted, an emergency response unit will be called. If necessary, the site director will accompany the child to the nearest medical facility for assessment and treatment. This permission to transport if necessary is a part of the enrollment application.

Site personnel will continue to attempt to contact parents/guardians to update them on the situation. The site director will remain with the child until a parent or guardian arrives at the medical facility. The site director will follow up after the incident within 24 hours. The site director

will complete the required accident/incident report, and give copies to Mary Johnson Children's Center.

Notice will be provided to the Child Development Division if a rescue personnel or vehicle has been called to the program site, as per licensing regulation, within 48 hours.

Head Injury Protocol

In any instance where a child's head has struck the ground or any other form of hard surface:

1. The child will be examined for general signs of concussion, as per First Aid Training received by program staff members and or site director. If further medical examination is deemed necessary, it will be sought at this time. AND
2. The child's parent/guardian will be called.
3. The time of the call will be noted by a staff member or site director, on the accident/incident form.
4. IF a message is left, that will also be noted on the accident/incident form.
5. If it has not been possible to speak directly to a parent/guardian listed first on the enrollment form. Additional calls of notification will be made to other listed emergency contacts provided on the child's enrollment form; such measures, if taken, will also be noted on the accident/incident form.

Accident/incident Form to be signed and follow up to be noted.

Emergency contacts

To complete enrollment in a school age care program, each child must have listed two current, in-service telephone numbers of local relatives or family friends designated by the parent or guardian that can respond if a parent or guardian cannot be reached in the event of an emergency.

These numbers must be kept current, for maintaining the wellbeing and safety of the child. An important space is reserved for it on the enrollment papers.

Parents bear responsibility for updating the number and name of the contact(s).

Emergency Plans

Each program site has developed an emergency plan, specific to its location. It has been compared and connected to the host schools plan.

Communications and meeting site information will be provided by each site to parents/guardians.

Safety Policies: Exclusion of Prohibited Persons

The School Age Programs of Mary Johnson Children's Center will exclude those persons whose presence is prohibited by licensing regulations from being on program premises, including but not limited to those whose background/history indicate a potential danger or threat to children's safety and well-being.

- All steps necessary shall be taken:
 - Speaking directly to the individual
 - Accessing local law enforcement if necessary
 - Informing MJCC Executive Director of actions taken

Missing Child Protocol

1. The children shall be called together, at the direction of the site director.
2. Children will be supervised by staff members in a proper ratio.
3. Children shall be accounted for from daily checklist, and numbers reported to suite supervisor present.
4. Site supervisor will contact any office personnel or facility manager, if present.
5. Staff members will deploy to walk through the entire area that has been used by the program in a systematic search.
6. Staff members will be sent to check bathrooms, playground, classrooms, parking areas - all publicly accessed areas.

Site supervisors will receive continuous reporting from the areas benign checked.
The site supervisor will use the child's emergency information to contact parents/ guardians.

Emergency assistance will be called for within 10 minutes. This may include notifying local law enforcement.

The site supervisor will inform and report the incident and outcomes to Mary Johnson Children's center/School Age Program Directors.

Medical Emergencies

In the event of a medical emergency or serious accident, the School Age Program Director will contact a) parents and or b) the child's doctor, as listed on the enrollment form.

IF emergency treatment is deemed necessary, and it is impossible to reach either parent, doctor, or emergency contacts, the child will be taken to the nearest medical facility by ambulance.

Authorization for the program staff to contact your physician and take whatever emergency medical measures deemed necessary is required on your enrollment application.

Medication Procedures

- Children who need to receive medication during the program must have a note indicating: 1) child's name; 2) date; 3) time; and 4) dosage amount of medication to be administered with times and intervals specified.
- All medications should be stored in a secure place, in its original container.
- The required release for administering medication is available onsite, to be completed by the parent/guardian when any medication will be given.
- A log or record book will be kept, noting when medication was administered, how much was given, and initialed by the staff member supervising the medications.
- During the school year it is requested that all medications be left with the child's teacher or school nurse, to be delivered to the program directly from an adult.
- The medication should be handed over to a site director or senior staff member directly.
- The transported medications log indicated that the parent/guardian and staff member acknowledge the receipt of medication on site and agree as to the quantity provided.

Immunization Records

An up to date immunization record must be provided to complete a child's enrollment: a signed statement of non-immunization will also be accepted. Authorization to retrieve these records from the VT Department of Health is included on the enrollment form. Please call the Center if you have questions regarding immunizations.

Food

The school age program participates in the federal funded Child and Adult Care Food Program (CACFP), which reimburses some of the costs associated with program snacks for meals. The program will provide a nutritional snack daily, using USDA food pyramid guidelines.

If your child has any food allergies, please be sure to inform the program staff, and indicate it in the appropriate place on the enrollment form.

On full days, children are required to bring a home lunch and a morning snack unless otherwise informed. Milk and water will be made available.

Children's voice will be sought and included in the snack menu posted for parent information.

If you know your child will not like the snack provided by the School Age Program they are welcome to have a home snack during the allotted snack time. But they can only have one snack (their home snack or school snack not both).

Inclusion Policy

Mary Johnson School Age Programs admit and enroll all children, regardless of race, color, special need, gender or national origin.

A plan for ensuring the success of any individual child will be made in consultation with program staff, parent/guardian and members identified of the child's team.

If the student requires a behavioral 1:1 during the school day we require that a 1:1 staff member be hired before enrolling the child.

The plan will receive regular review for outcomes and changes that need to be made.

Nondiscrimination Statement

In accordance with federal civil rights laws and the U.S Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<http://www.usda.gov/sites/default/files/documents/ad-3027.Rdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

Mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights 1400
Independence Avenue, SW Washington, D.C.
20250-9410; or

Fax: (833)256-1665 or (202)690-7442; or

Email: Program.Intake@usda.gov

Mary Johnson Children's Center Programs Civil Rights Complaint Procedure

Individuals and groups are never discouraged from submitting a complaint of discrimination. Complaints may be written or verbal. Complaints may be anonymous. Mary Johnson Children's Center and its programs instruct program participants to send complaints of discrimination directly to the USDA Office of the Assistant Secretary for Civil Rights (OASCR). The complainant must file within 180 days of the alleged act of discrimination. The superintendent or appointed designee is responsible for implementing the Civil Rights Complaint Procedure. The complainant can file on their own directly with the USDA or report the complaint to the School Food Authority (SFA) or sponsor.

The contact information is found on the "And Justice for All" posters which are prominently displayed in all required areas.

All complaints alleging discrimination on the basis of race, color, national origin, age, sex (including gender identity and sexual orientation), or disability will be forwarded to the USDA Office of the Assistant Secretary for Civil Rights immediately.

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:

(202) 690-7442; or

email:

program.intake@usda.gov

Complaints should be put into writing, by the complainant, using [USDA Program Discrimination Complaint Form](#), (AD-3027), (AD-3027) found online at:
<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>.

This form is available in English and Spanish.

English version:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>

Spanish Version: <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>

In the event that a complainant makes the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made must record the details of the complaint for the complainant. Every effort will be made to have the complainant provide the following information:

Name and contact information for the complainant.

The date(s) during which the alleged discriminatory actions occurred or, if continuing, the duration of such actions.

The specific location and name of the entity delivering the service or benefit.

The nature of the incident or action that led the complainant to feel that discrimination was a factor.

The basis on which the complainant feels discrimination exists within any of the protected classes.

The names, titles, and business addresses of persons who may have knowledge of the discriminatory action.

If the USDA determines that a civil rights complaint warrants an investigation, it will occur based on established FNS policy and procedures, and then finalized into a report. They will investigate the complaint and this is the sole responsibility of the USDA.

In addition to submitting the complaint to the USDA, the SFA will keep a Civil Rights Complaint Log on site. Maintaining confidentiality is crucial. As much information as possible will be documented, including:

Name and contact information of complainant

Description of incident including date, time, location, and persons present

Relevant Protected Base(s)

Name of organization and individuals alleged to have engaged in discrimination

Date of referral to USDA

The findings of any investigation conducted

Description of the final disposition of the complaint including any corrective action planned or taken

The SFA will also notify Child Nutrition Programs at Vermont Agency of Education of any complaints of discrimination. The State Agency maintains the information in a confidential database with limited access. Child Nutrition Programs does not investigate complaints of discrimination, but ensures complaints are received by the USDA and will cooperate in the tracking, processing, and resolving of complaints of discrimination.

The Vermont Agency of Education does not discriminate on the basis of race, color, national origin, creed, marital status, sex, disability, age, gender identity, or sexual orientation in its programs and activities. Complaints alleging discrimination related to the Vermont Agency of Education protected bases of religion or marital/civil union status, will be sent to Emily Simmons, General Counsel, at emily.simmons@vermont.gov or (802)-828-1518.

Parent Information and Communication

Families always have access to their child, their child's files, and , within reason, to their child's teachers. MJCC School Age programs recognize that in most situations, both parents have a legal right to be a part of their child's life.

MJCC programs deny any parent/guardian access to a child only if there is a legal document on file at the program site and the MJCC office.

Regulations currently governing the operations of our licensed programs, as well as other information about Vermont Afterschool Programs may be accessed through the Child Development Division at <http://dcf.vermont.gov/cdd>

Over the years, parents have provided the school age program with valuable input which has assisted the Center in evaluating and improving its programs. A parent's perspective on how the program is working for their child is an important one. Questionnaires will be sent home from time to time, and we encourage parents to comment fully on the questions, or concerns of their own. Various informal opportunities to provide feedback to improve the quality of your child's care and growth in their school age program will be offered

Keeping you informed of program activities through newsletters, notes and parent bulletin board announcements is a high priority. Please ask the site director or a program staff if you haven't seen or received announcements regularly.

When concerns arise, parents should bring their problem to the attention of the SITE DIRECTOR(S) who will hear your suggestions and or grievance and attempt to work through the problem. If additional communication is necessary the problem can be taken to the school age program director at the center.

If a parent or guardian remains unsatisfied with the resolution of the corner, a written appeal may be made to the center Executive Director and through them the board of directors who hold regular monthly meetings.

Parents also have option of contacting
CHILD CARE CONSUMER CONCERN LINE
800-540-7942

Supervision of Children

Each child shall be supervised at all times by staff as appropriate for the age of the child.

Children may be out of direct supervision within the confines of the licensed space for brief periods of time as outlined below, with staff knowledge and permission

Grade	Buddy Req.	Time Limit
Grades K,1,2	Buddy in same age group	Not more than 10 minutes
Grades 3,4,5	Buddy in same age group	Not more than 10 minutes

Staff Qualifications

All staff are hired to meet the specific requirements for specific jobs as set forth by the Vermont Department for Children and Families/Child Development Division.

All staff have been screened through the Division's background records check system, and all staff receive training for certification in CPR and First Aid.

All staff have been advised of confidentiality policies, and have agreed to maintain confidentiality in writing.

Site Directors

Have degrees and coursework and or experiences in a wide range of fields, including education, child development, recreation, human services and other disciplines (as required by licensing).

Are provided with protective services training and are instructed in proper procedures for dealing with blood-borne pathogens.

Have access to 12 hours (in addition to CPR and First Aid) annually of professional development, including a state school age conference, workshops, courses, and in-service training.

After School Staff Persons

Staff are 16+ years old (with supervision) or 18+ years old. They receive 4 hours of training annually related to their position. In addition are required to complete training that consist of CPR and First Aid, Vermont Orientation to Childcare, and Mandated Reporter training.

Mandated Reporters

All Staff must report observation of suspected neglect or abuse as mandated reporters in the state of Vermont.

Following the guidelines given in the informational brochure distributed by DCF entitled Reporting Abuse or Neglect

** As a result of each employee's reading of , and signature on, the statement of understanding, every employee of Mary Johnson Children's Center School age Program is a mandated reporter.

All staff have received Mandated Reporter Training through the Child Development Division.

Within the structure of MJCC, each employee should report to their supervisor any instance of suspected abuse of a child:

The Site director has the specific responsibility to report the suspected abuse, using the DCF hotline. If you suspect that a child is being abused or neglected, call 18006495285. The site director is also responsible to communicate their impending action/report to the executive director.

After School program staff will try to have as much information on hand as possible, including: The names of the child's parents/caretakers, the child's name, date of birth, home address, school, or child care facility, and the nature and extent of the injuries of allegations of abuse or neglect.

They are not expected to question, investigate or substantiate any instance only to express concern and detail what led to the report. A social worker will ask questions about the situation , record the information provided, ask that a written report be completed, and in some cases, ask for more information. The supervisor will relay the information as needed to appropriate persons.

The person reporting the allegation or situation has a responsibility to inform the staff member who brought the concern forward of the outcome or action taken. Within 48 hours of reporting to a superior, if the staff person has not heard whether or not a report was made or what actions and results are known, it is their right and responsibility to ask about how the situation was handled by the person it was reported to. Any questions or concerns should be directed to the attention of MJCC's Executive Director.

Confidentiality

All work and conversation in the Center or any of its programs is considered confidential and shall not be discussed with anyone not associated with the Center or with those whose responsibilities do not require such knowledge. Due to our partnership with Mary Hogan we often communicate with teachers and administrators after an information sharing document has been signed by families.

It is a breach of confidentiality and a violation of this policy to reveal to persons not employed by the Center any information about a child or family without the written consent of a parent or guardian.

All employees are cautioned about using a child's name or a family's name when they might be overheard by parents, children or other persons.

Staff members who breach this confidentiality are subject to disciplinary action or dismissal.

Environmental Health Maintenance Policies

There is no smoking, use of tobacco products or drugs in the school age program environment. Staff members in violation of this policy are subject to disciplinary action or dismissal.

What You can Expect From your School Age Program

Your child will be checked in daily upon arrival. His/her whereabouts will be the top priority of all staff.

You will be greeted by at least one staff member when you arrive to pick up your child.

You will talk briefly at least once a week with a staff member. This is to allow an informal update on how your child is doing at the program . Please allow a bit of time for this important conversation.

You may be invited to join the staff in planning special projects or regular activities.

You may receive occasional phone calls from site directors sharing positive conversation on or about your child, your program and or your concerns are a vital part of our commitment to your family.

If you have questions please ask them.

The School Age Care Programs of Mary Johnson Children's Center are family-friendly. We look forward to sharing time with you and your child.

School Age Programs at Mary Johnson Children's Center
81 Water Street
Middlebury, VT 05753
1(802) 989-5396
School-Age@mjcvt.org

Family Handbook Agreement

I/We have read the Family Handbook and understand the philosophy, goals and procedures of the Mary Johnson Children’s Center School Age Programs.

Student Name: _____

Parent Name: _____

Signature: _____

Address: _____

Parent Name: _____

Signature: _____

Address: _____

Date: _____

Please return the form to program staff ; Keep the handbook for your records.