

OPERATIONS



A quality program employs reliable systems that foster responsible fiscal management, address sustainability, and project the need for constant enhancement of the program, safety, staff, and youth through evaluation.

CORE COMPETENCIES

Child/Adolescent Observation and Assessment
Health, Safety, and Nutrition
Program Planning and Development

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GUIDELINE 1: *The program has a clear, coherent mission statement, and business plan.*

- 1.1** A written statement of mission and goals encompassing all aspects of the program (staff, financial, community).
 - 1.2** Participant, staff, parent/guardians, and board member involvement in long-term decision making and planning efforts.
 - 1.3** A marketing strategy to promote and publicize the program.
 - 1.4** Compliance with required governmental mandates including licensing standards, if applicable.
 - 1.5** Appropriate business and bookkeeping practices, including an approved budget that is reviewed and adjusted on a systematic basis.
 - 1.6** Quarterly meetings with partners, board members, and other community supporters.
 - 1.7** A long term plan for sustaining and growing the afterschool program.
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GUIDELINE 2: *The program is guided by clearly written policies and procedures for staff, volunteers, and the administration.*

- 2.1** A personnel manual and written job description for each job/volunteer position. Staff/volunteers read the manual and agree in writing to comply with the policies/regulations.
- 2.2** A written policy/procedure manual explaining daily practices and health and safety issues.
- 2.3** Orientation for all staff/volunteers within one month of beginning employment or volunteer experiences. Orientation to include: mission and goals; licensing regulations, if applicable; program policies and procedures; supervision; health and safety practices; daily program of activities; confidentiality; crisis management; universal precautions; signs and symptoms of illness; mandated reporting of child abuse and neglect; and critical incidents.
- 2.4** Regularly scheduled meetings with expected staff attendance and documented minutes. Volunteers encouraged to attend.
- 2.5** On-going education requirements developed to address needs of the staff and continuous improvement strategies.
- 2.6** Critical incidents documented and copies provided to the parent/guardian of the child involved.
- 2.7** Surveys and feedback from youth, parents, staff, and community members.

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GUIDELINE 3: *Maintain accurate and ongoing written documentation.*

- 3.1** Personnel files maintained for staff and volunteers including documentation required by internal policy/state regulation (References, background checks, health assessments that include TB testing, training documentation, signed manual compliance sheet).
- 3.2** Daily attendance records for participants, a system for checking participants in and out of the program, snack/meal consumption, and a record of their activities.
- 3.3** Program participant files including documentation required by internal policy or state regulation (EMR contacts, medication forms, enrollment forms, health assessments, immunizations, critical incident reports, and persons authorized to pick up the child).

- 3.4 A systematic process to record and track program expenses.
 - 3.5 Submission of required reports to partners in a timely fashion.
 - 3.6 A system for processing and tracking program-related income (donations and payments).
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GUIDELINE 4: *Qualified staff members are recruited and hired with sensitivity to diversity and culture.*

- 4.1 Staff members hired in compliance with internal policies/state training standards.
 - 4.2 Adequate staff-to-participant ratios that comply with internal policies/state standards.
 - 4.3 A written training plan based upon needs assessment of staff and volunteers.
 - 4.4 Use of multiple recruitment strategies to locate qualified staff.
 - 4.5 A self-assessment and a continuous improvement plan.
 - 4.6 A recognition program for staff and volunteers.
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GUIDELINE 5: *Indoor and outdoor space adequately meet the needs of all youth.*

- 5.1 Adequately accommodating varying program activities (tutoring, independent study, active play, quiet play, socializing, and eating).
- 5.2 Adequate and convenient storage space for equipment, materials, and personal possessions for youth and staff members.
- 5.3 Adequate space and equipment that encourages independence and creativity.
- 5.4 Appropriate youth access to materials.
- 5.5 Restrooms and drinking facilities to meet the needs of youth and staff.
- 5.6 An emotionally and physically welcoming environment for youth that reflects the diversity of the population served.
- 5.7 A safe and separate area for children who become ill while attending the program.

- 5.8 Physical environment modified to meet the needs of special populations.
 - 5.9 A variety of outdoor equipment and games encouraging both active and quiet activities.
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GUIDELINE 6: *The program provides a physically safe, sanitary, and securely monitored environment to meet the needs of all youth.*

- 6.1 Absence of observable safety hazards in the program space.
 - 6.2 Appropriate background checks for all staff members and volunteers.
 - 6.3 Appropriate medical screenings and physicals for staff and volunteers.
 - 6.4 Adequate hand washing facilities for staff and youth.
 - 6.5 Constant supervision and awareness of youth and their activities; Staff knows where youth are and what they are doing at all times. Staff utilizes check out/sign out procedure.
 - 6.6 At least one staff member with a current first aid certificate, including CPR training present at all times.
 - 6.7 Appropriately controlled climate.
 - 6.8 Secure, safe, clean, and sanitary program space.
 - 6.9 Staff properly trained in safety and emergency procedures. Emergency plans are displayed for all to see.
 - 6.10 Emergency drills for fire and natural or other disasters are practiced regularly. All staff, participants, and guardians are familiar and comfortable with the emergency drills and plans.
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