

Policies and Procedures

PLEASE READ ALL THE POLICIES & PROCEDURES, AND THEN SIGN THE ACKNOWLEDGEMENT ON THE LAST PAGE TO BE TURNED IN WITH THE COMPLETED REGISTRATION.

I. Purpose & Goals

- a. The purpose of the ZÓCALO OUTREACH is to provide a safe, supervised environment for children 5-14 years of age, before and after school and during the summer. This program is designed to provide an alternative to day care for working parents in the community.

II. Registration

- a. Registration is complete when the following forms have been turned in: Registration and Emergency form (front and back), Permission to Participate and Permission to Receive Medical Care, a monthly calendar, Policies and Procedures Acknowledgement and a copy of your child's immunization record.
Incomplete packets will not be accepted.
A **\$20 donation** registration fee, but not required.

III. Special Needs Children

- a. Zocalo Outreach operates in compliance with the Americans with Disability Act. Children with special needs will be accepted if they can benefit from our facilities, and we can reasonably adapt our program to meet your child's needs. Please communicate openly regarding your child's special needs and your expectations for his/her experience in our center. In this way we can build a program that truly benefits your child.

IV. Release of Children

- a. Participants will be released to authorized persons only, (parents, guardian or individuals listed on the emergency form), unless prior arrangements have been made. If the parent designates another individual to pick up their child, this must be confirmed by telephone or in writing to the site director. The site personnel has the right to request a valid driver's license or photo identification card to release a children to anyone other than a parent or guardian.
- b. If a person arrives at the site that is not authorized to pick-up the child, the legal parent or guardian will be contacted immediately. If the child is in danger due to an unauthorized person at the location, staff will contact the authorities immediately.

V. Signing IN and OUT/Hours of Operation/ Late Pick-Up

- a. All parents/guardians must sign their child in and out of the program each and every time they attend. Please do not drop them off outside or send them in on their own. **This is a licensing requirement and no exceptions can be made regarding this policy.**



- b. The **ZÓCALO OUTREACH Program's hours** of operation are from 9 a.m. until 4 p.m., Monday through Friday. Hours of operation for Day Camp are 9 a.m. to 4 p.m.

VI. Procedure for Identifying where Children are at All Times

- a. To avoid the possibility of "lost child", staff will always know the whereabouts of every child.

We:

1. Take and record accurate attendance
2. Do regular head counts of the children
3. Constantly monitor all areas of the center
4. Report unknown absences to the director
5. Remind parents to sign in/out daily
6. Call the parent immediately if a child is unaccounted for at the center or public school drop off
7. Keep children in sight at all times, including field trips, playground. Etc.

VII. Illness/Accidents/Injury

- a. The parent or guardian will be called should your child become ill/injured. The child will need to be picked up at that time. The staff member will determine the symptoms and begin relief measures/first aid. The parent or guardian will be contacted and the symptoms or description of the illness/injury will be relayed.
- b. If a parent cannot be reached, the staff members will try the emergency contacts provided by the parents. These individuals will be contacted according to the emergency form signed by the parents. If no parties can be reached, the site director will decide the course of action to be taken.
- c. Life threatening emergencies will result in emergency care by calling 911.
- d. In the case of communicable disease, parents will be informed and advised as to the necessary protective measures. The Jefferson County Department of Health will be notified of the cases.
- e. All medications must be in their original prescription container that states your child's name, dosage and times. Please do not send any over the counter medications with your child. **You must have written permission from the physician for each medication to be dispensed.**

VIII. Transportation

- a. Children are transported to ZÓCALO center, swimming pools and field trips in vehicles owned by New Life in Christ Church.
All transportation guidelines established by Colorado are adhered to. Safety education is required and provided to the staff as part of their training. Safety education is reviewed with the children by the staff and again by the driver prior to each departure.
- b. Seating on any vehicle does not exceed the Colorado state law.
- c. Transportation of children for camp field trips and activities will be provided on busses. and driven by



licensed and approved drivers.

- d. If the group is away on a field trip and the parent arrives to the site late, it is their responsibility to bring their child(ren) to the location we are at for them to participate on the field trip.

IX. Personal Belongings

- a. All personal belongings should be **clearly marked with your child's name**. The ZÓCALO OUTREACH is not responsible for lost or stolen items. Please check the lost and found for items.
- b. Participants are highly discouraged from bringing personal belongings to the program. We do not want your child's prized possessions lost or broken. The ZÓCALO OUTREACH and its representatives cannot guarantee that personal belongings will not be destroyed or lost.
- c. **Items that should NOT be brought to the program/camp:** CDs, CD players, personal game systems, IPOD's, MP3 players, cell phones, gum, candy, carbonated drinks, matches, lighters, knives, weapons, radios, toys, money, illegal drugs or alcohol.
- d. If any child brings inappropriate items to the program, these items will be confiscated and returned directly to the parent only. Repeat offenses of dangerous items will be grounds for removal from the program.

X. Snacks and Meals

- a. Zocalo outreach is proud to provide a variety of healthy meals and snacks
- b. Our menu, through a partnership with Food Bank of the Rockies, provides wholesome meals and satisfying snacks that meet federal and state requirements and guidelines established by the United States Department of Agriculture (USDA).

XI. Program Ratios

- a. Programs shall follow the state licensing enrollment limit. The ratio is 15 children to 1 staff member. Staff members are to monitor staffing/participant levels at all times. Field trip ratios are 10:1.

XII. Discipline/Rules for Participation/Behavior Management

- a. Discipline will be conducted to educate and redirect, rather than punish. The techniques used will include, talks, mild reprimands, time away from the activity, (within the room). We emphasize thinking about what they did and what they will do differently next time.
- b. In the cases of extreme behavior problems, in which participants are not responding to the above listed techniques, a write-up will be completed. Parents will also sign the write-up. If your child is still unable to successfully function within the program setting, your child will be removed from the program. **ZÓCALO OUTREACH utilizes a "3 strike" policy.** Meaning once a child has accumulated 3 write-ups within the ZÓCALO program they will be expelled. Upon the second write up, a conference will be scheduled with the parent(s), child involved. A ZÓCALO staff person will discuss strategies to allow the child to return safely back into the program at the discretion of the ZÓCALO Administrator. Should a



third write-up occur, the child will be immediately suspended from the program and the parents or guardians will be called to immediately pick up their child. The ZÓCALO Administrator will discuss with the parents why their child was removed.

- c. In cases of destruction or messes, the child will be requested to rectify the situation. In cases of destruction of facility property, parents will be asked to assume responsibility of the bill. Purposeful destruction of another child's possession will be the financial responsibility of the parent.

XIII. Abuse

- a. Any form of suspected child abuse (neglect, physical, emotional, or sexual) is immediately reported to the site director and program administrator, and they will initiate an investigation. The School Age Service program is a mandated reporter of suspected abuse.
- b. **Child Abuse is:**
 1. **Neglect:** Failure to provide adequate nutrition, clothing, shelter, medical care, or supervision for a child that result in injury or medical complications for that child. Neglect is different from poverty and may occur regardless of family's economic standing.
 2. **Physical Abuse:** Non-accidental trauma that results in injury or death to a child by any person in a position of trust.
 3. **Emotional Abuse:** Consists of a pattern of behavior that impairs a child's emotional development and positive sense of self, possibly resulting in psychological damage. Emotional abuse includes the presence of a pattern of belittlement, criticism, rejection and threats and the absence of supporting behaviors such as praise, pride in the child, and expressions of love and concern.
 4. **Sexual Abuse:** Any sexual exploitation involving a child or adolescent who does not fully comprehend the situation and is unable to give informed consent. This includes any sexual contact between adults and children where the child is less than 15 years old/and or there is a four-year age difference between the suspect and victim.
- c. A list of what to watch for has been given to each staff person. Also, staff training week includes information on what to watch for and what to do. Staff is required to report any suspected child abuse.

XIV. Emergency Procedures

Emergency procedures have been established for the safety of the children. Emergencies occurring at the facility will also follow County emergency policies.

a. FIRE

Each room is marked with a visible sign, which directs persons in that room to the closest and safest exit door. The counselors quickly walk the children to the meeting point and take attendance. This is



reported to the site coordinator in charge. The site director makes a check of the building and calls the appropriate emergency personnel.

b. TORNADO

In the event of a tornado warning, all children are brought into the building and are to sit against the inside walls away from windows and doors. The staff will keep the children occupied with activities that can be done quietly in this safe place. Immediate head count will be made. Children will stay until an all clear has been announced.

c. SEARCH AND RESCUE

Immediately upon determining a child is missing, the site director reports to the administrator with the child's name and description. A search is conducted by all available staff of the grounds and premises. If the child is not found in 15 minutes, the local police department is notified by the administrator. At this time, parents of the missing child are notified. While waiting for the police, the staff continues their search efforts. When the police arrive, the search and rescue is turned over to them.

d. AWAY FROM SITE PROBLEMS

Problems away from the site are handled by the ZÓCALO staff in attendance. Site director and Administrators are notified immediately as to what has happened and what actions were taken.

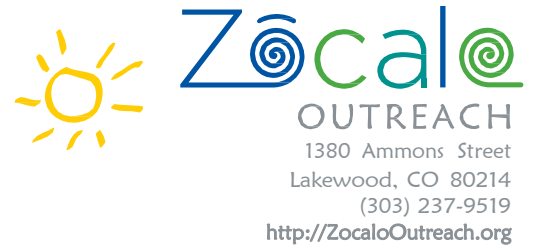
e. INCLEMENT WEATHER OR EXCESSIVELY HOT WEATHER

The ZÓCALO OUTREACH PROGRAM has adopted the following as guidelines for inclement and/or excessively hot weather. Children will not be allowed to play outside when the temperature exceeds 98 degrees or when the temperature falls below 15 degrees. Site directors will also take into consideration heat indexes, wind chills, smoke concerns and ozone alerts. The program will provide alternative indoor activities including but not limited to movies, games and group activities. Staff will remove children from inclement weather to a safe location. Television and video viewing is limited to "PG" rated programs, videos and cartoons. Television and videos will be viewed only during before and after camp care, inclement weather or excessively hot weather, or special occasions. Children will continue to go swimming even on cool days as long as the water in the pool is over 80 degrees. If the temperature falls below 65 on swimming days we will not go swimming.

XV. Visitors Procedures/Volunteer Policy

- a. All visitors must check-in/sign-in with the site director upon arrival before entering program areas. Proper identification will be required and verified. All visitors will state the reason for the visit in the staff communication book. Visitors must wear a visitor badge while at the sites.
- b. Parents are encouraged and welcome to visit the program any time.
- c. Other volunteers are welcome to participate in activities and assist on field trips as appropriate. Volunteers who wish to participate on a regular basis need to enroll as a ZÓCALO OUTREACH volunteer and complete the following: Pay for a background check, central registry form, provide three written





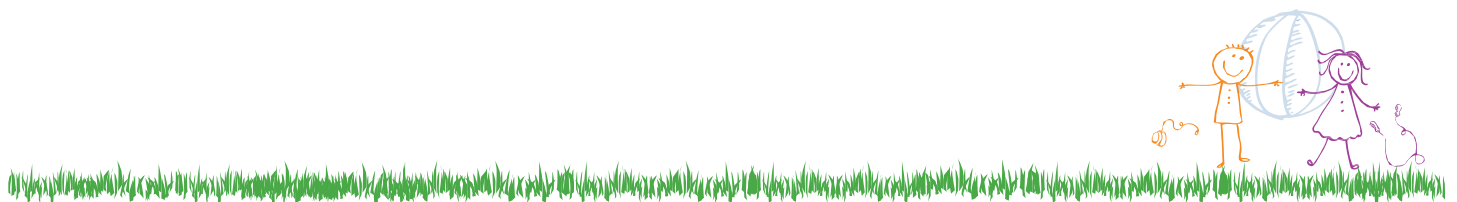
references and provide the camp with emergency contacts.

We hope that families will feel comfortable approaching the ZÓCALO Administrator to share any concerns.

NEW LIFE IN CHRIST CHURCH
Attn: ZÓCALO OUTREACH
1380 AMMONS ST.
Lakewood, CO 80214

The ZÓCALO OUTREACH PROGRAM does not discriminate on the basis of race, color, national origin, sex, religion, age, sexual orientation or disability in the provision of services. For disabled persons needing reasonable accommodations to attend or participate in a ZÓCALO PROGRAM, call (303) 237-9519 as far in advance as possible.

NO CHILD WILL BE PERMITTED AT THE PROGRAM UNTIL ALL FORMS ARE COMPLETED.



I/we acknowledge that we have received a copy of the ZÓCALO OUTREACH Policies and Procedures and agree to follow them. I/we acknowledge that we have read the ZÓCALO OUTREACH Policies and Procedures and understand them.

Child's Name/ Children's names(Print)

Signature of Parent/Legal Guardian	Date	Signature of Parent/Legal Guardian	Date
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ACKNOWLEDGEMENT OF POLICIES & PROCEDURES

My parent/guardian has reviewed the policies and procedures with me. I also understand and agree to abide by the restrictions placed on my activities.

Signature of minor or adult children/staff
Date

PHOTOCOPY AGREEMENT

I agree that any and/or all completed forms may be photocopied for fieldtrips. The information on the ZÓCALO OUTREACH registration forms is gathered to assist in providing appropriate care. The information will be held in strict confidence and distributed only to staff as needed.

Signature of Parent/Legal Guardian Date

Please return this page only with your completed registration

