



# Springboard After School

  

# FAMILY HANDBOOK

**Springboard Education in America Inc.  
420 Bedford St. Lexington, MA 02420**

## **WELCOME**

Springboard After School provides a quality after school program that complements your child's school experience. Partnering with local school districts, and public and charter schools, Springboard has designed a program to maintain a school day flow and structure while providing children with a fun and safe before and after school care program. The Springboard program is run by a Site Coordinator and certified teachers, in addition to highly qualified instructors in special areas (Martial Arts, Dance, Drama & Acting, Science Club and Visual Arts), all of whom report to Springboard's main office and Area Director. Springboard After School programs are operated in compliance with regulations of the National Association of Elementary School Principals and local town and state education departments across the U.S.

## **MISSION STATEMENT**

*Springboard students will increase their skill and academic performance in reading, writing and mathematical problem solving through guided homework instruction and immediate feedback so that content is more thoroughly and completely understood and so they are better prepared to compete in the global economy of the 21st century.*

## **PROGRAM PHILOSOPHY**

Springboard After School transforms the traditional after school program into a brilliant learning environment that provides real challenges for growing kids. Based on six core values, Individual Responsibility, Self Discovery, Creativity, Generosity, Achievement and Collaboration, our program provides strong academic, creative and physical challenges in a safe and secure after school setting. Founded in 2006 by professional educators and psychologists, Springboard has identified the shortcomings in traditional after school programs and in response has created a remarkable learning environment that supports children's growing needs. Springboard believes in the limitless potential of all students, and provides the best after school and summer educational programs to help children develop the skills they need to succeed in school and in life.

## **SPRINGBOARD AFTER SCHOOL CORE VALUES**

### ***Individual Responsibility***

As we mature, we learn the concept of individual responsibility. Individual responsibility requires that each one of us is aware of and honest about the consequences of our action. We each possess the capacity for success and failure and the knowledge, skills and attitudes that we bring to bear on any situation or challenge will greatly inform the outcome. Springboard After School requires that each member of our school knows and understands the expectations of the community, takes responsibility for their own action and works toward promoting Springboard's core values.

### ***Self Discovery***

Students will identify their own strengths and areas of challenge in both academic and personal development. They will work to go beyond their expectations of themselves and to discover new areas of interest and talent. Springboard After School will work with each student to take appropriate supported risks, to have new experiences and to meet increasingly difficult challenges. Effort will be characterized by perseverance, requiring that each one of us understands that we are measured less by the mistakes that we make or the failures that we experience and more by how we respond to them.

### ***Generosity***

We all have something to offer the school community and the community is greatly enhanced when we give people something that is unique and precious to us. Springboard After School expects that students will share their time, energy, talent and personal expertise with others. We will share kindness and caring and promote a culture of trust, where generosity includes giving individuals the benefit of the doubt.

### ***Creativity***

We will not be limited by the expectations of others or by what has been done in the past. We are encouraged to look beyond the typical and to think "outside the box." We will stand on the shoulders of others to use and honor their greatness, so that we may reach even more profound heights.

### ***Achievement***

We will explore how individual achievement and community development are deeply connected by requiring students to pursue personal best and community-based performance targets. Individually and as a team, success is harnessed, our students must not only strive, but also encourage the achievement and successes of their peers. A successful community requires successful individuals. Each student will exhibit hard work and excellence in pursuit of individual goals and standards-based achievement.

### ***Collaboration***

We understand that only a strong, caring community can create opportunities for individual success. Learning how to work in groups and to build teams around a diverse set of talents, skills and interests is essential for success and community development. Students and staff will define standards of participation and excellence so that the Springboard experience is

characterized by quality, partnership, the well being of our community, and the recognition of merit.

Springboard's teachers are dedicated professionals committed to providing the academic and recreational support that will allow children to reach their maximum potential. Each child is unique, and our teachers work to ensure that specific learning needs and learning styles are met.

Springboard After School does not discriminate on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation or disability in its admissions, services to families, educational policies, financial assistance, or otherwise in its operation or management.

### **GENERAL INFORMATION**

Springboard After School currently runs in Massachusetts, Oregon, Colorado, Texas, California and Maryland.

Our main office is located in Lexington, MA.

Contact Information:

Phone: 800-341-3177 X101

Fax: 781-862-3303

Address: 420 Bedford St Suite 125, Lexington, MA 02420

Office Hours: M-F 9am-5pm

Individual Springboard Locations are open on many early release, holiday and professional development days when your home school is closed. Ask the Site Coordinator for information regarding specific days. Please also see the attached calendar for the school year.

### **Understanding Springboard Staff Flow Chart:**

The Area Director (AD) is responsible for hiring, training and supervising all staff. The AD hires a Site Coordinator (SC) who is on site each day and who is responsible for the daily operation of the program. The AD also hires all the after school teachers and professional staff who are on site at the school. The AD, in conjunction with the school and Springboard's Curriculum Development Group, determines the appropriate curriculum for use at the school, and coordinates this curriculum to ensure that the after school curriculum is aligned both in terms of content and calendar with the school's curriculum. Springboard works to support this endeavor through regular meetings with the Principal, frequent meetings with your child's teachers, and by providing Springboard staff with a thorough understanding of the school's Curriculum and Sequence. The area director is also available to support parent needs, questions and comments as necessary.

#### **Site Coordinator Leader:**

The Site Coordinator Leader is responsible for overseeing each site within a given region. The SCL provides support for the Site Coordinator and makes frequent managerial visits to all sites. If there is anything that cannot be dealt with via the Site Coordinator, the Site Coordinator Leader is the person who needs to be addressed.

#### **Site Coordinator:**

The Site Coordinator is responsible for the on-site functions such as daily schedule, organization, staff, parent and teacher communications. The site coordinator is the main point person for

parent questions and concerns. If parent questions and concerns are not answered by the site coordinator, please be referred to your SC Leader, then Area Director.

#### Academic:

Our academic teachers are certified in their field of study. We pride ourselves in selecting teachers who have years of experience as well as a certificate or degree in Elementary Education. Please check in with teachers at the end of the day, to see how your child did during their academic/homework time.

#### Enrichment teachers:

Our enrichment teachers come to us from various backgrounds. Many have a degree in education and others have years of experience in their field of study. Our enrichment teachers are here to provide your child with an extension of knowledge and expression that goes beyond the regular school day.

Communication between parents, Springboard's teachers, the Site Coordinator, the Area Director and regular school day teachers and staff are a key ingredient for the success of our program, and is always welcome. Personal conversations, phone conversations, conferences, newsletters and email messages are all valuable ways we keep parents informed and involved. Parents are encouraged to provide input concerning our programs and policies, and our staff is always available to address parent's issues or concerns.

**LINES OF CONTACT** Any concerns that parents have regarding their children should first be addressed with the Site Coordinator at the school. If the Site Coordinator cannot resolve the issue to the parent's satisfaction, parents should speak with the SC Leader and then Area Director. If the Area Director cannot resolve the issue, parents should contact the main office at 781-862-3110 to reach the Regional Director.

### **TEACHER MONITORING AND REVIEWS**

Springboard evaluates teachers and programs on a yearly basis. In addition to yearly evaluations, some sites do monthly or bi-monthly observations of staff. Springboard also makes every attempt to put out surveys to garner parent feedback on each specific site. Monthly staff meetings are held to be sure that all staff are aware of new policies and procedures.

### **ENROLLMENT PROCEDURES**

#### **Registration**

All children attending the Springboard program need to be registered. Registrations are accepted throughout the school year. There is a non-refundable application fee of \$25 for the first student and then \$5.00 (each additional sibling) before the registration can be processed. Our online system provides the ultimate in flexibility. It is based upon your schedule and is created by you each month. This gives parents the ability to switch from 1 day to 5 days and anything in between. While Springboard is available on an occasional basis for "drop-in" students, no

student will be accepted into the program if we do not have a completed online enrollment in advance. In addition, there is tuition fee to use the “drop-in” service. Parents will go online to register their children at [www.springboardafterschool.com](http://www.springboardafterschool.com) and click on the **Enroll Now** button in the upper right hand corner. This system will then guide you through the various steps of registration. There are no refunds given for missed sessions, and there are no refunds for partial day attendance. If you would like to cancel a day, please contact the main office 24 hours prior to the date you are canceling. Any dates canceled with 24 hour notice or more will receive a credit.

*As part of the enrollment process, Springboard asks that you deliver a copy of your child’s immunization record to the Springboard Afterschool Site Coordinator who is located at your child’s school. Please be sure to mail or fax your authorization page to the main office within 24 hours of enrolling. Your child may not attend our program until that authorization page has been received.*

### **Early Release Days**

Springboard is available to any pre-registered student on early release days. Early release days will be indicated on the online scheduling system as well as on the yearly calendar and will be coordinated between the school and Springboard

### **Holiday Closings**

*Springboard will be open during some holidays and breaks, however, this will vary from school to school. Please be sure to review the online calendar during registration as well and the your sites addendum at the back of this handbook.*

### **Full Day Program**

Some Springboard locations provide full day programming on the days when regular school is not in session. These days include some holidays, school vacations and teacher work and conference days. Please check with your Site Coordinator for a complete schedule of the days that Springboard will operate at your school.

### **After School Daily Program**

**The after school program is made up of three key components: Academic Time, Enrichment/Activity Time and Recreational Time. Enrichment and Recreational time vary throughout Springboard sites, some include elective clubs as well as enrichment programs. Ask your Site Coordinator for more details on enrichment and club schedules.**

### **Arrival:**

Springboard After School begins at the end of the regular school day (except for Early Release Days).

At our on-site programs, students will either be picked up from class and lead to the Springboard meeting area, or in the upper grades, they will congregate in the meeting area at the end of the day. The Springboard teachers will pick up Springboard students from the location that they are regularly dismissed (in most instances that will be their regular classroom) in the case of younger students in grades K-2 they will be dropped off in the cafeteria (or other area that has been designated as “the den” by the school.

If your child is attending a Stand-Alone Springboard site, means of transportation may vary. Please check with your Area Director or Site Coordinator about carpool and bussing options.

**Academic:** The academic period takes priority in our Springboard schedule. Depending on group structure, your child will be starting the day with academics. During the academic portion, the students will be working on homework - The Works™ (Springboard's homework program), study skills, school project planning and completion, and skill based math and reading support. Springboard will make every attempt to accommodate parents' requests for having their child begin academics during a specific block, but we may not be able to honor these requests if it results in too many students in one block, thus negating the effects of our small teacher/student ratio, which is 12:1.

**Enrichment/Activity:**

The recreational period is geared toward opening your children up to new, hands-on activities while still providing structure that they need. These activities usually take place in the multi-purpose or activity room. Some sites also include club opportunities. In the past, we have offered such enrichment programs as, art, music, P.E., American Sign Language, Cultural Studies, Martial Arts, Hip Hop, Acting, Photography and more. Our previous clubs have included, Dangerous Science, Instrumental Music, Technology etc. Clubs offered at your site will be indicated on our online enrollment system. Most clubs require a minimum attendance and you will not be billed until your club has met that minimum requirement.

**Recreational**

Our recreational time begins and ends the average Springboard school day. When the students arrive, they often need time to transition, so they have a few minutes in our designated “den” area. During this time, the students gets some “down time” where they can play air hockey, ping pong, Wii or PlayStation, work on some art, pick out a board game to play with a friend. Students are not required to participate in the special activities, although it is strongly encouraged that they join in

While Springboard staff may encourage students to participate in activities and enrichment, our main goal is to provide a fun, educational and well-balanced atmosphere. They will not force students to engage in any activities against their will and desire. Additionally, parents may opt their child out of any of the Springboard activities that are offered during our program. Please talk to your Site Coordinator if you would like to opt out.

A sample After School schedule is as follows. Please look for our daily schedule in your welcome packet as well as where it is posted at the Springboard location

**CORE PROGRAM:**

<b>Time (p.m.)</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
3:00-3:20*	Arrival - Attendance	Arrival - Attendance	Arrival - Attendance	Arrival - Attendance	Arrival - Attendance
3:00-3:20*	Snack	Snack	Snack	Snack	Snack
3:20-3:35*	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time
3:40-6:00	Academic And rotating den	Academic And rotating den	Academic and rotating Den	Academic and Rotating Den	Academic and Rotating Den

*\* During this time in schools that have clubs students who have enrolled in clubs will be participating, they may join regular Springboard during the first block of homework help/activity.*

## Sample Elective Schedule (for partner schools that offer Clubs)

<b>Time (p.m.)</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
2:45-3:40	Comics	Science Lab	Art	Tae Kwon Do	

**Departure**

Springboard requires that the teachers sign children in at arrival and take attendance after transitions. Children must be signed out by a parent or authorized alternative pick up at departure. Please ask your site coordinator or area director about a transportation plan if your child will be walking or meeting you outside for pick up.

**Summer Program**

Springboard Schools Summer programs are offered at different locations. Please check with your Site Coordinator for locations near you.

Our summer camp is built around our mission to keep the students thinking throughout the summer months. We vary in location, however, that mission remains the same. Each week of the summer will focus on a different weekly theme, such as Art, Natural History, Kids in the Kitchen, Science, Team Sports etc. All activities during this week will be geared toward that theme. Our weekly themes culminate in projects, presentations or field trips. During the summer we also hold a daily academic block which varies from an hour to an hour and a half depending on location. During this block, students will be working through activity book, stories, silent reading, math works and other study skills. The student will have an opportunity to have a snack brought from home or a snack supplied by the site, depending on the location. Students are required to wash their hands before eating and the employee on site will sanitize the

tables. Hot lunch will be available at certain locations. Please contact your site-coordinator for more details.

For an off-site day, such as beach days and field trips students are required to be in program by 9:00 am. Springboard will begin travel no earlier than 9:00 and will return no later than 3:30 pm. Parents are required to sign and return permission slips for each field trip. The permission slip will be given to parent at least one week prior to field trip date. Students will also go on community walks and beach days in surrounding areas. Parents are required to sign a blanket field trip permission form for these outings. Field trips, beach days and other outings will require an activity fee to help with transportation and admission.

### ***Sunscreen and bug spray***

During the summer program, students will be required to bring their own sunscreen with their name on the bottle which will be applied by them prior to going outside. Springboard will also have a universal sunscreen of no less than 30 spf and a child friendly bug spray. All parents must authorize sunscreen and bug spray use upon enrollment.

### ***Sample Summer Schedule:***

8:00-9:00 Early Drop Off  
9:00-9:30 Arrival  
9:30-9:40 Circle  
9:40-10:30 Group 1 Activity/Group 2 Rec.  
10:30 –10:40 Snack  
10:40-11:30 Group 2 Activity/Group 1 Rec  
11:30-12:00 Break  
12:00 –12:30 Lunch  
12:30-1:00 Recess  
1:00-2:00 Group 1 Activity/ Group 2 Academics  
2:00-3:00 Group 2 Activity/Group 1 Academics  
3:00-3:30 Snack  
3:30-4:30 Extended Day 1  
4:30-5:30 Extended Day 2  
5:30-6: or 6:30 Extended Day 3

### ***Safety and Supervision of Children***

It is an expectation that children are never left unsupervised while in the care of Springboard. Staff will always circulate around a room so that they are ready to respond to the needs of their children. This demands that they remain within close proximity of their students. Students should never be left in the care of one another unless there is an emergency situation that demands immediate attention due to the possibility and/or in the event of serious injury. Students should only be sent to the bathroom one at a time to ensure that the minimal number of students is unsupervised.

### ***Hiring our Staff***

Safety is of the utmost importance for us at Springboard, it is essential and central to our philosophy that children must feel safe and parents must be confident in our ability to keep their

children safe in order for us to get to the point of “making a positive difference” academically and socially.

When you send your child to Springboard you can be rest assured that the staff that are working with your children have passed a rigorous background check and evaluation to ensure that they are “fit” to be working with your child. Our minimum criteria for our staff stems from the general criteria established by many school districts in the state of Florida in order to comply with the the Jessica Lunford Act. The criteria states that we do not hire teachers that do not exhibit a high level of “moral turpitude.”

“Moral turpitude is a crime that is evidenced by an act of baseness, vileness, or depravity in the private and social duties, which, according to the accepted standards of the time a man owes to his or her fellow man or to society in general, and the doing of the act itself and not its prohibition by statute fixes the moral turpitude.”

We interpret this to mean that we do not hire any staff that has been convicted of a crime (outside of traffic violations) which is evidenced by a background check and fingerprinting.

Springboard is staunch in our efforts to hire only those teachers that can serve as role models to our children. As such we only will hire those teachers that are leaders in their community and that can teach students not only academic lessons but how they too can become good role models for others. Therefore, all of our staff go through the Livescan Fingerprinting and Background Check process and their information is reviewed by our Area Directors for the purpose of ensuring that we hire only those teachers that have the “moral turpitude” necessary essential to working with your child.

### ***Identification***

All staff that work with Springboard will be easily identifiable by a badge that will show that they are working in our program. Likewise, Springboard staff will take attendance each and every day and will ask that you show your identification when you come to pick up your child. Likewise, all of the people you have listed as being allowed to pick up your child (during the registration process) will also be asked to show their ID at pick up. Also, anybody that comes to pick up your child will be asked to sign them out on the attendance form.

Please know that Springboard staff reserves the right to not allow a child to leave the premises with a person that is either not on the approved list and/or that does not present their identification at time of pick-up. We instruct our staff to do everything in their power to keep the child on site without putting themselves and/or any of the other children in harms way. In the instance where a child leaves with an “unauthorized person” and/or a person that does not submit identification (for any reason) then staff is instructed to first contact the authorities and then to contact the primary parent (before contacting other relatives). Please note that we will not accept letters of permission allowing another person (not on the approved list) to pick up a child. Springboard staff understands that this may create an inconvenience for you and/or other family members that you may “forget” to include on your list. However, we ask for your patience and understanding in regard to this policy with the consideration that we have put these policies in to place for the purpose of protecting our children.

**Late Pick up/Dismissal Policy** - If you are going to be late in picking up your child, it is essential that you contact Springboard staff to notify them. Staff will not leave the school premises until the last child has been picked up at the end of the day. However, if they do not hear from a parent or guardian and after they have made several attempts at contacting the parent guardian, then Springboard staff reserves the right to contact the Police (after a reasonable amount of time has transpired (usually between 30 and 60 minutes after the program has closed). In this instance Springboard will follow the directions of the local authorities when continuing to work through the situation. Please be advised that there is a \$1/minute fee after the Springboard closing time.

**Attendance**– Attendance will be conducted throughout the program as each child enters and leaves the program with a time in / time out system. When the last child has been picked up the Site Coordinator must sign the bottom of the daily attendance to verify that he/she has ensured all children have been picked up. Unless otherwise indicated on the enrollment forms or transportation plan, students will not be allowed to leave the program without a parent or designated person signing the student out.

In the event a child is picked up after closing the Site Coordinator and second teacher will remain with the child until the parent or authorized pick up person arrives.

### ***Costs and Fees***

Springboard After School will offer programs on all sites at comparable rates to nearby school-based after school programs. Scholarships will be available for families who do not have sufficient income to pay for services, and each site will serve students and families on public assistance programs as possible. In addition, families who enroll more than one child will receive a 10% discount for each additional child. Enrollment plans are flexible to meet individual families' needs.

For all fees and tuition we ask that you refer to your school's page that can be found on the Springboard web site ([www.springboardafterschool.com](http://www.springboardafterschool.com)).

### ***Billing Procedure***

Springboard always aims to keep administrative costs low for the purpose of ensuring that we are able to hire professional teachers. Additionally, as a non-profit agency it has become exceedingly important for us to concentrate all of our efforts and resources on your child and on the experience that they will participate in as part of the Springboard program. For this purpose we have decided to implement a computer based payment system called Flynn Voice. This system allows us to process debit cards, credit cards and ACH transactions with efficiency so that we can focus a majority of our efforts on programming and education and minimum effort on the billing process. As part of this same effort, Springboard also follows a paperless process that also, like our billing system aims to keep the cost of programming as low as possible for parents while providing an exemplary program for our students. With this in mind, Springboard provides only electronic billing receipts and tax documents. If you need to reach our billing department you may do so by email: [accounting@springboard.com](mailto:accounting@springboard.com) You can also call our accounting office at 781-862-3110.

**Schedule Changes** – The Flynn Voice system enables parents to select the days that they would like their children to attend and pay for those days accordingly. If you need to cancel a day,

Springboard requires 24 hours advanced notice to the main office. You will be issued a credit for the day canceled. Springboard cannot credit unexpected absences or missed days without more than 24 hours notice.

**Student Information:** Please note that within our online system, you are able to make special requests that will be viewed by the site coordinator before your child enters our program. Please feel free to detail any limitations or special needs during the online enrollment process so that we may be fully prepared for your child's arrival.

**Student Allergies and Medications:** We do require that all allergy and student medication needs are disclosed to us before your child attends our center. Depending on your child's medication whether related to allergy or not, we require a medication consent form in order to administer any medication to your child. Non-Prescription medication consent forms, require a doctor's signature. All allergy and medication information is kept on site at your Springboard school. All Students will allergies should also have a food allergy plan in their file.

**Visitors** – Parents may visit the program at any time. Perspective tours may be given to families who are interested in enrolling their child. Other visitors may include any licensing agencies or school authorities. Visitors must submit prior notification and the reason for their visit to the Site Coordinator who must provide permission in writing unless they are a person that is specifically listed as a parent, guardian or pick up person on the child's enrollment form. All visitors must sign in at the time that they enter in to the program. Ongoing visitors of Volunteers require a CORI. Please contact the area director for the correct paperwork.

**Children's Personal Belongings (including money)** – Children must keep their belongings in a backpack clearly labeled and jackets etc...may be kept in designated location. Springboard is not responsible for lost or stolen belongings. Money must be kept on their persons to reduce the opportunity of theft. If your child requires a cell phone, it will have to remain in the backpack and may only be used for emergencies or, for the upper School Age Children, in the case of a parent pick up already authorized by a Transportation Plan.

**Transportation** – At this time Springboard only schedules field trips during the summer months through licensed bus services. In stand-alone facilities, children arrive to Springboard via the local bus service. In our in-school locations, students arrive to us from their classroom at the end of the day. Look to the addenda to see what pertains to your school.

**Television & Video** - Springboard allows Internet usage and has software that protects children from entering sites that are not age appropriate. Our Area Director prior to use reviews all games and software used on the computer. Television viewing is not allowed and is only used for games and or an occasional vacation week movie. Movies will only be shown on accession and should have educational merit. Parents will be notified in advance of any movies that staff plan on showing and will have ample opportunity to opt their child out. Only G rates movies will be provided for recreational time during snow days etc.

**Special Activities** – Springboard on occasion may have a special activity planned outside our regular schedule and curriculum. If this occurs you will receive notification of such activities with a permission slip that must be signed by the parent in order for your child to participate.

**Late Arrival** – All children who arrive late to the program must inform the Site Coordinator of their arrival and be signed in.

**Absences** - If your child is to be absent on a particular day for any reason, or is sent home sick from school, you must notify Springboard Staff, either at the school, or at Springboard

Headquarters. Your child will be considered missing unless we are notified of your child's absence. In this event, we will call/page parents at work, at home, and call emergency contacts to inform you that your child is not at Springboard.

**Transitions** – When children are moving between periods and/or blocks of time there will be a master attendance of each block and the children that are scheduled for that time. Attendance will be taken after every transition.

**Snacks** – Please check in the addendum to see if Springboard provides snacks at your school. If your child has any food allergies you will have to supply your child's snack each and every day or coordinate “safe foods list” with your site coordinator.

*Reminder: PLEASE ADVISE SPRINGBOARD IF YOUR CHILD HAS ANY FOOD ALLERGIES OR ANY OTHER MEDICAL CONCERNS –CHILDREN WHO HAVE AN EPIPEN MUST HAVE ONE THAT STAYS AT THE PROGRAM (PLEASE BE SURE IT IS NOT EXPIRED). Please fill out an Emergency Plan as well as a Medication Administration Consent Form issued by Springboard.*

### **EMERGENCY EVACUATION PLAN**

Emergency evacuation plans are posted next to all exits in each site.

The Teachers in accordance with the plan should lead the children out of the building. A Teacher from each group is responsible for checking for stragglers and conducting a group head count when outside to be sure all children have been safely evacuated.

Evacuation drills are conducted by the Site Coordinator and held at least twice per year at different times of the program day and in some sites occur once per month or bi-monthly. All drills are documented in the drill log by Springboard’s Area Director. **It is expected that the Site Coordinator will check with the school administration for the purpose of obtaining the evacuation plan. Fire drills and tornado drills (in areas where tornados are prevalent) should take place every month.** Town Fire Department also does drills randomly. Site Coordinators are responsible for having Emergency information, including for each child:

1. Child’s emergency contacts
2. Allergy information
3. Medical history form
4. Authorization and consent form
5. Sign in/ sign out sheets

The Site Coordinator will also have attendance record to show how many children are present during fire drill.

### **CONTINGENCY PLANS FOR EMERGENCY SITUATIONS**

In the case of a fire, natural disaster, or situation (i.e., bomb threat) necessitating evacuation of the building we will leave the building as quickly and safely as possible following the same procedures as a fire drill. The Site Coordinator will bring a first aid bag, which will include

emergency cards and attendance book. Attendance will be taken once we have assembled outside the building.

If it is decided by the Fire Department, Site Coordinator, or Teacher in charge that it is unsafe to return to the building we will walk all of the children a safe distance from the program site where we will call emergency contacts. After emergency contacts have been made then parents will be contacted so that they may to pick up children immediately.

Appropriate ratios will be maintained until all children have been picked up. A copy of parent phone numbers will be available in their emergency bags.

### **Power Outage and/or Loss of Heat and/or Water**

We will close if it is apparent that we will be without power or heat for more than an hour. In which case we will call all parents and tell them they need to pick up their child within the hour.

## **INJURY PROCEDURE**

### **General Measures**

The environment is monitored daily by the Site Coordinator and teachers to identify and immediately repair or remove any hazard which may cause injury. All toxic substances, medications, sharp objects, matches or other hazardous objects are kept secured and out of the reach of the children. Smoking is not permitted in areas used by children during hours that children are in attendance.

### **Injury Report and Recording**

Provided by the Area Director, an injury report form and injury log entry is completed for any incident, which required first aid or emergency care. The original injury report form is maintained in the child's file, and copy of the report is sent to the child's parent(s) within 24 hours of the incident. This form needs to be signed by teacher and parent.

The Area Director or Health Care Consultant maintains the central injury log for periodic review of Springboard's safety record.

The Site Coordinators shall maintain a First Aid kit. Teachers shall inform the Site Coordinator of supplies they may need to be replenished.

### ***Inclement Weather / Emergency Dismissal –***

#### **Stand Alone Programs.**

**Snow Day:** Springboard will be open with a one hour delayed opening time. Springboard will operate until their regular closing time. In extreme circumstances when the center must do a planned early release, Springboard will notify parents 2 hours prior to the selected pick-up time.

**Early Release due to snow:** Springboard will open at the time of release so that students may arrive off the bus or by car pool.

**Delayed Opening:** Springboard will make every attempt to open and schedule transportation from our stand-alone site. Please call to let the site coordinator know your child will be attending. A minimum of 8 students is required to remain open.

**In the event of a power outage:** Springboard will be closed.

**In-School Sites:**

**Weather Related School Closing:** Springboard will not open if your school is closed due to bad weather or emergencies, such as power failures or other extreme events.

**Early Dismissal:** We will follow the school closing policy. You will be notified by the school and Springboard that we will be closed.

**After School Activities Cancelled:** In the event that after school activities are cancelled, Springboard After School will be closed.

In the event there is an emergency for Fire, Tornados or other extreme catastrophes. All children will be moved to a fall out shelter that is designated at the building. All parents will be notified by phone. In the event that the phones do not work we will not be able to contact families and will remain in designated fall out shelter until further notice from safety officials.

In periods of excessively hot weather we will move children to an area of the building that provides air conditioning. If we are unable to provide an area during excessive heat then we will call the parents to come and pick up their child. A water cooler with cups will be kept on the playground/field during the summer months when children are in this area and frequent breaks at twenty minute intervals will be provided either in the shade or in an air conditioned area during this time of year.

**Lost Child Procedure** – If in the event a child becomes missing, the Site Coordinator will alert all teachers and the Springboard children and teachers will be in a lock down in the gym area. This will continue until the Site Coordinator determines otherwise. The Site Coordinator will then assign a teacher and other school authorities to help with the walk through of the entire school. If a child is still not found then the Site Coordinator will call their local police department and the child’s parents. The police will then control the search for the missing child.

**Illness** - If your child is too sick to attend school, or too sick to fully participate in Springboard's program, do not send your child to Springboard that day. If your child exhibits any of the following symptoms your child should not attend Springboard:

- Temperature of 100 degrees or more;
- Vomiting;
- Diarrhea;
- Discomfort or pain, which cannot be eased;
- Outbreak of contagious illness: chicken pox, head lice, flu, conjunctivitis, etc.

If your child develops any of these symptoms while in attendance at Springboard, you will be contacted to pick up your child. Sick children need to be picked up within one hour of your call. Children may return after 24 hours symptom free. You may request a copy from your site coordinator or visit [www.springboardafterschool.com](http://www.springboardafterschool.com) to view our handbook online. Please see the Health Care Policy located in the main office for more information on our policy.

We request that you notify us if your child comes down with a contagious disease after attending Springboard, so we may alert parents and staff.

**Medication** - Site Coordinator only with written parental authorization and the written order of a physician may administer Prescription medication to a child. All medication with proper dosing instrument must be given to the Site Coordinator and will be kept in our medication container along with all medication consent forms. All medications must be in original containers. Over the counter medication will be administered by the Site Coordinator with parental and physician written permission. Please be sure you child's name is on the prescribed and over the counter medication. Springboard will maintain a record of medication administered in compliance with the Nurse Practice Act, which is available for review when your child is signed out.

**First Aid and Emergency Procedures** - All injuries and accidents will be evaluated and treated by the Site Coordinator and certified staff. Our site coordinator and staff are certified in First Aid and CPR. In case of an injury that requires more than basic first aid, you will be contacted and informed of the problem. An example of such an instance is a cut that looks like it might need stitches. If the parent cannot be reached, the emergency contact will be notified. All injuries and accidents that occur while at Springboard will be documented on our illness/injury report and a copy will be sent home.

**Child with Special Needs:** If a child with special needs wants to enroll in the before/after school and or summer program, the Site Coordinator will schedule and conference with the parent to ensure the program can meet the child's specific needs. Your child's school is in compliance with the Americans with Disabilities Act. The Site Coordinator and the parent will determine if the program is a suitable fit and form a plan for care to be included in child's records with Springboard.

### **Reporting Suspected Abuse or Neglect**

- **Law:** As teachers in contact with children and their families, Springboard has a responsibility, to help the Department of Social Services become aware of children who may be abused or neglected. If in the judgment of our teachers there are signs of abuse or neglect it will be reported to Springboard's Area Coordinator. The Area Coordinator will then follow regulatory procedures and guidelines.

### **Abuse Means**

The non-accidental commission of any act by a caretaker upon a child under age 18, which causes or creates a substantial risk of serious physical or serious emotional injury or constitutes a sex offense under the laws of the Commonwealth.

### **Neglect Means**

Failure by a caretaker, either deliberately or through negligence or inability to take actions necessary to provide minimally adequate food, clothing, shelter, medical care, supervision, emotional stability and growth, or other essential care; provided, however, that such inability is not due solely to inadequate economic resources or to the existence of a handicapping condition.

### **Serious Physical Injury Means**

Death, fracture of a bone, subdural hematoma, burns, impairment of an organ, and any other such non-trivial injury, soft tissue swelling or skin bruising, depending on such factors as the child's age, circumstance under which the injury occurred and the number and location of bruises; addiction to a drug at birth; or failure to thrive.

### **Serious Emotional Injury Means**

An impairment to or disorder of the intellectual or psychological capacity of a child, as evidenced by observable and substantial reduction in the child's ability to function within a normal range of performance and behavior.

### **TO FILE AN ABUSE/NEGLECT REPORT**

What is child abuse? These things are considered child abuse or neglect:

- \* **Physical injuries, such as bruises, broken bones, and burns**
- \* **Children who do not get enough food, clothing, shelter, medical care or supervision**
- \* **Unlawful sexual behavior with a child**
- \* **Emotional abuse that harms a child's intellectual or psychological functioning**
- \* **Other actions that endanger the health or safety of a child**

Who investigates reports of child abuse or neglect?

**County departments of social services are required to investigate reports of child abuse or neglect. Sometimes, local law enforcement agencies (such as a police department) will also investigate these reports.**

What is a "confirmed" report of child abuse or neglect?

**If a county department of social services decides that a report of child abuse or neglect is true, it will "confirm" the report. A county department of social services will confirm a report if it believes it is more likely than not that the report is true.**

What happens to confirmed reports of abuse or neglect?

**The reports are collected in a statewide-automated database.**

**Who can find out about confirmed reports of child abuse or neglect? These reports are confidential. Most people cannot find out about these reports. In general, the only people who can find out about these reports are:**

- \* **People who are investigating a report of child abuse or neglect, such as police departments and county departments of social services**
- \* **People who are licensed to care for children, such as day care centers, adoption agencies, and child placement agencies**

### **Parents who are interested in filing a complaint should:**

1. Please look in the addendum for your state's contact information for Human Resources.

2. Describe the situation of possible abuse or neglect to the social worker. Be prepared to give the social worker identifying information about the family as well as specific facts about the abuse or neglect. You must also give your name, the Program's address, and telephone number.
3. It is recommended the family be informed of the referral to the Department of Social Services, but only if you feel it will not increase the risk to the child.
4. A written report must be filed with the department of Social Services within 48 hours of making the oral report. The DSS office will provide the form for this report.
5. It is not necessary that parents/guardians report the suspected abuse/neglect to Springboard personnel and it is up to their discretion as to whether they take this step. They can report suspected abuse to the Education Director at 303-523-1543 if they should so choose.

### **FIELD TRIP POLICY**

We realize the importance of field trips to children. It reinforces curriculum and provides time for parents to volunteer with their child's class. The following guidelines are to enforce the safety of everyone. These guidelines must be followed at all times. In the event that a group cannot comply with these safety guidelines, the field trip will be canceled. All field trips will be coordinated by the Area Director and supervised by the Site Coordinator. The Area Director will set up ratios, plans, itineraries, lists of volunteers, and procedures for lost children.

#### **GUIDELINES FOR GOING OFF SITE**

##### *SAFETY EQUIPMENT*

1. Emergency sheets on each child
2. First Aid Box
3. Student Teacher Ratio: dependant upon state regulations.

##### *WALKING PROCEDURE*

1. Each student will be assigned a buddy and the Site Coordinator must make several buddy checks before and during the trip
3. Groups will only cross at corners of streets and where available, always in crosswalks
4. Groups will walk on sidewalks at all times
6. Head counts are to be done during every transition. (Leaving, returning, during the time away from Springboard).

#### **GUIDELINES FOR FIELD TRIPS WITH TRANSPORTATION**

In order for us to plan field trips, parents are notified 2 weeks prior to their scheduled trip. Each child's permission slip must be turned in to the child's teacher one week before the trip. There will be no exceptions. It is important for the staff to know in advance the number of children attending

Permission Slips are given to each parent with the scheduled date, time of departure and arrival back to Springboard. Parents are notified on their slip what to bring, the cost of the trip and what transportation service we will be using.

***Ratio***

*Springboard will make every effort to keep the field trip ratios lower than the classroom ratios and will comply with state licensing ratios when applicable.*

***Procedure***

1. The Site Coordinator will be responsible for keeping a list of the children attending the field trip and the names of the volunteers.
2. Each adult volunteer will be assigned to the number of children in the above adult/child ratio. The adult will wear a nametag with his/her name and the children's at all times.
3. The person assigned to a group of children will be responsible for those children at all times.

***Transportation***

The Area Director will be responsible for organizing the transportation and destination agreements. Teachers will hand in their classroom list to the Area Director or Site Coordinator prior to the trip. Each group will be assigned to a van/bus. This list will be given in advance to teachers to distribute the morning of the trip.

We contract a driving service to provide transportation for their field trips. They need to have an updated vehicle inspection and seat belts.

All vehicle operators must have a license and be in accordance with the law..

***Emergency***

In the event that there is an emergency during a field trip, all staff must follow these directions:

One staff person will call 911

One staff person will stay with the child and have emergency card with them. Inform EMT's that the original consent forms are at Springboard.

One staff person will be in charge of making phone calls and will call Springboard immediately and repeatedly until someone is contacted. If they are unable to contact anyone at Springboard, they will then contact parents immediately and then contact Springboard.

One person from Springboard must first fax original forms and then meet them at the hospital with the original medical forms.

***Important Reminders***

Students will only be allowed on field trips if these guidelines are followed. If your child is late to the program and all staff has left on the field trip then parents can transport children to the

field trip location and drop off their child with a Springboard employee at the field trip site. Parents must not drop their child off late without checking to see if the party has already left.

### **GUIDELINES FOR FIELD TRIPS WITHOUT TRANSPORTATION**

During the Summer Program and school year, students may walk to parks in and around the surrounding areas. Please sign and return the attached permission slip. This authorization form allows Springboard Staff to take students off site on scheduled days only.

All other field trip guidelines will be followed at all times.

#### ***Behavior Management***

The goal of discipline is to assist and guide children in the development of self-control. Our Behavior Management Plan promotes growth, development and protects the group/individuals within. Teachers will discipline children in a positive manner. They must be consistent with all children and keep in mind the different levels of development with each individual child. Rules should be simple and understandable to each individual age group and all expectations and limitations should be clearly defined.

Supporting positive behavior is everyone's responsibility. Although we cannot make a student do anything, Springboard believes that the following three steps will almost always result in an orderly classroom and a well-disciplined student:

#### **Acknowledge, Redirect and Reaffirm.**

Disciplining a child will consist of redirecting a child or separating him/her from a situation. Separating a child from a situation will be used if necessary (hurting themselves or another child). Removing a child away from an activity should only be for short periods and should always be in direct view of the Teacher. This time should allow the child to regain himself or herself or just to have some quiet time. The time away from a group should in no way be used as punishment.

Below is a list of practices that Springboard teachers may use along with the Behavior Management Policy

1. Log the child's behavior and track to look for patterns such as transition time, and/or certain times of the day.
2. Ask for help and/or have another Teacher assist.
3. Remove the child from the situation
4. Leave the classroom and take a minute break provided ratios are fine.
5. Gather ideas from other Teachers and/or talk about what situations are difficult.
6. Stay calm and keep in mind every child and situation varies. Patience and consistency will help you succeed.

Many children in the after school program have behavioral or psychological issues, such as ADHD, depression, oppositional disorder, etc. These diagnoses in and of themselves do not excuse students from behaving appropriately during the After School program, and students must be held accountable for exhibiting good conduct. However, it is important to be sensitive to the

emotional state of students. Most of the time, simply acknowledging that a student may not want to do something (even though he/she has to comply) is sufficient in smoothing transitions. While there is no way to anticipate all the variations of unruly or non-compliant behavior, some general guidelines need to be observed. These include the fact that Springboard teachers will not use physical means for disciplining children and they will not use emotionally abrasive techniques. Additionally, they will not isolate children for long periods and children will always remain supervised!

For a list of possible behavior interventions, strategies and tutorials used by our staff please see the following web site:

[http://www.bianys.org/learnnet/tutorial\\_videos/vidre-positivebehaviorsupports.html](http://www.bianys.org/learnnet/tutorial_videos/vidre-positivebehaviorsupports.html)

### Program Behavioral Policy

**Withdrawal**– A parent may withdraw their child from the program at anytime by email or letter.

#### **Termination - Termination of Enrolled Families**

No child will be terminated from our program without a meeting with parents to determine whether or not the program can meet the needs of the student. Additionally, Springboard will not terminate a student without evidence that various strategies have been attempted for the purpose of alleviating the problem and/or issue.

For issues such as when:

- Behavior that threatens the safety and well being of the children and/or staff
- Verbal or physical threat to employees or other families associated with the Center
- Specific needs the Program can not meet
- Environment/setting is not in the best interest of the child
- Behavior that interferes with the Center's philosophy and goals

Springboard staff, regular school day teachers and parents will meet to develop a plan that will support the needs of the child. Strategies will be developed for the purpose of keeping the child in the program. Only after various strategies have been tried can the issue of termination be visited. In the case where it has been determined that Springboard is not an appropriate setting for a child, Springboard staff will assist parents in finding other options and/or additional supports. However, students will not be expelled from the program before behavioral supports have been provided and/or a meeting has been conducted to determine that the child is a danger to self and/or other children. Our goal is to keep children in the program and part of the community.

There are certain parent related issues that can also lead to potential termination. The following can be considered grounds for termination. This will only be the case however in circumstances where Springboard has made every effort to ameliorate the situation by contacting parents and making an effort to resolve the situation. Issues such as

- Parent non-compliance of Department of Human Resources regulations
- Parents non-compliance of our policies
- Late tuition payment

may be considered as grounds for termination. In the event that the Area Director or Site Coordinator is considering that a child be terminated from the Program parents will first be informed by either telephone, in person or in writing that a meeting is necessary to discuss possibilities and/or strategies for keeping the child in the program. All referrals for other services available will be directed to their local referral agencies.

### **Suspension Policy**

Springboard adheres to a policy of inclusion and seeks to provide positive behavior supports for the purpose of providing accommodations for the purpose of keeping children in the program. Only in the most extreme cases and after multiple accommodations have been provided can Springboard Site Coordinators appeal to the Chief Operating Officer for the purpose of initiating a suspension. Suspensions will only be considered in situations where both the parents and Springboard administration feels as if all other strategies have been exhausted and only when permitting a student to remain in the program can lead to the physical harm to the child and/or to peers. In instances of extreme misbehavior, Springboard will still make every effort to keep the child within our program based on a verbal and written warning system as well as extensive communication with parents, school teachers and other staff members. If a child cannot follow the rules to a point where they have received several verbal warnings and in the event that their behavior negatively impacts the school environment or their peers, they will receive a written warning. Upon their third written warning, they will be suspended from the Springboard Program for the duration of one week. Upon returning to the program, staff and parents will meet regarding a way to better support the child and put together an action plan in order to make the transition and the Springboard experience better. If there are more than 3 suspensions in a given school year, and in incidences of physical abuse, and angry, defiant, unruly behavior, Springboard staff will meet with parents concerning an extended suspension from the program. *Springboard does not reimburse for days cancelled due to suspension or expulsion.* If the safety of other children and/or staff is compromised then Springboard staff, will contact the parent(s) and the Chief Operating Officer for the purpose of meeting to discuss the accommodations that have already been provided and to see if any alternatives for care exist. If for any reason we feel our setting no longer fulfills the child's needs then we will work with parents to find alternative supports within the community but Springboard will reserve the right to suspend or expel students when they pose a danger to themselves or other children in the program.

### **Formal Educational Program Complaint Procedure**

Springboard seeks to be fair and just in working through all problems and issues associated with the program and offer several opportunities for parents or students to work through such situations. When initiating a formal complaint, the following steps should be followed:

- At any time if you feel that we have been unable to resolve your issue or you feel there is a circumstance that has lead to non-compliance of state and/or federal law you have the right to contact the Department of Human Services However, it is our sincerest hope that Springboard and parents can work together to resolve any and all issues that may arise regarding the program. This being the case, Springboard has listed the following

recommendations for resolving disputes:

- Be sure you have first attempted to resolve the issue by speaking directly with the individual(s) involved.
- If the situation involves a teacher and you do not feel comfortable and/or have not been able to resolve the issue with that person then you can contact the Site Coordinator who will help you to work through the situation.
- If the issue still has not been handled to your satisfaction and if it is a billing issue then you can contact Customer Service at 800-341-3177 or email at [support@springboardschool.com](mailto:support@springboardschool.com)
- When the complaint is received it will be handled with the appropriate individual to review and address the issue. After your concern has been addressed, you will receive a letter documenting the receipt and review of your complaint.
- Should the complaint still not be resolved to your satisfaction then we will contact a Department of Human Services Representative (to be determined by DHS) along with the CEO of the Springboard Foundation for the purpose of developing a mutual decision that is in the best interest of the student and/or parent.

Springboard Education in America Inc.  
**420 Bedford St.** Lexington, MA 02420

SAMPLE



Summer 2010

I give permission for my child, \_\_\_\_\_, to use sunscreen/bug spray provided by Springboard Afterschool when my child goes outside for activities.

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

Print: \_\_\_\_\_

-OR-

I give permission for my child, \_\_\_\_\_, to use the sunscreen/bug spray that we have provided when my child goes outside for activities.

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

Print: \_\_\_\_\_

Please note the brand and SPF of sun tan lotion here: \_\_\_\_\_

Please note the brand of the bug spray here:  
\_\_\_\_\_

Please also be sure to label your child’s sun tan lotion clearly.



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SAMPLE

**Field Trip Permission Form**

Program: Springboard Smart Summer Fun

Address: 508 Groton Road  
Westford, MA 01886

*Child's Name* \_\_\_\_\_

I, \_\_\_\_\_, give permission for my child to attend  
(Parent/Guardian's name)

a field trip to The Butterfly Place in Westford, MA by Bus (Dee Bus Service) on July 9<sup>th</sup>, 2010  
from 9:45 a.m. to 12:00 p.m.

\_\_\_\_\_  
(Parent/Guardian's Signature)

\_\_\_\_\_  
(Date)

**SAMPLE**

Commonwealth of Massachusetts  
Department of Early Education and Care

**MEDICATION CONSENT FORM 606 CMR 7.11(2)(b)**

Name of child: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Please  one of the following: Prescription: \_\_\_\_\_ Oral/Non-Prescription: \_\_\_\_\_

Unanticipated Non-Prescription for mild symptoms \_\_\_\_\_

Topical Non-Prescription (applied to open wound/ broken skin) \_\_\_\_\_

My child has previously taken this medication \_\_\_\_\_

My child has **not** previously taken this medication, but this is an emergency medication and I give permission for staff to give this medication to my child in accordance with his/her individual health care plan \_\_\_\_\_

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Dosage: \_\_\_\_\_

Date(s) medication to be given: \_\_\_\_\_

Times medication to be given: \_\_\_\_\_

Reasons for medication: \_\_\_\_\_

Possible side effects: \_\_\_\_\_

Directions for storage: \_\_\_\_\_

Name and phone number of the prescribing health care practitioner:  
\_\_\_\_\_

**Child's Health Care Practitioner Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

I, \_\_\_\_\_, (parent or guardian) gives permission  
(print name)

**to authorize educator(s) to administer medication to my child as indicated above.**

**Parent/Guardian Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
For topical, non-prescription **NOT** applied to open wound / broken skin (parent signature only)