



Before and After School
Parent Handbook
Policies and Procedures
Updated: July 24,2023

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Dear Parents and Guardians,

Welcome to The Shack Neighborhood House. You and your child(ren) are about to embark on a new adventure which we hope will be a positive, happy learning experience for you, your child(ren) and for our staff.

The Shack strives to provide a fun and safe environment and we take pride in carefully selecting and training our staff. All staff are Adult/Pediatric CPR, First Aid and AED certified by the American Red Cross, have passed a national background check and have been trained in DHHR Mandated Reporter Training.

To help everyone reach our goal, of providing a positive experience, we feel that the following points may be of mutual benefit to all parties:

- Talk with your child(ren) about his/her experience at the program on a regular basis. We trust you will find they are doing many activities, learning, and experiencing new things. If your child(ren) reports any difficulty or you feel there is anything we should know, call or talk to us. We are here to serve you and your child(ren).
- Please take time to get to know our staff. We are here for your child's growth and to be of assistance in any way possible; whether it's discussing progress, concerns, or acting as an advocate for you or your child(ren)'s needs.

We appreciate your interest and support in maintaining a quality experience for your child(ren).

Sincerely,

The Shack staff

Jessica Varner
Executive Director
director@the-shack.org

Katie Leach
Program Director
volunteer@the-shack.org

Jo Beth Miller
Financial Officer
financialofficer@the-shack.org

The Shack Neighborhood House

Mission Statement

Established in 1928, the mission of The Shack Neighborhood House, Inc. is to provide an inclusive, safe, and fun environment for learning and recreation. Programs strengthen families by nurturing children, youth, and community members of all ages in Monongalia County and the surrounding areas. Through our initiatives The Shack fosters personal growth and self-confidence, and promotes social responsibility.

Diversity, Inclusion And Equity Statement

The Shack Neighborhood House believes in a world that is inclusive in approach and where equal opportunities and equitable outcomes exist for all. The Shack community is committed to developing and supporting a diverse, equitable, and inclusive community, where all families and children create and feel a sense of belonging. Through our collective deliberate efforts, The Shack stays true to our mission by ensuring that our place can be anyone's place.

Code Of Ethics

As a member of the Shack Neighborhood House team, individuals are responsible for upholding these principles within their work (or service).

- Perform with sound judgment, emotional maturity, and positive characteristics.
- Ability to encourage children and to provide them with a variety of learning and social experiences appropriate to the age of the child.
- Ability to support children's physical, emotional, psychological, social and personal development.
- Ability to perform assigned tasks.
- Communicate effectively with supervisors and staff members.
- Respect confidentiality.
- Respect for self, children and other staff members.

Philosophy

We believe that children learn best when they're allowed to explore in a well equipped, nurturing environment that is stimulating, safe, and consistent. The Shack strives to enhance each child's natural curiosity and love of learning by providing opportunities for each child to master tasks that are appropriate to his or her individual level of development.

Non-Discrimination Statement

The Shack is operated on a non-discriminatory basis, and the practice of this policy is demonstrated through equal treatment without regard to race, color, creed, religion, sex, sexual orientation, national origin, disability, age and marital status.

Liability Insurance Coverage

The Shack is covered through the Board of Risk Management.

Records And Information Disclosure

The Shack will maintain the confidentiality of all child records and keep all information about the child confidential and shall only disclose it to staff members caring for the child in accordance with The Shack's policies and procedures. The Shack obtains the written consent of a child's parent before disclosing information about a child including photographs, audio or video recordings or verbal statements about the child except when disclosing information to the Secretary of the Department of Health and Human Services or his or her designee.

Complaint Procedure

Within one (1) day of an infraction, families are encouraged to first seek the assistance from the Program Director who shall attempt to resolve the problem. The Program Director has ten (10) days to resolve the problem or provide a solution. If the complaint is with the Program Director the family will contact the Executive Director.

If the family's complaint is not settled satisfactorily with the Program Director, families may present the dispute (within one (1) day) to the Executive Director of The Shack Neighborhood House. The family is encouraged to advise the Program Director of their intention to present the complaint to the Executive Director. The Program Director will support the process to help rectify any remaining dissatisfaction. The Executive Director will render a decision on the matter after appropriate investigations. The Executive Director has (10) days to render a decision.

If the family feels the corrective actions made by the Executive Director have been inappropriate, the family may file a written appeal (within one (1) day) to the President of the Board of Directors. The Board President will review and refer the complaint to an appropriate committee of the Board for further action. A family filing a complaint with the Board must advise the Executive Director before action is taken. The Board has thirty (30) days to resolve any matters brought before it.

Families have the right to report complaints to the Secretary of the Department of Health and Human Resources at any time.

Mandated Reporter

All employees and volunteers of The Shack are required by WV state law to report suspected child abuse and neglect. Mandated reporters are required to make a report not more than 24 hours after suspecting abuse or neglect by calling the West Virginia Abuse and Neglect Hotline, the centralized intake hotline for Child Protective Services, at 1-800-352-6513.

Child Care Resource Center, West Virginia Department of Health and Human Resources

We accept child care payments under the West Virginia Department of Health and Human Resources Enrichment Program for those families who meet the eligibility requirements. Parents should contact the Child Care Resource Center (304-292-7357) for an eligibility application. Income guidelines for this program have increased until August 31st. Income guidelines match our \$10/week and \$15 per week tiers listed in this packet. Upon approval parent-child fees are Waived by The Shack, making enrollment free to qualified families. Please see attached Child Care Resource Center verifications needed when applying form. Upon approval parent-child fees are Waived by The Shack, making enrollment free to qualified families. Please see attached Child Care Resource Center verifications needed when applying form. Applications can begin 13 days before the start of school (August 9th) and can be completed in person at the CCRC Morgantown Office.

Personal Items

Please refrain from allowing students to bring valuables, toys or other such items to school. The Shack staff is not responsible for any lost, stolen or broken personal items. All students will be provided an area for use in the aftercare program. Coats, backpacks and lunchboxes can be stored there during their care. The Shack will be providing toys and activities for the students to use.

Communication

Each morning assigned staff will greet parents and children at the designated location. Parents can discuss any concerns with the Program Director, Katie Leach, volunteer@the-shack.org . The Program Director and Executive Director are available by appointment.

Shack staff will communicate with families as follows:

- Direct communication either in-person, through a phone call, the Procure app or by one of the following forms:
 - **Incident Report:** These are completed when a child displays an inappropriate behavior as defined under the behavior guidance section of this Handbook. A copy is given to the parents and one goes in the child's file.
 - **Accident Report:** If warranted accident reports will be filled out by staff and given to the parent/guardian. If not warranted first aid will be applied on site and a designated staff person will let the parent know upon pick-up arrival.
 - **Notices:** From time to time, notices will be displayed in the main hallways or will be distributed to parents during sign-in/out.

Procure

The Shack Neighborhood House, Inc. utilizes Procure, an app based sign in-out software that allows our staff to stay in real-time connection with our attendance, parents/caregivers, and billing all in one platform!. This system includes added security, confidentiality and a way to interact with staff during the program. Each parent will receive an invite to sign up for the app and you will be provided a PIN Code. **Each individual MUST have their own PIN.**

Hours Of Operation

Eastwood - start 7:00 am/end 5:30pm

Mason-Dixon - end 5:30pm (no before school)

Mylan Park - start 7:00am/end 5:30pm

Ridgedale - start 7:00 am/end 5:30pm

Holidays

The Shack will be closed on the following dates:

- Labor Day-September 4, 2023
- Veterans Day- November 10, 2023
- Thanksgiving Break-November 22- November 24,2023
- Christmas Break-December 25- January 2, 2024
- Martin Luther King Day-January 15, 2024
- Good Friday-March 29, 2024
- Easter Monday-April 1, 2024
- Memorial Day-May 27, 2024

Departure

Your child(ren) must be picked up from The Shack by 5:30 p.m. **All children must be signed out and escorted from The Shack by the parent or guardian.** The staff will only release your child(ren) to the people designated by you on your child(ren)'s enrollment form. If someone other than those previously designated on the form is to pick up your child(ren), a written and signed note should be given to the staff at the child(ren)'s arrival. Anyone who may pick up your child should be prepared to present a picture ID to The Shack staff if they have not previously visited before.

****IMPORTANT**** If you are unable to arrive by 5:30 p.m., please call The Shack's office (304-599-5466). Abuse of this policy may result in a fee of \$1.00 per minute after 5:30.

The staff will attempt to call the parents or guardians and all other emergency contacts listed on your child's enrollment form. If no one can be reached or if Shack staff is not contacted by a parent/guardian or authorized representative from your enrollment form, Shack staff will contact Child Protective Services and proceed with recommendations from them at that time.

Zero Tolerance Violence & Bullying Policy:

The Shack is committed to providing an inclusive, safe, and fun environment for recreation and learning. Therefore, The Shack follows a zero-tolerance violence and bullying policy. Violence and bullying are inexcusable. **Any student who harms another individual physically and/or verbally (by violence or bullying) will be suspended or removed from the program immediately.**

Behavior Guidance:

The following guidelines must be adhered to at all times. Staff is responsible for providing guidance that is appropriate to each child's age, understanding, and circumstances.

Staff shall:

- Teach by example.
- Recognize and encourage acceptable behavior.
- Help a child develop self control to assume responsibility for his or her own actions.
- Prepare a child for his or her next activity a few minutes ahead of time, and allow the child a brief transition time before beginning the new activity.

Behavior Management:

- Minor behavior problems will be addressed with appropriate time out and redirection towards positive behavior. Staff will:
 - Redirect the child to alternative behavior or other activity
 - Encourage the child to control his or her own behavior, cooperate with others and solve problems by talking things out.
 - Speak so that the child understands that feelings are acceptable, but inappropriate behaviors and actions are not.
 - Maintain perspective about the minor misbehavior and recognize that every infraction does not warrant staff attention or intervention.
 - Take action that relates to appropriate behavior and ensure that any action that is taken without bias and in proportion to the child's act.
 - All Elementary School rules will be followed.

Examples of minor behaviors are:

- Not following direction

- Talking back to teachers
 - Arguing with other children
 - Inappropriate language/swearing
 - Name calling/teasing
 - Temper tantrums
 - Not following routines/schedules
- Moderate behavior problems will be recorded on an Incident Report form. Parents will need to sign the form for the child's file and a copy will be given to the parent.

Examples are:

- Hitting, pushing, kicking or choking, a child with no injury occurring
 - Spitting on a child or teacher
 - Actions or language sexual in nature that is beyond the scope of natural curiosity
 - Minor assaults on teachers (unintentional or light enough not to cause injury)
 - Climbing on and jumping off furniture
 - Running out of our facility or away from the youth leaders during field trips. (Misbehavior on field trips may result in the loss of your child attending the next field trip activity.)
 - Destruction of Shack property.
- Severe behavioral problems will result in an immediate suspension of not less than three (3) days. The child may not return until a parent/guardian speaks to the Program Director and Director of The Shack. We will make every effort to work with the child and parents. If severe behavior continues after the child's return, the child's attendance may be terminated.

The Program Director and/or Executive Director may immediately suspend a child at any time he/she exhibits a behavior which is harmful to him/herself or others. A parent may be called from work anytime the child exhibits uncontrollable behavior that cannot be modified by the staff. The parent may be asked to take the child home immediately. Depending on the severity of the behavior problem, it may be necessary even if the child has not been given prior warnings. In this case, the child may be removed or suspended without refund of the registration fee. Each child's disciplinary action will be handled on a case-by-case basis.

Examples are:

- Pushing, shoving, kicking, hitting, or biting a child that results in injury (bleeding, bruising, cutting).
- Intentional aggression toward any staff member.
- Sexual language or actions that are overtly aggressive in nature and puts other children at risk for exposure to inappropriate actions.
- Any action deemed to be molestation of another child or teacher.
- Physical and/or emotional abuse of staff or children.
- Threats to injure, or in any manner has caused injuries to another child or staff intentionally.

Corporal punishment is strictly prohibited at The Shack Neighborhood House

Behavior Guidance

- Staff shall use guidance that helps the students understand age appropriate behaviors.
- Staff will follow the positive behavior rules which prove to be fair, consistent and relevant to each child.
- Staff can use a time-out that lasts no more than one minute for each year of a child's age and only for the purpose of helping a child regain control. Time-out must be under adequate supervision.

Right To Refuse Attendance

The Shack retains the right to refuse admission of any child or send a child home on any given day when the attendance of the child at The Shack puts the child and staff at risk for health or safety reasons. Outstanding invoices can result in care refusal and/or dismissal from the program.

Termination Of Attendance

The Shack Neighborhood House reserves the right to terminate attendance for the following reasons:

1. Behavior of a child indicates he/she is not ready for a group experience.
2. **Behavior of a child endangers the physical or emotional well-being of other children at The Shack** on a chronic basis.
3. Physical and/or verbal abuse of staff or children by a parent or guardian or child.
4. The failure to follow Shack policies and procedures.
5. **The failure of the parent/guardian to return the required documents, including health assessments, immunization records, and emergency information/permission forms.**
6. **The failure of a parent/guardian to meet their financial obligation to The Shack.**
7. Three incidents of severe inappropriate or aggressive behavior.
8. Any other reason that administration deems that a continuation in the program is not in the best interest of the child, other children at The Shack, the child's parents/guardians, The Shack, or Shack staff.

Refusal To Enroll

The Shack reserves the right to deny services to families previously enrolled at The Shack for the following reasons:

1. A child has a documented history of challenging or dangerous behaviors.
2. A previous enrollment was terminated for any of the aforementioned reasons.
3. The parent's failure to adhere to Shack staff recommendations for improving behavior.
4. Failure to pay the required fees or a previous outstanding financial obligation.

Withdrawal Policy

When a child wishes to withdraw from The Shack Before & After School Program, a withdrawal form must be completed and emailed to volunteer@the-shack.org and financialofficer@the-shack.org . We require a 2 weeks' notice and any financial obligation owed must be paid in full by the date of withdrawal. If withdrawal is necessary due to behavioral concerns or other, a written notification will be given to the parent/legal guardian.

Smoke-Free Environment Policy

Use of tobacco, including vaping, e-cigarettes are prohibited on the premises of The Shack Neighborhood House and everywhere in the presence of children.

Health & Safety

The Shack will not accept or be responsible for any type of medication. All medication must be turned into the school office, please your Elementary Schools office to find out their medication policies. A student that must carry an Epi-pen or inhaler may do so only after a written permission form from the parent/legal guardian is given and a written physician's order is received stating that the student may administer medicine to themselves. If a written physician's order is received stating that an Epi-pen or inhaler must be available for the child we will place that Epi-pen or inhaler in the medication box available to our staff and a medication log will be kept for each item.

******The Shack appreciates the parent's personal choice to object to medical treatment; however, we **CAN NOT** follow those wishes. If medical treatment is necessary we will not hesitate to call necessary medical help******

Medical And Emergency Information

The Emergency Information Permission Form must be returned to The Shack prior to your child's attendance. All immunizations must be current (less than one year old). Immunization records will be kept for a child from year to year. **Your child is not considered enrolled until these documents are received in The Shack office.**

Medical File

Each child will have a medical file established which will be kept separate and confidential from their Shack file. In the medical file we will keep your child's health insurance information, emergency medical forms, allergy information, and if required, a medicine authorization consent form, the medicine log, record of emergency medication administration, and an asthma emergency plan.

Non-medical Emergencies

A non-medical emergency may include an outside environmental or human threat. At times these emergencies may be severe enough to force The Shack program to be evacuated and/or closed. Parents will be notified ahead of time if possible of the closing. If the emergency occurs once the children have arrived, parents will be notified to make arrangements to get their child(ren) from The Shack program. If The Shack closes before the children in the before or after school program arrive, notice will be sent to the local radio station.

In the event of an emergency during before/after hours staff will:

1. Contact the parent first.
2. Contact Susan Taylor by phone and email and cc the principal.
Susan Taylor- Coordinator of Student Programs
setaylor@k12.wv.us Office: (304)291-9210 Ext. 1518 Cell: (681) 867-9699 (text/call)
3. Contact the principal by phone leaving a voice message.

Child Illness

If a child is becoming ill, or is ill, please arrange to have him/her cared for at home, both for their welfare and the welfare of the other children and staff. Your child should remain home until well enough to take part in all of the regular daily activities. Contagious diseases must be reported to The Shack by the parent/guardian as soon as the illness has been diagnosed, so that other parents can be notified of the exposure. Your child should remain home for the required quarantine period. If your child becomes ill at The Shack, you will be contacted at home or work to arrange an alternate childcare situation.

Exclusion /Readmission

During the course of an identified outbreak of any communicable illness, we shall exclude the child if the Elementary School has excluded the child for an illness or when a healthcare provider determines that the child is contributing to the transmission of the illness. The staff will readmit the child when he/she is accepted back into the Elementary School or when a licensed health care provider signs a statement that the risk of transmission is no longer present and the child is well enough to participate in activities.

Students who are demonstrating vomiting, diarrhea, fever of 100°+ or have an unidentifiable rash will be sent home. Once a child has been sent home from the Elementary School or The Shack Before & After Care program students may not be readmitted until symptom free for 24hr. Included is a list of contagious illness

and the recommended isolation time. Please help us keep all our students healthy and illness free or lessened by adhering to this policy.

ILLNESS	ISOLATION PERIOD
Strep Throat	24 hr on antibiotic and fever free
Pink Eye	24 hr on antibiotic drops
Impetigo	24 hr after treatment with area covered
Lice	After treatment and removal of nits and lice
Hand, Foot, Mouth	7 days from start of illness and all blisters are scabbed
Chicken Pox	24 hr fever free, no new blisters and lesions crusted
5 th Disease	24 hr fever free (may return with a rash)
Salmonella	After 3 negative cultures
Vomiting	24 hr fever free and no vomiting
Diarrhea	24 hr fever free, no other illness symptoms, no dehydration
Ear Infection	24 hr fever free and on antibiotics
Bronchitis	24 hr fever free and on antibiotics
URI	24 hr fever free and antibiotics if prescribed
Bacterial Infection	24 hr fever free and on antibiotics
Viral Infection	24 hr fever free
Roseola	24 hr fever free (may return with rash)
Pertussis(whooping cough)	5 days on antibiotic
Mumps	9 days after onset
Scabies	After medical treatment and Dr slip
Ringworm	After medical treatment and Dr. slip

*Please notify The Shack or Elementary School of any medical diagnosis that your child receives. The following illnesses are also determined by the WV DHHR and Mon County Health Department as reportable communicable illnesses. These illnesses are considered a major health risk and concern to other children and staff of this facility.