

# Charleston County School District



Department of Expanded Learning

# KALEIDOSCOPE STAFF MANUAL



Let us realize that the work we do is a privilege and that each of you has the potential to change a young persons life and ultimately their trajectory. By helping to instill positive behavior by modeling positive behavior -- each of us has the responsibility to rise above anything that detracts from our mission. Youth empowerment is about being proactive. Youth empowerment is about never compromising and putting students first. It is work you're proud to tell your grandparents about and work you want to share with your friends. And remember, we don't work in Kaleidoscope to stand on the sidelines. We are here to make a difference.

In partnership,

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Visit our website at  
[www.ccsdschools.com](http://www.ccsdschools.com)

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## Our Mission, Goals and Vision

**Our Mission:** Our mission is to provide quality care for students enrolled in the program by developing cooperative working relationships among staff, parents, and school. We will operate a program founded upon interaction between the staff and the students and provide age-appropriate activities which focus upon the physical, social, and educational needs of our students.

### Three Core Goals:

Elevate the Achievement of all Students  
Close the Achievement Gap between Groups of Students  
Increase the Graduation Rate

**Belief statement:** “With high expectations, proper supports, and effective teaching, all students will graduate from high school prepared to succeed in college and the 21st Century workforce.”

## Confidentiality Agreement

It is understood, as a condition of employment, all staff must abide by the CCSD Statement of Confidentiality. This statement indicates all information as to personal facts and circumstances given or made available to employees of the Community Education Program in administration of the program shall be held confidential and shall not be divulged without consent of the programs and services and individual(s) to which it pertains. Any unauthorized disclosure of confidential information may result in termination.

## Employee Expectations

The Extended Day Program has high expectations and standards for the behavior of its staff.

- **Be prepared and on time.**

If you are unable to report to work on time for any reason, telephone the site coordinator as far in advance as possible. If you do not call in an absence in advance, it will be considered unexcused.

- **Act in a professional manner at all times.**

Model adult relationships. Time at the program should always be on task and child-related. Communication with other staff members should be centered on the needs of the children. Develop positive relationships with the parents.

### ABIDE BY CCSD PROFESSIONAL DEPARTMENT GUIDELINES.

**Dress:** Staff must follow CCSD dress code guidelines. The staff should dress appropriately for the activities involved. Casual clothing is appropriate (e.g. jeans). Staff should have appropriate clothing for special activities (warm outdoor gear for supervising outdoor play in winter; swim suit and towel for swimming, field trips, etc.)

**Smoking:** Smoking is not permitted in any Charleston County School District building or on any school grounds.

**Food and Drink:** The staff will confine eating and drinking to the office, kitchen, or staff room during break and preparation times. The staff may eat sitting down with the children at breakfast, snack and lunch times. Staff drinking coffee or another hot drink must have it in a covered mug.

**Language:** Use appropriate language in presence of children. Street talk, slang, profanity, and references to personal body parts/clothing are considered inappropriate uses of language.

**Cell Phones and Pagers:** Cell phones and pagers are not allowed onsite while on duty. Please leave these items in your car. This also applies to meetings and training sessions.

## Employment at Will

Unless expressly proscribed by statute or contract, your employment is "at will". All Kaleidoscope employees are at will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than at will must be set out in writing and signed by the Kaleidoscope site coordinator.

## Staffing and Ratios

The coordinator of each extended day program is referred to as the site coordinator. The site coordinator has the direct responsibility over program operations at their site and will assign staff hours according to program needs.

**Counselors (general staff)** are hired by the site coordinator based upon qualifications and program needs, with the consent of the community school director. All staff members are expected to work with a spirit of cooperation and professionalism. Personnel issues should be carried directly to the site coordinator and not discussed among other staff, families, or general public.

The maximum adult: child ratios at Extended Day Programs are: Children under six: 1:12 and six and older: 1:15. Group sizes shall not exceed thirty children. Ratios may be adjusted for field trips and higher risk activities.

## Staff Training Requirements

As part of your commitment as an employee, you will be required to spend a minimum of 18 hours (24 hours for coordinators, 21 hours for assistant coordinators) attending approved CCSD trainings each year. All CCSD staff must complete OSHA and Sexual Harassment training; attend a Darkness to Light training; and be certified in Basic First Aid and CPR. Training hours shall not include first aid and child-infant CPR.

## Goal Setting and Evaluation

Coordinators and employees are strongly encouraged to discuss job performance and goals informally at any time. Additional formal performance reviews will be conducted to provide both coordinators and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The formal reviews will be conducted bi-annually.

## Hours of Operation

All programs operate on normal school days, typically from the end of school until 6:00 PM. Full day programming (7:30 AM - 6:00 PM) is available on teacher workdays, in-service days, and most holidays during the school year. These days coincide with the CCSD Operational Calendar.

## Fee Structure

Payments for expanded day services are payable to Kaleidoscope. The Tax I.D. number is 57-6000-322. Parents may request this number when filing income tax returns.

## Planning/Prep Daily Expectations

Daily job requirements include: snack preparation, assisting in the daily preparation of the environment (set up equipment, furnishings, etc.); planning for activities; checking messages and any duties deemed necessary by the site coordinator. Staff is expected to attend all staff meetings scheduled by the coordinator.

## Enrollment of New Students

Parents or guardians must complete a registration form prior to having their child attend the extended day program. The completed registration is to be kept on file for each student. Programs may have limited enrollment.

## Special Needs Children

The program provides reasonable accommodation for special needs children. Prior to enrollment, appropriate personnel will be contacted to review pertinent information and provide recommendations for accommodating the needs of the child.

## Arrival of Children

Children are responsible for getting to the location of the program within their school at the end of the school day. During full days, summer programs and morning programs, parents are expected to sign them in for the day.

### **Basic check-in procedures:**

- Daily roll call
- Match names and numbers of children expected to be in attendance
- Inform site coordinator of any absent children
- Site coordinator will check with school office
- Conduct search
- If a student is believed to be on a bus by mistake, the site coordinator will call the transportation office to return the child to school
- Contact parents

## Dismissal of Children

If staff is not familiar with the person picking up a child, they are directed to ask for a photo I.D. to ensure proper authorization for pick up.

You are responsible for making sure the correct procedures are followed for every child you release from the program.

Parents must sign children out each day with signature and time.

A child shall be released from the facility **ONLY** to the child's custodial parents or guardians, or persons authorized on the registration.

### Exceptions are:

Release may be granted to others if a written note is furnished or if the parent telephones personnel specifically requesting that a certain individual may pick up the child.

If an authorized person, other than the parent comes to pick up a child or you have the parent's written permission, verify the name and ask for a photo I.D. before releasing the child.

If someone other than the parent comes to pick up a child and you **DO NOT** have the parent's written permission, you **MUST NOT RELEASE THE CHILD**. You must obtain verbal authorization from the parent in order to release the child.

## Late Pick Up Procedures

**ALWAYS** have two staff stay with late children. **NEVER** stay alone with a child.

6:00 p.m.	Make the child feel comfortable and be reassuring.
6:05 p.m.	Call parents at home and work; leave messages.
6:15 p.m.	Try parents again and then call backup numbers. If an approved backup picks up the child, leave a note for the parent stating the child's location.
6:30 p.m.	If you cannot get backup or parent, call your Site Coordinator.
7:00 p.m.	The Site Coordinator calls the local police.

## Late Pick Up Fees

Late pick up fees and procedures may vary among programs; however, staff should never personally keep the money from late payment fees! All money is to be turned in through the program's receiving process.

## Custody Disputes

In child custody cases, the Extended Day Program staff:

- Will not voluntarily make court appearances (you might be subpoenaed; that can't be stopped).
- Will cooperate in investigations by court family services officers (personal interviews).
- Is legitimately interested in child's welfare, but not in the interests of one parent... against another.

The program must have on file, a copy of any restraining order that would prohibit a parent or legal guardian from taking the child from the program.

## When There Is a Restraining Order on a Parent

It is our policy to release a child to either parent unless we have a copy of a court order prohibiting one of the parents from having custody of the child.

BE AWARE of every situation where a parent indicates another person may never pick up a child.

If someone who is specifically prohibited from picking up a child or a parent who is prohibited by court order comes to pick the child up, this is what you do:

- Tell the person he or she cannot take the child and ask them to leave.
- Tell the child their mom or dad doesn't want them to go with this person.
- Get the child out of the area.
- Call the parent to inform him or her about what has happened.

If the person gets verbally or physically abusive, refuses to leave, or tries to forcefully take the child:

- DO NOT use physical force yourself. DO NOT argue.
- Tell the person calmly that you're calling the police because what they are doing is illegal.
- If the person takes the child, get the license number of the car for the police.

## When You Suspect Child Abuse or Neglect

South Carolina law and the Charleston County School District policy requires that Extended Day Program staff report instances of observed or suspected child abuse or neglect. That includes psychological abuse, physical abuse, sexual abuse, and neglect committed by parents, staff or others.

If there is a situation where you observe or suspect child abuse, you should:

Record the exact behavior (including exact words used) AS SOON AS POSSIBLE. Include the circumstances, date, and time. FOR EXAMPLE: If a child tells you that his mother "locked me in the hall closet last night", record the circumstances in which the child told you that, the exact words the child used, and what, if anything you and the child said as follow up.



*When You Suspect Child Abuse or Neglect – continued*

If there are signs of possible physical abuse (burns, cuts, bruises) ask the school health aide or another person on the Extended Day staff, to look at the injuries also. Write down your observations along with the exact words the child used to explain the injuries. Do not act alarmed about the child's injuries. Be relaxed and casual about asking a child how he received an injury. Chances are it is very innocent, so there's no need to get a child worried that he's done something wrong.

Call the South Carolina Department of Social Services (740-0780) and report exactly what you observed. (You may request advice and assistance from your site coordinator in making a report, but the responsibility for reporting rests with you, the one who suspects or observes the abuse.)

**YOU DO NOT HAVE TO DETERMINE WHETHER THERE HAS BEEN ABUSE.** The child protection worker will make the determination whether the case needs to be investigated or not. You will need to identify yourself when you call, but the source of the report is confidential. No one will know the source of the report.

**YOU CANNOT BE HELD LIABLE** if you make a report in good faith, and the facts you report are accurate. **DO NOT** report your own suppositions about a family; just report observed behaviors.

## Touching Children

**DO:** Show you care about them, acting appropriately toward all of the children by **LOOKING** at them, **SMILING** at them, calling them by **NAME**, **TOUCHING** them gently on the back.

**DON'T:** let children sit on your lap; touch a child you are disciplining unless it's necessary to restrain a child in order to prevent a physical injury; roughhouse with the children; swing children around by the arms, or carry them over your shoulders.

## When You Think a Parent Is Inebriated

If a parent is obviously intoxicated and staff thinks that the child is in danger because of the parent's inability to drive, they should...

- Tell the parent confidentially that they are concerned about having him/her drive home and offer to call a cab or a backup person from the emergency card. (e.g. "It appears that you've been drinking and I'm worried that it's not safe for you to drive. Can I help you get a ride?")
- If the parent insists on driving the child home and staff feels that the child is in danger, they should tell the parent that because they are concerned for the safety of the child they are obligated to notify the local police.
- Call 911 and report the incident and, if possible, get the license number and make of the car and the direction the car is headed.

*When You Think a Parent Is Inebriated – continued*

- If the police later notify the Extended Day Program that the parent was pulled over and found to be intoxicated, then the Extended Day Program is obligated to report the incident to child protection.
- If staff smells alcohol on a parent's breath, but otherwise the behavior is basically normal, staff is under no obligation to do or say anything to the parent. The program coordinator should be notified.
- Staff is under no obligation to tell the other parent of the incident unless that parent asks specifically for that information.
- Staff should never try to physically restrain a parent or argue with a parent.
- The district lawyer, the local police and child protection all state that Extended Day Program staff could be held liable if something happens to a child in a case where a parent is obviously intoxicated and the staff took no action.
- This is an extremely stressful position to be in and staff does have to use their own judgment in a very gray area. When trying to make a judgment, remember that the bottom line is the safety of the children.

## Discipline Statement

Each staff person is required to sign-off yearly on the following discipline statement:

The staff of the Kaleidoscope Program is expected to respect the dignity of the children and conduct themselves as adult role models. The children are expected to respect staff and each other.

Physical contact in disciplining a child is avoided unless it is necessary to restrain a child from harming himself or another. Corporal punishment is not allowed. In correcting a child's behavior, the staff says and shows the child what he or she should be doing rather than focusing on the unwanted behavior. The staff also explains the reasons for the rules the children are asked to follow. School rules are still in effect during the after school program.

If the staff is unable to resolve on-going or serious behavior problems (such as aggressive, abusive, disturbing, or destructive acts), the site coordinator will discuss the problem with the parents and try to establish a joint plan for dealing with the problem. If the child's behavior does not change in a reasonable length of time, the coordinator will inform the parents and will schedule a conference that may include the community school director and principal. If the problem cannot be resolved, the director and site coordinator will give the parents a notice of dismissal from the program.

## Health and Safety

Wash your hands well with soap and wash them often; especially BEFORE YOU HANDLE FOOD. For your own protection, wash your hands carefully after you use the bathroom. Make sure the children wash their hands well with soap, especially before eating and after toileting. If you see something dangerous, do something: Don't wait for someone else to take care of it. This includes dangerous things in the environment as well as dangerous behaviors. Accidents: If you are present when there is an accident, you should stay with the injured child. Send others for help. You should write out an accident report to give to the parents THE SAME DAY when you are present at an accident. (Remember to make a copy for the office).

## Sick Children

If a child is complaining of feeling sick, or if a child doesn't look well, have him sit out and take his temperature. If a child is vomiting, has diarrhea, or a fever, call the parents to come pick him/her up. Have the child rest in a quiet area until the parents come.

## First Aid Kit

Know where the first aid kit is at all times and make sure it is supplied. First Aid kits must not be accessible to children. If you use something from the kit, request that the item to be replaced.

## Accident Reports

The site coordinator will complete a CCSD Accident Report Form for any accident except for the most minor of incidents. The school office, ELLE program officer, and ELLE nurse are to receive a copy. They should be notified immediately in case of a serious accident or injury. Fill out an accident report for parents in case of insect bites, heat exhaustion, head bumps, twisted limbs, bumps, bruises, scrapes, etc.

## Minor Accidents

If a child is very upset, or if the accident will leave bruises, marks, etc. CALL the child's parents even if you don't think the child needs medical attention, just to let them know what happened and answer their questions, so they won't be shocked when they pick up their child.

The person observing the accident fills out the report. (Site coordinator initials reports written by counselors).

Give a copy to the parents the same day it happens. Keep a copy for your files and to put in the accident log and file in the child's folder and submit the original to the Community Education office.

## Serious Accidents

If a serious accident occurs (such as a deep cut, chipped or loosened tooth, hard blow to the head) which might need medical attention:

- Contact the parents immediately so they can take the child to the doctor or to the dentist
- Fill out an Accident Report
- Call the child's family that evening to see how the child is doing

## Workers' Compensation

Within 48 hours of each employee injury or work related illness, the site coordinator must comply with CCSD Risk Management directives regarding workplace injuries.

## Illness & Communicable Disease

A child should not attend the Extended Day Program with any of the following symptoms: fever, vomiting, diarrhea, undiagnosed rash, inflamed eyes or pink eye, or severe cough or sore throat. If a child becomes ill at the Extended Day Program, have the child rest in a quiet area of the room where you can see and hear the child, but isolated from the rest of the children, or have the child wait in the office with staff.

Immediate treatment will be given to a child who sustains minor injury (scratches, scrapes, insect bites, etc.)

In the case of a major injury, professional help will be notified immediately according to information supplied by the parent on the registration form. Be sure this information is complete, correct, and updated as necessary!

If a child does not attend school due to illness, they may not attend the after school program that day either.

## “911” Emergencies

In the event of a serious accident (broken bones, profuse bleeding, and unconsciousness) requiring IMMEDIATE medical attention:

One person stays with the injured child (all the way to the emergency room, if the parents haven't arrived).

One person calls 911, then the parents, and then watches for the ambulance to arrive. If the police arrive first, direct them to the accident, but continue to wait for paramedics.

The rest of the staff take care of the other children and keep them calm.

NEVER transport an injured child in your own car.

If you're wondering whether or not to call “911”... you should! (The police and paramedics will decide whether the child needs emergency treatment if you're not sure.)

## Accident Prevention Procedures

**First Aid Book:** A First Aid booklet must be accessible for immediate use to assist personnel with directions for administering aid to injured children.

**Walking in Groups:** Whenever a group leaves the school grounds, there must be a staff person at the head of the group and a second staff person bringing up the rear. If the group is walking near traffic or crossing streets, the children walk in pairs in a straight line.

**Poisoning:** All poisonous substances must be kept out of the reach of children. This includes medications, cleaning substances, and toxic paints and chemicals. All medications and other toxic substances must be in clearly labeled containers listing the ingredients and the necessary precautions and antidotes. In case of a suspected poisoning, call Poison Control or 911.

**Aspiration or Choking:** Children must be seated while eating. Encourage them to chew their food slowly. Do not allow children to put hard objects in their mouths (such as Legos, checkers, rocks, etc.) or to eat hard candy.

**Burns:** Children may not use the hot plate or iron or any heat-producing appliance without direct adult supervision. No chemicals that can cause burns or damage to the eyes may be used by the children. READ LABELS CAREFULLY! Children will not be served hot liquids. Staff drinking hot liquids near children, like coffee, must use a covered mug.

When children are outside in the sun for prolonged periods of time, they must have (SPF #30) sunscreen on.

**Weather Emergencies:** If it becomes necessary to respond to a spontaneous weather emergency, the Extended Day Program will follow the procedures established by CCSD.

**Emergency School Closings:** If Charleston County School offices are closed for the day, the program is also closed.

Closings are announced on most local radio and television stations. Check with your site coordinator for additional sources for information regarding emergency closings. The staff phone tree will be used, please ensure the site coordinator has the most up to date contact information.

**Fire:** The program will follow school procedures and conduct at least two fire drills in the program during the school year. Become familiar with emergency procedures at your school.

**Terrorism Threats and Response:** Each program should keep on file, a copy of their Community Education Program's anti-terrorism plan. Be knowledgeable of the CCSD school-based terrorism emergency plan.

*Accident Prevention Procedures – continued*

**Food and Nutrition:** Programs follow the USDA guidelines for serving nutritious snacks, and post the weekly snack menu. Varieties of nutritious snacks should be available, and be served, when possible, by the children. Supervising staff sit with the children and participate in lunch and snack times. Children should also help with cleanup chores.

**Outdoor Play:** Children should be properly dressed for the weather. In extremely hot weather, do not stay outside for long periods of time and drinking water should be close at hand and readily available. Monitor the weather station on extreme weather days. A staff person should inspect the playground area for hazardous conditions before the children are allowed to use it.

**Program Environment:** All of the space the program utilizes is shared with other groups, and that makes it especially important to keep the environment neat and orderly. Every member of the staff will have routine housekeeping responsibilities. It is our job to keep equipment in good repair, supplies stored in a neat manner, floor and counters cleared and tables and shelves clean. Staff takes turns doing general clean up jobs (like the cooler, or the kitchen counter and coffee pot).

The custodians are responsible for daily cleaning: sweeping and mopping the tile floors, vacuuming the rugs, scouring sinks, filling towel and toilet paper dispensers, emptying and relining the wastebaskets and cleaning the bathrooms.

## Acknowledgement of Receipt and Understanding

I acknowledge that I have received the Kaleidoscope Employee Handbook and that I have read and understand the policies.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please Print Your Name \_\_\_\_\_

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