

*Tammassee*  
**HOPE VILLAGE**



**Afterschool and  
Full Day Programs  
PARENT HANDBOOK 2025-2026**

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# Tamassee Hope Village

## Organizational Statements

### Vision

Empowering today's families and students for tomorrow's journey.

### Mission

Tamassee is a place to belong where everyone experiences the peace of God, heal where mothers and children embrace holistic recovery and long-term success, and grow where students engage a passion for learning and exceptional citizenship.

### Values

#### **We inspire family.**

We believe the Triune God blesses and heals us through biological and spiritual families. We welcome each other to be at home in the Tamassee family, see the inherent value and unique gifts of each person, and empower one another to be our true and best selves in healthy relationships.

#### **We never stop learning.**

We love to learn because there is always something new to discover and wonderful to explore. We are committed to ongoing learning and development because education brightens our future and expands our impact and influence.

#### **We maximize every opportunity and resource.**

We strive to be present at every moment so we never miss an opportunity to impact others positively. We seek creative solutions no matter the challenge, and we maximize every resource entrusted to us.

#### **We own our excellence.**

We are committed to doing everything with the highest standards of excellence and utilizing our best practices. Each team member takes ownership to act with integrity, always follow through, and support others' success.

#### **We have fun!**

We believe we are made to be happy and to enjoy each other and the good things of life. We believe learning is meant to be fun. We laugh and play. We even turn our challenges into opportunities to shine and revel in each other's success.

# Navigators Afterschool Components

The Navigators Afterschool Program at Tamassee Hope Village values each student. We aim to support each child through activities that are designed to enable them to become stronger individuals both inside and outside of the classroom. The Navigators Afterschool Program is an inclusive program, accepting students from all backgrounds. Staff will make every attempt to develop adaptations and modifications necessary to meet the needs of the children.

The four major components of the program are as follows:

## Academics

Staff and tutors will help children to excel in homework completion and subject areas using evidence-based curriculum and tutoring. The goal is to ensure that every child can achieve grade-level proficiency in reading and math.

## Citizenship

Using a project-based citizenship curriculum, students will learn the value of good citizenship through both individual and team-oriented competition. Staff will help to guide and inspire students to be proud Americans and contribute to society as a future generation of leaders.

## Enrichment

Children will learn new skills and gain confidence through a variety of enrichment activities: STEM, Arts & Crafts, Sports & Recreation, Outdoor activities, and Health & Wellness.

## Resilience

Using trauma-informed principles, staff will help students enhance their coping and resiliency skills to better handle stress and anxiety.

# Student Bill of Rights

Each child deserves to be treated with dignity and respect. These are a list of student rights for the Afterschool Program:

- You will be treated with compassion, dignity, and respect.
- Your needs will be met in a timely and polite manner.
- Staff will talk with you in a respectful manner.
- Staff will make every effort to ensure your safety and to ensure that your basic needs are met.
- You have the right to receive competent care while you are here.

- You have the right to report suspected abuse or neglect of self or others without fear of consequences.
- You have the right to go to school in an environment free of bullying or harassment and to have reporting of any such activity be dealt with quickly, thoroughly, and fairly.
- You have the right to fair treatment that is not influenced by race, gender, sexual orientation, ethnicity, age, or disability.
- You have the right to express and practice your spiritual and religious beliefs.

The Student Bill of Rights is meant to empower students and create a sense of ownership within the program. As the students begin the school year, they will be given the chance to add and adjust these rights as desired, as well as create their own responsibilities to which they will be held accountable.

## Staff Code of Ethics

The Afterschool Program is committed to a code of ethics that guides the performance, conduct, and behavior of its staff. This code offers guidance for responsible behavior and will ensure the highest level of professionalism in the operation and activities of the Program. Staff will adhere to this code of ethics and will be held accountable for their actions:

1. Staff will not harm children and will not participate in practices that are emotionally or physically harmful, disrespectful, degrading, dangerous, exploitive, or intimidating to children.
2. Staff will respect their colleagues and support them in maintaining this Code of Ethics.
3. Staff will promote safe and healthy working conditions and policies that foster respect, cooperation, collaboration, competence, well-being, confidentiality, and self-esteem in staff members.
4. Staff will not participate in practices that are in violation of laws and regulations protecting children in youth programs.
5. Staff will demonstrate respect and professional courtesy in their relationships with others.
6. Staff will not discriminate against children or families on the basis of sex, race, National origin, religious beliefs, medical condition, disability, or the marital status/family structure, sexual orientation or religious beliefs of their families.

## Hours & Leadership

### Program Hours

Regular School Days: 3:00 pm – 6:00 pm

Full Days: 7:30 am – 6:00 pm

### Afterschool Staff Hours

Program Director: 12:00 pm – 6:00 pm

Teachers: 1:00 pm – 6:00 pm

### Afterschool Leadership and Tamassee Administration

**Jennifer Holland, Afterschool and Summer Director**

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864-944-1390 x115

**Open, Afterschool and Summer Assistant Director**

**Jan Honeycutt, Human Resources and Education Officer**

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**Jon Holland, Chief Executive Officer**

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864-944-1390 x103

## Staff and Volunteers

As part of the Afterschool Program, children will be working alongside both volunteers and staff. Staff will be over the age of 18 and cleared of criminal and child abuse backgrounds. Staff will also be expected to have experience in childcare or education, and they will receive professional development training throughout the school year.

Lead volunteers will need to be at least 16 years old, with exceptions to certain clubs and private groups that choose to provide only short-term and non-recurrent volunteer services. Volunteers over the age of 18 will receive criminal and child abuse background checks, as well as volunteer orientation. Volunteers are here to support the extra needs of our program and while they are treated as staff and held to similar childcare expectations, they are never working with children, unless supervised by a staff member.

# Fees, Payment, and Assistance

## Fees for Regular School Days

- Registration Fee: \$50/Child \$75/Family
- \$220 Per Month – For the First Child
- \$200 Per Month – For the Second Child
- \$180 Per Month – For the Third Child

## Fees for Full Days and School Breaks

- \$22 Per Day Per Navigator Afterschool Student
- \$33 Per Day Per Non-Navigator Afterschool Student

## Late Fees

**If a student is picked up past 6:00 pm, a \$5 late fee will apply to your account.** After 6:30 pm, an additional late fee will be applied. A continued pattern of late pick-up may result in the dismissal from the Afterschool Program.

## Payment Procedures

The Navigators Afterschool Program adheres to the following payment procedures.

- To be enrolled in either regular school days and/or full days, a **SmartCare Account must be created** for your family.
- A **working debit/credit** card must be kept on file for payment on the account.
- **Payment for regular school day fees will be processed on the 28<sup>th</sup> of each month** (or the following business day).
- **If you want to cancel enrollment, you MUST cancel in writing by 2:30 pm, on the 25<sup>th</sup> of the month.** This will ensure that the Afterschool Director will have time to remove the charge from your account before it is automatically processed.
- If your card is declined when automatically processed, you will be contacted that day (or the next business day) and asked to provide an alternative card to be placed on your SmartCare account and charged that business day.
- **Payment for full day fees will be processed two weeks prior to the program day.**
- **If you are unable to pay, your child's registration may be removed.** Please remember that we have a scholarship application available upon request for families in need.
- **Please be advised that NO refunds will be given once a charge is processed through SmartCare.**
- **If your child does not attend every day, you are still billed for the entire month.** Time off for vacation or illness is not a valid reason for non-payment. If your

child(ren) will miss any extended time, please talk with the Director. Exceptions are made on a case-by-case basis and approved by the Tamassee Administration.

- If inclement weather or emergencies close the program for a day or more, charges will still apply.
- **If a payment is missed**, a parent/guardian must discuss payment options and concerns with the Director. **Failure to meet with the Director within one week and resolve the issue will result in dismissal from the program until full payment is made.**

## Financial Assistance

If a family is unable to pay the program fee on time, Tamassee offers need based scholarships. Please speak with the Afterschool Director, and complete the Financial Assistance Application.

## Full Day and School Breaks

If schools are closed for a teacher in-service day, a holiday, or a break, Tamassee will offer a full day program **if at least 15 students register in time**. This does not include the major holidays listed in the Calendar section. Breakfast, lunch, and a mid-day snack will be provided during full-day programs.

**A Parent/Guardian MUST register for full day programs at least 2 weeks in advance.**

This allows the Director to plan for staffing and food. If you do not register in advance, we cannot guarantee a place for your child or that the full day program will be offered.

## Calendar and Closures

The Navigators Afterschool Program follows the School District of Oconee County's calendar. The program will begin operation on the first day of the school year and end on the last day of the school year, unless the last day is a half-day schedule.

**However, our program will be closed on September 1; November 27-28; December 24-25; January 1; January 19; and April 6<sup>th</sup>.**

The Afterschool Program follows the School District of Oconee County decisions regarding school closures. If the schools close or release early due to inclement weather, the Afterschool program will be closed. If inclement weather develops during Afterschool program hours, the program will close early, and parents will be contacted.

## Regular School Day Schedule

The program follows a daily schedule, which is subject to change based upon additional programs and special events that may occur.

- 3:00-3:25** Arrival/Recess
- 3:30-3:50** Snack and Navigators Gathering
- 4:00-4:50** Homework, IXL/Reading/Tutoring; **Fridays- Art**
- 4:50-5:00** **Gathering Time in Library- Navigator Focus**
- 5:15-6:00** Enrichment (see chart below)

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
History	Health and Wellness	Navigators	STEM	Enrichment Play/ SAC

## Full Day Schedule

- 7:30-8:15** Arrival and Yoga
- 8:30-8:50** Breakfast
- 9:00-9:45** Recess
- 10:00-10:15** Navigators Gathering Time in Library
- 10:30-11:20** Enrichment Block 1
- 11:30-12:00** Lunch in Dining Hall
- 12:15-1:00** Recess
- 1:15-2:00** Reading/Rest Time
- 2:15-3:15** Enrichment Block 2
- 3:30-4:00** Snack in Dining Hall
- 4:00-4:30** Bingo or Group Game in Dining Hall
- 4:45-6:00** Center Play in Student Activity Center

Enrichment activities are based on staff choice and will change throughout the year.

## Enrollment and Student Files

Enrollment for the Afterschool Program are on a rolling basis, depending on available space. If space is unavailable, your child will be placed on a waitlist for future openings and contacted by staff when a space becomes available.

As part of the enrollment process, **a parent/guardian must complete the enrollment application in FULL**. Please see the application for details. **A child is NOT enrolled until all forms and information in the enrollment application are complete.**

The Afterschool Program maintains a student file for each child with the enrollment application, academic information, behavior reports, medical concerns, payment history, and any other information related to program requirements. All students files are double locked.

If, and when, any changes occur to the child's address, phone number, parent information, health information, or those approved for pickup, the Director must be notified so that a child's file can be updated appropriately.

## Attendance, Drop-Off, and Pick-Up

### Attendance

Attendance will be taken daily to ensure that children are present and accounted for. If your child was absent from school or left early without being picked up by Tamassee Staff, they will also be considered absent from our program. In the case of an unplanned absence, we will immediately notify the parent/guardian to verify the absence. If a parent/guardian has any scheduled vacation days or other planned absences, please notify the Director, so that attendance is accounted for during those times.

### Drop-Off for Regular School Days

Students will arrive at the program directly from their elementary or middle schools. Tamassee-Salem Elementary students ride the school bus, and Walhalla Elementary and Keowee Elementary students ride a Tamassee minibus or van. If transported by our vans, they will need permission on file at the elementary school AND at the Tamassee Hope Village to receive this transportation. **If a parent/guardian wants to drop off their child, please let the Director know ahead of time, so that we are not expecting them to arrive on the bus or van.** Parents who choose to drop off their child should park, walk their child to the programming location, and sign their child in. Reference the Schedule and Campus Map.

## Drop-Off for Full Days

Parents/Guardians will drop off students at the Education Building for full-day programs.

## Pick-Up

**Students will ONLY be allowed to be picked up by the parents/guardians/adults listed on the enrollment application. If a parent/guardian decides to allow another person to pick up their child, they need to have this person listed as an authorized pick-up person or the child will not be allowed to leave the program.** The authorized person must be over the age of 18 and must bring a valid ID for approval. In cases where an individual (not listed on the enrollment form and without prior permission from a parent/guardian) attempts to pick up a student, the parent/guardian will be called to authorize the pick-up. If at any time you need to add or delete an authorized individual, please immediately notify the Director.

When picking up your child, you are required to sign them out of the program by signing the student sign-out sheet.

## Pick-Up for Full Days

Student pick-up after 4:45 will occur at the Student Activity Center.

## Late Pick Up

Students are expected to be picked up from the program no later than **6:00 pm**. It is the parent/guardian's responsibility to notify the Director if you are running late for pick-up and to arrange for another approved adult to pick up your child. If the Director has not heard from a parent at 6:00 pm, then other adults approved for pick up and/or emergency contacts will be called to pick up a child. Additional fees apply for late pick up.

# Transportation

Tamassee provides transportation during regular school days from Walhalla Elementary and Keowee Elementary. Transportation from home or school is NOT provided during a full day programming. Tamassee provides transportation for all field trips. Transportation requires parent/guardian permission, included in the enrollment application and prior to any scheduled trips.

Any staff member who transports children will be required to have the following:

- Valid Driver's License (with no more than 8 violation points or 2 accidents within a 3-year period)
- Completion of a Defensive Driving course
- Completion of an internal bus driver training (supervised by the Building/Grounds Director)

## Snacks & Meals

During regular school days, students will be provided with a daily snack, consisting of a healthy food item and a drink.

During full days, students will receive breakfast at 8:30 am, lunch between 11:30 am and noon, and a mid-day snack between 3:30 and 4:00 pm.

Students **DO NOT** need to provide their own snacks or meals, and children are not to bring any outside food, unless it is discussed with the Director. If your child has special dietary needs or allergy concerns, these **MUST** be listed on the enrollment application form. If dietary needs change, please notify the Director, so the student file can be updated.

**Each student is to bring their own refillable water bottles, which will be labeled and kept with them throughout the day.**

## Communication with Schools

Since a large part of the Afterschool Program has a focus on academic support and homework help, it may be necessary from time to time for our staff to have communication with a child's teacher and/or other school support staff. This will help us to provide ongoing support to each child and better understand their individual needs, as well as provide ways that we can extend the learning taking place during the school day. Parents/guardians are encouraged to sign the relevant release in the enrollment application to facilitate this communication.

## Activities

Before all structured activities, safety guidelines and rules will be shared with the children. Extra precautions will be taken as necessary, to include liability release, guidelines for proper clothing, and student to teacher ratio.

### Field Trips & Water Activities

Field trips are an integral part of the learning experience. A permission form must be signed by a parent/guardian prior to each field trip or water-related activity. Parents / guardians will be given information prior to the trip or activity, including the destination, scheduled times, and other pertinent information. Children are not required to participate, but it is highly encouraged. Swimming is **NOT** a regular part of the program.

**In the event of an accident** during the trip, staff will adhere to the following procedures.

- Call 911 to report the accident and request an ambulance if there are serious injuries.
- Call any injured child's parent/guardian immediately after calling 911 to inform them of the child's condition and where they will be transported for medical care.
- Provide first aid as trained in an approved First Aid training course until emergency personnel arrive.
- Take the child's emergency medical information with them to the hospital or emergency location.
- A staff member will remain with the child at the hospital or emergency location until a parent or guardian arrives.
- A staff member will remain at the accident scene to supervise uninjured children.
- A call will be made to the Administration Office to inform the Director (if she is not on the trip), the Human Resource and Education Officer, and the CEO.

In **the event a child becomes sick** during the trip, staff will adhere to the following procedures.

- The group will return to the Education Building
- The child's parent/guardian will be contacted and asked to pick the child up.

### **Safety in Outdoor Activities**

It is our expectation that children will go outside as often as possible, weather permitting. "Weather permitting" means no falling precipitation, thunder, lightning, inclement weather, or extreme temperatures. The American Academy of Pediatrics, American Public Health Association, and National Resource Center for Health and Safety in Child Care and Early Education (2010) define extreme temperature as a wind chill factor at or below 20 degrees Fahrenheit or at or above a heat index of 95 degrees Fahrenheit. Due to the health effects of ground-level ozone, the SC Department of Public Health provides the service of forecasting ozone concentrations to warn the public of unhealthy air and to encourage people to avoid exposure to unhealthy air.

If outdoor play is decreased due to weather, indoor active play is still available, so the total amount of active play remains the same. Any change in recreational opportunities will be determined by staff, based on weather conditions and program needs.

## **Parent/Guardian Involvement**

Regular parent/guardian communication and participation is highly encouraged because it will allow us to provide a stronger system of support for each child. A monthly newsletter and calendar will be sent home to highlight and share information on upcoming events, school closings, and other related information for parents. The monthly Compass Meeting highlights the students' accomplishments in becoming good citizens. Awards are presented and parents are encouraged to attend. Parents and guardians may also accompany certain field trips to help chaperone the students.

## **Cell Phones & Outside Technology**

We know and understand that children may come to our program with cell phones. We do not allow students to use their cell phones at any time during programming. If a parent or guardian needs to be called during programming, the appropriate staff will call and/or text. Cell phones are required to remain in backpacks.

Students are NOT allowed to bring any other devices from home, including video game systems, tablets, or laptops, without prior permission of the Director.

If a child violates this guideline, a warning will be given to the child and the parent / guardian notified. Cell phones and electronics can be taken away by staff, at any time, if the child refuses to follow these guidelines. If this is the case, then these cell phones can be picked up from the Director's office at the end of the day by a parent or guardian.

## **Serving Youth & Children with Special Needs**

The Navigators Afterschool Program serves children and youth with special needs, as appropriate. Exceptions to serving a child with special needs are: 1) the child poses a safety threat to him/herself or others, 2) the accommodation needed would result in a fundamental alteration to the program and/or the facilities, or 3) the accommodation would put an undue financial burden on Tamassee Hope Village. Otherwise, reasonable and respectful accommodations will be made to assist with a child's full participation in the program.

If it is determined that a child cannot be served appropriately in our program, the Director will make every effort to ensure that the family obtains information about programs and services that may be more appropriate for them.

Parents/guardians are required to fill out all information in the enrollment application and add any further information the Director will need to support the child. A parent or guardian

is encouraged to schedule a meeting with the Director to discuss the child's needs and plan for accommodations.

The Director and staff will collaborate with their family, their public school teachers, and other involved providers to help in meeting their needs. This is done by accommodating curriculum, providing volunteer tutors and readers, partnering with specialists who can provide guidance and utilizing an evidence-based classroom behavior management and social-emotional learning model and provide additional individualized interventions, as needed.

For a particular health and/or mental health need, i.e., special diet, allergies, asthma, medication needs, physical limitations and a history of trauma, the Director will specify the role the program can play in meeting those needs and ensure that all teachers and other pertinent staff are informed about those needs and prepared to carry out any related responsibilities.

## Health and Medical Care

### Immunizations

Children are required to have immunization records as a part of the enrollment process. These immunizations are the same as required by the school district and include the following.

- Hepatitis B
- Polio
- Varicella (Chickenpox)
- DTaP (tetanus, whooping cough)
- MMR (Measles, mumps, rubella)
- Tdap (whooping cough booster required before seventh grade)
- Hepatitis A

### Medication

Over the counter medication and prescription medication must be provided by the parent. Medication in any form will NOT be given without the written permission of the student's doctor and written permission from the student's parent/guardian. Medication should be in appropriate containers and labeled with the child's name, dosage, and instructions for administering. Medications will be stored in a locked cabinet in the Director or Assistant Director's office and administered by staff. The parent or guardian must sign a Medication Log for each day any medication is to be given. A Medication Request Form must also be on file from the doctor for all prescription drugs.

## Illness

The Navigators Afterschool Program follows the South Carolina Department of Public Health School and Childcare Exclusion List to prevent the spread of contagious and communicable diseases. Please do not bring your child to Afterschool if they are ill. This means vomiting, diarrhea, or a fever of 100 degrees or more without medication. A child must be free of symptoms for 24 hours before returning to Afterschool.

If your child becomes ill at Afterschool, you will be notified and asked to pick up your child. Sick children will be isolated from the other children in their classroom and will be supervised by a staff person until the child is picked up by their parent or guardian. If you cannot be reached the emergency contact person listed in your child's file will be contacted. It is very important that phone numbers for you and a contact person be updated as they change. Chairs, desks, and other surfaces a sick child may have touched will be cleaned using a disinfectant to reduce the risk of infecting other children. Parents will be notified by phone and/or email if their child has been exposed to a communicable disease.

## Injury

Children who are injured during our program will receive immediate first aid and/or emergency care. In the case of a severe or life-threatening injury, staff will immediately call 911 and then a parent/guardian will be contacted. If the parent/guardian cannot be reached and does not return our call in a timely manner, staff will also call the emergency contact(s) to ensure we have contact with someone.

## Language & Diversity

The Afterschool Program will aim to actively promote anti-discriminatory practices to build an inclusive environment where all children can fulfill their potential and where children and families can feel accepted, respected, and valued. No child will be denied access to activities, materials, or equipment on the basis of race, sex, national origin, sexual orientation, culture, or family structure. Children will not be encouraged in ways that reinforce stereotypes. The program aims to provide a positive and loving environment free from prejudice and discrimination and it will provide activities that promote diversity. Activities, books, materials, and the learning environment are used to reflect the diversity of all children and their families. We strive to provide learning experiences that are meaningful to each individual child and that recognize various learning styles, languages, and abilities.

## Smoking, Vaping, and Substance Use

Smoking, vaping, or the use of smokeless tobacco is not allowed on the premises of the Afterschool Program. During hours of operation there shall be no smoking, vaping, use of smokeless tobacco or consumption of alcoholic beverages or use of other non-prescription narcotic or illegal substances on the program premises. Anyone who appears to be under the influence of alcohol or other drugs shall not be in the program.

## Bullying

At no time during our program will we allow any form of bullying, including, but not limited to: teasing, harassment, fighting, rude or discriminatory comments, pushing, shoving, and throwing objects at other children. If these incidents occur, we will take the following steps:

1. Students will be given a verbal warning and a conversation about each incident, alongside a written disciplinary report.
2. Students will receive a “suspension” of privileges such as the use of electronics/game systems on Fun Fridays. Also, it may be deemed necessary to give 5 minutes to reflect on choices during recess and/or a call to parent/guardian to pick up student if behavior is unsafe.
3. If the issue escalates after all the above procedures have been used, the student will be removed from the program for a minimum of 1 day, and more days as needed, based on the situation.

Multiple cases of disciplinary reports, without a change in behavior being shown, may result in dismissal from the program or extended suspension.

## Behavior Management

Age-appropriate limits and rules are necessary to safeguard children and the premises. These limits and rules are explained on each child’s level of understanding.

Acknowledging that all children are uniquely different and mature at different levels, it is necessary that each parent cooperate with the program in establishing an appropriate disciplinary action.

Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, nonviolent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-

discipline. Based on this belief, we use a positive approach to discipline and practice the following discipline and behavior management techniques:

**WE DO:**

- Communicate to children using positive statements.
- Communicate with children on their level.
- Talk with children in a calm quiet manner.
- Explain unacceptable behavior to children.
- Give attention to children for positive behavior.
- Praise and encourage the children.
- Reason with and set limits for the children.
- Apply rules consistently.
- Model appropriate behavior.
- Set up the classroom environment to prevent problems.
- Provide alternatives and redirect children to acceptable activity.
- Give children opportunities to make choices and solve problems.
- Help children talk out problems and think of solutions.
- Listen to children and respect the children's needs, desires and feelings.
- Provide appropriate words to help solve conflicts.
- Use discussion to work through common conflicts

**WE DO NOT:**

- Inflict corporal punishment in any manner upon a child. (Corporal punishment is defined as the use of physical force to the body as a discipline measure. Physical force to the body includes, but is not limited to, spanking, hitting, shaking, biting, pinching, pushing, pulling, or slapping.)
- Use any strategy that hurts, shames, or belittles a child.
- Use any strategy that threatens, intimidates, or forces a child.
- Use food as a form of reward or punishment.
- Use or withhold physical activity as a punishment.
- Shame or punish a child if a bathroom accident occurs.
- Embarrass any child in front of others.
- Compare children.
- Place children in a locked and/or dark room.
- Leave any child alone, unattended or without supervision.
- Allow discipline of a child by other children.

- Criticize, make fun of, or otherwise belittle a child’s parents, families, or ethnic groups.

Conferences will be scheduled with parents if consistent disciplinary problems occur. If a child’s behavior consistently endangers the safety of the children around him/her, then the Director has the right to end services for that particular child. A meeting will take place between the parent and the Director before any suspension or dismissal takes place. The safety and well-being of your child and the other children are of the utmost priority for our program, and decisions will be based on the best interests of all the children involved.

We strive to offer quality developmentally appropriate educational programs to children. One of the main components to success is partnering with you to help your child grow within our program and at home. We also recognize that, "one size does not fit all", meaning our afterschool environment, although inclusive, may not meet the expectations you envision for your child’s program. If at any time, you are unsatisfied or concerned with our policies and expectations, please speak with the Director.

The Afterschool Program utilizes **trauma-informed practices** to guide student behavior and classroom management. These practices have the following components:

- 1) Safety. Practices that will make students and staff feel physically safe in the learning environment.
- 2) Trustworthiness & Transparency. Making decisions that allow for transparency to all parties involved and will help to build and maintain trust.
- 3) Peer Support. Drawing on personal strengths to develop non-judgmental relationships that can help support each other throughout the learning environment.
- 4) Collaboration. Making decisions that support the different opinions between staff, students, and parents.
- 5) Empowerment. Supporting the idea of resilience and the ability to heal from trauma, which will allow for students to build upon their strengths and overcome their challenges.
- 6) Cultural Responsiveness. Responding appropriately to stereotypes, biases, and trauma that might affect a student’s decisions and behavioral responses.

## Dismissal

We will do everything possible to work with you and your family to prevent suspension or dismissal from the program. If, at any point, there is an indication/suspicion that a child may have special needs, the Director will inform the child’s family.

### **Proactive Actions That Can Be Taken in Order to Prevent Dismissal**

1. Staff will try to redirect child from negative behavior.
2. Staff will reassess the classroom environment, appropriateness of activities, supervision.
3. Staff will always use positive methods and language when disciplining children.
4. Staff will praise appropriate behaviors.
5. Staff will consistently apply consequences for rules.
6. Child will be given verbal warnings.
7. Child will be given time to regain control. (Quiet areas are available.)
8. Child's disruptive behavior will be documented and maintained in confidentiality (for use in development of behavioral plan with parent and/or mental health services).
9. Parent/ Guardian will be notified verbally or in writing when needed and parent meetings will occur to help with actions to support the child's needs for services and supports.
10. Parent/Guardian will be given written copies of the disruptive behaviors that might lead to expulsion.
11. The Director, classroom staff and parent/guardian will have a conference to discuss how to promote positive behaviors, and resources and tools will be provided in development of a behavioral plan to support social emotional development for all children.
12. The parent/guardian will be given literature or other resources regarding methods of improving behavior.
13. Recommendation of evaluation by professional consultation on premises or off premises referrals may be required.

### **Program Dismissal**

1. Dismissal may occur if the child is at risk of causing serious injury to other children or himself/herself and methods in behavioral plan have not worked.
2. Dismissal may occur if Parent/Guardian threatens physical or intimidating actions towards staff members or others.
3. Dismissal may occur if Parent/Guardian exhibits verbal abuse to staff in front of enrolled children.

If the remedial actions above have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent/guardian's behavior warranting actions. A suspension is meant to be a period of time so that the parent/guardian may work on the child's behavior or come to an agreement with the program. Failure of the child or parent/guardian to satisfy the terms of the plan may result in permanent dismissal from

the program. If possible, the parent/guardian will be given a specific dismissal date that allows the parent/guardian sufficient time to seek alternate childcare.

## Emergency Preparedness

Tamassee has a set of procedures and guidelines in place to provide assistance and support during any emergency situation. Emergency drills will be conducted on a regular basis.

### Disaster and Severe Weather Emergencies

A nuclear event, severe weather, earthquake, gas or chemical spills, fires, and other facility and security related emergencies are disasters that could occur with little or no warning.

Storms and other hazardous weather can manifest quickly. The most important safety tip for students and staff is to remember to stay calm in any situation. Staff will have access to flashlights, extra batteries, water bottles, and other items during an emergency. Staff will also be expected to keep their cell phone in hand, as this may be the only means of communication during a power outage.

### Severe Thunderstorm/ Tornado/Flash Flooding

During severe weather (lightning, wind, flash flooding, etc.) each staff person having responsibility for children will follow the guidelines listed below:

- 1) Safety is often the use of good, practical, and common sense. Staff members will assume responsibility for any child's safety that is in their care or supervision during times of danger.
- 2) Children will be kept inside the building under supervision. **Under no circumstances** will the children be outside if lightning or high winds are in the area, nor after it has passed, until they have been notified that it is safe to do so.
- 3) During a Severe Thunderstorm or Tornado Warning, all children will be placed within the safest confines of the building away from glass windows and doors, i.e., basement, hallway, etc. Designated areas are shown in diagrams throughout each building and both staff and students will know where these areas are located, as practice drills are a regular and consistent part of the program.
- 4) High voltage lines are often broken as a result of winds and fallen trees. Students and staff are expected to stay clear of any possible danger until they are notified that the area is safe.
- 5) During power failures, **STAFF WILL NOT** use open flames (candles, etc.) in any area of the building. No matches and/or lighters should be used until it is determined that there are no gas leaks in the area.

- 6) When a **Severe Thunderstorm Watch** or a **Tornado Watch** is posted, this means that weather conditions are favorable for the development of a Severe Thunderstorm and/or Tornado and a **Warning** could be issued at any time. All children will be accounted for and preparation will be made to move children to a designated area immediately, should a **Warning** be issued. **Staff and children must stay in the designated area until the warning is lifted.** We will make every effort to keep parents informed in an emergency situation.
- 7) Designated areas are assigned as follows:
  - a) Chapel – Under the nearest pew away from windows
  - b) Banquet Hall – Hallway near public bathrooms, serving line and kitchen area
  - c) Student Activities Building – Downstairs bathrooms and/or the Activity Room.
  - d) Education Building – Basement hallway
  - e) Playground/Pavilion area- Basement in Groves Cottage
- 8) It has been suggested by the Oconee County Emergency Preparedness Agency that a **Severe Thunderstorm Warning** be taken as seriously as a **Tornado Warning**.

## Earthquake

An earthquake is a sudden shaking of the earth caused by the breaking and shifting of the rock beneath the earth's surface. Earthquakes happen very suddenly with little or no warning. Children will be guided to **STAY CALM AND DO NOT RUN OR PANIC**. If children are in a building, they will stay inside and get under a heavy table or a piece of sturdy furniture. If they are outside, they will be led away from buildings. If an evacuation is necessary, the Program Director will coordinate plans with the Chief Executive Officer.

## Gas or Chemical Spills

A toxic chemical spill or gas leak could require us to shelter in place or in extreme situations, to evacuate the campus. Evacuation of the campus, if required, would be handled under the direction of our local Emergency Preparedness Office. The Program Director will coordinate evacuation plans with the Chief Executive Officer. Staff and children will stay indoors with all the windows closed until they receive instructions on procedures for an orderly evacuation, if warranted.

## Fire

In the event of an actual or observed fire or the observation or smell of unexplained smoke that could indicate a fire in a building or on the grounds, and/or if the fire alarms are triggered within a building, all occupants will evacuate the building and/or the surrounding area and immediately call 911.

A diagram will be placed in each building showing the floor plan and the fire exits. A designated location outside of each building will be determined, so that staff can take attendance and ensure that all students have left the building. Staff will conduct and track monthly fire drills. It is everyone's responsibility to report any suspected fire hazards, malfunctioning fire warning devices and/or fire extinguishers, or any other conditions that might cause or fuel a fire. All staff will be trained in the proper use of fire extinguishers annually.

### **Bomb Threats**

In the event of a bomb threat to any building, the procedure listed below should be followed: the person receiving the threat will obtain all possible information from the caller. Children will be evacuated from the building and be supervised at all times. Attendance for students will be taken and then all students will move to the nearest building. Staff will notify the Director immediately after a threat has been heard or suspected. If a Director is unable to be reached, staff will immediately call 911 and NOT return to the building until it is deemed safe to do so.

### **Threats of Terrorism**

When an individual receives what is believed to be a potential or credible terrorist threat, or observes activity that could be potentially terrorist related, that information will be immediately provided to the Director and they will inform local law enforcement. The local law enforcement will determine if the situation meets the FBI's definition of terrorism. If the threat is determined to meet the definition, SLED will be notified and they will determine if the area potentially impacted needs to be evacuated and will establish and secure the area as appropriate.

### **Intruder**

In the event that an intruder or visitor becomes violent or poses any danger, communication will be made to the Director regarding the possible threat. The following procedures shall be applied through a staff member's personal judgment, in an effort to make decisions that would maximize the potential for their own safety as well as that of our children and other staff:

Staff will be on alert for any suspicious individuals or activity and immediately notify the Director when a concern is observed. If anyone feels threatened or has a valid suspicion of immediate danger, they will stay calm and call 911 immediately, and then communicate with the Director. If they are safely able to do so, they will then inform others within the building and across the campus, using phone calls, texts, or other means of communication.

When other staff that are with children are notified of a dangerous situation, they should immediately take measures to ensure the safety of the children in their care. They should take the following actions if they can do so safely:

1. If outdoors, get the children to a safe location away from the area of danger.
2. If indoors, in a separate building from intruders, staff should immediately ensure that all doors and windows are locked and gather the children together in a central, safe location.
3. If indoors, in the same building as the intruder, immediately evacuate as many children as possible, if they can do so in a manner that does not go near the area where the intruder is located. If they cannot safely exit the building, they will shelter in place until the area is secured by emergency management personnel.
4. Once emergency personnel have arrived and taken over the situation, staff should obey all commands. Any statements to the news media shall be made only by the Chief Executive Officer or their designer.

### **Evacuation Plan (non-nuclear)**

Should a mandatory evacuation of the campus be ordered, Tamassee Hope Village would follow the direction and guidance of the Oconee County Emergency Preparedness Office (EPO). The evacuation site would be established by the EPO at the time of the incident. EPO will coordinate with the Program Director, who will then notify parents immediately through a text alert and email sent from the SmartCare system. Please make sure that the information in this system is always kept current. In the event that a parent is not reached, individual phone calls will be made, once we have arrived at the evacuation site.

### **Nuclear Event and/or Emergency**

In case of a nuclear event or an emergency, outdoor sirens will sound repeatedly to warn of a problem. If you hear a siren, turn on your radio or television immediately. Tune your radio to WFBC 93.7 or your TV to WYFF News 4 Greenville. *THE SIRENS MAY BE USED TO WARN YOU OF A STORM OR OTHER EMERGENCY SO HEARING A SIREN DOES NOT MEAN YOU SHOULD EVACUATE.* In an emergency, fire, police and rescue units may also patrol the area and sound their alarms. If there is a problem, you might be told to stay indoors or you might be told to evacuate. Should an evacuation be necessary, a member of the Emergency Response Team will coordinate evacuation plan A or B. If a warning is given for a nuclear emergency, all students will be accounted for. Everyone will come inside and wait for instructions.

In the event of an actual nuclear evacuation, as identified above, the Program Director will follow immediate guidelines from the Chief Executive Officer. Parents/Guardians will be

notified immediately through a text alert sent from the SmartCare system. Please make sure that the information in this system is always kept current. In the event that a parent is not reached, individual phone calls will be made, once we have arrived at the evacuation site.

Parents/Guardians should be aware of the following designated location for evacuation procedures:

*3:00 PM to 6:30 PM (After School) 7:00 AM to 6:30 PM (Full Day)*

Appointed members of the Emergency Operations Team will pick up the Afterschool students and staff at their respective buildings and transport them, in a school vehicle, to Westside High School in Anderson. Westside High School is located at 806 Pearman Dairy Road, Anderson, SC 29625.

**The designated route is SC 11 to SC 183, right on SC 183 to US 76/123, left on US 76/123 to SC 24, right on SC 24 to SC 28 Bypass, left on SC 28 bypass, 1.2 miles to Westside High School on right.**

## Publicity Release

Parent/Guardian must give permission to Tamassee Hope Village to use a child's name, photograph, or other identifying information in written or visual form for newsletters or other forms of media. Please also consider that many photographs will include groups of children engaged in different activities, and you **MUST** have a written refusal on file if you do not wish for your child to be included in these group photographs. Tamassee Hope Village is completely committed to rejecting any use of children's names, photographs, or other identification in any manner whatsoever that could be considered exploitation. No child will ever be intentionally used in such a manner.

## Feedback for Improvements

The Navigators Afterschool Program utilizes a Suggestion Box, located in the foyer of the Education Building, for parents and students to leave any suggestions and/or feedback related to the programs and events, which do not necessarily require a conversation with staff. These suggestions are a simple and easy way to provide us with feedback and they are very valuable to us. We will check this box on a regular basis and adhere to your suggestions as much as possible within the regulations and needs of our program.

Parents and students are also sent anonymous surveys each year to provide feedback on the program. Survey results are reviewed by the Director and Tamassee's Performance and Quality Improvement team.

## Complaints and Grievances

Both students and their families have a right to voice their grievances and concerns about the program at any time. We are open to hearing your thoughts and we are committed to providing reasonable accommodation for you and your child, as needed, and within reasonable expectations. If you have a complaint/grievance, please follow this procedure.

1. Contact the appropriate classroom teacher for any complaints that have originated within the classroom, the outdoor space, or the enrichment activity. This will allow each party the opportunity to clarify and resolve the issue.
2. If there is any issue with a volunteer, contact the Director.
3. If a problem persists after meeting with the teacher, contact the Director.
4. In any case where the issue escalates beyond the Director, parents/guardians are encouraged to contact the Human Resource and Education Officer.

Please note that all communication will be documented as part of the student file.

## Confidentiality

Staff and child records will be kept in a double-locked location. A child's record, emergency information, photograph, and other information about the child or family, including information that may identify a child by name or address, is confidential and may not be copied, posted on a web site, or disclosed to unauthorized persons, without written consent from the child's parents.

Staff members may have access to a child's record if they have a need for such information in connection with their duties. The fact that an individual usually has access to a student's record does not give them the privilege of reviewing the record unless there is a need for the information in the performance of his or her duties. Staff members having access to children's records are required to abide by the written policies regarding confidentiality of children's records and the method of making disclosure of information in records.

To prevent improper disclosure, any request for confidential information should be made in writing to the Director.

## Mandated Reporting

Tamassee staff are required by law to report any information received in a professional capacity which gives reason to believe that a child has been, or may be, abused or neglected. Depending on the relationship of the alleged perpetrator to the victim, the

report will be made to the relevant County Department of Social Services, law enforcement, and/or the Out-of-Home Abuse and Neglect (OHAN) Investigations Unit within the SC Department of Social Services (DSS).

Any time a staff person becomes aware of an abusive or neglectful situation, a report shall be made to two of the following administrative staff: the Afterschool Director, the Human Resource and Education Officer, and/or the Chief Executive Officer. The report should include all individuals involved, the facts of the incident, and how the staff became aware of the incident. Administrative staff will support the staff person in making the necessary reports and documenting the incident.

The report must be kept confidential and only shared on a need-to-know basis. Other than gathering basic information about the incident, no staff will investigate the incident prior to making the necessary reports as required by law. The proper outside agencies will be responsible for investigating the disclosed information. Tamassee staff will cooperate with DSS, OHAN, and Law Enforcement related to any resulting investigations. Additional internal investigations will only be done in cooperation with the outside responsible organization and/or with their consent and approval.

I have received a copy of the Parent Handbook for the Afterschool Program at Tamassee Hope Village. I have read and understand the contents of this handbook.

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

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Director Signature \_\_\_\_\_

Date \_\_\_\_\_

\*If any revisions are made to this handbook, parent/guardian will need to submit a new signature of understanding.