EdAdvance is the Regional Educational Service Center (RESC) for western Connecticut, providing programs and services to 29 member school districts and their communities. Established under Connecticut General Statutes Sec. 10-66, a-m, each of the six RESCs in Connecticut is governed by a Board of Directors whose members are elected by their local Boards of Education.

For more than 50 years, EdAdvance's mission has been to provide quality programs and services for people of all ages to effectively support our schools and their communities.

**2017-2018 STATISTICS**

Population served: 59,617  
Number of School Districts: 29  
Number of Employees: 256 Full-time, 386 Part-time  
Budget: $29,116,442  
Funding Sources: 53% Local; 30% State; 13% Federal; 4% Federal via State

**PROGRAMS AND SERVICES**

**School Support Programs**  

**Child and Community Support Programs**  
Accreditation Facilitation Project, Birth to Three/Services for Early Education and Development, Center for Children's Therapy, Early Childhood Program Development Services, Early Childhood Consultation and Professional Development, Family Resource Centers, Head Start and Early Head Start, Parents as Teachers, School Age Programs and Summer Adventure Programs, School Readiness Projects, Western Connecticut State University Child Care Center.

**Special Services – Youth**  
ACCESS School, Autism Resources, Perkins Act Vocational Consortium, Personnel Services, School-Based Employment and Training Services, Summer School, Vocational Education, Youth Mental Health First Aid Training.

**Adult and Community Services**  
Foothills Adult and Continuing Education, ParaProfessional Training, Residential Support Services, Supported Employment Services, Title V—Senior Community Employment Program, Transportation Reaching Every Direction (TRED), Voluntary Services Program (VSP).

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<td>510</td>
<td>Barkhamsted</td>
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MESSAGE TO THE PARENTS FROM THE PROGRAM DIRECTOR

I would like to welcome you to the EdAdvance BASES Programs. The BASES (Before & After School and Extended Services) Programs have enjoyed continued success for 30 years and I look forward to celebrating this milestone with all of you. We seek to continue this tradition of quality care for your child(ren) as our program continues to grow. We look forward to another rewarding year with you and your family.

As the year progresses, our site staff and administrative team will inform you of any new information or upcoming events that may be important to you and your child(ren). I hope this handbook will help you with information you need and answer any questions you may have. If you have any further questions or comments, please feel free to contact the Administration Team at the Litchfield office at (800) 852-4314 or (860) 567-0863.

Tracey Lay
Director, EdAdvance BASES Programs
EdAdvance Chief Talent and Collaboration Officer

PURPOSE OF THIS HANDBOOK

The purpose of this manual is to provide current information on EdAdvance BASES Programs’ policies and procedures. Every family is expected to be familiar with these policies and procedures. The Family Handbook is organized to provide concise information on matters that are central to your child(ren)’s enrollment in the program.

Mission Statement

The BASES Programs exist to provide a safe, healthy, worry-free environment for the child who cannot be at home with a parent. Our focus is to meet the developmental needs of each individual child through enriching and quality experiences that enhance self-esteem and promote success.

Vision Statement

The BASES Programs will strive to provide an enriching, licensed, twelve-month-a-year program for children of elementary and middle school age. The professional staff will work in close collaboration with school districts, parents, students, and EdAdvance to continually refine and improve their skills for delivering quality experiences for all children who participate in the program.
Agency Contact Information

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EdAdvance BASES Programs
(Before & After School and Extended Services)

PROGRAM DESCRIPTION

The BASES (Before & After School and Extended Services) Program exist to provide a safe, healthy, worry-free environment for the child who cannot be home with a parent. The focus is to meet the developmental needs of each individual child through enriching and quality experiences that enhance self-esteem and promote success. The BASES Programs provide before and after school services as well as technical assistance to other districts that are considering similar efforts. In addition, the program staff offer individualized training opportunities in staff development and in other specialized areas. Consulting services are available to agencies and districts.

The Program Director is responsible for the overall operation of all BASES Programs. The Program Administrative Team is responsible for the daily operation of the BASES Programs. The Head Teachers report directly to the Administrative Team. Questions regarding the staff or the operating policies of the program should be directed to the BASES Program Administrative Team.

EdAdvance is an Equal Opportunity/Affirmative Action Employer. “EdAdvance does not discriminate in any of its programs, activities or employment practices on the basis of race, age, color, national origin, ancestry, sex, religion, disability, veteran, marital or familial status. To file a complaint of discrimination, write USDA Director, Office of Civil Rights, Washington, DC 20250-9410.

STRUCTURED FREEDOM AND THE BASES PROGRAMS

Throughout the operation of the program, children are presented with a number of choices for activities that are supervised by the staff. If the children choose not to participate in any of these activities, they are able to find an appropriate activity to meet their individual needs at that time. A part of the decision-making process for the child is to choose with whom to do that activity. In some cases, a child will choose to be alone with the chosen activity. A staff member will be available should there be assistance or support needed.

Card and board games, art, crafts, music, science and literacy activities provide an opportunity for children to establish and build relationships and to resolve differences and problems within the context of the activity. The daily group meeting is a time for children and staff to communicate, use active listening, and talk with one another. With staff support, children learn they have a right to be heard and share a responsibility to listen to others. Children’s feelings and needs are validated and respected by the staff. The children learn through modeling to respect their own and others’ feelings and needs. This cuts across all program activities and promotes the development of personal and interpersonal relationships.
Enrollment

Enrollment for the fall and summer program begins in the spring and continues throughout the school year. Returning families are given priority for re-enrollment before enrollment opens to the community. Children are enrolled on a first come first serve basis. Program operation is contingent upon enrollment numbers. When necessary, a waiting list is started for a site. When a wait list space opens, it is offered to parents via phone call or email in the order that the children are wait listed.

A $50.00 Non-Refundable Registration Fee ($75 per family) is due at the time of registration. (The Registration Fee will not be refunded under any circumstance.)

A $100 deposit fee is due at the time of registration and is applied to your tuition at the end of the program or upon withdrawal. (Deposit fees are only refundable in circumstances stated in the Registration Withdrawal & Change Policies.)

You will not receive confirmation of your child(ren)’s enrollment unless and until the required registration form, CT Health Assessment Record, payment information (voided check) and any additional required medication forms have been received at the Litchfield Office (See Health Policy).

A file will be kept on site for every child who is enrolled in the program. This file may be digital. The file will include the child’s registration forms and a copy of his/her most recent health form. A child will not be permitted to attend the program if his/her file is not complete or up to date. It is the parent/guardian’s responsibility to provide the program with up to date information.

Students must be enrolled for permanent scheduled days. Due to licensing regulations, we cannot accommodate a varied schedule.

Provisional Enrollment

The first 2 weeks of enrollment will be regarded as a trial period, in which case either party may terminate the contract without 10 school days written notice, however tuition will still be due for days attended. After the first 2 weeks of enrollment, see withdrawal policy.

Supervision

The staff/child ratio is 1 staff for every 10 children, with a minimum of 2 staff over the age of 18 present at all times. At no time should the group size exceed 20 children, even if ratios are being observed. Group size shall be observed in the classroom, gym, bathrooms, and outside. Children must be supervised by sight and sound at all times. Staff shall position themselves to see as many children as possible. No child/children should be left alone for any period of time.

Upon arrival, students will be signed in on the attendance roster and a head count will be taken by a staff member. For a full day program and before school programs, each child will be accompanied to the program by an adult who will sign the child(ren) into the program.

A copy of the attendance roster will be kept with the children at all times.

Staff must escort students to and from the bathroom and supervise from outside the door.
Playground/Outdoors: It will be the responsibility of all staff to ensure the safety of children on the playgrounds. Supervision of children will include the following:

- A head count will be taken before leaving and re-entering the building, as well as outdoors.
- Children will be escorted by staff to their designated play areas.
- Staff will encourage and demonstrate proper equipment usage and play.
- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner.
- Staff will coordinate positions so that all play activities and equipment is supervised.
- No staff person is allowed to sit and socialize with other staff.
- Staff may not leave children unattended.
- Children may not go inside unless accompanied by a program staff.
- All state mandated ratios and group sizes will be followed outside.

### Photograph/Video Release Policy

BASES staff may take photographs and videos of the children during program activities. These photographs and videos may be displayed at the sites, given to parents or used externally (newsletters, registration, Facebook etc.) No photographs or videos of the children will be used unless permission has been given by the parent/guardians via the Photo/Video Release in the registration form.

### Snack Policy

The BASES Programs will provide a nutritious snack daily to all the children enrolled in the program using the guidelines set up by the Connecticut Adult and Child Food Program.

A menu is posted on the bulletin board at each of the sites at least 2 weeks in advance. Any changes to the snack being served shall be reflected immediately on the posted menu.

Children and staff are not permitted to bring food and/or beverages from home (with the exception of water) without prior approval. Children will have access to water at all times while at the program.

### Confidentiality Policy

The BASES Programs strongly enforces the state law that any event or incident that involves the children or a staff member in the program is confidential and cannot be discussed with anyone who is not associated with the child/staff of the program. All staff must be professional when discussing program participants and events.

In order to maintain confidentiality, all information concerning the children is stored in a locked cabinet when the program is not in session.
Late Pick Up Policy

Child(ren) remaining after 6:00 p.m. will be supervised at the site by at least two staff members who are of age 18 or older for up to one hour. Parents who arrive after 6:01 p.m. (based on the school/program clock) will be charged a late pick-up fee of $10.00 per every 15 minutes that they are late. For example, if a parent arrives:

- Between 6:01 p.m. – 6:15 p.m., they will be charged $10.00
- Between 6:16 p.m. – 6:30 p.m., they will be charged $20.00
- Between 6:31 p.m. – 6:45 p.m., they will be charged $30.00
- Between 6:46 p.m. – 7:00 p.m., they will be charged $40.00

If the child remains in the program after 6:00 p.m., the following steps will be taken to ensure your child’s safety:

1. At 6:01 p.m., if the parent(s) has not contacted the BASES Program, the staff will attempt to call the parent/guardians using the numbers provided.

2. At 6:15 p.m., if there is still no contact with the parent(s), a staff person will attempt to call the emergency and authorized, alternate adults provided by the parent/guardians at the time of enrollment.

3. If no one has been reached and the child is not picked up by 7:00 p.m.:
   - The local police will be contacted, and if a police officer is available, he/she will transport the child to the local police station where the staff will remain with the child until such a time as the child is picked up. (If a police officer is not available, the Department of Children and Families will be contacted.)
   - A note informing the parent(s) of the child’s whereabouts will be posted on the front door of the school building.
   - If a child is transported to the local police station the parent(s) will be charged $40.00 per hour for the staff to remain with the child.

In the event step three is reached, the Administrative Team of the Program will be called and if necessary, will contact the CT Department of Children & Families.

Any child, whose parents are late for pick-up on a regular basis, may no longer be allowed to attend the program.

Staff/Child Babysitting Policy

BASES Program staff are not permitted to babysit child(ren) who are enrolled in the BASES Programs at any time for any reason. EdAdvance will take immediate disciplinary action for violations.

Staff/Child Transportation Policy

BASES Program staff are not permitted to transport child(ren) who are enrolled in the BASES Programs at any time, for any reason, in any motor vehicle. EdAdvance will take immediate disciplinary action for violations.

Divorced/Separated Parent Policy

We recognize that many families are in transition or have experienced divorce and separation. In these occurrences, the child’s well-being is our main priority, and we strive to support families while maintaining good relations with both parents.
In an effort to minimize situations which may be uncomfortable for you, your child(ren) and our staff, we ask that parent(s)/guardian(s) refrain from talking about custody issues, visitation disputes and marital issues in front of the child(ren) in the program. It is helpful to discuss your child(ren)’s general feelings with the Head Teacher at the program so that our staff are aware and may be appropriately responsive to their needs.

Without proper legal documentation, we cannot deny a parent access to their child(ren), nor can we deny access to information regarding the student’s progress, activities, tuition records and/or any other information located in the child’s program file.

The parent/guardian who signs the registration paperwork is responsible for tuition payments unless otherwise stated in legal documents. If a child’s account is in arrears for more than one week, the child may no longer be allowed to attend the program regardless of which parent’s/guardian’s tuition payment is due.

**Staff/Parent Social Media Policy**

Families and community members are encouraged to link with and follow the program directly on our social media pages. BASES Program staff and parents are asked to use discretion and remain professional when posting information on social media.

Parents of children enrolled in the BASES Programs are not permitted to post pictures of, or information about, the children enrolled in the BASES Programs unless it is in reference to their child only.

Parents are not permitted to “friend” the staff of the BASES Programs, nor are Staff allowed to “friend” the parents and/or students.

Program staff are not permitted to post pictures of, or information about, children enrolled in the program on their personal social media accounts. EdAdvance will take immediate disciplinary action for any violations.

**Electronics Policy**

Use of electronics will not be permitted at the sites, unless specific arrangements are made for educational purposes, or to meet the specific needs of a child.

**Child Discipline Policy**

The goal of discipline is to help the child develop self-control and move toward appropriate social behavior. Examples of developmentally appropriate methods utilized for resolving conflicts are:

**Positive guidance**
When disputes arise among children or between a child and staff, the staff will encourage a “talking out” process where the goal is to acknowledge feelings and find solutions using the children’s ideas wherever possible.

**Setting clear limits**
Staff will encourage and model positive behavior, positive reinforcement, the use of peer support and clearly defined rules.
**Redirection**
A child who may be aggressive or who is disruptive or destructive of other children’s work may be asked to make an activity choice in another area.

Staff will continuously supervise children during disciplinary actions.

Staff shall not be abusive, neglectful, or use corporal, humiliating or frightening punishment under any circumstances. No child will be physically restrained unless it is necessary to protect the safety or health of the child or others, using least restrictive methods, as appropriate.

Should a student behave in a manner that is unsafe for them, other student(s), and/or staff or if a student leaves the premises without permission and unaccompanied by a staff person, we will contact the proper authorities and the students’ parents/guardians immediately.

In case of more serious incidents or if discipline problems persist, parents will be asked to attend a conference with the staff to assist in working out a plan and solution to the problem. A parent's unwillingness to cooperate will result in the removal of the child from the program. If, after the conference, the problems persist, the child may be asked to leave the program. If a child is asked to leave the program, he/she will not be allowed back into the program without subsequent approval.

All events will be document in an incident report. Incident reports will be placed in the child(ren)’s file. Parents will also receive a copy.

**Parent Involvement/Access to Program and Facility**

We encourage parent involvement in the BASES Program. We hope you take time to volunteer at some point during the year. Our program has an open-door policy in which Parents/Guardians shall always have access to the BASES Programs during the hours of operation.

Parents are encouraged to communicate any concerns they may have regarding their child to the program staff. Parents may also contact the program’s Administrative Team with any concerns or problems that may arise.

**HEALTH AND WELLNESS COMPONENTS**

Staff are certified in First Aid, CPR, Administration of Medication & Epi-Pens. (Each site is required to have at least 1 certified staff in each of these present at the program during operating hours.)

Staff are trained annually in emergency preparedness, child abuse and neglect reporting, organizing physical activities, preparing and serving healthy snacks.

The BASESs Programs follow the State Department of Education and Department of Agriculture sponsored Connecticut Adult and Child Food Program’s nutrition guidelines in order to ensure that healthy are served at the programs.

Registered nurses are available to consult with BASES Programs’ staff. The nurses visit each program at least twice a year to review all medications, medication administration paperwork, and children’s health forms.

A nutritionist is available to consult regarding the snacks and meals served to the children.
Health Record Policy

Each child entering the program must have a State of Connecticut Department of Education Health Assessment Record, signed and dated by his/her pediatrician (less than 13 months old), including current immunization documentation.

It is the parent’s responsibility to make sure their child’s records are kept up to date, and that updated forms are received prior to expiration. Once a child’s forms are expired, they will not be able to attend the program until updated forms are received.

Medication Administration Policy

The BASES Programs staff will administer medication in emergency situations such as asthma attacks and severe allergic reactions. Emergency medications that may be given include inhalers, nebulizers, epi-pens and emergency oral medications (i.e. Benadryl).

The parental responsibilities include providing the program with the proper medication authorization form (available online in Family Forms), and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. This form is available at the center.

The medication authorization form must include information, such as:
- The child’s name, address, and birthdate
- The date the medication order was written
- Medication name, dose and method of administration
- Time to be administered and dates to start and end the medication
- Relevant side effects and prescribers plan for management should they occur
- Notation whether the medication is a controlled drug
- Listing of allergies, if any and reactions or negative interactions with foods or drugs
- Specific instructions from prescriber how medication is to be given
- Name, address, telephone number and signature of authorized prescriber ordering the drug
- Name, address, telephone number, signature and relationship to the child of the parents giving permission for the administration of the drug by a staff member.

There are many variations of the medication administration form that medical providers have access to. It is the parent’s responsibility to ensure that the medication administration form clearly states that it is for licensed childcare centers. We cannot use medication forms meant for schools (see attachments).

Child(ren) will not be allowed to attend the program unless and until all necessary paperwork and medications have been submitted and approved by certified BASES Programs staff.

All medications must be given directly to a certified BASES Programs staff person and cannot be left with a non-certified staff member or at the school office. All medications must be in their original child resistant safety container and clearly labeled with child’s name, name of prescription, date of prescription, and directions for use. Except for non-prescription medications, premeasured commercially prepared injectable medications (i.e. Epi-pens), glucagon and asthma inhalant medications, all medications will be stored in a locked container and, if directed by a manufacturer, refrigerated.

Staff responsibilities include, but are not limited to, ensuring the medication administration form is complete and that the medication being received matches the medication orders and stored as directed. Notifying parents when/if a child has been administered any prescription medication.
The staff will also keep accurate documentation of all medications administered. Included, but not limited to, in the documentation are:

- Name, address and DOB of the child
- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of authorized prescriber
- The date & time the medication was administered
- The dose that was administered
- The level of cooperation of the child
- Any medications errors
- Food and medication allergies
- Signature of the staff administering
- Any comments

All unused or expired medication shall be returned to the parent/guardian or disposed of if it is not picked up within one week following the last day of attendance at the program, or if the prescription expires, in the presence of at least one witness. The program shall keep a written record, signed by both parties, of the medications that have been destroyed.

**Health & Wellness Policy**

To ensure the safety and well-being of each and every child, the BASES Programs have established a health policy to address emergencies and illness. In addition to staff trained in CPR and First Aid, a pediatrician/RN consultant and a dental consultant are on call.

If a child is diagnosed with a communicable disease, a Communicable Disease Notice will be issued to program parents. The child with the illness will remain anonymous. Parents may be asked to provide documentation that is signed and dated by a physician, advanced practice registered nurse or physician's assistant that their child is no longer contagious and can return to the program.

The following are guidelines you should follow in determining whether your child is healthy enough to attend the program. Children diagnosed as having a contagious illness must remain at home until all danger of contagion has passed.

**When a child should stay home……**

- Runny nose that produces thick, persistent discharge, inhibiting normal activity
- Persistent, loose cough that produces discharge and/or worsens with activity
- Deep congestion in the chest, labored breathing
- Frequent loose bowels
- Temperature - A child must be fever free for 24 hours before returning to the program
- Eyes that are pink, sore, or crusty with a discharge
- Rashes of an undetermined nature, open blistery, oozing or bloody sore that cannot be covered
- Vomiting
- Head lice (child can not return until they have had effective treatment)
- Pin worms
- Infections treated by antibiotics unless medication has been given for at least 24 hours
- Other communicable diseases until after start of treatment & with physician permission to return to school
Sick Care Plan

If a child becomes ill while at the program, the BASES Program staff will supervise the child in an area that is located away from other children so that she/he may rest quietly. A staff person will remain with the child at all times. Parents will be contacted immediately to arrange for the child to get picked-up from the program. If unable to reach parents, staff will notify authorized person(s) from the child’s Emergency Card.

The illness will be documented on an Illness Report, a copy will be placed in the child’s file and a copy will be given to the parent upon arrival.

Medical Emergency Plan

In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child’s physician/dentist. If neither is available, the program’s medical consultants will be contacted.

An ambulance will be called to transport the child and a staff member to the nearest hospital if:

- It is a serious life-threatening situation/illness/injury
- If the child requires treatment beyond what the staff can provide, and the parent is unable to pick up the child to take him/her for medical treatment.

If a child is transported in an ambulance; the child’s Emergency Card and student file will be brought with them, and a staff member will notify the family or alternate pick-up person to meet the child at the emergency room. Additional staff will be called in if necessary, to maintain required ratios.

Children with any life-threatening allergies, including insect bites, food, or medication will be identified and staff will be knowledgeable of the steps to be taken in case of a reaction.

The Head Teacher will notify a Program Administrator immediately of any medical emergency that has occurred. If there is any evidence of trauma to the body (ex. scrapes, bumps, bruises), the staff will complete an Accident Report Form that requires a parent signature.

EMERGENCY PREPAREDNESS PLANS

Fire Emergency Plan

In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children in attendance and leading them to the fire exit. Immediately, the group will walk the designated route to the outdoor play area safely away from the building. The staff will line up the children and take a name to face attendance. The Head Teacher or person in charge will be responsible for taking the attendance sheets, emergency cards, first aid kit and cell phone with them. Should it not be possible to return to the building, the staff will walk the children to a designated alternate shelter and families will be notified.

Weather Emergency Plan

On snow days, or during other hazardous weather emergencies, the program will follow the town Public School closing, delay or early dismissal schedule.
BASES Programs also reserves the right to close the BASES Programs-BASES before the start of school for the morning programs and before 6:00 pm for the afternoon programs, if warranted, by inclement weather or any other emergency that may arise after the site has opened. If a situation arises, parents will be notified via telephone as soon as possible and asked to come and pick up their child(ren) immediately. Ratios will be maintained at all times and two staff 18 years or older will remain on the premises with the children until all are picked up.

In the event of other serious weather emergencies, such as tornadoes or hurricanes, staff and children will remain indoors away from windows and doors. First aid staff will be on hand to administer first aid, as needed, until emergency personnel can arrive. Parents will be notified after the immediate danger has passed.

Helpful Resources:  

**Evacuation Plan**

If the facility must evacuate, the appropriate authorities will call/inform the site to let the staff know what procedures to follow. The staff will walk the children to a designated alternate shelter. Advanced contact has been made with the town’s Civil Preparedness Unit, adding the BASES Programs to their list for emergencies. Parents will also be notified to pick up their children. Ratios will always be maintained and two staff 18 years or older will remain with the children until all children are picked up.

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**CHILD ABUSE, NEGLECT & MANDATED REPORTER POLICY**

As child care providers and mandated reporters of child abuse, it is the responsibility of the staff to prevent and report any suspicions of abuse whether it is physical, emotional, sexual or neglect. Abuse means that a child has had physical injuries inflicted upon him/her other than by accidental means or has injuries which are in variance with the history given to them. Neglect is if a child is in a condition which is the result of maltreatment such as, but not limited to, malnutrition, sexual molestation, and deprivation of necessities, emotional maltreatment, or cruel punishment.

Staff meetings and/or conferences/seminars will be offered to the staff for training and increasing awareness. These meetings/seminars include reviewing all the program’s policies and procedures as well as training on recognizing the signs and symptoms of child abuse and neglect.

Any child suspected of having been abused or neglected who is in need of health care attention shall be provided such health care to the same extent it would be provided to any other child in need of such care.

If at any time an allegation of abuse is brought on a staff member, the parents, staff or anyone who accuses the person will call the Program Director or the Director of Operations who would launch an immediate investigation and notify DCF and the State Licensing Agent. The staff member will be immediately removed from the program and assigned to other duties during the investigation.

If the staff from a member district files a report of suspected abuse or neglect regarding an EdAdvance employee, the member district’s designee will notify the Director of Operations and the same process as identified above will be used.

The State of Connecticut has approved a series of procedures for filing reports where a mandated reporter suspects abuse or neglect of a child.
Abuse & Neglect Reporting Process

If the staff suspects abuse, they will call the Department of Children and Families (DCF) CARELINE at 1-800-842-2288 within 12 hours of the incident. A completed DCF 136 form shall be submitted to DCF within 48 hours. The staff will also report to the Program Director and the EdAdvance Director of Operations. If the staff has any questions regarding child abuse, they may talk to the DCF CARELINE, the Program Director or Senior Administrative Manager.

All appropriate staff will adhere to the following procedures:

1. EdAdvance will identify all staff who will be mandated reporters.
2. All mandated reporters will receive training in the law.
3. EdAdvance will provide member districts a list of mandated reporters.
4. If an EdAdvance employee makes the decision to file a report the following steps will be taken:
   A. The EdAdvance staff will verbally contact DCF within 12 hours and file the necessary written report (DCF 136) within 48 hours of suspecting a child has been abused, neglected or is in danger of being abused.
   B. The staff will notify the Director of Operations of the filing of a report.
   C. The Director of Operations will contact the member district’s designee and inform him/her of the filing and determine any next steps. The steps may include:
      • Notification of the family of the report
      • Direct intervention by the school district in regard to a school employee
      • Further investigation, either jointly or individually
5. Documentation requirements and records to be maintained.

(See EdAdvance Abuse and Neglect Notification Process for additional information)

CHILD BULLYING PREVENTION POLICY

EdAdvance is designated as a school district; therefore, we follow the policies and procedures in accordance with the Board of Education in each town where we hold an EdAdvance BASES Program. The Connecticut legislature has passed an act concerning bullying behavior in schools (See an Act Concerning the Strengthening of School Bullying Laws). In addition to following this policy we also ask that parents/guardians immediately inform Tracey Lay, Director of the EdAdvance BASES Programs, at 800-852-4314 x 1143, as well as program staff, of any suspected bullying behavior directed against your child or another child.

General Guidelines:

EdAdvance’s policy on bullying behavior seeks to accomplish the following goals:

- To promote a secure and safe environment free from threat, harassment, and all types of bullying behavior;
- To take action to prevent bullying from occurring;
- To require any staff member who witnesses acts of bullying or receives student reports of bullying allegations to notify school administrators in writing;
- To inform parents and students of the school’s expectations through the published student code of conduct;
- To foster productive partnerships that promote a bully free environment;
• To notify students annually of their right to file an anonymous complaint;
• To enable students to make anonymous reports, verbal or written, alleging bullying to teachers and school administrators and be notified annually of the process for doing so;
• To enable parents or guardians to file written reports of suspected bullying;
• To maintain a recording and reporting system that documents verified incidents of bullying behaviors and make such available for public inspection;
• To establish procedures that require school administrators to investigate and respond to written complaints and review any anonymous reports of bullying except that no disciplinary action shall be taken solely on the basis of an anonymous report;
• To notify parents or guardians of the student(s) who commit acts of bullying and the parents or guardians of the student(s) against whom acts of bullying were committed of verified reports of bullying as well as the targeted students, and invite parents/guardians to attend at least one meeting;
• To make the staff aware of their in fostering the knowledge and attitudes that will be required to achieve the above goals;
• Include a prevention and intervention strategy for public school staff to deal with bullying;
• Direct the development of case by case intervention for addressing repeated incidents of bullying against a single individual or recurrently perpetrated bullying incidents by the same individual that may include both counseling and discipline; and identify the appropriate school personnel responsible for taking a bullying report and investigating the complaint. This should include coordination with the district Title IX Coordinator.

EdAdvance Administrative Guidelines

The EdAdvance administrative staff will strive to create an atmosphere free of bullying behaviors by implementing procedures that ensure:
1. Awareness and involvement on the part of staff, students and parents with regards to bully/victim problems;
2. Data collection to document bully/victim problems to determine the nature and scope of the problem;
3. Planned professional development programs addressing bully/victim problems;
4. Provision of appropriate supervision by adult staff during recess, lunch and change of classes;
5. Consistent and immediate consequences for aggressive behavior;
6. An atmosphere that promotes pro-social and helpful behavior by students;
7. Development of specific class rules against bullying and ongoing dialogue with students about the impact of bullying behaviors;
8. Timely communication with bullies, with victims, and with the parents or guardians of both groups;
9. A curriculum that promotes communication, friendship, assertiveness skills, and character education;
10. Respectful responses to bullying concerns raised by students, parents or staff;
11. Avoidance of sex-role stereotyping; (e.g. males need to be strong and tough)
12. An atmosphere of team spirit and collaboration;
13. Use of peers to help improve the plight of victims and include them in group activities;
14. Modeling positive, respectful, and supportive behavior for students;
15. Employing classroom strategies that instruct students how to work together in a collaborative and supportive atmosphere.

The above measures are considered part of an effective school wide anti-bullying program.
Program Consultants

As required by the State of CT Office of Early Childhood, we have a Dental Consultant, Education Consultant, Social Consultant and Nurse Consultant. Consultative services include but are not necessarily limited to:

a. Annual review of written policies, plans and procedures;
b. Annual review of education programs;
c. Availability by telecommunication for advice regarding problems;
d. Availability, in person, of the consultant to the program;
e. Consulting with administration and staff about specific problems;
f. Acting as a resource person to staff and the parent(s);
g. Documenting the activities and observations required in this subsection in a consultation log that is kept on file at the facility for two years.

Specific duties of the Nurse consultant shall include, but not limited to:

- Making, at a minimum, semi-annual site visits to facilities. Site visits shall be made by the health consultant during customary business hours when the children are present at the facility;
- Reviewing health and immunization records of children and staff;
- Reviewing the contents, storage and plan for maintenance of first aid kits;
- Observing the indoor and outdoor environments for health and safety;
- Observing children’s general health and development;
- Reviewing the policies, procedures and required documentation for the administration of medications, including petitions for special medication authorizations needed for programs that administer medications;
- Assisting in the review of individual care plans for children with special health care needs or children with disabilities, as needed.

The commissioner, with good cause shown, may deny or revoke a consultant’s approval status as a consultant to licensed child day care centers and group day care homes.

Dental Consultant: Dr. Luciano Marini, 203-575-9097
Nurse Consultant: Jessica Farrelly, RN, xxx-xxx-xxxx
Education Consultant: Sarah Moran, 860-567-0863
Social Service Consultant: Michelle Anderson, MSW, 800-852-4314 x 1177

BASES (Before & After School and Extended Services)

The BASES Programs currently operate 11 school-based sites, serving 21 schools, in 7 districts including Barkhamsted, Brookfield, New Fairfield, New Hartford, Newtown (4 elementary and intermediate), Torrington, Woodbury-Region 14. The BASES Program currently serves approximately 400 children. The programs are open to children between the ages of 5 and 12 (children aged 5 must be currently attending Kindergarten) and has been in operation for 30 years. The programs are funded primarily through parent fees.

The program staff provide snack and various age-appropriate activities for the children. While the program day is structured by the staff, the children have many choices while at the program. Some of the indoor/outdoor activities include enrichment activities, STEAM (Science, Technology, Engineering, Art & Math) & literacy
activities with a focus on wellness, arts & crafts, sports, games, use of computers, quiet time, and an opportunity to work on homework.

The BASES Program has been awarded the After School Grant by the Connecticut State Department of Education. A major focus of the BASES grant is to deliver a balanced and accessible STEAM and Literacy after school curriculum designed to engage all students and strengthen academic performance. The other goal of the grant is to support and involve working families and to positively affect school attendance, academic achievement, student behavior, and overall well-being. This initiative also enables us to offer program tuition scholarships to eligible families.

Sample Daily Schedule

Each day children will be offered a wide variety of indoor and outdoor activities. While in a structured environment, children will have the opportunity to choose a preferred activity.

A daily schedule may include:

- 2:45 - 3:00 p.m. Children arrive
- 3:00 - 3:05 p.m. Daily group meeting
- 3:05 - 3:45 p.m. Outdoor or gym activities, organized games
- 3:45 - 4:15 p.m. Teachers and students share a family style snack
- 4:15 – 4:45 p.m. Homework/quiet time
- 4:45 – 5:15 p.m. Individual and/or group play, arts & crafts, music, science and literacy activities
- 5:15 - 6:00 p.m. Outdoor or gym activities, free play - games, books

BASES OPERATING INFORMATION

All BASES programs are open Monday through Friday and follow the program’s district calendar for holidays and vacations.

Before School Programs

HOURS: 7:00 AM until the start of the school day, every day school is in session.

In the event of a delayed opening (due to weather or other emergency), the program start time will be delayed the same amount of time (i.e. a 2-hour delay will result in a 9:00 AM program opening).

SCHEDULED EXTENDED MORNING DAYS: (i.e.: Newtown teacher in-services) The programs will remain open until the start of the school day for an additional fee.

LOCATIONS:
- New Fairfield: Meeting House Hill School (busing available to Consolidated School)
- Newtown:
  - Hawley, Middle Gate, Head O’Meadow and Sandy Hook Schools (busing available to Reed School)
- Torrington: Vogel-Wetmore School (busing available to all Torrington Elementary Schools)
After School Programs

HOURS: School dismissal until 6:00 PM, every day that school is in session.

LOCATIONS:
- Bakhamsted Elementary School (busing from Hartland)
- Huckleberry Hill School in Brookfield (busing from Center School)
- Meeting House Hill in New Fairfield (busing from Consolidated School)
- Ann Antolini School in New Hartford (busing from Bakerville and New Hartford Elementar)
- Hawley School, Head O’Meadow School, Middle Gate School and Sandy Hook School (busing from Reed)
- Mitchell School in Woodbury (busing from Bethlehem Elementary)
- Vogel-Wetmore School (busing from Forbes, Southwest, and Torringford schools)
- Torrington Middle School

BASES REGISTRATION

Our program serves children ages 5-12. Children may enroll in the program during the school year if openings are available. All registration paperwork is processed in the order that it is received, and spaces are awarded on a first come first serve basis in order of completed registrations. Completed registrations mean that all 3 components have been received by the office;

1) online registration form
2) voided check
3) complete and current State of Connecticut Department of Education Health Assessment Record. We make all efforts to start students as soon as possible. Parents will receive a confirmation email with a start date once a student’s registration file is complete.

REGISTRATION RECEIVED ON OR AFTER AUGUST 10TH:
For the safety of all students, a complete student list must be sent to schools prior to the first day of school. Therefore, your child’s start date will take place after the first 2 weeks of school.

BASES SCHEDULE CHANGE/WITHDRAWAL PROCEDURE

To make a permanent change in your child’s schedule or to withdrawal from the program, 10 school days written notice is required via our online Schedule Change Form. Tuition is payable for the 10 school days regardless of the family giving proper notification of withdrawal, and whether or not the child attends during that time.

To re-enroll during the current school year the parent/guardian only needs to submit a Schedule Change Form, a $15 re-enrollment fee, and a new deposit.

If more than two schedule changes are made within the same school year, there will be a $15.00 charge for each additional change to cover administrative fees.

Verbal schedule changes are not accepted, nor will they be honored at any time.
Registration Withdrawal & Change Policies

Withdrawal of Registration:

**Full Deposit Refund:**
Forms received by 11:59 pm July 14

**Half Deposit Refund:**
Forms received July 15 - 11:59 pm July 31

**No Deposit Refund:**
Forms received after 11:59 pm July 31
If withdrawal notification is received after the date/time above your change/withdrawal will not go into effect until the Monday after the first 10 days of school, and you will be charged tuition for that time regardless of whether the child attends the program.

Schedule Change:

**Effective 1st Day of School:**
Forms received at the Litchfield Office before August 10

**Effective Monday After 10 School Days:**
Forms received at the Litchfield office after August 10

**Schedule Change & Withdrawal Forms Received After May 31:**
Families will be financially obligated to pay for their child’s current schedule through the rest of the school year. No changes, other than additional days (space permitting), will be processed.

BASES POLICIES AND PROCEDURES

Closing Policies

**SCHEDULED EARLY DISMISSALS:** (i.e. parent/teacher conferences, teacher in-services) The programs will open at school dismissal and be available to all families who are registered for that day, until 6:00 PM, for an additional fee.

**EMERGENCY EARLY DISMISSALS:** (i.e. snowstorm, school closure due to extreme heat, power outage, etc.), All after school programs are canceled and there will be no staff at the BASES Program sites.

**ALL AFTER SCHOOL ACTIVITIES CANCELLED:** DOES NOT refer to the BASES Programs. In the event that the BASES Programs does close, parents will be notified via e-mail or phone as soon as possible.

Payment Policies

Enrolled families will be charged a per day rate for each morning and afternoon session that their child(ren) is registered and the program is open. A child absent from the program because of vacation or illness will be charged tuition regardless of notification ahead of time.

**DIRECT DEBIT POLICY:** All families are required to enroll in direct debit, where tuition is automatically withdrawn from the checking or savings account of the family’s choice. Families will receive notification of scheduled withdraws and will also receive access to their family’s program tuition account. Withdraw amounts will remain consistent unless there is an approved schedule change at which time the tuition due will be reallocated. If non-scheduled days are added, it is the family’s responsibility to contact the program to adjust the tuition withdraw amounts.
Please be aware that tuition withdraws will continue until tuition is paid in full. This could mean that withdraws may be made after the school year ends.

**ADDITIONAL FEES-**

**NON-SUFFICIENT FUNDS FEES:** When a notice of non-sufficient funds is received from a family’s bank, a fee of $10 will be added to their tuition account to cover banking and processing fees.

**SCHEDULED EARLY DISMISSAL FEE (UP TO 2 HOURS):** When school has a planned early dismissal and the program is in session, there will be an additional $15.00 for students enrolled on that day (regardless of attendance).

**EXTENDED EARLY DISMISSAL FEE (OVER 2 HOURS):** When school has a planned early dismissal and the program is in session, there will be an additional $21.00 for students enrolled on that day (regardless of attendance).

**EXTENDED MORNING PROGRAM (UP TO 2 HOURS):** When school has a planned late start and the program is in session for the extended morning, there will be an additional $15.00 for students enrolled on that day (regardless of attendance).

**SEARCH FOR CHILD FEE (See Policy Below):** A $10.00 Fee will be applied to your tuition payment account.

**LATE PICK-UP FEE:** $10.00 per every 15 minutes. (See Late Pick Up Policy)

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**Attendance Policy and Procedures**

Parent(s)/Guardian(s) of children enrolled in the program are responsible for notifying both the school office and classroom teacher of the days that their child(ren) are scheduled to attend. If a child is absent or there is a permanent change in the days they attend, it is the parent/guardian’s responsibility to notify both the school and the program.

Proper notification is required if a child is going to be absent from the program. Parents may give written notice to the program staff, call the program phone, or send an email indicating that their child(ren) will be absent from the program.

**IF A STUDENT DOES NOT ARRIVE AT THE PROGRAM IMMEDIATELY UPON SCHOOL DISMISSAL:**

1. BASES Program staff will check with the school office to see if the child is on the absentee list, has been picked up by a parent, or has gone home on the bus. If the child will not be attending the program, staff will mark the child absent and note the reason on the attendance sheet.
   (If the child has gone home on the bus accidentally, school staff or BASES Program staff will make immediate arrangements with the bus company to bring the child back to the program, unless there is a responsible adult at the home when the child arrives.)

2. If the office does not have information on the whereabouts of the child, BASES Program staff will contact the child’s classroom teacher.
   (If the child is still in the classroom BASES Program staff will ask that, in the future, the classroom teacher notify them if the child stays in his/her classroom after school dismisses.)

3. If the child is not in the classroom, BASES Program staff will contact the child’s parent/guardian to notify them of their child’s absence from program.
4. If BASES Program staff is unable to contact a parent/guardian, they will call the alternative contacts listed on the child’s registration to locate the child’s parent/guardian. At this time, the BASES Program staff will also contact a member of the Administrative Team.

5. If BASES Program staff are still unable to locate the child or their parent/guardian, the local police will be contacted to locate the child.

**Search for Child Policy**

If at any time a staff must ask the school office, classroom teacher or call a parent/guardian to locate a child the parent will **be charged a $10.00 Search for Child Fee.**

**Homework Policy**

The BASES Program staff will provide a reasonable amount of time for the children to work on homework during the program every Monday-Thursday. The staff at the program will provide help/assistance when needed. Staff will not force the children to work on their homework, but rather with parent support, the staff can strongly encourage children to complete their homework. Children not working on homework will be given choices for another quiet activity.

**Release of Children Policy**

No child will be released from the BASES Programs to anyone who is under 18, not listed on the child’s Registration Forms as an authorized pick-up and/or does not show proper identification. It is the responsibility of the parent/guardian to inform the BASES Programs immediately, in writing, of any changes in the list of individuals who have permission to pick up their child(ren).

It is also the responsibility of the parent/guardian to inform the staff in the instance of a legal separation, custody agreements or restraining orders, and provide legal documentation. Any restricted persons should be identified to staff. If a parent or guardian is restricted from access to the child, CT State Office of Early Childhood licensing regulations require that the program have a current copy of the court documents on file. (See Divorced/Separated Parents Policy)
SUMMER ADVENTURE PROGRAMS

The BASES Programs provide full day Summer Adventure Programs for children ages 5-12 (children aged five must have completed Kindergarten) between 7:00 a.m. and 6:00 p.m., M-F, during the summer months. Activities our version of STEAM: Science, Technology, Energy (physical activities), Arts and Measure-up (Cooking, with a little math stuck in there!). Also included in the program schedule is a field trip/fun day and swimming each week.

Payment Policy

All families are required to enroll in direct debit, where tuition is automatically withdrawn from the checking or savings account of your choice. A copy of a voided check or letter from the bank confirming the account and routing number for the direct debit of tuition is required. Parents/Guardians have 3 options for summer tuition payments when registering:

1) a one-time payment (paid at the beginning)
2) monthly (2 payments)
3) weekly (approximately 8 payments).

The tuition total is based on the original schedule, including field trip costs, and the t-shirt fee. This amount will be split into payments based on the payment option chosen. All withdrawal amounts and dates will be emailed prior to the start of the program. In the event of additional charges (additional days, late pick-up fees, etc.), weekly/monthly charges will continue until the tuition is paid in full. Any one-time payment accounts with a balance at the end of summer will have one additional one-time payment for the remaining balance. An email with the date and amount of the withdrawal will be sent prior to the withdrawal. Families have the option to increase a payment or payments in order to be paid in full by the end of the summer program, however, payment withdrawal amounts cannot be increased without written permission therefore changes can be made only if the parent/guardian gives written permission to do so.

Attendance Policy

If a child will not attend the program on a particular day/week that he/she is registered for, parents/guardians are responsible for notifying the program as soon as possible. Children can add days if space is available, however, days cannot be switched or dropped once registration is submitted.
Pool Policy

The program will go swimming twice per week, weather permitting, and will travel by bus. Children will only be allowed in designated areas based on the swimming and diving permission given at registration. Staff will inform parents/guardians of any concerns they may have regarding their child’s swim ability.

Field Trip Policy

The Summer Adventure Programs will go on a field trip or plan a special event once per week. There is an additional charge for all field trips and special events. Parents/Guardians are responsible for the field trip/special event fee for each day their child(ren) are registered, regardless of whether or not they attend the trip/event.

All children scheduled on a field trip day must attend the trip.
*All staff chaperone field trips, there will be no care on-site during field trip hours.

Children must wear their Summer Adventure Program T-Shirt on all field trip days. T-Shirts will be distributed at the time of a child’s first field trip. If a child does not have their T-Shirt on a field trip day, there will be a $3.00 fee to rent one for the day.

Lunch: A lunch in a disposable bag with the child’s name on it is required.

*Children are not permitted to bring money for any reason to the program.

GRANT ENRICHMENT PROGRAMS

NPAL

The EdAdvance BASES Program has partnered with the Torrington Police Athletic/Activities League (PAL) through a grant from the National Police Athletic/Activity League (NPAL) to provide a mentoring program at our Torrington after school sites. Torrington Police Officers and screened volunteer mentors will be present at the programs to participate in mentoring activities with the enrolled students. Students and families will be asked to complete a NPAL agreement form.

CAP21 Program

Through a Federal 21st Century Community Learning Center Grant, the BASES Programs is able to implement an after school program for Torrington Middle School students. The 21st Century Advantage+ Program (CAP21) supports the delivery of high quality after school programming for students and their families at no cost to participants. CAP21 expands students’ out-of-school learning time with engaging and evidence-based Science, Technology, Engineering, Arts, and Mathematics (STEAM), literacy, health and wellness enrichment opportunities that cultivate both academic and social emotional growth in students. The CAP21 program meets every Tuesday, Wednesday and Thursday that school is in session from school dismissal until 5:30pm.

ATTENDANCE POLICY

When registering for the CAP21 Program, families are notified of the requirement to attend all days that the program is in session. Families sign that they agree to this requirement before the student starts attending the program. Any student that has more than 5 unexcused absences will be asked to withdraw from the program. A student from the wait list will be notified to fill the vacant spot.

STUDENT FILES AND HEALTH FORMS
A file will be maintained for each enrolled student. This file will be accessible both on paper and electronically. The file will contain (but is not limited to) a paper copy of the registration form/agreement, any pertinent medication information and forms and an authorized pick up person list. Student health forms may be accessed via the school nurse.

**PROGRAM FEES**
The CAP21 Program does not charge families for participation in the program. There is a fee for late pick up (see late pick up policy).

**CUSTODY ISSUES**
It is the responsibility of the parent/guardian to inform the staff in the instance of a legal separation, custody agreement or restraining order. Any restricted persons should be identified to staff.

**RELEASE OF STUDENTS POLICY**
No child will be allowed to leave the EdAdvance CAP21 Program with anyone who is under 18, not listed on the student’s Registration Forms and/or Emergency Card and/or who does not show proper identification. Staff will have Registration Forms and Emergency Cards on hand for quick reference. It is the sole duty of the parent/guardian to inform CAP21 Program immediately, in writing, of any changes in the list of individuals who have permission to pick up their child(ren).

**EMERGENCY EARLY DISMISSAL PLAN**
An emergency early dismissal is the closure of the school building prior to the opening of the EdAdvance CAP21 Program due to unexpected circumstances (i.e. inclement weather, extreme heat or power outage). In the case of an emergency early closure of the school, all after school programs are canceled and there will be no staff at the EdAdvance CAP21 Program. Students will be dismissed from school as per their Early Dismissal Plan on file with the school.

**TRANSPORTATION POLICY**
End of the day transportation is provided by individual families or a school bus. Sign-in/sign-out procedures are in place. No child will be permitted to leave the CAP21 Program with anyone who is under 18, not listed on their Registration Forms and/or Emergency Card and who does not show proper identification. Staff will have Registration Forms and Emergency Cards on hand for quick reference. It is the sole duty of the parent/guardian to inform the CAP21 Program of any changes in the list of individuals who have permission to pick up their child(ren).

**LATE PICK-UP POLICY**
The program ends at 5:30 p.m. Any child(ren) remaining at the program after 5:30 p.m. will be supervised by at least two staff members, who are 18 years or older, at the site for up to one half of an hour (6:00 p.m.). Parents who arrive after 5:31 p.m. (based on the school/program clock) will be charged a late pick-up fee of **$10.00 for every 10 minutes they are late.** This fee will increase by $10.00 for every additional 10 minutes. For example, if a parent arrives:

- Between 5:31 p.m. – 5:40 p.m., they will be charged $10.00
- Between 5:41 p.m. – 5:50 p.m., they will be charged $20.00
- Between 5:51 p.m. – 6:00 p.m., they will be charged $30.00

**If a parent/guardian is late for pickup on more than three (3) occasions the child may no longer be able to attend the program.**
If the child(ren) remains in the program after 5:30 p.m., the following steps will be taken to ensure the child(ren)’s safety:
4. At 5:31 p.m., if the parent(s) has not contacted the BASES Program, the staff will attempt to contact the parent(s)/guardian(s).
5. At 5:45 p.m., if there is still no contact with the parent(s)/guardian(s), alternative contacts listed on the Emergency Card will be contacted and asked to pick up the child(ren).
6. If no one has been reached and the child(ren) are not picked up by 6:00 p.m., the local police will be contacted. If a police officer is available, he/she will transport the child(ren) to the local police station where the program staff will remain with the child until such a time as the child is picked up. A note informing the parent(s) of the child(ren)’s whereabouts will be posted on the front door of the school building. **If child(ren) are transported to the local police station at 6:00 p.m., the parent(s) will be charged per hour for the program staff to remain with the child.**

**STUDENT RECRUITMENT/ENROLLMENT**
CAP21 Program administration will work with the school district and families to recruit students most in need of after school support and serve those same students consistently over the grant period. Space remaining in the program will be filled with students chosen via a lottery system. A multipronged recruitment plan to enroll 35 students and achieve a minimum daily attendance of 80% or above include outreach to students and families from school administrators, teachers, social workers and school counselors, as well as information posted on the EdAdvance, school and district websites, social media, hard copy flyers, and press releases for local newspapers and printed press. The CAP21 Program follows all federal, state and local requirements including ADA requirements.

**MEETING STUDENT NEEDS**
Upon registration, each family gives the program permission to have staff speak with school personnel regarding their child. This allows the CAP21 Program staff to have ongoing communication with school administrators, teachers, counselors, social workers, and nurses regarding the needs and progress of the students enrolled in the program. Each teacher will receive a list of students enrolled in the CAP21 Program to facilitate communication in the best interest of each student.

**PROGRAM IMPROVEMENT POLICY**
CAP21 will seek to continuously improve the quality of the program based on feedback from the CAP21 Advisory Committee, family, student and school surveys, APT tools, Quality Advisor feedback, as well as, by assessing the needs of the enrolled students and families.

**CULTURAL COMPETENCY**
The CAP21 Program plans activities that provide for the diverse interests and cultural backgrounds of all students. The program encourages involvement of diverse cultural groups in program activities and demonstrates equitable expectations in student achievement and opportunities.

**FAMILY ENGAGEMENT AND COMMUNICATION POLICY**
The CAP21 Program encourages family involvement. Therefore, there is an open-door policy for families to visit, consult with staff and participate in activities with the children. The CAP21 Parent Partnership Program reaches out to all families to augment and reinforce a common goal: the overall well-being and educational achievements of the students in the program. The CAP21 Program encourages parent involvement at family events such as “Lights on Afterschool” and CT Science Center/Family Fun days, Parent/Family Evenings, trainings and meetings. In addition, through a partnership with Foothills Adult Education, class scholarships are offered to family members of enrolled students. The CAP21 Program will send out surveys and questionnaires for families to give feedback on current programming and offerings. Families will also have the opportunity to make suggestions for the future.

**EMERGENCY DRILLS**
CAP21 will follow the Torrington Middle School established procedural guidelines (i.e. evacuation and lockdown) in the event of an emergency. Crisis Response Drills and Fire Drills are scheduled throughout the school year. Evacuations, secure school, shelter in place, and lockdown drills are held at regular intervals. Students must follow emergency protocols and/or the adult in charge.

**ACCIDENT/INJURY PROCEDURE/POLICY**
If there is any evidence of trauma to the body (e.g., scrapes, bumps, bruises), the staff will complete an Accident Report Form that requires a parent signature.

For a medical emergency:
After determining the nature of the illness or injury, the staff will take the following steps:

1. If the child requires immediate or life-saving treatment (more than what the staff is able to provide) for the illness or injury, the staff will first call 911 for an ambulance to transport the child and a staff person to the hospital. The staff person will bring the child's medical permission form and student file. Other staff members will contact the parent to apprise them of the situation.
2. First aid will be administered by a certified staff member* and based on the nature of the emergency, appropriate first aid measures will be followed.
3. A parent or guardian will be contacted and apprised of the situation.
4. If the child requires more treatment for the illness or injury than the staff is able to provide, and the parent is unable to pick up the child and take him/her for medical treatment, an ambulance will be called to transport the child to the hospital. The staff will not transport the child in his/her own vehicle. A staff person will accompany the child in the ambulance to the doctor or hospital bringing along the child's Emergency Card and student file. (Note: In a serious life-threatening situation, an ambulance will be called immediately.)
5. Children with any life-threatening allergies, including insect bites, food, or medication will be identified and staff will be knowledgeable in steps to be taken in case of a reaction.
6. The Head Teacher will notify a Program Administrator immediately of any medical emergency that has occurred, and appropriate reporting forms will be completed.

*Staff must have successfully completed an approved course in First Aid & CPR

EMERGENCY READINESS PLANS AND DRILLS

Plan in Case of Fire:
In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately, the group will walk the designated route to the outdoor play area safely away from the building. The staff will line up the children and to take attendance. The Head Teacher (or person in charge) will be responsible for taking the attendance sheets and emergency cards, first aid kit and cell phone with them. Should it not be possible to return to the building, the staff will walk the children to a designated alternate shelter and families will be notified.

Weather Emergency:
1. If after school activities are cancelled by the school/district. The CAP21 Program will not run.
2. In cases where the program is in session and an emergency occurs, parents are notified by phone, if possible and the children remain at the site. If phones are not operating, the proper authorities are notified by cell phone that the staff and children are at the site.
3. If an emergency evacuation is necessary, emergency numbers are called for assistance. Local authorities, including the police and the office of the Superintendent of Schools, are notified of the whereabouts of the group. A sign describing the whereabouts of the group is posted on the front door of the school. Parents will be notified to pick up their children due to early closing. Ratio will be maintained at all times and program staff remain on the premises with the children until they are all picked up.
4. If an emergency evacuation is necessary, authorities will call/inform the site to let the staff know what procedures to follow. Because the program is located at a public school, the EdAdvance CAP21 Program is on the list to be notified in case of an emergency by the town’s Civil Preparedness Unit.
**RIGHTS AND RESPONSIBILITIES**

**Parent**

Parents have the **right** to:
- know their children are in a safe environment where they are free to select from a variety of activities.
- participate in all levels of decision-making concerning how their children spend the day.
- know what types of programs and activities are being planned, and to offer feedback on the kinds of activities the children enjoy.
- share concerns with the staff or EdAdvance BASES Program Administrators at any time, about anything they do not feel is in the best interest of the children.
- be notified about their child’s behavior, and to talk with the staff at any time concerning their child’s behavior.
- know if their child does not report to program.
- voice special concerns and considerations not covered in this manual, and to discuss special cases where occasional exceptions may be made from the rules set forth in this manual.
- have their ideas and feelings respected.

Parents have the **responsibility** to:
- observe the rules of the EdAdvance BASES Programs as set forth in this manual and in any additional policy statements
- let the staff know if their child will not be attending for the day
- share their concerns with staff members or EdAdvance Program Administrators, if the program is not meeting their child’s needs
- inform staff of any special needs or concerns, including but not limited to medical or behavioral issues, in order to best serve their child
- listen to concerns that staff members have about their child’s behavior, and to work through an agreeable solution to any problems that might occur
- become familiar with any change in policy or procedure
- become familiar with the discipline policy of the program as explained in this manual
- replace any equipment that their child is responsible for misusing
- sign child in before school and/or out at the end of the day; to notify a staff member when taking the child from the center, and to notify a staff member when another authorized person is picking up a child
- inform staff if a child has been exposed to a contagious illness
- notify staff of planned vacation and other absences in advance
- submit a Schedule Change Form to the Litchfield Office 10 school days prior to withdrawal and/or any permanent change in a child’s schedule
- pay fees on time
- keep the child’s file up-to-date with any changes in phone numbers and addresses, and to provide a complete health record
- pick up child on time
- refrain from cursing, or other inappropriate use of language, threatening employees, children or other parents or adults as this will not be tolerated on center property at any time
Students have the **right** to:

- have a safe and reliable environment free of hazards
- use all the equipment and space on an equal basis; to find equipment where it is intended and in functioning condition
- have their ideas and feelings respected
- receive discipline that is fair, equal and respectful of them
- express their anger, frustration, disappointment, joy, etc., in an appropriate manner
- express their creative ability
- explore and discover
- continue developing to their full potential
- have an environment that offers a variety of choices: physical, quiet, indoor, outdoor, creative, and explorative
- have a right to voice their opinion on the rules and the activities
- be with staff members that care about them, enjoy being with them, and help them to grow

Students need to be **responsible** for:

- learning to take the consequences for their own actions
- respecting the rules that guide them during the school days and for controlling their feelings so that their actions do not harm anyone in the program
- not willfully destructing or harming any equipment or property in the building while they are in the program
- sharing equipment and facilities with all children in the program
- remaining with a staff member at all times and notifying a staff member when they need to be somewhere else
- coming immediately to the program room after school, unless they advise a staff member otherwise and are accompanied by a written note from the parent
- respecting the rules of the EdAdvance program
- respecting all staff and students enrolled in the program
- dressing appropriately for indoor or outdoor play; having non-marking rubber-soled shoes available to wear in the gym
- returning materials and equipment to the place they found it for other children to find before taking out a new activity
- carrying out an activity that they commit themselves to
The State of Connecticut has approved a series of procedures for filing reports where a mandated reporter suspects abuse or neglect of a child. All staff will adhere to the following procedures:

1. All staff working at EdAdvance BASES Programs are mandated reporters.
2. All mandated reporters will receive training in the law.
3. If an EdAdvance employee makes the decision to file a report the following steps will be taken:
   • The EdAdvance staff will verbally contact DCF within 12 hours and file the necessary written report (DCF 136) within 48 hours of suspecting a child has been abused, neglected or is in danger of being abused.
   • The staff will notify the Director of Operations of the filing of a report.
   • The Director of Operations will contact the member district’s designee and inform him/her of the filing and determine any next steps. The steps may include:
     ▪ Notification of the family of the report
     ▪ Direct intervention by the school district regarding a school employee
     ▪ Further investigation, either jointly or individually

If the staff from a member district files a report of suspected abuse or neglect regarding an EdAdvance employee, the member district’s designee will notify the Director of Operations and the same process as identified above will be used.

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e).

All phone calls to DCF shall be documented and kept on file at the EdAdvance BASES Programs Administrative offices (355 Goshen Rd, Litchfield, CT 06795). A copy of all statements from staff and the DCF-136 shall also be kept on file.

The following is an outline of the legal requirements of “mandated reporters,” those professionals who, because their work involves regular contact with children, are mandated by law to report suspected child abuse and neglect.

Connecticut has enacted new laws to protect children from child abuse and neglect. These went into effect on October 1, 2002. Public Acts 02-106 and 02-138 can be obtained on the Department of Education’s website (www.state.ct.us/sde) under “Legal and Gov Affairs”, “Education Bills: 2002.”
### Who Must Report?

- Battered Women’s Counselors
- Chiropractors
- Child Advocate and any employee of the Office of the Child Advocate
- Dental Hygienists
- Dentists
- Department of Children and Families Employees
- Department of Public Health employees responsible for the licensing of child day care centers, group day care homes, family day care homes or youth camps.
- Family Rel. Counselor Trainees (Judicial Dept.)
- Family Relations Counselors (Judicial Dept.)
- Family Services Supervisors (Judicial Dept.)
- Foster Parents
- Judicial Department Employees (Family Relations Counselors, Family Counselor Trainees, Family Services Supervisors *as of 10-01-2010*)
- Licensed/Certified Alcohol and Drug Counselors
- Licensed/Certified Emergency Medical Services Providers
- Licensed Foster Parents
- Licensed Marital and Family Therapists
- Licensed or Unlicensed Interns at Any Hospital
- Licensed or Unlicensed Resident Interns
- Licensed or Unlicensed Resident Physicians
- Licensed Physicians
- Licensed Practical Nurses
- Licensed Professional Counselors
- Licensed Surgeons
- Medical Examiners
- Members of the Clergy
- Mental Health Professionals
- Optometrists
- Parole Officers (Juvenile or Adult)
- Persons Paid to Care for Children
- Persons who Provide Services to and have Regular Contact with Students
- Pharmacists
- Physical Therapists
- Physician Assistants
- Podiatrists
- Police Officers
- Probation Officers (Juvenile or Adult)
- Psychologists
- Registered Nurses
- School Administrators
- School Coaches
- School Guidance Counselors
- School Paraprofessionals
- School Superintendents
- School Teachers
- Sexual Assault Counselors
- Social Workers
- Substitute Teachers
- Sexual Assault Counselors
- Social Workers
- School Coaches or Coaches of Intramural or Interscholastic Athletics

### What Must Be Reported?

Childcare providers are mandated by law to report any suspicion that a child is being neglected, abused or at risk.

Mandated reporters are required to report when they have reasonable cause to suspect that a child under the age of 18 is in danger of being abused, or has been neglected, has had non-accidental physical injury, or injury which is at variance with the history given of such injury inflicted upon him by a person responsible for the child’s health, welfare or care, or a person given access to the child by the responsible person.
Mandated reporters are only required to report situations they become aware of through their professional capacity. They can and should report other situations.

Specifics on reporting a suspected case of abuse or neglect

- Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288
- The reporter’s name is required, but may be kept confidential
- Name of child/date of birth
- Address of child
- Phone number of child
- Name of parents or guardians
- Address of parent or guardians
- Phone number of parents or guardians
- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information the reporter believes would be helpful
- Seek medical attention for the child – if needed

**How to Report**

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (form DCF-136).

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT Statutes, Section 17a-101e).

All phone calls to DCF shall be documented and kept on file at the program site. A copy of all statements from staff and the DCF-136 shall also be kept on file.

The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF’s investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

In the case of a report concerning an employee of a facility or institution that provides care for a child that is licensed by the State, a written report must also be sent to the executive head of the state licensing agency.

When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child’s parents to access the cause of a child’s injuries and offer support and guidance.
## Staff Training

Staff will be required to attend all staff meetings. At least once per year, all staff will complete a Mandated Reporter Training. This training will focus on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures.

## Provisions for informing families of abuse and neglect policy

A copy of this policy will be included in our Family Handbook and each family will be given a copy upon enrollment. A copy of this policy is also available on our website.

## Immunity and Penalty

Immunity from civil or criminal liability is granted to people who make required reports in good faith.

Anyone who knowingly makes a false report of child abuse or neglect may be fined up to $2,000 or imprisoned for not more than one year, or both.

Employers may not discharge, discriminate or retaliate against an employee for making a good faith report or testifying in an abuse or neglect proceeding. The attorney general can bring a court action against any employer who violates this provision, and court can assess a civil penalty of up to $2,500 plus other equitable relief.

## To Report Suspected Child Abuse or Neglect, Call:

<table>
<thead>
<tr>
<th>TDD Number</th>
<th>From outside Connecticut:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-624-5518.1.1.1</td>
<td>1-800-344-2599</td>
</tr>
</tbody>
</table>

If you are unsure if a situation is reportable under the law, feel free to call the Child Protection CARELINE, the social work staff will be happy to discuss the situation with you.

For information about the definitions and/or signs and symptoms of child abuse and neglect please call DCF Public Affairs and Information Office at (860) 566-2497.

If you have any questions, feel free to call your local DCF office (see list below) or the DCF Public Affairs & Information Office at (860) 566-2497.

### NORTHWEST REGION
- Waterbury (203) 759-7000
- Danbury (203) 797-4040
- Torrington (860) 207-5100

### SOUTHWEST REGION
- Bridgeport (203) 365-6200
- Stamford (203) 348-5865
- Norwalk (203) 899-1400

### EASTERN REGION
- Norwich (860) 886-2641
- Willimantic (860) 450-2000

### NORTH CENTRAL REGION
- Hartford (860) 418-8000
- New Britain (860) 832-5200
- Manchester (860) 533-3600

### SOUTH CENTRAL REGION
- New Haven (203) 786-0500
- Meriden (203) 238-6185
- Middletown (860) 638-2100
EDADVANCE BOARD POLICY STATEMENT RE: SUSPECTED ABUSE/NEGLECT OF CHILDREN

Approval Date: __ May 2014 __

RATIONALE—It is the policy of the State of Connecticut to protect children whose health and welfare may be adversely affected through injury and neglect; strengthen the family and make the home safe for children by enhancing the parental capacity for good child care; provide a temporary or permanent nurturing and safe environment for children, where necessary; and for these purposes, require the reporting of suspected child abuse, investigation of such reports by a social agency/local police, and the provision of services, where needed, to such child and family.

In order to ensure that the above policy of the State of Connecticut is fully implemented, EdAdvance does hereby establish the following policies with respect to suspected abuse or neglect of a child in accordance with the administrative procedures of EdAdvance:

1. All personnel of EdAdvance shall fully comply with all the requirements of the General Statutes and with regulations promulgated by the Commissioner of the Department of Children and Families with respect to the reporting of suspected abuse or neglect of a child in accordance with the administrative procedures of EdAdvance.

2. All personnel of EdAdvance shall fully comply with all the requirements of the General Statutes and Regulations promulgated by the Director of the Office of Protection and Advocacy for persons with disabilities with respect to the reporting of suspected abuse or neglect of mentally retarded children between the ages of 18 and 21 in accordance with the administrative procedures of EdAdvance.

3. All personnel shall cooperate fully with the investigation of suspected abuse and neglect by the Department of Children and Families (DCF), a law enforcement agency, and/or the Office of Protection and Advocacy for persons with disabilities, and with all court proceedings involving suspected abuse and neglect.

4. Such mandated reporting requirements of the general statutes and regulations, and the administrative procedures regarding reporting, shall be appropriately reviewed with all professional and paraprofessional personnel who are mandated reporters, and with school personnel who are not mandated reporters (e.g. secretaries, maintenance, cafeteria, and transportation staff) at periodic intervals not less frequently than once each school year.

5. Any child suspected of having been abused or neglected who is in need of health care attention shall be provided such health care to the same extent it would be provided to any other child in need of such care.

6. All personnel of EdAdvance shall treat all cases of suspected abuse and neglect with full consideration of the privacy of children and families and will maintain appropriate confidentiality within the limitations of federal and state laws and local policy.

The purpose of this Board Policy is to inform all employees in the school system of the statutory requirements to report suspected child physical or sexual abuse, and neglect, and of their immunity from civil liability or criminal penalty for making such reports.


EdAdvance adheres to the following Connecticut Reporting Laws.
An Act Concerning the Strengthening of School Bullying Laws

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. Section 10-222d of the general statutes is repealed and the following is substituted in lieu thereof (Effective July 1, 2011):

(a) As used in this section and sections 10-222g, as amended by this act, 10-222h, as amended by this act, and sections 4 and 9 of this act:

(1) "Bullying" means (A) the repeated use by one or more students of a written, oral or electronic communication, such as cyberbullying, directed at or referring to another student attending school in the same school district, or (B) a physical act or gesture by one or more students repeatedly directed at another student attending school in the same school district, that: (i) Causes physical or emotional harm to such student or damage to such student's property, (ii) places such student in reasonable fear of harm to himself or herself, or of damage to his or her property, (iii) creates a hostile environment at school for such student, (iv) infringes on the rights of such student at school, or (v) substantially disrupts the education process or the orderly operation of a school. Bullying shall include, but not be limited to, a written, oral or electronic communication or physical act or gesture based on any actual or perceived differentiating characteristic, such as race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity or expression, socioeconomic status, academic status, physical appearance, or mental, physical, developmental or sensory disability, or by association with an individual or group who has or is perceived to have one or more of such characteristics."

Consistent with this law, we are asking that parents/guardians immediately inform school personnel (e.g., your child’s teacher, program administrator) of suspected bullying behavior directed against your child or another child. You may formally notify the school personnel in writing or feel free to call either your child’s teacher or program administrator. Consistent with this law, your child may anonymously report acts of bullying to our teachers, other educational personnel (e.g., school social worker) and/or program administrator. When possible, please encourage your son/daughter to make such reports if they fell they have been bullied or if they have witnessed another student being bullied. Bullying behavior is prohibited by our student discipline policy/codes of conduct and may lead to disciplinary action, including suspension from school (or in more severe cases, expulsion by your child’s school district). The new law requires us to notify parents/guardians of students who commit any verified acts of bullying and the parents/guardians of students against such acts were directed.

We are aware that incidents of bullying are rarely committed in view of supervising adults. Victims are most vulnerable in situations beyond the eyes of staff, such as the playground, buses, restrooms, and bus stops. The most likely adult to be informed by a victim is the parent. Parents are often reluctant to inform the school due to the student’s fear of redress. Without parent input, the school personnel will be informed and unable to intervene to stop this behavior. It is vital that school staff and parents continue to work together to protect the safe environment of our school programs.

The swift and consistent actions of the staff and administrators will contribute to building a social climate in which students feel they can trust that all adults are involved in their safety. Therefore, consistent steps of intervention must be taken upon initial awareness of an incident, and in a continued hostile situation.

EdAdvance believes that all students and staff have the right to attend a school that promotes a secure and safe school climate conducive to teaching and learning and free from threat, harassment and any type of bullying behavior. Therefore, it is the policy of the Board that bullying of a student by another student is prohibited.
**General Guidelines:**

EdAdvance’s policy on bullying behavior seeks to accomplish the following goals:

- To promote a secure and safe environment free from threat, harassment, and all types of bullying behavior;
- To take action to prevent bullying from occurring;
- To require any staff member who witnesses acts of bullying or receives student reports of bullying allegations to notify school administrators in writing;
- To inform parents and students of the school’s expectations through the published student code of conduct;
- To foster productive partnerships that promote a bully free environment;
- To notify students annually of their right to file an anonymous complaint;
- To enable students to make anonymous reports, verbal or written, alleging bullying to teachers and school administrators and be notified annually of the process for doing so;
- To enable parents or guardians to file written reports of suspected bullying;
- To maintain a recording and reporting system that documents verified incidents of bullying behaviors and make such available for public inspection;
- To establish procedures that require school administrators to investigate and respond to written complaints and review any anonymous reports of bullying except that no disciplinary action shall be taken solely on the basis of an anonymous report;
- To notify parents or guardians of the student(s) who commit acts of bullying and the parents or guardians of the student(s) against whom acts of bullying were committed of verified reports of bullying as well as the targeted students, and invite parents/guardians to attend at least one meeting;
- To make the staff aware of their in fostering the knowledge and attitudes that will be required to achieve the above goals;
- Include a prevention and intervention strategy for public school staff to deal with bullying;
- Direct the development of case by case intervention for addressing repeated incidents of bullying against a single individual or recurrently perpetrated bullying incidents by the same individual that may include both counseling and discipline; and identify the appropriate school personnel responsible for taking a bullying report and investigating the complaint. This should include coordination with the district Title IX Coordinator.

**EdAdvance Administrative Guidelines**

The EdAdvance administrative staff will strive to create an atmosphere free of bullying behaviors by implementing procedures that ensure:

16. Awareness and involvement on the part of staff, students and parents with regards to bully/victim problems;
17. Data collection to document bully/victim problems to determine the nature and scope of the problem;
18. Planned professional development programs addressing bully/victim problems;
19. Provision of appropriate supervision by adult staff during recess, lunch and change of classes;
20. Consistent and immediate consequences for aggressive behavior;
21. An atmosphere that promotes pro-social and helpful behavior by students;
22. Development of specific class rules against bullying and ongoing dialogue with students about the impact of bullying behaviors;
23. Timely communication with bullies, with victims, and with the parents or guardians of both groups;
24. A curriculum that promotes communication, friendship, assertiveness skills, and character education;
25. Respectful responses to bullying concerns raised by students, parents or staff;
26. Avoidance of sex-role stereotyping; (e.g. males need to be strong and tough)
27. An atmosphere of team spirit and collaboration;
28. Use of peers to help improve the plight of victims and include them in group activities;
29. Modeling positive, respectful, and supportive behavior for students;
30. Employing classroom strategies that instruct students how to work together in a collaborative and supportive atmosphere.

The above measures are considered part of an effective school wide anti-bullying program.

**Steps for Intervention:**

The District shall implement, as required by C.G.S. 10-221d, as amended, a prevention and intervention strategy which may include, but is not limited to:

Implementation of positive behavioral interventions and supports process or another evidence-based model approach for safe school climate or for the prevention of bullying identified by the Department of Education;

1. A school survey to determine the prevalence of bullying;
2. Establishment of a bullying prevention coordinating committee with broad representation to review the survey results and implement the strategy;
3. School rules prohibiting bullying, harassment, and intimidation and establishing appropriate consequences for those who engage in such acts;
4. Adequate adult supervision of outdoor areas, hallways, the lunchroom, and other specific areas where bullying is likely to occur;
5. Inclusion of grade-appropriate bullying prevention curricula in kindergarten through high school;
6. Individual intervention with the bully, parents, and school staff, and interventions with the bullied child, parents; and the school staff;
7. School wide training related to safe school climate; and
8. Promotion of parent involvement in bullying prevention through individual or team participation in meetings, trainings, and individual interventions.
COMPLAINT PROCEDURE

COMPLAINT PROCEDURE This procedure is for Child Care programs which are licensed under the authority of Connecticut General Statutes 19a79-1a through 19a-79-13.

Most problems within a Child Care Center are non-life threatening and can be resolved by:

1. Discussing the problem with the classroom teacher
2. Discussing the problem with the program director
3. If the problem is not resolved you may contact the Connecticut Office of Early Childhood.

In case of an emergency, notify the Connecticut Office of Early Childhood as soon as the emergency is under control

In case of abuse/neglect or life-threatening situations, contact the Department of Children and Families at 1-800-842-2288 and the Connecticut Office of Early Childhood – Division of Licensing.

All inspection reports and compliance letters are available for your review at this child care program or by contacting The Connecticut Office of Early Childhood - Division of Licensing at:

450 Columbus Boulevard
Suite 302
Hartford, CT 06103
1-800-282-6063 OR 1-860-500-4450

THE SAME PROCESS WORKS FOR COMPLIMENTS AS WELL!