



EMPLOYEE HANDBOOK

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WELCOME

ABOUT OUR PROGRAM(S)

WELCOME

ABOUT OUR PROGRAM PARTICIPANTS

WELCOME

DISABILITY ETIQUETTE

Youth participants attend Youth Programs to learn, have fun, and have new experiences, regardless of if they have a disability. Learning what youth participants' abilities are and finding an opportunity for them to display their strengths makes their experience inclusive and boosts their self-assurance. Make sure to actively be inclusive. This means proactively making their program experience equally enjoyable. If possible, plan a way for the youth to participate in an activity despite their disability. People with disabilities do not want to be known for their disability and below are some of the basics that need to be taken into consideration to effectively communicate or interact.

ASK BEFORE YOU HELP.

- Just because someone has a disability, do not assume they need help. Those with disabilities want to be treated as independent individuals. Remember if you offer assistance, wait until the offer is accepted and then ask how you can assist.

BE SENSITIVE ABOUT PHYSICAL CONTACT.

- Some have tactile sensitivities
- Wheelchairs are an extension of the body

THINK BEFORE YOU SPEAK.

- Making small talk with an individual who has a disability is awesome; just talk to them as you would with anyone else. Speak directly to that individual rather than through a companion or interpreter.

RESPOND GRACIOUSLY TO REQUESTS.

- Individuals who feel comfortable with the camp and its counselors might ask for accommodations they need. Generously accommodate them to the best of your ability.

DON'T MAKE ASSUMPTIONS.

- Not everyone who has the same disability are the same
- Not everyone wants or needs help

OPERATING PROCEDURES & EXPECTATIONS

GENERAL OPERATING PROCEDURES

OPERATING PROCEDURES & EXPECTATIONS

EMPLOYEE/VOLUNTEER HEALTH & SAFETY

Our goal is to reduce staff injuries at work and to keep employees healthy.

Any employee that injures themselves at work should immediately report the injury to their supervisor.

We want all employees to work in a safe and healthy environment.

If employees see anything they believe is unsafe or have ideas for better/safer procedures, they should share the concerns or ideas with administration as soon as possible.

In case of illness or injury of an employee or volunteer, their Emergency Contact Information will be used to notify the appropriate contact person, and health information will be shared with paramedics if they need to be called.

In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed:

1. A phone call to campus police at 3070 or 911 is made
2. Emergency contacts will be called
3. The employee/volunteer will be appropriately cared for until emergency personnel arrive.
4. Paramedics will recommend whether the employee/volunteer should be transported to the hospital. The employee/volunteer may decline if they wish.

OPERATING PROCEDURES & EXPECTATIONS

EMPLOYEE/VOLUNTEER CODE OF CONDUCT

In order to maintain a safe and productive environment for all, minimum expectations of Youth Program Personnel include, but are not limited to, the following:

1. Minors will be treated with respect at all times and treated fairly without discrimination.
2. Youth Program Personnel will provide a professional work environment that is free from physical, psychological, written, or verbal intimidation or harassment.
3. Youth Program Personnel will not discuss sexual encounters, romantic relationships, or in any way involving minors in the personal problems or issues of Youth Program Personnel.
4. Youth Program Personnel will not discuss non-developmentally appropriate topics with minors.
5. Youth Program Personnel will not shame, belittle, make derogatory remarks, or use harsh language that may frighten, threaten, or humiliate minors.
6. Youth Program Personnel will not engage in non-programmatic related electronic communication with youth participants.
7. Youth Program Personnel will not use personal cell phones while supervising minors.
8. Youth Program Personnel will not interact with youth participants outside of Youth Programs (unless the Youth Program Personnel is the minor's parent/guardian, or with written approval from the minor's parent/guardian).
9. Youth Program Personnel will not possess sexually oriented material while working at a Youth Program and will not make sexual materials available to youth participants or assist them in gaining access to such materials.
10. Youth Program Personnel will not possess, distribute, or be under the influence of tobacco, marijuana, alcohol, or illegal drugs while operating a Youth Program.
11. Youth Program Personnel will not have inappropriate and/or non-consensual physical interactions with youth participants or engage in any physical interaction with youth participants in an isolated area.
12. Youth Program Personnel will not date or become romantically involved with minors.
13. Youth Program Personnel will not abuse minors in any way including (but not limited to) physical abuse, verbal abuse, sexual abuse, mental abuse, or neglect.
14. Youth Program personnel will share any concerns about suspicious or inappropriate behavior with the program administrator or director.
15. Youth Program Personnel will report any suspected abuse or neglect of a minor to the state authorities.

Youth Program Personnel who engage in behaviors/activities that are prohibited in the code of conduct may be subject to removal from current and all future Youth Programs, termination of employment, as well as possible legal action.

OPERATING PROCEDURES & EXPECTATIONS

SUPERVISION RATIOS

One-on-one interactions with youth in Youth Programs is prohibited. Two chaperones must be present throughout the program, regardless of total participant count and activity.

For Youth Programs that do not include overnight stays, the ratios range from the following:

- One staff member for every six youth participants ages 4 and 5
- One staff member for every eight youth participants ages 6 to 8
- One staff member for every 10 youth participants ages 9 to 14
- One staff member for every 12 youth participants ages 15 to 17

For Youth Programs that include overnight stays, the ratios range from the following:

- One staff member for every five youth participants ages 4 and 5
- One staff member for every six youth participants ages 6 to 8
- One staff member for every eight youth participants ages 9 to 14
- One staff member for every 10 youth participants ages 15 to 17

More than one adult is required to be involved in all communications with youth in private areas (e.g.: restrooms, bedrooms, study lounges, and similar areas). In addition, more than one adult is required to be involved in any electronic contact with youth.

Youth Programs that allow parents/guardians to accompany their child throughout the duration of the program can potentially increase risks to youth, particularly if there are unaccompanied minors attending the same program. Youth Programs that include both accompanied and unaccompanied minors must follow ACA supervision ratios, focusing staff and volunteer attention on youth who are unaccompanied by a parent/guardian.

OPERATING PROCEDURES & EXPECTATIONS

MANDATED REPORTING REQUIREMENTS & PROCEDURE

All Youth Program Personnel are mandated reporters and are required to report child abuse and neglect. Mandated reporters are personally and legally responsible for determining when reporting is required and for following the reporting procedure outlined below.

Once abuse has been observed or reasonably suspected, mandated reporters must take the following steps to report the abuse:

Step 1: Immediately contact one of the following authorities:

- The University Police Department
- The County Sheriffs' Department
- The County Probation Department (if designated to receive mandated reports)
- The County Welfare Department (Child Protected Services)

Step 2: Provide the contacted authority with the following information, if known:

- Their name, business address, and telephone number as the mandated reporter
- The child's name, address, and present location
- The name(s), address(es), and telephone number(s) of the child's parent(s), guardian(s), or caretaker(s)
- The source of information that led to the suspicion of child abuse
- The name(s), address(es), telephone number(s), and other personal information of person(s) who might have abused the child

Step 3: Within 36 hours of receiving information concerning the incident:

- Complete Form SS 8572 and send, fax, or electronically transmit it to the agency that was contacted by phone

A mandated reporter should suspect child abuse or neglect whenever it is objectively reasonable to do so. Facts upon which a reasonable suspicion may arise do not have to have been witnessed by the mandated reporter but can be learned from other sources.

A mandated reporter who fails to make a report is guilty of a misdemeanor punishable by up to six months in jail, a fine of \$1,000, or both. Where the abuse results in death or great bodily injury, the mandated reporter who fails to make a report is subject to punishment of up to one year in jail, a fine of \$5,000, or both.

Mandated reporters cannot be held civilly or criminally liable for their reports. Both the identity of the person who reports and the report itself are confidential and disclosed only among appropriate agencies.

OPERATING PROCEDURES & EXPECTATIONS

DISCIPLINE POLICY

Discipline is only effective when children are given consistent and age-appropriate limits, meaningful language to use to express their feelings, and a healthy environment. Redirection with words can give the child a clear message about acceptable or unacceptable behavior. Youth Program Personnel must use gentle guidance to encourage children to express themselves and develop the tools they need to work through difficult situations.

The use of corporal punishment, such as shaking or hitting, is prohibited. Youth Program Personnel may not engage in psychological abuse or coercion such as threats or derogatory comments. Youth Program Personnel are also prohibited from interfering with a child's daily functions such as eating, sleeping, or toileting.

If a child's behavior is bringing harm to themselves, other children, or staff in the environment, and you are unable to guide the behavior with normal procedures, the child's parent must be contacted for a conference, and the child may need to be removed from the program.

(Policy adapted from [ASI Children's Center](#) Staff Handbook)

EMERGENCY PROTOCOL & PROCEDURES

MISSING PROGRAM PARTICIPANTS

Youth Program participants (minors) should never be alone anywhere during a Youth Program. If a youth participant is separated from the group or is determined missing, please follow the guidelines below:

- Determine when and where the camper was last seen.
- Search that immediate area.
- If the youth is not found in the immediate area within 1 minute, alert other Youth Program Personnel and provide the following information:
 - * The youth's name
 - * When and where they were last seen
 - * A basic physical description of the youth (hair color, eyes, height) and their clothing (shirt/pant color, shoes, etc.)
- All available staff/volunteers will conduct a sweep of the area. This consists of looking in all "nooks and crannies," in all rooms, closets, restrooms, corridors, stairwells, etc.
- Staff members/volunteers should start the floor sweep from their initial location. Their sweep on each floor should start and end in the same location.
- The search will continue for 10 minutes or until the minor is found, whichever comes first.
- During this time, no person or minors should be permitted to leave the facility until the missing youth is found or until the police department arrives on the scene with further instructions.
- If the minor is not found within 10 minutes, the Program Administrator will notify the police department and provide them with the youth's description. All staff/volunteers will then follow police instructions accordingly.
- If the minor is found, employees/volunteers can discontinue the search.
- If the minor is found with someone other than an staff/volunteer, staff /volunteers should note the visual description of the guest and gather their information for the incident report if possible. If guest becomes agitated or defensive staff/volunteers should disengage with them and provide a description of the guest to the police department.
- If the camper is found and has incurred an injury, proceed to the following:
 - * Do not move the camper.
 - * Assess the area in which the minor was found to determine there is no immediate threat.
 - * Activate the Emergency Preparedness Plan, as needed.
- If the minor is not Found, staff/volunteers must call the police department.
 - * Program Administrators will provide all parent contact information to the police department.
 - * The Program Administrator will contact the parents/guardians concerning the situation.
 - * The Program Administrator will write an incident report.

EMERGENCY PROTOCOL & PROCEDURES

HEAT-RELATED ILLNESSES

Heat Exhaustion Symptoms

- Cool, moist, pale, ashen or flushed skin.
- Weakness.
- Dizziness.
- Shallow breathing.
- Exhaustion.
- Decreasing level of consciousness.
- Heavy sweating.
- Headache.
- Nausea.
- Muscle cramps.

Heat Stroke Symptoms

- Changes in level of consciousness, including confusion, agitation, disorientation, seizures or unresponsiveness.
- Extremely high body temperature (above 104° F, or 40° C).
- Flushed or red skin that can be either dry or moist.
- Rapid, shallow breathing.
- Throbbing headache.
- Dizziness, nausea or vomiting.

Heat Exhaustion Treatment

- Move to cool environment with moving air.
- Have them loosen clothing if possible.
- Apply cool wet cloths and fan.
- If alert and able to swallow provide small amounts of hydrating beverages.
- Have them rest and monitor condition
- NO returning to activities

Heat Stroke Treatment

- Call 911!
- Remove from hot environment.
- Remove excess clothing.
- Submerge up to neck if possible in cold water.
- Douse with ice water soaked towels over entire body frequently replacing towels. Do this for 20 minutes or until level of consciousness improves.

EMERGENCY PROTOCOL & PROCEDURES

EMERGENCY PREPAREDNESS

In case of illness or injury of a child, their Emergency Contact Information will be used to notify the appropriate contact person and health information will be shared with paramedics if they need to be called.

If any child in our care receives an injury involving their head (head bump, scrape) or looks as if it may need follow up by a doctor (stitches) the accident form will be completed, and the parent will be called.

In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed:

1. A phone call to campus police at 3070 or 911 is made
2. Emergency contacts will be called
3. The child will be appropriately cared for until the parent or emergency personnel arrive.
4. Paramedics will recommend whether the child should be transported to the hospital. The parent/guardian of a child may decline if they wish. In the absence of a parent /guardian, Youth Program Personnel will determine what is the safest action for the health of the child.

Employees and volunteers need to stay as calm as possible during any incident, so they can follow directions and assist as needed.

You are expected to maintain ratios whenever possible, under emergency circumstances:

- 1 Youth Program employee/volunteer is permitted to supervise and reassure campers in an OPEN SPACE, away from the emergency situation for the short time it takes another Youth Program employee/volunteer to respond to the group's location.
- Other Youth Program Personnel may attend to the emergency if absolutely necessary, otherwise, please maintain ratios.

Employees and volunteers should complete training in First Aid/CPR. If an employee or child is injured during the program, first aid will be administered.

Employees/volunteers may not dispense over the counter or prescribed medication to children without the appropriate paperwork filled out by the parent and physician. Medications must always be secured in an area that children cannot reach.

Earthquake safety and fire drills should be conducted regularly.

Employees and volunteers should familiarize themselves with all available emergency evacuation routes.

Emergency Contact Information

For all life-threatening emergencies that occur on any Cal Poly Pomona properties, call the University Police Department. The dispatcher will summon the LACFD and send UPD officers to the site.

If calling from a campus phone: 3070 - If calling from a cell phone: 909-869-3070