



METROWEST YMCA

Health Care Policies with Emergency Procedures for Education Branch programs and All MetroWest YMCA Summer Day Camps

MetroWest YMCA Mission Statement

The MetroWest YMCA is dedicated to providing programs and services that build healthy spirit, mind, and body for all.

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Section One – Health Care Policies

- Families and staff can access this Health Care Policy through their online document portal or find it on our website (www.metrowestymca.org).
- We utilize this health care policy including our infection control procedures and emergency procedures in staff orientation and provide ongoing training annually or when policies change.
- The health care consultant approves the health care policy.
- The policy ensures that we take appropriate actions to ensure that health requirements of children with disabilities are met.
- General health care procedures include:
 - Posting of telephone numbers for use in emergency including at least one land-line telephone or working cell phone on the premises of the program with the following numbers posted in clear view: program’s address and telephone number, health care consultant, fire department, police, ambulance, nearest emergency health care facility, Poison Control Center.
 - Using and maintaining first aid equipment.
 - Meeting individual children’s specific health care needs, including identifying children’s allergies, and protecting children from exposure to foods, chemicals, or other materials to which they are allergic. (Medical personnel consult with families to create individual plan when appropriate).
 - The granting of exceptions in instances where such health practices are against the religious beliefs of the family or are medically contraindicated.

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- The MetroWest YMCA designated Jeffrey Zaref, MD, a Massachusetts licensed pediatrician as the program’s health care consultant.
- Our Health Care consultant assists in the development of the program’s health care policy, approves the policy initially and upon renewal of license or at least every other year, and approves any changes in the policy.
- The health care consultant either provides or approves the training for first aid, administration of medication including oral and topical medications, epinephrine auto-injection procedures, signs and symptoms of hypo and hyperglycemia and other health related training for staff member and is available for consultation and training as needed, including, but not limited to, answering questions, inspecting injury reports, and inspecting classrooms. For summer camps, the Health Care Consultant also develops and signs written orders, including for prescription medication administration, that the on-site camp health care supervisors follow to in the administration of their health-related duties.
- In addition, the Health Care Consultant visits the Early Learning Center at least four times a year at the Framingham Branch. During the visit, the consultant observes program practices and reviews and makes recommendations about the program’s practices and written health policies to ensure health promotion and prevention of infection and injury as they relate to the physical, social-emotional, nutritional, and oral health. In addition, at least annually the consultant will provide relevant health information from local health authorities and forward advice when outbreaks of communicable diseases occur. Documentation of the compliance and implementation is available.

II Healthy Children and Staff Initiatives

A Healthy Environments

As part of the MetroWest YMCA's commitment to healthy minds, bodies, and spirits of the children, families, and staff of our Association, we promote multiple opportunities to learn about healthy living. Here are some of the steps we have put in place in at the Y:

- Have at least 60 minutes of physical activity per day. Children play outside daily unless the wind chill is at or below 30°F, rain, or public health authorities issue an unsafe weather condition alert. We provide indoor gross motor activities when the children are unable to go outside due to poor weather conditions.
- When outside, children dress appropriately for the weather in dry and layered clothing and with options for playing in either the sun or shade. We ask families of young children to apply sunscreen before drop-off. For children with family authorization, the staff re-apply sunscreen with SPF of at least 25 to exposed skin when the initial application is no longer effective.
- If Health Care Consultant or Public Health officials recommend insect repellents, we encourage families to supply repellents containing DEET (up to 30% DEET) that can be applied no more than once a day.
- Children must sit at tables and not move around the room while eating or drinking. We also do not allow children to have a bottle while resting on a mat or cot. If very young children do not enroll in our Early Learning Center without the ability to drink from a cup, we work with the families to support this self-help skill as soon as they are developmentally ready.
- Toddlers do not have access to large buckets that contain liquid.
- Staff members maintain areas used by staff or children who have allergies or any other special environmental health needs according to the recommendations of health professionals.
- Classroom pets or visiting animals appear to be in good health. Pets or visiting animals have documentation from a veterinarian or an animal shelter to show that the animals are fully immunized (if the animal should be so protected) and that the animal is suitable for contact with children. Staff members supervise all interactions between children and animals and instruct children on safe behavior when near animals. Staff make sure that any child who is allergic to a type of animal is not exposed to that animal. We do not allow reptiles as classroom pets because of the risk for salmonella infection.
- Smoking, alcohol, firearms, and other significant hazards that pose risks to children and adults are strictly prohibited on YMCA property and during YMCA related events. If someone violates this policy, we will ask them to remove the hazard from the premises. We will contact local law enforcement officials as needed and appropriate.
- Community resources for wellness, prevention and treatment of mental health challenges, and stress management are available at MetroWest Care Connection (www.mwcareconnection.info) as well as with the Director of Inclusion.

B Nutritional Initiatives

Since nutritional well-being is also a priority of the MetroWest YMCA, we have developed the following procedures and policies:

- A registered dietitian creates the menus for the Early Learning Centers to ensure appropriate nutritional content; portion sizes; nationally recommended limits on juice, sugar, sodium, and saturated fats; food service operations; special feeding needs to be met by the program; and procedures used for food brought from home. We share the monthly menus with families via email as well as post them outside of each classroom.
- All food provided by the MetroWest YMCA is prepared, served, and stored in accordance with the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) guidelines.

- Additionally, we follow YMCA of the USA guidelines for Health Eating and Physical Activities (HEPA). Each snack provided contains a fruit or vegetable, and another food group component. Grains are 100% whole, and water is the only beverage we serve during snack.
- The MetroWest YMCA does not allow the following types of food: fried foods, sugar sweetened beverages, and foods high in sugar such as chips, soda, juice drinks, chicken fingers, cookies, and candy.
- When families bring food from home, Y staff work with families to ensure that they follow the USDA's CACFP guidelines. Families must label all foods and beverages containers with the child's name and the date. In addition, families must pack food in thermoses and/or use ice packs to keep food at the appropriate temperature. Extra food is available for children if needed. The Y **does not** use microwaves to heat food or drinks for the children.
- Children cannot share food from home unless it has been preapproved by a member of the Nutrition Services team or Branch leadership.
- The MetroWest YMCA takes steps to ensure food safety in its provision of meals and snacks. Staff discard food with expired dates as well as document compliance and any corrections that they have made according to the recommendations of the health care consultant, dietician, or local public health official that reflect consideration of federal and other applicable food safety standards. We thoroughly wash all fruits and vegetables prior to serving.
- We provide daily documentation to families with children with special feeding needs that includes the type and quantity of food a child consumes.
- Sanitary drinking water is always available to children throughout the day. Children should have their own drinking cups or water bottles.
- We keep liquids (such as hot coffee) and foods that are hotter than 110°F out of children's reach.
- We serve children under 2 years old only whole milk. We serve children 2 years old and older only low-fat or non-fat milk.
- The MetroWest YMCA does not offer children younger than 4 years old the following foods: hot dogs, (whole or sliced into rounds); whole grapes; nuts; popcorn; raw peas and hard pretzels; spoons with peanut butter; or chunks of raw carrots or meat in pieces that cannot be swallowed whole.
- We cut food for our Toddlers into ½ inch squares according to each child's chewing and swallowing capability.
- Our daily schedules separate meals and snacks by a minimum of two hours and a maximum of three hours apart.
- MetroWest YMCA staff sit and eat with children during snack and mealtimes to encourage conversation and model appropriate eating habits. When possible, we serve food family style.

C Protection from Environmental Hazards

1 Poor Air Quality

Sometimes weather conditions result in poor air quality (smog) that can pose significant health risks to people with respiratory problems, such as asthma. Local health authorities or the National Weather Service will issue ozone or smog alerts when the air quality is approaching unhealthy levels. Directors receive email alerts keeping them informed of dangerous air quality so that those with respiratory health problems do not go outside for play until the air quality improves. When needed, we provide a comfortable, indoor place for the children with respiratory challenges.

In addition, maintenance work that may impair the air quality of a classroom or other program space such as painting and floor refinishing, will take place when the children and program staff are not present. We will not allow children into a space until the air quality in the classroom is healthy and completely ventilated.

2 Prevention of Exposure to Lead and Asbestos

To prevent exposure to lead, asbestos, and other environmental hazards, all MetroWest YMCA program space that serves young children is free from hazardous levels (e.g., lead, asbestos, fiberglass, or other friable material or any material that is in a dangerous condition.)

III Child Injury

A Injury Prevention Plan

- To prevent injuries in the classroom/playground/gymnasium and other program areas, the Y implements the following plan:
 - Y staff members complete daily inspections of the inside/outside areas before children can use the area. Dangers to watch for include broken toys, sharp objects, trash, health hazards such as animal feces and obstructions around equipment. Y staff members should correct any dangers. If they are unable to remove or repair the dangerous situation, they should notify the Director immediately, and ensure that the children cannot access the dangerous equipment or with the dangerous toy. Y staff should bring minor facility and equipment maintenance issues to the attention of the maintenance staff via email or by the completion of a maintenance request form depending on the potential safety concern.
 - The Director or designee, using an approved Playground Maintenance Checklist, will conduct monthly inspections. Staff will follow the playground policies as outlined in the Staff Manual.
 - Y staff check children's clothing to ensure that it is free from strings, laces, and jewelry that could be entangled or wedged in playground equipment and present a strangulation hazard.
 - Staff and children will wear appropriate closed-toe footwear unless participating in water play or on the pool deck. We encourage non-slip footwear when there is a possibility of being on floors that are wet or have a slippery surface.
 - Y staff members will protect children from cold, heat, and sun injury.
 - Each site will maintain a record of any unusual or serious incidents including, but not limited to behavioral incidents, accidents, property destruction or emergencies. Program leadership review the accident/incident log monthly.
- We do not allow equipment that may cause an injury for a child in classrooms or other space typically used by children enrolled in our programs. In the rare event that the equipment must be present, we place barriers around the equipment and staff position themselves between the equipment and the children to minimize the potential negative impact. In addition, the amount of time that the children would be in the same area as the equipment will be as short as possible and staff inform the children of safe practices during the time that they are potentially at risk.
- In the event of a situation that requires rapid response, staff members follow these steps:
 - The staff member closest to the child with current first aid/CPR certification will provide the necessary intervention to ensure the child's well-being.
 - The other staff members in the area will call for additional help if needed, monitor the other children in the group, and move the other children to a different area if required for safety and emotional reasons. If only one staff member is present at the time, he or she will call for help before providing the intervention if necessary.
 - Once the situation has stabilized, the staff member who responded to the situation will complete an accident/incident report and notify the appropriate people who will be notified, e.g., adult family members, MetroWest YMCA administration, EEC, Board of Health/DPH.
 - The location of the child's medical information is complete and accessible to staff members who work with that child.

- The Y stores all liquids, foods, appliances that are or become hot enough to burn as well as toxic substances, poisonous plants, medications, sharp objects, and other hazardous objects in a secure place and out of the reach of children.
- We label all containers with contents and expiration date if applicable, especially when not in their original containers to facilitate contacting the Poison Control Center.
- The MetroWest YMCA will review the program’s health care policy with staff members at least annually.

B Procedure for Reporting of Injuries

- We inform families immediately of minor injuries to the face or head, bites that have broken the skin and any injury or illness that requires medical attention other than minor first aid.
- We notify families of any injuries through an accident report as quickly as possible, but no longer than 24 hours after the incident occurred. Y staff record individual medical problems and injuries and share report with program supervisors and families. The injury forms describe what happened, the injury and the first aid measures taken. The staff member who completed the form, the child’s parent/guardian, and often a member of the program leadership signs the form before giving a copy to the family and putting another copy in the child’s file. In the event of a significant injury, we share the report with others in the Y administration, EEC, Board of Health/DPH, and our insurance company.
- The program maintains centralized logs of injuries and other health and safety concerns and periodically monitors the safety record of the program.
- Program administrators are responsible for maintaining an injury log includes name of child; date, time, and location of each accident or injury; description of injury and how it occurred; name(s) of witness(es); name(s) of person(s) who administered first aid or medical care, and first aid or medical care required. We store injury logs in a central place and injury forms in the individual child’s file.
- All program locations have at least one designated, non-coin-operated telephone available on the premises for the use of the program.

C Assessing Injuries to Children in Care

When a child is injured, staff need to fully assess the child’s injury and make sure they are following their first aid procedures. They also ask the child questions and observe to make sure the child is okay. Monitor the child throughout the day. Continue to assess the child’s injury and modify the course of action when appropriate.

If any staff member believes that a child’s life may be at risk or that there is risk of permanent injury or has any questions or concerns regarding the severity of the injury, Emergency Medical Services (EMS) must be contacted immediately by calling 911.

1 Procedures That Must Be Followed for All Injuries

Staff members should survey the scene, provide first aid, and gather additional information once the child is calm:

- What was the child doing?
 - What equipment was involved?
 - Was another child involved?
 - Were any hazards involved?
 - Were there any witnesses? What did they see?
- 1 Complete an injury report.
 - 2 Provide timely, full, and accurate verbal notification to adult family members regarding injury.

- 3 Staff members must share all pertinent information with the administration and any staff member taking over care and sharing the child's status with the adult family member at pick up time.

Please note: ONLY Y Staff members currently certified in first aid and CPR can provide First Aid and CPR.

2 What Y Staff Should Do

- Know how to access Emergency Medical Services (EMS) and who within the Y they need to contact in an emergency at the site where they work.
- Assess and respond to emergency situations based on MetroWest YMCA policies and procedures.
- Have easy access to the phone number for each child's guardian and primary health care provider.
- Know and understand specific plans and health care needs of individual children in their care.
- Develop plans for children with special needs with their family and health care provider.

D Procedures for Using and Maintaining First Aid Supplies

- Location of first aid kits: First aid kits are in each classroom/ program space and clearly marked "FIRST AID." First aid kits are also available for use on field trips by staff members with first aid certification or Health Care Supervisors for camps. Portable first aid kits used on field trips will include: first aid supplies, children's emergency contacts and telephone numbers, and a working cell phone. The staff member in charge will also have a working cell phone available in case of emergencies.
- The program supervisors maintain the first aid kits and inventory them monthly during the school year and weekly during the summer by camp staff members who utilize a checklist to assure timely replacement of any items.
- We require all MetroWest YMCA Early Learning and School's Out educators to have current certification in approved first aid and pediatric cardiopulmonary resuscitation (CPR) procedures within six (6) months of employment. Only those with current certification may provide CPR or first aid including the use of first aid equipment. EEC requires a minimum of at least one staff member certified in CPR appropriate to the ages of the children served to be available whenever children are present, including on field trips. A Health Care Supervisor must be present on all camp field trips.
- A trained camp staff member with CPR and First Aid certifications will be present while camp is in operation.
- First aid and CPR training is reviewed and approved by health care consultant to determine that training is appropriate to the program.
- Training in CPR appropriate for the ages served. Both CPR and first aid are renewed as required with certificates kept in staff files.
- Health Care Records are easily accessible for all children and staff as appropriate.
- Medications are stored securely and accessible only to staff while on site as well as on field trips.
- First aid kits for EEC licensed programs must include:
 - Band-Aids
 - Gauze Pads
 - Thermometer
 - Disposable non-latex gloves
 - Scissors
 - Gauze Roller Bandage
 - Instant Cold Pack
 - Bacitracin or other antibiotic ointment
 - Tweezers
 - Adhesive Tape
 - CPR Mouth Guard
- First aid kits for camps following the DPH regulations must meet current ANSI Standards including a minimum of one Class B kit and one or more Class A kit.

E Plan for Managing Infectious Diseases & Illnesses

To protect the children and adults of our Y and to minimize the spread of infectious diseases, we will not admit and/or we will send home any child that presents any of the following unless we have written documentation from a physician stating that the child has been seen by a health care professional and that the symptom(s) is not contagious and the child may participate in all activities:

- Fever of 100.4°F or higher
- Heavy or excessive coughing
- Vomiting
- Diarrhea more than three times
- Unable to participate comfortably in the program activities
- Any contagious disease

Y staff will isolate children exhibiting any of these symptoms and contact their families. See “Plan for Meeting the Individual Needs of Mildly Ill Children While in Care.”

We follow this policy consistently to protect the health and safety of children and adults in our programs. Please note that the same standards for infectious disease apply for staff as well as children.

In addition, the MetroWest YMCA may implement additional policies and practices based on the guidance and recommendations of local, state, and federal organizations to prevent the spread of infectious diseases such as COVID-19. In these situations, we will share the related policies and procedures with families via email as well as posted on our website.

1 Returning to the Y After an Illness:

A child or staff member may return to the Y without a health care practitioner’s note under the following conditions:

- Symptom free for 24 hours, without fever reducing medicines. If a child has left the program with a fever, they may not return the next day.
- There are no more instances of vomiting, fever, and/or diarrhea and the child can tolerate a typical diet.
- The child can participate in the daily curriculum of the program, including outside play.

2 For Infectious Diseases:

A health care practitioner’s note must state that the practitioner examined the individual and determined that they are no longer contagious. The child may return to the center if it is at least 24 hours after the first administration of medicine based on the recommendation of the physician.

The Y will notify families of outbreak of communicable diseases in the program by posting a notice, sending information to families via email and/or distributing a flyer. The information will include details about the symptoms, the incubation period, and steps families should follow.

Y staff who become ill with contagious diseases move away from contact with children as quickly as possible.

Staff members who care for mildly ill children in a separate space or room at least meet EEC/DPH qualifications for supervising a child independently and have training in the following areas:

- General practices and procedures for the care and comforting of ill children.
- Recognition and documentation of symptoms of illness.
- Taking children’s temperature.

F Specific Health Care Concerns

1 Skin Rashes

- Impetigo (streptococcal infection of skin) is a common and highly contagious skin infection that usually appears as red sores on the face.
- Pus-filled blisters which break and form crusts
- To avoid spreading, wash all contaminated clothing and towels in hot water and bleach
- Child must be isolated until guardian arrival.
- Physician's note required for return.

2 Insect Bites

- Mosquito Bites: If infected, send to program leadership, the Health Care Supervisor or Camp Nurse
- Bee Stings: Monitor any child who is stung and provide appropriate treatment. Be aware of any child with known allergies to bee stings and immediately follow their individual health care plan/allergy action plan including notification of supervisors and families if they are stung.
- Ticks: All children and adults should regularly self-check hair, legs, armpits, and groin for ticks. If found, contact Health Care Supervisor or Camp Nurse as soon as possible.

3 Meningococcal Disease

- Due to the severity of meningitis, all families must receive information about Meningococcal Disease and immunization information annually.
- Fact sheets and additional information can be found at these websites:
 - <https://www.mass.gov/service-details/meningococcal-disease>
 - <https://www.cdc.gov/meningococcal/index.html>

IV Plan for Infection Control

All staff members are trained in infection control and bloodborne pathogen procedures as part of their new staff orientation.

A Hand Washing

The MetroWest YMCA recognizes the importance of hand washing as the first line of defense against infectious disease. Unwashed hands are the primary carriers of infections. Staff members will teach children proper hand washing procedures. Program leadership will randomly monitor handwashing and provide additional training when needed. Proper hand washing procedures are posted in the Early Learning Center bathroom and classrooms. To help prevent the spread of infectious diseases, all staff and children must follow these hand washing procedures:

- Children and adults should wash their hands:
 - On arrival for the day.
 - After diapering or using the toilet.
 - Before and after meals and snacks, before preparing or serving food, or after touching any raw food that requires cooking.
 - Before and after administering medications.
 - Before and after playing in water shared by two or more people, outdoor play, handling pets and other animals, and any materials such as play dough, sand, dirt, sensory table materials, or surfaces that might be contaminated by contact with animals.
 - When moving from one program area to another such as going from playground to the classroom
- Staff also wash hands before and after feeding a child, and after handling garbage or cleaning.

- Staff assist children with hand washing as needed to successfully complete the task.
- The Y provides liquid soap and disposable towels.
- Adults will wash with liquid soap and warm, running water and friction for at least 20 seconds including back of hands, wrists, between fingers under and around jewelry, and under fingernails. They will rinse well and avoid recontamination from faucets by turning off faucets with towel.
- Staff members will use disposable gloves and wash their hands after changing diapers and where contamination with blood may occur, assisting with toileting, or cleaning or touching any surface soiled by bodily fluid including mucus, feces, urine, vomit, or blood.
- Facilities used for hand washing after diapering or toileting are separate from facilities and areas used for food preparation and food service.
- Staff members do not use hand-washing sinks for bathing children or for removing smeared fecal material.
- Alcohol based hand rubs are not recommended for use except in the case of an emergency.

B Communal Water Play in the Early Learning Center

In order to prevent communal water play from spreading infectious disease, the following procedures are in place:

- No child is allowed to drink the water used for play.
- Children with sores on their hands or other parts of their bodies that may come into contact with the water are not allowed to participate in communal water play.
- Fresh potable water is used.
- Water is changed before a new group of children can participate in the activity.
- Water is drained when the activity has been completed.

C Maintenance and Cleaning

To prevent the spread of infection, the Y follows these steps for washing and disinfecting specified equipment, items, and surfaces:

- Staff members will use non-toxic and fragrance-free disinfectant spray when cleaning counters, tables and garbage cans including diaper pails. Y staff use bleach (¼ cup of bleach to one gallon is sufficient and safe for cleaning surfaces) or an approved EPA disinfectant. We store disinfectant solutions according to the manufacturer’s instructions and in a secure place out of the reach of children.
- Although the Y washes all equipment, items, and surfaces (including floors and walls) with soap and water and disinfected as needed to maintain a sanitary environment, the Early Learning Center follows these additional guidelines adapted from [NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table from July 2018](#):

| Areas | Before each Use | After each Use | Daily (End of the Day) | Weekly | Monthly | Comments |
|---------------------------|--------------------------|--------------------------|------------------------|--------|---------|---|
| Food preparation surfaces | Clean, and then sanitize | Clean, and then sanitize | | | | Use a sanitizer safe for food contact |
| Eating utensils & dishes | | Clean, and then sanitize | | | | If washing the dishes and utensils by hand, use a sanitizer safe for food contact as the final step in the process. Use of an automated dishwasher will sanitize. |

| | | | | | | |
|---|--------------------------|---------------------------|---------------------------|--|-------|---|
| Tables & highchair trays | Clean, and then sanitize | Clean, and then sanitize | | | | |
| Countertops | | Clean | Clean, and then sanitize | | | Use a sanitizer safe for food contact |
| Food preparation appliances | | Clean | Clean, and then sanitize | | | |
| Mixed use tables | Clean, and then sanitize | | | | | Before serving food |
| Refrigerator | | | | | Clean | |
| Toilet & Diapering Areas | | | | | | |
| Changing tables | | Clean, and then disinfect | | | | Clean with detergent, rinse, disinfect |
| Potty chairs | | Clean, and then disinfect | | | | Use of potty chairs is not recommended, but if used should be cleaned and disinfected after each use. |
| Hand washing sinks & faucets | | | Clean, and then disinfect | | | |
| Countertops | | | Clean, and then disinfect | | | |
| Toilets | | | Clean, and then disinfect | | | |
| Diaper pails | | | Clean, and then disinfect | | | |
| Floors | | | Clean, and then disinfect | | | Damp mop with a floor cleaner/disinfectant |
| Plastic mouthed toys | | Clean | Clean, and then sanitize | | | |
| Pacifiers | | Clean | Clean, and then sanitize | | | Reserve for use by only one child; use dishwasher or boil for one minute |
| Hats | | | Clean | | | Clean after each use if head lice present |
| Door & cabinet handles | | | Clean, and then disinfect | | | |
| Floors | | | Clean | | | Sweep or vacuum, then damp mop, (consider microfiber |

| | | | | | | |
|-------------------------------------|--|--------------------------|---------------------------|-------|-------|---|
| | | | | | | damp mop to pick up most particles) |
| Carpets and Large Area Rugs | | | Clean | | Clean | Daily: Vacuum when children are not present; clean with a carpet cleaning method consistent with local health regulations and only when children will not be present until the carpet is dry. Monthly: Wash carpets at least monthly in infant areas and at least every three months in other areas, or when soiled. |
| Small Rugs | | | Clean | Clean | | Daily: Shake outdoors or Daily vacuum Weekly: Launder |
| Machine washable cloth toys | | | | Clean | | Launder |
| Dress-up clothes | | | | Clean | | Launder |
| Play activity centers | | | | Clean | | |
| Drinking Fountains | | | Clean, and then disinfect | | | |
| Computer keyboards | | Clean, and then sanitize | | | | Use sanitizing wipes, do not use spray |
| Phone receivers | | | Clean | | | |
| Sleeping Areas | | | | | | |
| Bed sheets & pillowcases | | | | Clean | | Clean before use by another child |
| Cribs, cots, & mats | | | | Clean | | Clean before use by another child |
| Blankets | | | | | Clean | |

Definitions:

- **Cleaning:** Physically removing all dirt and contamination, oftentimes using soap and water. The friction of cleaning removes most germs and exposes any remaining germs to the effects of a sanitizer or disinfectant used later.
- **Sanitizing:** Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. Sanitizing can be achieved with an unscented, household grade solution of bleach and water.
- **Disinfecting:** Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfecting can be achieved with an unscented, household grade solution of bleach and water.
- **Germs:** Microscopic living things (such as bacteria, viruses, parasites, and fungi) that cause disease.

- Procedures for clean-up of blood and other potentially infectious body fluids spills:
 - Bloodborne pathogens are diseases that can be found in the blood of infected individuals, including hepatitis B and C and human immunodeficiency virus, or HIV. Because these diseases are found in the blood and bodily fluids on an infected person, contact with contaminated fluids can lead to transmission of the disease. Following Universal Precautions means treating everyone’s blood and other potentially infectious body fluids as if they were infected.
 - Body fluids must be cleaned immediately using a detergent, followed by water rinsing and disinfecting solution.
 - Staff must follow these steps:
 - Use a barrier. Barriers include non-latex gloves, gowns, and masks.
 - Clean up.
 - Keep sharp objects separate and dispose of them in a sharps safety disposal box.
 - Avoid contamination.
 - Launder or dispose of soiled linen separately.
 - Cover wounds.
 - Provide CPR using a barrier.
 - Use whatever protection is needed to keep everyone safe.
 - Staff members dispose of contaminated materials and bags of used diapers in a plastic bag with a secure tie that is placed in a closed container.
 - Wash hands
 - Mops must be cleaned and disinfected after being used for cleaning body fluids.
 - Surfaces that may come into contact with body fluids such as changing tables and toilets must be disposable or made of a material that is easily cleaned or sanitized.
- Odors are controlled with ventilation and sanitation rather than sprays, freshening chemicals, or deodorizers.

V Plans for Managing Illnesses

A Plan for Administering Medication Including Prescription, Non-Prescription and Topical Medications

- Adult family members must complete an Authorization for Medication form any time their child needs a medication while in care. Health care practitioners must authorize in writing all prescription, oral non-prescription, unanticipated non-prescription medications and topical, non-prescription medication used for treatment purposes. The label on the prescription medicine serves as the physician signature. Staff members will record in the form the administering of medication to the child. This record will remain in the classroom / program site during the duration of the need for the medicine. Then the staff member gives the form to the director to be filed in the child’s record. Topical, non-prescription medication used for preventive measures do not require logging by staff members or Health Care Practitioner authorization.
- Families must provide all medication and must administer the first dosage at home in case of an allergic reaction. All prescription medications must include the original prescription label that details the child’s full name, the date that the prescription was filled, the licensed health care provider’s name, name and strength of the medication, expiration date, and instructions on how to administer and store it. Over-the-counter medications must be in the original manufacturer’s packaging.
- All educators and health care supervisors for camp must participate in a training on the administration of medication and recognizing generic medication side effects and adverse interactions among various medications, and potential side effects of specific medications being administered in the program. Only

staff members or camp health care supervisors with specific training including a written performance evaluation approved by the health care consultant can administer medication. A staff member or health care supervisor with this training must always be present when children are in care. The training must include the practice of the five “right” steps to appropriate medication administration. 1) Verify that the right child receives the 2) right medication 3) in the right dose, 4) at the right time, and 5) by the right method.

- We will attempt to contact families before giving children non-prescription oral medication. Non-prescription oral medication (i.e., cough syrup, Tylenol) must have written permission from a physician that is valid for one year. We also require written parental consent with dosage, times, days, and purpose that is valid for either one week or one year depending on the situation.
- When a child requires medication that requires special procedures, staff must receive specific training with a written performance evaluation indicating that they are competent in following the written special procedures.
- MetroWest YMCA Early Learning Center will keep a written record of the administration of any medication that includes the time and date of each administration, the dosage, the name of the staff member administering the medication and the name of the child. The Y stores all medications under proper conditions for sanitation, preservation, security, and safety. We return all unused medication to the family.
- Storage of medication: Medications will be kept out of reach of children in locked containers in staff only areas such as the ELC planning time room, kitchen, camp offices or in cases where immediate access to the medication may be needed (e.g., Epi-pen/fast acting inhaler) the medication may be kept in a fanny pack or backpack that is either worn by a staff member or placed on a shelf out of reach of children. Medication requiring refrigeration will be stored in the refrigerator out of reach of children. Leftover medicine/empty containers will be returned to adult family members for disposal. If medication is not returned to the adult family members, the Y will work with the local health department to determine the safest location for disposal and will keep a written record of how the medication was disposed. The YMCA does not allow school age children to carry their own inhalers or epi-pens. All program staff are aware of children in their program who have individual health care plans that include medication and where their medication is stored.
- No Y staff member will administer the first dose of any medication to a child except under extraordinary circumstances and with parental consent.

B Individual Health Care Plans

EEC Regulations require Individual Health Care Plans for children with chronic medical conditions that a licensed health care practitioner has diagnosed. The plan must describe the chronic condition, its symptoms, any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment, and the potential consequences to the child’s health if the treatment is not provided. All staff members who work with the child must have successfully completed training that specifically addresses the child’s medical condition, medication, and other treatment needs to ensure that someone trained in the child’s health care needs is on-site whenever the child is present. A trained staff member may administer routine, scheduled medication, or treatment to the child with a chronic medical condition in accordance with written parental consent and licensed health care practitioner authorization.

In addition to the requirements for the routine, scheduled administration of medication or treatment included in the Individual Health Care Plan, any unanticipated administration of medication or unanticipated treatment for a non-life-threatening condition requires that the staff member will try to contact the family prior to administering such unanticipated medication or beginning such unanticipated treatment, or, if the family cannot be reached in advance, as soon as possible after such medication or

treatment is given. Staff members will document all medication or treatment that they administer, whether scheduled or unanticipated, in the child's medication and treatment log.

The written parental consent and the licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner.

C Plan for Meeting the Needs of Mildly Ill Children and Staff Members

The Y will isolate children outside of program area who become ill during the program and the staff member who will supervise the children will be trained in First Aid and knowledgeable of the health policies of the Center.

- Toys and a rest mat will be available for the mildly ill child and will be disinfected following usage.
- The staff member or director will notify the families about the child's condition.
- Supervising staff members will keep notes detailing first aid administered and may use an accident/incident report form for this information.

Y staff who become ill are excused from contact with children as quickly as possible.

D Plan for Meeting Specific Health Care Needs

- At registration and re-registration time, the Y asks families to record and give permission for the YMCA to post/share information with program staff about any known specific health care needs for their children including allergies and special diets.
- For each child with special health care needs or food allergies or special nutrition needs, the child's health provider gives the program an individualized care plan that is prepared in consultation with family members and specialists involved in the child's care.
- All allergies and other important medical or nutritional information including individualized care plans will be posted in each classroom and in the area where snack foods are kept while maintaining confidentiality. This specific health care needs list will be consulted prior to serving children food and will be updated, as necessary. For sites where children have peanut and nut allergies, classrooms and entire programs may become peanut-free. Special seating arrangements are used when appropriate. The specific health care needs list will be updated as necessary.
- Children will be protected from exposure to chemicals (stored away from the children) and other materials to which they are allergic. An alternative to latex gloves is used when necessary.
- The director will be responsible for making sure that all staff members, including substitutes, receive appropriate training to respond to the specific needs of the children as well as how to manage emergency allergic reactions.

VI Health Records and Physical Examinations

A Child Health Records

- The Y maintains a written health record for each child as part of the child's individual record.
- Medical records of all children and staff members are considered confidential.
- Families must provide current health records.
- All children must receive the necessary immunizations as required by the Massachusetts Department of Public Health.
- Children are admitted to the program only if an immunization record has been submitted prior to admission AND a written physician's statement is submitted within 30 days after admission indicating that the child has had a complete physical examination within one year prior to admission for EEC licensed programs and 18 months for DPH licensed programs and then annually, or obtains written

verification from the child's adult family members that they object to such an examination on the ground that it conflicts with their religious beliefs. If a vaccine preventable disease has been introduced into the program, any children who are under-immunized due to a medical conditions or religious beliefs will be notified immediately so that the child can be excluded from the program until the health risk has passed.

- Written documentation is included in the child's record of when immunization is medically contraindicated or conflicts with religious beliefs.
- Families need to submit the following child health records:
 - Pertinent health history (such as allergies or chronic conditions).
 - Log of medications administered, injury reports, staff member's health observations.
 - Vision, hearing, developmental, and dental screening results, and health-related referrals.
 - Results of lead poisoning screening (in accordance with Department of Public Health guidelines).
 - Insurance information.

B Staff Member Physical Examination

All staff members adhere to the following requirements related to physical exams:

- The program maintains documentation regarding any people for whom immunizations are not required (any person who provides documentation that an immunization is medically contra-indicated, or any person who states in writing that immunizations conflict with their religious beliefs).
- All staff members provide appropriate evidence of a pre-employment physical examination within one year prior to employment that certifies they are free from communicable disease and indicates any physical limitations in working with young children. All staff renew their physical examination, which is valid for two years from the date of examination, every two years for EEC licensed programs and 18 months for DPH camps.
- Each staff member provides appropriate evidence of immunity to vaccine preventable diseases such as Measles, Rubella and Varicella or other preventable diseases in accordance with physician assessment and public health department guidelines.
- If, in the program's judgment, an employee's physical condition requires a current physical examination, the employee, upon program request, provides documentation of a current physical examination and indication of any physical limitations in working with children.
- If required by the Department of Public Health in the town where the program is located, all staff receive a TB skin test screening (Mantoux) prior to employment. Each person with positive reactions to the TB skin test gets a medical evaluation and a chest x-ray every two months.

VII Code of Conduct and Child Protection Policies

YMCA employees will report to their supervisor any indication of or warning signs concerning abuse involving a child, inappropriate behavior by an employee/volunteer, AND any instances of employees **violating this Code of Conduct**. YMCA employees who identify suspicious behavior or a violation of policy by a fellow employee must report the event immediately to their supervisor or if not available, the Branch Executive or Manager on duty, or to the Human Resource Department. Also, as it relates to child protection, all YMCA employees fall under the MA guidelines of Mandated Reporting and are mandated by law to report all incidents of suspected abuse or neglect of children under the age of 18.

A Code of Conduct

The MetroWest YMCA has established the following Code of Conduct Policy for all MetroWest YMCA employees.

The MetroWest YMCA reserves the right to take any corrective action it deems appropriate where, in its opinion, an employee fails to adhere to the standard of conduct, or in any other way acts in contradiction of the interests of the MetroWest YMCA or interferes with the relationships between the MetroWest YMCA and its members, its employees, and the general public. Corrective action will generally take the form of progressive discipline (i.e., reprimand/suspension/discharge). However, the seriousness of an employee's conduct, as determined exclusively by the MetroWest YMCA, will determine the severity of any disciplinary action.

1. At all times employees and volunteers must adhere to and comply with all written and stated policies of the MetroWest YMCA. This includes the Mission and Character Values of Caring, Honesty, Respect and Responsibility.
2. The MetroWest YMCA does not discriminate or interfere with the lifestyle of its employees, however, it does require that in the performance of their job all employees abide by the standards of conduct set forth by the YMCA.
3. Employees are required to have regular attendance (i.e., to be at work every day); to be on time for work (i.e., to be at his or her work station, ready to begin work, at the scheduled starting time); to be physically and mentally prepared for the job to be done; to put in a full day's work; to recognize and respond positively to supervision; to learn the job at hand, as well as new jobs; to modify work habits and schedules as required; to respond to the operational needs of the MetroWest YMCA and the needs of its members; and to cooperate with fellow employees and all others with whom work-related interactions occur.
4. Employees and volunteers must appear clean, neat, and appropriately attired, including an ID badge while on duty.
5. The YMCA reserves the right to review an employee's public My Space/Blog/Facebook, etc. sites. Employees may be subject to termination if the sites are deemed inappropriate and do not meet YMCA values.

The following list identifies by way of examples, but not limited to, a number of **typical** types of conduct for which the more severe penalties of suspension or discharge may be imposed by the MetroWest YMCA following the first offense:

- Falsification of employment application, personnel record, payroll record, or other record.
- Obtaining employment using false statements.
- Violation of the MetroWest YMCA's policies prohibiting unauthorized disclosure of confidential and proprietary information.
- Recruiting YMCA participants to another competitive business or activity.
- Theft, wrongful appropriation, and other forms of dishonesty, including, but not limited to, the unauthorized use of the MetroWest YMCA's time, material, equipment, or property.
- Any conduct that is deemed to be physically, emotionally, verbally, or sexually abusive.
- Discrimination against or harassment of a co-worker, supervisor or participant/member because of race, creed, religion, mental or physical disability, national origin, color, ancestry, gender, gender identity, age, marital status, citizenship, veteran's status, genetic information, sexual orientation, or other protected class.
- Inappropriate language, jokes, or sarcasm and/or use of threatening, intimidating, coercive, harassing, abusive, or vulgar language, sharing intimate details of one's personal life or engaging in any actual or threatened inappropriate conduct in the presence of or directed toward any MetroWest YMCA member,

child, parent, employee, or others with whom work-related interactions occur, regardless of where or when the use of such language or conduct occurs.

- Defaming a YMCA representative or a fellow employee.
- Insubordination in any form.
- Violation of safety and security procedures.
- Carrying, use of or threatening to use any weapon while on duty or on the premises.
- Using, possessing, or being under the influence of alcohol, marijuana, or illegal drugs during working hours, or on YMCA property or program sites.
- Smoking or use of tobacco on Y property or in the presence of children or adult family members during working hours.
- Fighting, horseplay, practical jokes, or other disorderly conduct which either does, or has the potential to, result in property damage or injury to a MetroWest YMCA employee or others.
- Sleeping on the job or otherwise neglecting job duties.
- Engaging in any other conduct in which the MetroWest YMCA's sole discretion has a detrimental effect on the MetroWest YMCA or its members.

Revised 02/21/2012

B Preventing Child Abuse and Neglect Strategies

The Y designed these preventive strategies to protect the children in Y programs and to protect Y staff and volunteers from being wrongly accused of incidences of child abuse.

- The Y has in place a comprehensive pre-employment screening procedure to screen out staff not suited for working with children.
- The Y will take any allegation or suspicion of child abuse seriously and will respond accordingly.
- Staff understand the legal obligation to report suspected abuse.
- Policies, procedures, and training are available relating to discipline, supervision, staff/participant interaction, staff, and volunteer Code of Conduct, etc.
- Staff understands what practices may be considered abusive and the difference between what may be considered appropriate and inappropriate touch.
- Defensive strategies have been identified for avoiding unfounded allegations in our yearly abuse prevention training for staff.
- Staff communicate frequently with families regarding day-to-day activities and encourage families to report or question any behavior or event their child may share that appears out of the ordinary.
- The Y encourages families to visit programs that their children attend unannounced
- Staff try to identify stressed families and offer support and referrals for help.
- Staff have learned how to discuss sensitive issues with children such as toileting, sleeping and questions about sex.
- Staff protect themselves and the Y by agreeing not to be alone with Y youth or program participants outside of Y programs or facilities (i.e., baby-sit, take children on trips, have them in their homes when others are not present, etc.).

C Mandated Reporting

In order to ensure the well-being of the children in our care, our staff have a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and Department of Early Education and Care, and to cooperate in any investigation of such possible neglect or abuse. (Massachusetts General Laws Chapter 119, Section 51A). We do not have discretion in this matter but must make such referrals whenever we have reasonable cause to believe that a child might have been harmed by anyone, including non-family members, and we

may be subject to criminal penalties if we fail to report such possible harm. Moreover, in grievous cases, we may refer the matter directly to the police or consult with the District Attorney as well.

As a licensed provider of early learning and out-of-school time programs, Massachusetts State Law mandate us to report all incidents of suspected child abuse or neglect to the Department of Children and Families. If a case of child abuse is suspected by a staff member or in the care of a staff member, the following procedures have been put in place.

D Child Protection Policy

The increasing incidence of reported child abuse has become a critical national concern. This is a special concern of the MetroWest YMCA because of our organization's role as an advocate for children and our responsibility for enhancing the personal growth and development of both children and adults in all MetroWest YMCA programs.

It is important to the YMCA that ALL employees, not just those who work directly with children, are aware of the expectations and approved conduct for employees and volunteers who interact with youth. It is likely that they will encounter children and/or youth programs throughout their role at the YMCA, and as a YMCA employee or volunteer they are a crucial component of creating an abuse-free zone at the YMCA. All staff and volunteers must be aware of the following requirements regarding conduct with children:

1. The Y completes reference checks on all prospective employees and program volunteers that are documented in the individual's file. A program volunteer is any person who works at the MetroWest YMCA to assist in any activity on a regular basis, including coaches without financial compensation.
2. All employees and program volunteers must have an annual background check (CORI – Criminal Offense Record Inquiry). Employment or continued employment and/or volunteer services will be determined based on the information obtained in the CORI reports. *(Please note there are additional SORI, DCF, and fingerprinting requirements for employees working in EEC licensed programs. See Background Record Check Policy in the Education Staff Manual for more details.)*
3. In order to protect MetroWest YMCA employees, volunteers, and program participants, at no time, may a staff person or volunteer be alone with a single child where others cannot observe them. When supervising children, employees and volunteers should space themselves in a way that other staff or volunteers can see them.
4. Within all licensed YMCA programs or other YMCA organized programs where participants are under the age of eleven (11), employees shall never leave a child unsupervised. Children must always be within sight and sound of an employee. Employees will utilize face counts attendance and the "rule of three" (*where an employee is one of the three*) during all transitions. During YMCA programs, all children must always be supervised in order to prevent sexual contact and aggression.
 - a The "rule of three" specifies that there should always be at least three people present – i.e., one employee and two or more children, or two employees and one child, **NOT three or more children unsupervised.**
5. All employees and program volunteers will complete a child abuse prevention training as required by the MetroWest YMCA within the approved time.
6. Parental permission must be given to take photos of YMCA participants. Employees are not permitted to use personal cell phones to photograph YMCA participants without YMCA approval. Employees and volunteers cannot use photographs taken at YMCA programs and/or of YMCA participants for purposes other than those directly related to the program or to the YMCA.
7. Employees and volunteers may not have private outside contact with children they meet in YMCA programs or at the YMCA and should never be alone with children they meet at the YMCA. Employees and volunteers whose children have relationships with other children who participate in YMCA

programs should never arrange one on one contacts nor put themselves in a position that causes them to be alone with those children. This includes babysitting, sleepovers, inviting children to your home and any contact via electronic means. Employees and volunteers are expected to notify the YMCA if a pre-existing relationship with a child or family exists.

8. Employees are not allowed to contact any YMCA member or program participant under the age of eighteen (18) for non-related YMCA communication. This includes, but is not limited to, contacts via email, instant messaging, text messaging, cellular/regular phone, social networking pages or other communication vehicles. Employees will not share their personal contact information with any children participating in YMCA programs. Any and all contact made by the YMCA or on behalf of the YMCA shall be ONLY via approved YMCA issued communication accounts, such as, but not limited to, phone/cell phone, YMCA email account, YMCA approved/sanctioned social networking page or web site.
9. Restroom supervision for all licensed YMCA programs or other YMCA organized programs where participants are under the age of eleven (11): When multiple children are in the bathroom or locker room, YMCA employees will be standing in the doorway so they can have at least auditory supervision of the children. This policy allows privacy for the children and protection for the employee (not being alone with a child). The same bathroom supervision standards apply to off-site locations as well.
 - a. While assisting younger children, doors to the facility must remain open.
 - b. No child, regardless of age, should ever enter a bathroom alone on a field trip.
10. Employees will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say "no." Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
11. Employees are not allowed to transport children in their own vehicles except for emergencies. Should an emergency occur and personal transportation is necessary, a second person is required to ride along. In such instances, employees must notify and get approval of a management level director before providing transportation.
12. Employees and volunteers will not give gifts (even small gifts), ask kids to keep secrets, or show favoritism to certain children. All will abide by the YMCA's approved physical and verbal guidelines set forth for interactions with youth as outlined in state guidelines and YMCA trainings (regarding sitting on laps, frontal hugs, secrets, tickling, etc.).
13. In a licensed program, under no circumstances should employees release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA). Drop-off and pick-up procedures must always be followed. If there is any doubt regarding the identity of the person picking up, ID will be required. For all other programs, employees are expected to follow all department specific procedures for child pick-up.
14. Employees may not date program participants under the age of 18 years of age.
15. Employees should never abuse children, including:

| | |
|-----------------|--|
| Physical abuse: | strike, shake, slap |
| Verbal abuse: | humiliate, degrade, threaten |
| Sexual abuse: | inappropriate touch, exploitation, verbal exchange |
| Mental abuse: | shaming, withholding love, cruelty |
| Neglect: | withholding/forcing food, water, basic care, etc. |
16. Employees must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
 - a. Employees will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline.
 - b. Physical restraint (supportively holding a child in the least restrictive way) is used only in pre-determined situations (necessary to protect the child or other children from imminent danger. All incidents must be immediately reported to your supervisor, parent notified (always maintaining confidentiality) and documented.

17. Employees should report any concerns about a child's physical condition, noting any fever, bumps, bruises, burns, etc. to a management level director. Questions or comments will be addressed to the parent or child in an open-ended, non-threatening way. Any questionable marks or responses will be documented and reported to a management level director.
18. Employees shall respond to children or families with respect and consideration and treat all children or families equally regardless of race, creed, religion, mental or physical disability, national origin, color, ancestry, gender, gender identity, age, marital status, citizenship, veteran's status, genetic information, sexual orientation, or ability to pay. Care will be given to respect children's special needs.
19. Employees are expected to serve as positive role models for youth by exhibiting professionalism in all interactions, portray an attitude of respect, loyalty, patience, courtesy, tact, maturity and always maintain the confidentiality of children and families.
20. Employees are required to read and sign all policies related to preventing, recognizing, responding, and documenting and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
21. Employees and volunteers must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
22. The MetroWest YMCA has an open-door policy, which encourages adult family members to drop by and observe at any time the program their child is participating in.

Revised 02/21/2012

Appropriate Physical Contact by YMCA staff

Appropriate physical contact:

- Side hugs
- Shoulder-to-shoulder or "temple" hugs
- Pats on the shoulder or back
- Handshakes
- High-fives
- Verbal praise
- Pats on the head when culturally appropriate
- Touching hands, shoulders, and arms
- Arms around shoulders
- Holding hands with young children in escorting situations
- Special accommodations for individual children that have been preapproved by the child's parent/guardian and supervisor. Documentation and training may be required.

Inappropriate physical contact:

- Full-frontal hugs
- Kisses
- Showing affection in isolated areas
- Wrestling
- Piggyback rides
- Tickling
- Lap sitting for children in kindergarten or older
- Allowing a youth to cling to an employee's or volunteer's leg except for children under 3
- Any type of massage given by or to a youth
- Any form of affection that is unwanted by the youth or the staff
- Compliments relating to physique or body development
- Touching bottom, chest, or genital areas unless changing a diaper

E MetroWest YMCA Procedures for Reporting Suspected Child Abuse

The MetroWest YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline. The Y will not tolerate the following disciplinary techniques at any time: physical punishment, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small, locked rooms or verbal or emotional abuse. Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

If there is an accusation of child abuse, the YMCA will take prompt and immediate action as follows:

1. At the first report or possible (probable) cause to believe that child abuse has occurred, the employed staff person it has been reported to will notify the Program Director, who will then review the incident with the YMCA President, or his/her designee. However, if the program director is not immediately available, the staff person should report to the senior staff member. This review by the supervisor cannot in any way deter the reporting of child abuse by the mandated reporter. Most states mandate each teacher or early education and care provider to report information they have learned in their professional role regarding suspected child abuse. Staff who report suspicions of child abuse/neglect where they work are immune from discharge, retaliation, or other disciplinary action for that reason alone, unless it is proven that the report was intended to do harm. In most states, mandated reporters are granted immunity from prosecution.
2. The YMCA will make a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved. The person receiving the initial report will be responsible for confirming the facts reported and the condition of the child on the day of the first report.
3. After the information is secured and documented, the President or his/her designee will then determine if the Department of Children and Families (DCF) needs to be notified. If so, they will call DCF at (508) 872-8122 (8:00am to 4:00pm) or (800) 792-5200 (after business hours) and file a 51A report. Within 48 hours a formal 51A will be filed with the Department of Children and Families. If any of the individuals involved are enrolled in a licensed program, the appropriate licensing agency will be notified immediately that a 51A was filed.
4. In the event the reported incident(s) involve a program volunteer or employed staff, the President will use his/her discretion to either suspend the volunteer or staff person from the YMCA or give them administrative tasks away from children if available and appropriate.
5. If appropriate, the parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency.
6. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related because of the youth-involved nature of the YMCA.
7. Reinstatement of the program volunteer or employed staff person will occur only after all allegations have been cleared by DCF to the satisfaction of the persons named in #1 above and EEC, if relevant. At the time of reinstatement, the staff person will receive back pay.
8. All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information, and therefore, should only discuss the incident with the people directly involved.

Section Two – Emergency Information

Health Care Consultant: Jeffrey Zaref, MD

Reliant Medical, Framingham, 761 Worcester Road (Rt. 9), Framingham, MA 01701

Tel: (508) 872-1260; Fax: (508) 879-7913

Fire Department: 911; (508) 620-4951

Police and/or Ambulance Rescue: 911; (508) 872-1212

Poison Control Center: 1-800-222-1222

Department of Children and Families/Child Abuse and Neglect: (508) 424-0100

Health Department: Framingham (508) 532-5470; Hopkinton (508) 497-9725

Emergency Health Care Facility: MetroWest Medical Center 508-879-7111

Information for Emergency Personnel Site Specific Information:

Early Learning Center

282 Old Connecticut Path, Framingham

Entrance located in back of building

(508) 626-8271 x251

School's Out Framingham

280 Old Connecticut Path, Framingham

Use front entrance or entrance near pool

(508) 879-4420

School's Out Ashland @ Ashland Middle

87 W. Union Street, Ashland

Program phone: (508) 416-7597

School phone: (508) 881-0167

(Use door to "little gym" door closest to fields)

School's Out Hopkinton @ Marathon

129 Hayden Rowe Street

Program phone: (774) 279-4367

School phone: (508) 497-9875

Enter through door 5 in rear of building

School's Out Hopkinton @ Elmwood

14 Elm Street

Program phone: (774) 410-3970

School phone: (508) 497-9860

School's Out Hopkinton @ Hopkins

104 Hayden Rowe Street

Program phone: (774) 410-3962

School phone: (508) 497-9824

School's Out Natick @ East (and Y STEAM Camp)

90 Oak Street, Natick

Program phone: (508) 661-9912

Enter through door at back of building

School's Out Natick @ Johnson

99 South Main Street, Natick

Program phone: (508) 907-0475

Enter through first floor at rear of building

School's Out Wayland @ Camp Chickami

139 Boston Post Road, Wayland

Program phone: (508) 907-0381

Camp Clearbrook

120 Parker Road, Framingham

(508) 405-0350

Camp OCP and Ninja Sports Camp

280 Old Connecticut Path, Framingham

(508) 879-4420

Hopkinton Day Camp, Outdoor Center

45 East Street, Hopkinton

(508) 435-9345

Designated Staff for Emergencies:

Framingham and Education supervisor on call: 508-879-4420

Hopkinton supervisor on call: 508-435-9345

I Plans for Meeting Potential Emergencies

For all emergencies, the Director will work with the MetroWest YMCA Senior Leadership team including the President/CEO, Chief Operating Officer, Executive Director of Education, and Branch Executive Directors to determine the best response to the situation. If the Director is not available, the Site Director or staff member in charge will follow the directions of the Senior Leadership staff member. Staff must manage all emergency situations in an appropriate manner and be able to communicate basic emergency information to emergency personnel.

Individual program sites may have modifications to the emergency procedures based on their specific operating procedures, staff, and location. Please see site supervisors for location specific policies.

A Early Emergency Awareness Plan

Since all emergencies cannot be prevented, the MetroWest YMCA has taken these steps to become aware of urgent situations to prevent them from becoming disasters:

Fire extinguishers, fire alarms, smoke detectors, and carbon monoxide detectors are installed in each classroom and throughout program buildings to provide early warning to potential emergencies. Fire extinguishers and alarms are serviced annually. Fire alarms, smoke detectors, and carbon monoxide detectors are tested monthly. A written log of all testing, routine maintenance, and servicing (including battery changes) are maintained.

B Missing or Abducted Child

1. Staff are to immediately cease activity, take attendance and begin the search for the missing child.
2. Check bathrooms, lockers, play structures, program areas and other children's activities/groups.
3. If child is not located (within a few minutes) notify the Director and Member Service Staff or other administrative office staff
4. The administrative office staff/Member Service Staff will notify the supervisor in charge who will initiate a facility lock down.
5. The Emergency Response Team (administrative team on site) will report to the Main Lobby area or central location to assist and position themselves at each entrance & exit door of the facility with a radio & NOBODY will be permitted to leave with a child without authorization until all is clear.
6. All program areas are advised to stay in their respective areas & to take attendance to be sure everyone is accounted for.

The following information is VERY IMPORTANT:

1. *Child's name, age, race, primary language, height, weight, date of birth, SKIN & hair color*
 2. *Clothing that he/she was wearing & any other identifying features.*
 3. *Location & time child was noticed missing.*
 4. *Last place child was seen or going.*
 5. *If child abduction is suspected, were there any suspicious vehicles or persons located around the facility?
Appearance of the person or vehicle?*
 6. *Is the parent or guardian present?*
 7. An organized search of the facility inside & out will be activated *starting with:*
 - Classrooms
 - Bathrooms
 - Closets
 - Dramatic play furniture
 - Pool
 - Locker Rooms
 - Game Room/Play Structure
 - Parking Lot
- **Check everywhere a child could be hiding*

8. **Prioritize the search based on current knowledge of the situation.**
9. The program supervisor will contact the guardian to inquire if they have any information related to the location of the missing child.
10. If guardian does not know the location and child **IS NOT** located **with-in 10 minutes:**
11. The program supervisor will have the staff member responsible for the child call 911, (or staff with the VERY IMPORTANT information needed will call 911).
12. Y staff members will continue to search.
13. The program supervisor will stay at the site as the contact person for the police department, child's family, and YMCA.
14. The Branch Executive Director or the program supervisor will notify the COO &/or the President/CEO.
15. Police should be asked if an **Amber Alert** is an option that should be considered.
16. The program supervisor will complete an incident report recapping the situation and share it with the branch leadership and the COO.

C Plan for Evacuation of Program in Emergency

- Evacuation instructions are posted at each exit.
- Children will walk escorted by their staff members to the nearest exit.
- Using daily attendance records, staff check attendance to make sure all children are evacuated safely. Roll is called following evacuation to check for location of all children. Director/Site Director or staff member in charge leaves the building last, after having checked all rooms in the program for any stragglers. Each classroom will bring the emergency contact information, first aid kit, and attendance records during an evacuation. For the toddler classroom, extra diapers and wipes will be kept with the first aid materials so that they can be easily accessible in the case of a long-term evacuation.

Evacuation/Fire drills take place at least monthly for all EEC licensed programs and each session for summer camps. The Director/Site Director is responsible for assuring that evacuation/fire drills are held at different times of the program day, using different exits, and are practiced with all groups of children. Specific procedures for each site will be provided and explained by the Director to all staff. The Director documents the date, time and effectiveness of each drill and maintains documentation of the above-mentioned drills.

D Evacuation in the Event of a Security Threat or Natural Disaster Including Bomb Threat and Fire

In the event of a security threat or natural disaster, the MetroWest YMCA will contact the appropriate local authority to help determine the appropriate response. Based on the information provided, the Director or other administrator will determine whether shelter in place or evacuation will take place. If alternative shelter is required in Hopkinton, program staff and children will relocate into another building on the property. For the Framingham and Natick based programs, the MetroWest YMCA will work with local authorities to determine the best evacuation location based on the specific details of the situation. Children will walk to a safe and secure environment when possible. If transportation is required, children will be transported using MetroWest YMCA vehicles or school buses.

- Adult family members will be contacted with details as soon as possible and given updates as appropriate.
- When possible, a cell phone, diapers, wipes, and appropriate food will be collected.

E Utility Failure Including Loss of Power, Heat or Hot Water

In the event of a utility failure, the Director will work with the Building and Grounds staff at the Branch or at the host location to determine the appropriate response. The response will include consideration of multiple factors such as the time of day, the weather, program location, severity of the failure, and

approximate time for the utility to resume. When possible, short-term accommodations will be made so that the program can continue operating while maintaining the health and safety of the children and staff until the utility has been restored.

F Unknown Intruder (Unrecognized Person) Procedures

In case that an unrecognized person is seen in at the Y, the following procedure will be followed. An unrecognized visitor is any person not wearing a YMCA staff tee shirt, name tag or with a Y staff member.

If any staff member observes an unrecognized person (who appears non-threatening and unarmed) entering licensed programming space such as Early Learning Center classroom, camp program space, or School's Out site, they must approach the person and ask if they need assistance and inform them that you are going to escort them to the front desk or other designated location; contact the site supervisor or front office if appropriate.

If an unrecognized person appears threatening or armed – **DO NOT APPROACH**. Move children to a safe area and contact the site supervisor and office via radio if appropriate using the words, "Unknown intruder" with the location. Once a supervisor is alerted, the supervisor will take the following actions:

- 1 The supervisor will proceed to the last location the person was seen.
- 2 The supervisor will be in contact with other staff members when approaching the unrecognized person.
- 3 A staff member who is not with the unrecognized person will contact the necessary authorities if the unrecognized person needs to be escorted off the property with additional assistance (police, county sheriff).
- 4 The supervisor will speak to the unrecognized person to determine the identity of the person and why they are in the program space.
- 5 To determine if the person is to be in the program space, the supervisor will check the person's driver license and confirm their reason for being at the program. If it is determined that the person would be approved to be in the program space, the supervisor will inform others to lower the warning.
- 6 If the supervisor decides the threat level of the unrecognized entrant is high, then the staff at the office will be alerted and will proceed to call the proper authorities. While authorities are on route, the supervisor will do what they can to keep the authorized person at the location.
- 7 If the unrecognized person is confirmed but cannot be located, the supervisor will use the radio to inform program staff where they should bring the children. Staff are encouraged to use various routes so as not to alert the unrecognized visitor to your location. Staff must complete a name to face attendance and confirm that all staff, volunteers, and children are present.
- 8 After an incident has occurred, the staff will review any unrecognized entrant and adjust procedures to ensure protection of children, staff, and volunteers.

1 Civil Disturbance

To prevent unwanted intrusion, never open a side door or emergency exit for an individual.

If staff notices suspicious behavior:

- The first responder will notify the program supervisor and administrative office staff including Member Service Desk if appropriate.
- The program supervisor/administrative office staff will inform the other leadership team onsite (Emergency Response Team) to share the location of the intruder.
- ERT members report to the location of emergency & immediately assist.

2 Suspicious/Unauthorized Person

A civil disturbance is an emergency disruption caused by the action of a person or several people, which requires an appropriate response by YMCA staff or local authorities.

- The first responder/program supervisor will approach the person only if it is safe to do so.
- Be polite, introduce yourselves and ask them if they need assistance. Invite them to meet with administrative staff or the Member Service Desk to determine the next steps.
- If they refuse and do not leave the location, contact 911.

3 Fighting

The first responder/program supervisor should try to break it up verbally. If possible, determine what happened and have the individuals leave the site.

The program supervisor will call 911 if the situation is not quickly under control.

Program participants should remain in their designated program area or move to a designated area in the building until the situation is either under control or has been isolated.

Staff members will make sure all other program participants/members are safe and away from the disruption.

4 Intruder

If there is **any** intent to harm (either with or without a weapon), the program supervisor will have the administrative office staff/Member Service staff call 911 for assistance.

- Be aware of intruder's actions (where are they located & if they are carrying a weapon).
- Staff monitor the entrances to the building to prevent anyone from entering the facility if there is any danger.
- **All programs are required to stay in their respective areas and take attendance to ensure the location of everyone**
- Limit movement of participants & remain in area until the situation is clear.
- If the intruder is armed and **indoors** – all program areas and members will be instructed to evacuate the building if it can be done safely through exit doors away from the intruder.
- If the intruder is armed and **outdoors** – staff and program participants will be instructed to move away from the intruder and inside when possible until the situation is under control.
- If indoors, and unable to exit the building:
 - make sure all other program participants/members shelter in an area out of view, away from windows and doors.
 - If possible, block entryways, secure doors and windows, turn off lights, stay out of sight and be very quiet.

5 Armed Intruder

If any individual with a weapon approaches,

- Instruct participants to move away from the intruder. If indoors, try to move outside if safe to do so and if outdoors, try to move indoors if possible.
- If gunshots are heard, immediately take cover, or lie on the ground.

After the All Clear, account for all members and staff and administer any necessary first aid.

- The program supervisor will complete an incident report recapping the situation and share it with the Branch Executives and the COO.

G Active Shooter Response

The threat of an active shooter is rare but very real. Use **ALICE** to ensure everyone is prepared to respond to violence with confidence and resilience:

A – Alert

ALERT is when you first become aware of a threat. Alert is overcoming denial, recognizing the signs of danger, and receiving notifications about the danger from others. Alerts should be accepted, taken seriously, and should help you make survival decisions based on your circumstances.

L – Lockdown

Barricade the room. Prepare to EVACUATE or COUNTER if needed. If EVACUATION is not a safe option, barricade entry points into your room in to create a semi-secure starting point.

I – Inform

Communicate the violent intruder’s location and direction in real time. Armed intruder situations are unpredictable and evolve quickly, which means that ongoing, real-time information is key to making effective survival decisions. Information should always be clear, direct and in plain language. If the shooter is in an isolated section of a building, staff and members can safely evacuate while those in direct danger can perform enhanced lockdown and prepare to counter.

C – Counter

Counter is a strategy of last resort. Counter focuses on actions that create noise, movement, distance, and distraction with the intent of reducing the shooter’s ability to shoot accurately. Counter is NOT fighting. Creating a dynamic environment decreases the shooter’s chance of hitting a target and can provide the precious seconds needed to evacuate.

E – Evacuate

When safe to do so, evacuate the danger zone. Stay calm and move quickly.

The program supervisor will complete an incident report recapping the situation and share it with the branch leadership and the COO.

II Health Emergencies and Illness

The program will immediately report to EEC or DPH/local Board of Health any injury to, or illness of, any child which occurs during the hours while the child is enrolled in the program that requires hospitalization or emergency medical treatment. The Early Learning Center will also notify Framingham Public Schools if the emergency involves a child enrolled in the Partnerships for Early Learners classrooms.

A Emergency Procedures During Standard Programming – Life Threatening or Urgent Emergency Medical Situation

Examples include but are not limited to potential concussion, broken bone, third degree burn, seizure, excessive bleeding, heart/heat or respiratory related. These serious medical emergencies require the Emergency Response Team (ERT) consisting of Y program and organization leadership involvement and Emergency Medical Service (EMS).

- Method of Transportation: Emergency vehicle. A Y staff member will ride with “victim.” Child’s records will be taken with the responsible person.
- Notification of adult family members: In cases of emergency or illness the teacher or the Director/Site Director will notify the family.

The first responder will:

- 1 Notify program leadership and administrative office staff (Emergency Response Team) including the Member Service Staff based on location
- 2 The first responder will administer First Aid and CPR to the child as deemed necessary based on the nature of the emergency.
- 3 Refrain from moving the victim unless it is necessary for safety reasons.
- 4 Make the victim as comfortable as possible.
- 5 **Never** turn over care to the public, they can **only** assist YMCA staff in giving care.

The program supervisor will provide leadership and direction for the following:

- 1 Call emergency medical services (911)
- 2 Designate people to wait outside and/or hold open doors to guide EMS to the location of the emergency.
- 3 Relocate individuals not directly related to supporting the situation will be directed to another location
- 4 Call the child's legal guardian.
- 5 Gather the child's medical information and emergency consents to the doctor's office or emergency room
- 6 Coordinate who will remain with the injured party until EMS arrives and potentially travel with the child to the hospital and wait until the child's family arrives.
- 7 Stay in contact with the family to determine the status of the individual, make sure all the documentation is completed, and communicate appropriately to branch leadership and COO.

The Emergency Response Team (ERT) and administrative staff will report to the location of the emergency and immediately assist. When possible, they will bring the AED, oxygen, first aid materials and a radio to the scene.

1 Specific Injury Protocols

Head Trauma/Concussion – LIFE THREATENING

If someone presents any of the following symptoms of a concussion, EMS must be contacted by calling 911.

- Loss of consciousness
- Problems with both eyes tracking movement (can they follow your finger)
- Blurred vision
- Dizziness or loss of balance
- Nausea or vomiting
- Loss of memory, confusion, or memory problems
- Discharge from ear or nose
- Numbness to limbs
- Severe headache
- Noise or light sensitivity
- Groggy, sluggish, or excessive sleepiness
- Slurred speech

Treatment:

- Rest in quiet, dim lit, and cool area with constant supervision **until EMS arrival**
- Individuals cannot return to regular Y activities without a note from a physician.

Heat Stroke – LIFE THREATENING

If someone presents any of the following symptoms of a heat stroke, EMS must be contacted by calling 911.

- Hot, dry skin – not sweating any longer
- Red, flushed face
- Rapid pulse
- Dizziness
- Nausea
- Headache
- May become unconscious
- Temperature well above normal (102 degrees or higher)

Treatment

- Rest in nearest cool location with constant supervision **until EMS arrival**
- Cool rag on head, neck, or armpit area
- Loosen and remove any extra clothing

2 Non-Life Threatening

If a person is injured or ill, staff should make the individual as comfortable as possible.

- The first responder determines if it is an illness or injury and provides first aid if certified. If not certified, responder contacts someone who is certified to provide first aid.
- In certain situations, the SAMPLE guidelines may be useful:
 - S – signs & symptoms
 - A - allergies
 - M - medications
 - P – pertinent past medical history
 - L – last intake
 - E – events leading up to event
- Do not move anyone who is seriously injured.
- Contact the program leadership/Member Service Desk to report the situation & bring the first aid kit if appropriate.
- If necessary, call 911 or arrange for the individual's family for transport.
- Complete appropriate accident report forms for supervisor approval. Provide copy to family and copy in child's record.

B Emergency Procedures for Field Trips

- Written contingency plans will be brought on all field trips: (natural disasters, lost camper/swimmer, injuries, and illnesses)
- Once an emergency is assessed, 911 is dialed and the victim is transported in the emergency vehicle to the nearest hospital or the hospital requested by the child's adult family members on the Authorization and Consent Form. A staff member rides with the child, taking along the child's records.
- Staff notify adult family members. If adult family members cannot be contacted, back up numbers listed on enrollment paperwork will be contacted.
- The Director is notified. If the Director/Site Director cannot be reached, another professional staff person should be notified.
- Adult chaperones, staff and drivers will transport the remaining children back to the Center. Additional help may be summoned from the MetroWest YMCA if needed in accompanying the group back from the trip.

C Vehicle Emergencies

1 Medical Emergency on Y Vehicle

The Driver will:

- 1 Pull the vehicle off the road to a safe spot.
- 2 Try to make the child comfortable and perform first aid as is necessary.
- 3 Use the vehicle phone to call 911 if the situation is considered serious.
- 4 Call the program supervisor to report the emergency. If the supervisor is unavailable, the driver should contact the Framingham Branch Member Service Desk who will notify the program leadership responsible for related program.
- 5 The program supervisor will work with the staff person responsible for the program to arrange for the support needed at the scene or at the program site.

2 Disabled Vehicle

If the vehicle becomes disabled, the driver will:

- 1 Pull the vehicle off the road to a safe location.
- 2 Call the program supervisor to report the situation. If the supervisor is unavailable, the driver should contact the Framingham Branch Member Service Desk who will notify the program leadership responsible for related program.
- 3 The program supervisor will:
 - a. contact the Facilities Director to manage the maintenance needs of the vehicle.
 - b. Arrange supervision of the children and alternative transportation.
 - c. Notify the parents of the children and if appropriate, regulatory body.

3 Moving Violation or Accident While Children are on Vehicle

The Driver, with support from the staff, will

- 1 Immediately assess the situation
- 2 *During an emergency when it is unsafe to remain in the vehicle the Driver should clear the vehicle. Everyone including staff should be moved away from the vehicle to a place of safety which is also away from any other traffic hazard.*
- 3 Determine if there are any injuries. Call 911 if anyone is potentially hurt seriously.
- 4 Administer first aid for minor injuries first aid as necessary.
- 5 Report the incident to the program supervisor. If the supervisor is unavailable, the driver should contact the Framingham Branch Member Service Desk who will notify the program leadership responsible for related program.
- 6 The program supervisor will:
 - a. Arrange for alternative transportation
 - b. notify the families of the children involved and if appropriate, regulatory body.
 - c. Accidents must be reported in accordance with applicable accident reporting laws and requirements including completing and submitting documentation to Y's Insurance Companies (Fitt's Insurance, Redwoods Insurance Company...)