



Parent's Operating & Safety Handbook

The Community Campus
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Mission Statement

At TCC, we offer safe and enriching programming for children aged 5-12 outside of school hours. Our focus is on creating a sense of belonging among children of different ages, resulting in happy and self-confident young leaders who are connected to their community.

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Admission Procedures

Admission is determined on a first come, first serve basis, based on the completed TCC registration and enrollment process on Enrollsy. The registration process can be found on our website for all listed programming. Not all programming will be available at one time but will open up over the course of the year at their designated times or scheduled date by the Director. Admission into TCC will be verified with an email verification form automatically sent on the completion of the registration and portal account.

See Current Rates & Schedules section for more specific information on Afterschool and Summer Camps operation and registration schedule on our website.
<https://www.thecommunitycampus.org>

Once enrollment and registration is completed, TCC will require parents to download an app called “Enrollsy” to a phone or tablet. Parents can track their child's check in/out status along with their designated emergency contacts, authorized pickups, permissions and required program documentation such as Immunizations.

Prior to attending any programming at The Community Campus all children will have on file the following forms:

- *Enrollment & Registration Form - via Enrollsy system*
 - Permissions & Understanding Statements
 - Program Enrollment (Afterschool, Summer Camp, Events and other offerings)
 - Medication Permission Form (If required for Medication)
 - Non-Prescription application permission form (If needed)
 - Field Trip Permission Form (Summer Camp only)
- *Immunization Documentation*
 - Required Document uploaded by the Parent/Guardian via their Enrollsy Portal account.

Confidentiality Statement

All sensitive information is kept private and confidential throughout the child's entire enrollment time at TCC. Only the Executive Director has access to all family's files. Other staff may have access to specific student files as necessary to ensure a child's safety throughout the program. If there are questions about your child's file, please reach out to the Director, as each parent has access to their portal account.

Non-Discrimination Policy

TCC does not discriminate on the basis of race, ethnicity, color, sexual orientation, gender, age, religion or socioeconomic class under any circumstances. This includes our policies for enrolling children, employing staff or appointing individuals to the Board of Directors.

Religious Activities

TCC does not discriminate against any religion or religious activities. We take part in crafts that relate to the celebration of holidays throughout the year (eg. decorating holiday cookies) and intend to incorporate celebrations from a variety of religions and cultures. If there is a celebration, craft, or holiday that you would like to teach the TCC staff and students about, TCC welcomes you to volunteer.

Payment & Billing

Payment Methods

Completion of payments for all TCC activities are made directly through the registration and enrollment process via Enrollsy.

Subsidy

For those who apply for state subsidy, assistance funding will be sent directly to TCC from the funding source and TCC will then bill the family for the difference. To be eligible for TCC scholarship assistance, the requester needs to present documentation that they have been declined/do not qualify for state subsidy.

Scholarship

Scholarship, subsidy, and other financial assistance information can all be found on the TCC website or requested through the registration form on sign up. All cases are reviewed by the Board. Subsidy application completion is mandatory to be considered for Scholarship assistance.

Billing Schedule

Payment is due at the time of enrollment or the chosen payment plan via Enrollment process listed for each separate program and section. Invoices will be automatically generated at the end of your chosen program days.

Late Payments

Payment is late after the due date listed on the invoice. Late Fees will be applied even if the Two Part Payment plan is chosen.. TCC gives a two (2) day grace period for late payments. After two (2) days, an additional charge of \$5/day will be charged through an additional invoice. Failure to comply with this policy will affect current or future enrollment until compliance and payment is made.

Cancellation Policy

TCC requires 30-days notice if you wish to withdraw your child from programming that you have already registered for. Any cancellation within 30 days is subject to full payment for the registered days. If payment is still due for the Two Part Payment plan, payment will still be processed for any days in the 30 days from the time of request to withdraw. Contact the Executive Director if you wish to withdraw from programming.

Summer Camp Clause:

Starting May 15th, any absences due to schedule changes, illness or for other reasons will still be charged within the 30 day policy. Any cancellations outside of the 30 day window will be subject to a 50% refund max. TCC will be as flexible as possible with all families and evaluate for certain cases.

Event Cancellation:

TCC requires a 7-Day notice if you wish to withdraw your child from the registered event. Any cancellations 7 days and within are subject to full pay and will not be refunded. Cancellations outside of the 7-day window will be refunded in full. Failure to comply with this policy will affect current or future enrollment in other offered programming until compliance and payment is made.

Staff Illness Cancellations

If TCC has to cancel days due to staff illness and no substitutes are available to fill, a 50% refund will be given to the registered families for up to three days in a given week. If there are further cancellations in consecutive manner past the three days, a full refund will be processed to all registered families for the dates in question.

Weather Related Cancellations

If the school district closes school or cancels after school activities due to weather, TCC will also be closed. Payment is not permitted to be returned based on weather related closures.

Current Rates & Schedules

Afterschool Programming

Daily afterschool care rate: \$25 per day | Daily afterschool schedule: 3pm -5:30pm

*Parents will be charged \$5.00 for late pick-ups (arriving after 5:30pm for the first 10 mins)
\$1.00 will be charged for every minute following.*

Afterschool programming operates over FIVE, 8- week, sections throughout the school year. This also includes February and April break week.

Section 1 & 2: First Semester (September to December)

Sections 3 - 5: Second Semester (January to June)

Please refer to our afterschool page located on our website for specific dates as break weeks and days can alter on what is provided from year to year. TCC will operate off the school calendar, extra snow days are not included but will be considered if school is extended for make up days.

Registration for all sections opens at the same time and all sections remain open until filled. Early online registration will have a close date listed on site but any late registration can be communicated to the Executive Director via email for availability.

Holiday & Vacation Operations

TCC afterschool operates everyday school is in session, based on the Mountain Views Supervisory Union school calendar. TCC afterschool also provides full day care on Teacher In-Service Days, Town Meeting Day, and the February and April vacation weeks. Please check the website or email the Director for specific date offerings closer to the time of enrollment.

TCC is **CLOSED** on the following holidays/vacations:

- Labor Day
- Indigenous People's Day
- Veteran's Day
- Thanksgiving Holiday
- Winter Holiday Vacation
- Martin Luther King, Jr. Day
- Presidents Day
- February and April Staff Days (*One Day during the break weeks each*)
- Memorial Day

Full Care Days

Listed on our website:

TCC will be operating Full care days and Break weeks. Schedule is subject to change, to ensure proper scheduling, check the website for dates or reach out to the Director.

Price: \$65.00

Late Care: \$10.00

Time: 8:00am to 4:00pm

Time: 4:00pm to 5:00pm

Early Care

TCC also offers before school care for planned 2-hour delayed start days at a rate of \$25.00.

These mornings are part of the school calendar and listed on our website.

Summer Camp

Rate: \$65/day OR Full Week Registration: \$285.00

Late Care Rate: \$10.00

Daily schedule: 8:00am – 4:00pm

Late care option: 4:00pm – 5:00pm

Parents will be charged \$5.00 for late pick-ups (arriving after 5:00pm for the first 10 mins)

\$1.00 will be charged for every minute following.

For operating weeks of Summer Camp, please refer to our Website for our summer schedule.

Drop-off / Pick-up Procedures***Afterschool***

Most students are transported from their school day to TCC via bus and dropped off between 3:00 - 3:15pm. For students who may be dropped off via car, TCC participants are asked to use 4 spaces for drop off/pickup on the small parking lot side of the building and 4 spaces for drop off/pickup on the large side of the building. If you use the large parking lot, you can walk across the lawn of the Rainbow School's rental house, but please be respectful of not getting too close to the front porch. The TCC entrance will be labeled.

Pick-up time will be no later than 5:30pm. A TCC staff member will be checking out students using the ProCare app and getting parent signatures.. TCC will only release children to adults listed on the authorized contact sheet you are asked to provide during registration. If someone who is *not* on your authorized emergency contact sheet is picking up your child, the Director will need to have a signed permission slip in hand allowing this person to pick up your child and this person will be asked to present a photo ID. All authorized pickups have to be a minimum age of 18 years in order to pick up.

If you arrive before 5:30pm, please walk around to the back of the building from either parking lot—outside of Rainbow’s fenced area, so that we can prepare your child for early departure. Afterschool will be outside as much as possible.

If you need drop-off or pick-up during a different time than typical, please make arrangements with the Director or Coordinator beforehand.

Parents are permitted in the buildings during pick-up and drop-off times and when they are chaperoning for a field trip or volunteering for a certain activity. If an emergency arises where you need to pick up your child unexpectedly and it is outside of the pick-up or drop-off times, use the doorbell at the bottom entrance to alert the program staff. Also, please send a text to TCC’s primary phone number.

What to Bring to TCC Care

- Change of clothes
- Appropriate clothing for the TCC activities and the weather
- Indoor footwear, if it is snow boot/rain boot weather
- Backpack
- Packed lunch (when applicable)
- Water bottle
- Extra snacks, if desired by your child (The TCC Executive Director will communicate with all TCC families through email and the ProCare app if there are certain snacks not permitted due to allergies.)
- Sunscreen (Note: TCC staff must have written permission if you want them to re-apply sunscreen to your child throughout the day. Please send in sunscreen for your child with their name clearly written on the bottle. This can stay at TCC.)
- *In the winter:* Dress your child in appropriate indoor clothes. Winter outdoor wear should always include a coat and snow pants (or a snowsuit), a hat, and mittens/gloves. You should assume your child will spend some time outdoors every day.

Parent Involvement

TCC strongly encourages parent involvement. Research finds that when parents invest in school and after school programming, it increases and benefits the children, the school, and the families involved. At TCC parents are encouraged to be involved as much as possible through daily communication with the Director and staff, attending TCC events. The goal of parent involvement in TCC is to increase and strengthen the family to program community and overall to increase the child’s achievements and success.

Communication with Families

TCC will record and document primarily through our enrollment software (Enrollsy) as a method of communication with families. The Executive Director will also use email and/or phone as the primary method to communicate with parents if there are more urgent matters or during an active day. Please be aware that pick-up and drop-off times can be busy and are *not* the best time to communicate important information about your child's needs.

Group Sizing Procedure

TCC serves school-aged children (ages 5–12), offering a wide range of dynamic experiences that foster social development, meaningful interaction, and individual growth. We believe in the importance of full participation, ensuring every child is engaged in group games, creative projects, and free-choice activities throughout our after-school and summer camp programs.

We also recognize the desire for more challenging activities for our older students. In response, TCC has developed an adaptive strategy to introduce age-appropriate challenges. Older children have opportunities to participate in more advanced activities, occasionally separating from the younger group. While the core theme of a project may remain the same across age groups, the level of difficulty and expected outcomes will be tailored to suit each developmental stage.

Group sizes are thoughtfully managed to ensure smooth daily operations and safety. Each day, children are assigned to a teacher-led group, which helps maintain accountability during transitions, snack and lunch breaks, group sessions, and all other activities. On days when our attendance is lower—typically under 26 children—the program may operate as one larger group, always maintaining appropriate teacher-to-student ratios.

As always, the safety and well-being of each child is our top priority. We are committed to providing programming that is both engaging and exciting, every single day.

Safety and Emergency Planning

At The Community Campus (TCC), our top priority is keeping the children safe and secure. Although all staff members have this responsibility, the Site Coordinators hold the ultimate responsibility. As such, the Site Coordinator ensures that students arrive and leave as instructed by their parents each day and that the school site is secured according to local procedures.

Illness Communication Policy

If your child has symptoms of any illnesses that have the risk of spreading to others, we ask that your child stay home. Please notify the Executive Director of your child's absence. In the event that a child becomes sick while at TCC, a parent will be notified and asked to pick up their child at their earliest convenience. While the child is waiting for pick-up, they will be kept separate from the rest of the group in a comfortable location, with a TCC staff member attending to them.

Administration of Medication

All TCC staff are required to complete the Vermont Orientation Training, which includes medication administration training, as well as any necessary in-house training for specific medical needs of registered children. Administration of medication is on a case-by-case basis depending on the parent's instruction and permission and on the child's need.

Staff Background Checks

It is TCC's policy that all staff must undergo a background check prior to being permitted to be along with the children. Any volunteers or other enrichment personnel will always be accompanied by an approved staff member when working with the children.

Authorized Contacts & Unauthorized Individuals

TCC will only release your child, or any information about them, to adults you authorize on the contact form that you fill out during registration. If you would like to change this list at any point during the course of your child's time at TCC, please contact the Executive Director. If a person is picking up your child who is *not* listed on the pre-authorized contact form, please send a signed note to the Executive Director prior to pick-up time and alert the person that TCC staff will ask to see a photo ID.

Alternatively, any individual noted through enrollment forms or court orders as specifically *not* authorized to access your child or their information, will not be permitted on the campus and asked to leave the premises immediately. Emergency services will be called if necessary.

Mandated Reporting

All TCC staff are mandated reporters. This means that all staff are trained on reporting suspected abuse and/or neglect cases of children and required to report any concerns to the Vermont Department of Children and Families.

Field Trips

Parents will be notified of all field trips at least one week in advance of the field trip day. Permission slips must be signed and given to the program staff prior to your child going on the field trip.

Transportation for Field Trips

All field trip transportation is through Butler Services (bus company). If other transportation is used, parents will be notified prior to the field trip day.

Off-Site Water Activities

TCC Camps occasionally take a field trip to a local swimming location, including the Upper Valley Aquatic Center. For these field trips, parents will be asked to give additional written permission for their child to be able to participate in any wading or swimming activities. Any facilities we use for swimming will have proper observation and fencing to ensure children are only entering the water with adequate supervision.

Aquatic Safety Plan

TCC uses the following safety plan when attending off-site water activities. This plan is also communicated to children prior to the field trip.

- Swimmers are assigned to specific staff members who will monitor their activities
- Swimmers will be accounted for every 10 minutes
- Swimmers must wear bracelets at all times while in or around the water to identify that they are part of TCC (bracelets provided by TCC)
- If in an area where a diving area exists, diving depth will be clearly marked and free of debris
- TCC will follow any additional rules or requirements set by the location

Maintenance of the Property

In order to maintain a beautiful and safe campus, TCC staff and Rainbow School (owners of the property) occasionally need to use strong cleaning supplies as well as herbicides/pesticides to maintain the grounds. All of these materials are kept in a locked area of the campus away from the reach of all children. If these materials need to be used, they will be done so outside of program hours and at times when children will not be on the campus for at least an hour (or more, depending on recommendation of the specific product). Regular and daily use cleaning supplies (sprays for tables, wipes for accidental spills, etc.) will be kept out of reach of children and only used by adults.

TCC is a smoke-free campus.

Emergency Information

Students' names and contact information will be maintained at each site. This information is to be easily accessible in the event of an emergency and taken with TCC on field trips.

Illness and Medical Emergencies

At TCC, we follow the guidance of the Vermont Department of Health when it comes to infectious diseases. We do not allow children with severe colds, sore throats, harsh coughs, fevers over 100, inflamed or matted eyes, vomiting or diarrhea, undiagnosed rashes, or head lice to attend TCC.

As a responsible parent or guardian, it is important to inform TCC if your child has any contagious diseases such as strep throat, viral infections, chickenpox, ringworm, pinworms, pink eye, or lice. Your child will only be allowed back into the program after they have fully recovered from the illness.

If a child becomes sick during the TCC program, parents or guardians will be informed and requested to pick up the child as soon as possible. In cases of medical emergencies or accidents, the TCC staff will provide First Aid to the child. Unless it's a life-threatening emergency, the staff will try to contact parents or guardians first or emergency contacts. If the staff can't reach the parents or guardians, they'll take whatever steps are necessary to care for and protect the child. If required, they'll call 911, and the child will be transported to the hospital by ambulance, accompanied by the site coordinator, who will stay with the child until the parents or guardians arrive.

COVID Policy

As we continue each day with COVID-19 being part of our lives, TCC will be as flexible as possible with cases of COVID. If you or your child does test positive with COVID, please follow all proper precautions as to mitigate the spread remaining home until the symptoms have passed. We follow the Vermont Health Department guidelines for a 'close contact' situation:

<https://www.healthvermont.gov/covid-19/covid-19-symptoms-treatment>

Medications

Procedures for administering medications:

One designated staff person, usually the Director or Site Coordinator in the absence of the Director, must dispense all medicine.

Students may not give medicine to themselves or to other children, unless authorized through permission form and signed by the parents/legal guardian.

All medicine must be stored out of sight in a locked container/cabinet.

All prescription medicine must come with a copy of the doctor's instructions.

All medicine must be clearly labeled.

Parents/guardians must sign a special permission slip for students needing medications to allow staff to administer prescription medication.

If a child experiences fever or headache, TCC requires parental permission before administering either Tylenol (Acetaminophen) or Ibuprofen. TCC will check the General Registration Form Permission section to ensure that permission has been granted before giving these medications.

Emergency Response Plan/Procedures

In the event that the location of a child cannot be determined, TCC staff shall do the following until the location of the child is determined.

A. Two staff shall engage the group in an activity to occupy children and guard them against the fear and stress being experienced by the program adults. This should be determined in advance.

B. All other remaining staff shall alert all other officials, lifeguards, or adults to the absence of the child and the child's last known location & check all areas, including but not limited to: water, bathrooms, bathhouses, woods and play areas

- If the child count is off, staff shall immediately count again
- If the child count is still incorrect, staff shall call children out of the water/gather in the central area.
- If the child is not in that group, staff shall alert other staff
- If the child's whereabouts are not determined after coordinating with other staff, all staff shall pull all children from the activity and assemble at a predetermined location
- If the child's location can still not be determined at this point, local emergency services shall be contacted, as well as the child's parents

Staff shall continue to search the immediate area as well as the surrounding area for the child until the child is found

Once the child is found, staff shall contact the Executive Director or his or her designee and complete any necessary licensing compliance

Remaining Staff shall then contact the parents and provide necessary information, and Executive Director or his or her designee.

Staff shall document the incident and do any necessary reporting within 24 hours of the event

Site coordinator shall communicate any and all needed follow-up in concert with the Executive Director.

Accidents & Injuries: A general protocol for responding to all levels of injury is as follows:

- The condition of the child is promptly evaluated.
- The necessary first aid measures are implemented.
- The coordinator of the site will evaluate the severity level and determine the appropriate course of action.
- In the event of an accident or injury, the staff on duty will complete an "Incident Report" and furnish a copy to the child's parent. The report will also be filed in the office.

* If warranted by the severity of the injury:

- We will contact the child's parents.
- The emergency response unit will be contacted.
- In case of need, the Site Coordinator will go with the child to the closest medical facility for assessment and treatment.
- The personnel on site will keep trying to reach out to a parent or guardian to provide them with updates on the situation.
- The coordinator at the site will stay with the child until a parent or guardian arrives at the medical facility.
- Within 24 hours of the incident, the site Coordinator will follow up.

For various emergency situations such as fire, bomb threat, hazardous material, intruder, missing student, natural disaster, fight/riot/illness, each TCC site has an Emergency Response Plan that will be implemented.

If the designated Pickup person shows signs of being under the influence of drugs or alcohol:

1. Pull the person aside and ask him/her if he/she is under the influence

2A. If an individual confesses to being intoxicated, inquire about a designated driver who can transport them and any children home. Contact the alternate pick-up person and inform the original pick-up person that if they arrive at the school under the influence again, you will have no choice but to contact the State Police right away.

2B. If someone appears to be under the influence but denies it, inform them that you are obligated to notify the state police because of your concerns. Ask them to wait until the state police come. Contact the state police by calling (802) 457-5211 and let them handle the situation once they arrive. If the person who came to pick up the children insists on leaving with them, immediately contact the State Police and provide the individual's name and address.

3. Please inform the Executive Director of the situation without delay.

Incident & Behavior Reports

In the event of a child being injured or a behavioral incident occurring during the program, the Site Coordinator is responsible for filling out the following reports; "Incident Report" or/ & "Behavior Report". These reports should include the date of the incident, the name(s) of the student(s) involved, and a description of what happened. The reports will be created on the child's profile where parents/guardians will have direct access to reference at any point in time. At pickup, the forms will be noted and discussed with the designated parent/guardian.

TICK Smart

In Vermont, the majority of tick borne illnesses occur when people are bitten by black-legged ticks during early spring and late fall. The most effective method of avoiding these diseases is to avoid tick bites altogether. To safeguard yourself and your loved ones from ticks and the diseases they transmit, follow the guidelines below:

- Make use of an insect repellent registered by the EPA.

<https://www.epa.gov/insect-repellents/find-repellent-right-you>

-For your safety, it is recommended that you walk in the center of the trails to avoid contact with overgrown grass, brush, and leaf litter.

- It is advisable to wear clothing with long pants and long sleeves.
- After spending time outside, make sure to thoroughly inspect your entire body.
- If you find a tick on your body, use fine-tipped tweezers to remove it by pulling straight up. Then, dispose of the tick by flushing it down the toilet.
- If a child is bitten by a tick, it is important to fill out an incident report and provide a copy to the parent.

- It is advisable for parents to seek medical attention for their child if they experience any of the following symptoms after getting bitten by a tick: fever, headache, joint pain, muscle aches, fatigue, or rash.
- Symptoms may appear between 3 to 30 days after being bitten by a tick.

* Learn more at <http://www.healthvermont.gov/BeTickSmart>

CPR & EpiPen

All staff members included in the staff ratio are required to complete CPR/First Aid training within three months of their employment start date. The cost of an annual CPR/First Aid training session will be covered by the TCC. If a participant needs an EpiPen, the Director & Site Coordinator must be trained on its usage, and the parent should provide an EpiPen for their child.

Emergency Drills

It is recommended to schedule emergency drills four times annually and document them. Additionally, fire drills should be conducted and recorded every month. It's important to practice both types of emergency drills.

Fire Drill

In case of an evacuation, follow the fire drill procedure and exit the building. TCC has posted fire exit procedures in every room. Once outside, students should line up in a designated area where attendance will be taken.

1. The Director or Coordinator will give the call clear signal
 - a. Everyone can resume normal operations.
1. The Director or Coordinator will give the unsafe signal.
 - a. If the building is unsafe to return to and full evacuation of the building and site needs to take place the following procedures will be followed.
 - i. All students will be accounted for with names to face head count.
 - ii. The teachers will then lead all students along the Stewardship trail towards Billings Farm.
 - iii. During this process, while walking and also arriving at Billings, The Director or Coordinator will be sending out a mass email/sms message to all student's parents who are in attendance that day.
 - iv. The new pickup location for parents will be at Billings and kids in the meantime will be playing games with the teachers until that time.

Lockdown Procedure

To ensure safety, please lock down the exterior of the building, close blinds, and shades, remain in classrooms, and shut and lock sliding doors and windows. Continue with normal activities unless instructed otherwise to clear exposed spaces. Communication will be sent out to all attending kids parents when the moment allows via either email, text or call. The message will designate instructions and allowances while the lockdown is in place. Woodstock Police Department #(802) 457-1420

Vermont Afterschool Child Care Regulations

All Vermont Afterschool Child Care regulations can be located online at: <http://dcf.vermont.gov/cdd>. If you would like to file a formal complaint, you may call the Child Care Consumer Line (1-800-649-2642).