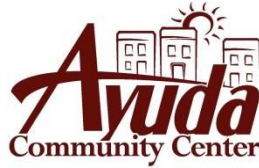


Ayuda Community Center

OUT-OF-SCHOOL-TIME
FAMILY HANDBOOK





4400 N. Marshall Street, Philadelphia, PA 19140

Tel: 215-329-5777. Fax: 215-329-1310.

www.ayudacc.org

OUR MISSION

The mission of Ayuda Community Center is to reveal Jesus' mercy, renewal, and justice in the Hunting Park neighborhood of Philadelphia. Our hope is to see families strengthened and restored, through community development, arts, education, and advocacy. Our goal is to provide a holistic response to the direct needs of our neighbors. Ayuda Community Center assists families by providing academic, cultural, social, and spiritual development opportunities for youth and adults. While Ayuda is a faith-based organization, we do not discriminate in enrollment or employment on the basis of race, color, religious creed, national origin, ancestry, sex, sexual orientation, age, genetic information, military service, or disability.

Ayuda Community Center offers three core areas of programming:

School Year OST

Community Arts Program

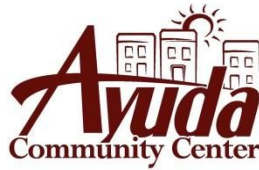
Summer OST

Each area of programming provides a safe and caring environment for students. **School Year OST** programming is developed with youth in mind – making sure they have a safe place to be during the critical hours after school, when at risk behavior is more prone to occur. There are two sections of the **School Year OST** program:

- *Grades K – 5th (Support Our Students – SOS)*
- *Grades 6-8th (Living Our Lives – LOL)*

The development of the **School Year OST** program(s) and **Summer OST** program is rooted in our mission, which is to support each participant, and to provide them with exposure to different life experiences that occur beyond the borders of their community. Our **Community Arts Program** serves as another way for us to engage children/youth that participate in our programs. Offering things like *photography, drawing, writing*, and other expressive arts, provides children/youth with a safe space to see, listen, express, and process different things. It is also a chance to have fun and nurture their gifts.

The following policies apply to ALL parents and students participating in Ayuda Community Center OST Programs:



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REGISTRATION

The following forms must be completed in full in order to enroll your child:

- Emergency Contact/Parental Consent Form
- Parent Agreement
- MTW Worksheet
- (PHMC) OST Consent
- (School District of Philadelphia) OST Consent
- Registration Form
- Picture/Art Release Form
- Child Health Assessment (All Health Assessments must be turned in within 60 days of enrollment.)
- Non-Discrimination In Services Form
- IEP/IFSP sharing form

ADMISSION POLICY

Applications for admission are considered on a first-come, first-serve basis. Admission to any of the programs at Ayuda Community Center is not discriminatory in regards to the basis of race, color, religious creed, national origin, ancestry, sex, sexual orientation, age, genetic information, military service, or disability.

CALENDAR

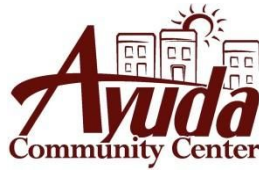
The **School Year OST** programs will operate from **SEPTEMBER 9, 2019 TO JUNE 14, 2020**, pending funding. The program will be *closed for certain holidays and school closures. Please refer to the monthly calendars for a schedule of which days the program will be closed.* **Summer OST** will operate from JUNE 22, 2020 TO AUGUST 7, 2020

HOURS

We will be open Monday through Friday from 3:00 p.m. to 6:00 p.m. for School Year OST Programming. Half-days that are provided will be from 1:00 p.m. to 6:00 p.m.

LOCATION

School Year and **Summer OST** programs will primarily be held at *Hunting Park Christian Academy* located at *4400 N. 6th Street (6th and Cayuga)*. On occasion, programming may take place at Ayuda Community Center, located at the corner of Marshall & Cayuga Streets. Parents will be notified when this change occurs.



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ATTENDANCE

In order to provide the best experience for your child, provide consistency for our staff, regular attendance is strongly recommended. In the event of illness or other emergencies, parents must notify the office of their child/ren's absence. If a child has four consecutive unexcused absences he/she may be dismissed from the program and replaced by someone on the waiting list.

FEE PAYMENTS

The state and federal governments have made funding available to assist qualifying parents in meeting their child care expenses. In Philadelphia, subsidized child care is available for working families through Child Care Information Services (CCIS). To apply for financial assistance for child care, please visit the state's online COMPASS system at www.compass.state.pa.us or call 1-888-461-KIDS (5437).

When applying to CCIS, please use the following:

Provider Type: Center

Provider: Reese Street Community Center

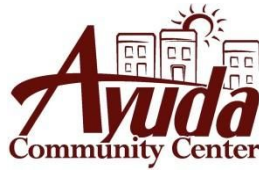
Provider ID: 2113574190-1

HEALTH AND SAFETY

Known medical conditions must be reported to the staff. If a child demonstrates serious illness while at the program, parents will be contacted to pick up the child immediately. In cases of contagious conditions, such as pink eye, lice, and ringworm, **parents must bring in a Doctor's note indicating visit and/or evidence of treatment for the child to return to the program.**

MEDICATION

In general, our programs will not normally administer medication to children. Arrangements can be made if absolutely necessary. If you feel this is the case, please contact the Site Director. We request that parents consult with their physician and obtain medication that can be administered before and after the program. If medication must be administered during the program, parents must fill out and sign a medication log.



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SICK YOUTH

If your child has been absent from school due to illness, they may not attend out-of-school time program(s). Students that become ill during program hours will be separated from the group, and monitored by a staff member, while parents are contacted to collect their child. Please notify the Site Director at the time of enrollment if a child has a chronic health condition.

DISMISSAL PROCEDURES

School Year OST program ends at 6:00 p.m. each day, and **Summer OST** program ends at 4:00 p.m. each day. If your child is enrolled in After Care for **Summer OST** program, please note that After Care ends at 6:00 p.m.

Parents are to sign a release form for students who will walk home from the program. The form should indicate the days and time students are allowed to sign themselves out and walk home. Parents who pick up students must sign them out in their classrooms. Please be sure to indicate the time your child is being signed out.

Please use the entrance located at **6th and Cayuga Streets**.

All doors will remain locked until 5:00 p.m. If there is an emergency that requires you to pick up your child before 5:00 p.m., please call Ayuda at 215-329-5777.

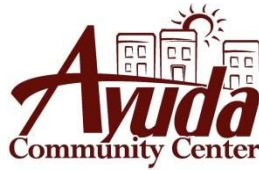
RELEASE OF CHILDREN

Ayuda Community Center is not responsible for transporting children from the program. We ask that all children be picked up promptly by 6:00 p.m. **There will be a \$10 late fee charged per 15 minutes of lateness. (If you are 1 minute to 15 minutes late you will be charged \$10. If you are 15-30 minutes late you will be charged \$20.) You will have to make payment at the time you pick up your child, or pay at the Ayuda office the following day, before the program begins. Your child will not be permitted to attend Ayuda Community Center OST Program(s) until payment is made.**

RELEASE OF CHILDREN (contd.)

The OST program staff require that any adult that picks up a child from Ayuda Community Center program(s) be designated on the **Registration Form(s) & Emergency Contact/Parental Consent Form**.

Children will not be released to adults NOT LISTED OR VERIFIED on the forms noted above.



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WITHDRAWAL FROM THE PROGRAM

Parents who wish to withdraw their child/ren from the program must speak to the Director prior to the withdrawal.

RULES AND REGULATIONS FOR CHILDREN

All children enrolled in the program are expected to demonstrate appropriate behavior. Ayuda Staff work to create a safe environment for all who attend, and cannot tolerate chronically disruptive behavior from any child. If there is a problem that continues, parents/guardians will be contacted for a parent-staff conference.

- Children need to participate in all aspects of the program. If they refuse to take part, a staff person will speak with the child about the importance of participation, and will assess whether Ayuda's **OST Program** is a good match for the child's needs.
- All children are expected to help clean up the room in which they were working.
- There is no eating or drinking other than the food we will provide.
- Children must remain in their groups at all times.
- Children must respect other children, adults, materials and property.

DISCIPLINE POLICY

Step 1 – A student is warned for inappropriate behavior and asked to behave properly.

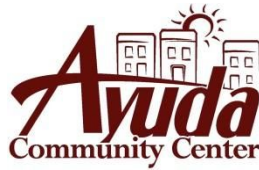
Step 2 – Student is put in time out/reflection corner by classroom teacher.

Step 3 – If inappropriate behavior continues, the student will be sent to the program's site director, and student's parent/guardian will be notified that the child **may be suspended from OST program(s) for one day**. For certain problems such as fist fighting, pushing or threatening a student or teacher, the parent will be called immediately and will be asked to pick up their child immediately. The child **WILL be suspended from OST program for one day**.

Step 4 – If child's pattern of misbehavior continues, a conference will be arranged with the guardian, student, teacher, site director, and program administrator to discuss possible removal of the child from Ayuda Community Center OST program (i.e. **School Year, Summer OST**).

FIELD TRIPS

Ayuda Community Center OST Programs may take various field trips throughout the school year. While on these trips your child is expected to remain with the group leader at all times and to follow the instructions given to them. If a child does not follow instructions and/or displays poor behavior, that child will lose the privilege of going on the next field trip. Children are **NOT** allowed to bring spending money on any field trip unless you are notified by a note/permission slip sent home with your child/children.



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With no exception, children are **not allowed to bring any type of electronic devices** (ipods, mp3 players, handheld games) on trips.

Students who carry cell phones are not permitted to use them or play with them on trips. Phones will be collected by Ayuda Staff at the beginning of the field trip; Students caught with these devices, after the fact, will have them confiscated. The device will be turned over to parents when the child is picked up from the program.

Please understand that **this program may not suit your child/children.** If the staff feels that your child is not participating in what we have to offer, or is showing negative/disruptive behavior on a regular basis, then it will be at the discretion of the OST Director and Executive Director, whether your child/children should remain with the program. We will make every effort to keep you informed of your child's progress. Should you have any questions regarding any of the above information, please feel free to contact the OST Director and/or Executive Director at 215-329-5777.

GRIEVANCE POLICY FOR PARENTS

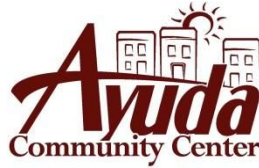
We realize that there will be times when parents, for a variety of reasons, may have a concern/question/disagreement with a decision or policy at Ayuda Community Center's OST programs. If the situation involves a staff member, and is not of a serious nature, first try talking to the staff member to work out a solution. If the situation is not resolved in a satisfactory manner, follow the steps numbered below. For the following issues, it would also be most helpful to contact Ayuda administration directly:

1. Issues related to scheduling or the calendar
2. Concerns with field trips
3. Questions or concerns with a hand out received
4. Questions or concerns with a disciplinary measure
5. Questions or concerns about a general policy

If a satisfactory agreement is not reached:

1. Parent should contact the Group Supervisor or OST Director at Ayuda Community Center: call (215) 329-5777 **or** e-mail cwright-whitley@ayudacc.org - Please clearly explain your concern/disagreement by phone to see if the situation can be resolved in this manner.

2. If a solution is not reached in this way, you may schedule a meeting with OST Director.



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3. If an agreement cannot be reached, a final meeting may be scheduled with, Cynthia Wright-Whitley, Executive Director at Ayuda Community Center.

CONFIDENTIALITY POLICY

Your child's records are available for use and viewed by your child's teacher, the OST Director, and by you (parent/guardian). These records will not be released to anyone without your (parent/guardian) written consent. Any and all confidential information the program learns about your child, or you, will be kept strictly confidential.

GENERAL RULES AND GUIDELINES

YOUTH SIGN IN/SIGN OUT

Instructors must have students sign in no earlier or later than the time of their arrival. Instructors must also initial beside the student signatures. The students must be signed out by a Parent/Caregiver before he/she leaves the program. Parents must sign Consent to Walk Home form for students who are allowed to walk home from the program. Please include the days and times the students may sign themselves out to walk home.

RATIO GUIDELINES

Preschool/Young school age children (grades K-1) 1:10

Young school age children (grades 2-4) 1:12

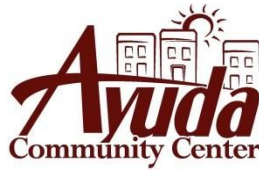
Older school age children (grades 5-8) 1:15

FOOD AND BEVERAGES FOR YOUTH

During the **Summer OST** program, lunch will be provided each day through the food service program of the Archdiocese of Philadelphia. Lunch will be available between the hours of 12:00 p.m. and 1:00 p.m. The lunch will consist of a sandwich, fruit, and a beverage. A lunch menu will be provided at the start of camp.

A snack, consisting of a beverage and a food item, will be provided to each student enrolled in Ayuda Community Center's OST program(s). Snack will be made available between the hours of 3:00 p.m. and 4:00 p.m. Before students are allowed to pick up lunch or snack, they are required to wash their hands.

A staff member must instruct students to form a line at each bathroom, while another staff member hands out soap to each of the students. Each student must be handed a paper towel upon the completion of washing their hands.



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PARENT VISITATION POLICY

Ayuda Community Center's OST programs have an "open door" policy regarding parents. Parents are welcome to observe their child/children during program hours. Parents are not allowed to be in the classroom/gym area, alone with students. If parents want to volunteer on a regular basis, they may speak with the Executive Director or the Volunteer Coordinator.

There may be opportunities to attend Field Trips. In the event that a parent/guardian would like to attend a Field Trip, it is important to be aware of the following:

- Volunteers are responsible for paying their own admission costs/ticket price per person
- Volunteers are responsible for securing their own transportation **to and from** the Field Trip location (unless otherwise notified/instructed).
- In order to attend with Ayuda Community Center students and staff, parent/guardian is required to provide copies of the required clearances **at least 7 days prior to the trip** that he/she/they would like to attend. Without the necessary clearances on file, parents/guardians will not be able to attend as a part of Ayuda Community Center in any capacity.

If you have any questions about the visitation/volunteer policies, refer to our Volunteer Coordinator or Executive Director.

GENERAL SECURITY PROTOCOL

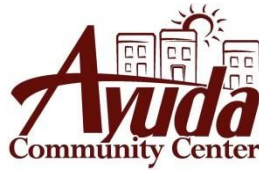
School Year OST/Summer OST 2019-2020

SCHOOL PICK-UP (After School Program Only)

Designated students are to be picked up from classrooms. No one is to take the word of the child that he/she has permission to leave the program unless prior communication and arrangements have been made by the parent/guardian with Ayuda Staff/Administration (i.e. Executive Director & OST Director).

PICKUP/PARENT AND GUARDIAN RELEASE

ALL School Doors will be locked between the hours of 3:00 to 6:00 p.m. during after school. You must call the designated mobile phone number to enter the building. Parents will come to the classroom or designated **gym/chapel area when picking up their child during summer camp.**



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Please have Group Leader or Assistant Group Leader meet parents at the door with the sign out sheet. Students are not allowed to leave the classroom or gym/chapel area unsupervised.

Students should not be released to a person who is not on the parent's pick-up list.

- If the individual is on the list but is unfamiliar to the staff, staff should ask to see identification such as a Driver's License.
- If one is not produced, the student will not be released to the individual.
- Contact the Site Director immediately and express the concern.
- The Site Director may attempt to contact the parent or guardian via telephone for verbal permission, however, if no contact is made the child cannot be released.

INEBRIATED PARENTS

If an Ayuda Staff member is suspicious that the individual picking-up a student is inebriated:

- The staff member should go to another area and discretely contact the OST Director.
- The OST Director should attempt to contact the parent, guardian, or another individual on the list to express concern about the individual picking-up the student.
- Attempt to have another individual pick-up the child.
- The child should not be released to an inebriated or otherwise suspicious looking person.
- ***If the inebriated parent appears to be agitated or becomes aggressive toward staff, the child will be released to the parent in question and the local authority notified immediately.***

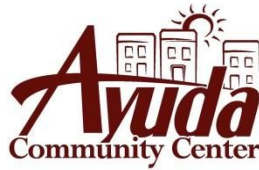
OUTDOOR COOPERATIVE PLAY

Children will occasionally walk to Hunting Park for outdoor play. The following precautions will be taken on days that are sunny and warm.

- Children should wear protective clothing including hats and sunglasses.
- Children should wear lip balm and sunscreen (SPF 50 or higher).
- Staff will identify shaded areas where students can play.
- Children/Staff will have access to clean drinking water.

If children are playing in Hunting Park, and being harassed by non-program individuals:

- An announcement will be made to have the students to line-up
- The children will be immediately escorted back to the program site
- If the situation is threatening, no equipment will be collected before departing
- The Site Director or Program Manager should be notified of the situation
- If the situation escalates from verbal harassment to anything physical, 911 will be called



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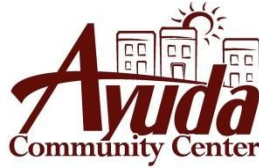
- Other groups will be prevented from making the trip to the park at that time
- If another OST program group is passed on the way back to the program site, they should be told of the situation and should turn back immediately

BASIC EMERGENCY PLAN

Ayuda Community Center has the utmost concern for the safety and welfare of children attending **School Year OST and Summer OST** programs. Our Emergency Plan provides for response to all types of emergencies. Depending on the emergency, Ayuda Staff will use one of the following protective actions:

- ***Immediate evacuation:*** Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc. In case of inclement weather, we may then proceed indoors at a neighbor's.
- ***In-place sheltering:*** Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- ***Evacuation:*** Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility. We currently have 3 available, they are:
 - **Relocation Facility A:** Ayuda Community Center Administration Office: 4400 N. Marshall Street.
 - **Relocation Facility B:** Cayuga Elementary School, 4344 N. 5th Street, Philadelphia, PA 19140, Tel: 215-456-3167.
 - **Relocation Facility C:** Esperanza Health Center Gymnasium, 4417 N. 6th Street, Philadelphia, PA 19140, Tel: 215-302-3600.

If it ever becomes necessary to relocate, a sign will be posted on the door stating which facility we've gone to (A, B or C).



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If you're not sure how to get there, please ask for directions before there is an emergency.

- ***Modified Operation:*** May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children, but may be necessary in a variety of situations.

We ask that you not call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

The facility director may provide an alternate phone number (i.e. cell phone number, etc.) to call in an emergency event.

The form designating persons to pick up your child is included with this handbook. It is for you to complete, and have returned to Ayuda Community Center. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child.

We realize that emergency circumstances may require changes to your plans, but we urge you to not attempt to make different arrangements if at all possible. This will only create additional confusion and divert staff from their assigned emergency duties.

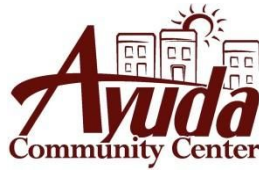
In order to assure the safety of your children and our staff, we ask for your understanding and cooperation. Should you have additional questions regarding our emergency operating procedures, contact Cynthia Wright-Whitley or Janira Bremner at 215-329-5777.

EMERGENCY PLAN PROCEDURES

I. NOTIFICATION

In an emergency/crisis, notify the following:

1. Philadelphia Police Department by dialing 911. Reports should be made when a crime has been committed, if there is a threat of imminent harm or danger, etc.
 - Identify the school and location
 - Describe the emergency/crisis situation
 - Give the name of the OST Director and a telephone number
 - Identify where a staff person will meet the responder(s)



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2. OST/Site Director will notify parent(s) or guardian(s) listed on their Emergency Contact Form by cell phone or land-line if available. If relocation of students occurred, a posting will be made available on the door of the facility indicating the relocation site. If necessary, the local radio station and local media will be notified of any emergency that occurred on the site. A posting of an emergency will also be noted on Ayuda's website and Facebook page.
3. OST/Site Director will contact Executive Director
4. OST/Site Director will notify Hunting Park Christian Academy Principal, Mr. Deane or Cayuga Elementary Principal.
5. When the emergency has ended, parents will be informed by cell phone or land-line of how they can safely be reunited with their children.

II. HOSPITALIZATION

If it is necessary to send anyone to the hospital by ambulance, an Ayuda Staff member, identified by the OST Director, should accompany the injured individual to serve as a liaison between the hospital and Ayuda Community Center's administration. This individual is instructed to relay information as soon as possible. The OST Director will coordinate transportation for this individual to and from the hospital.

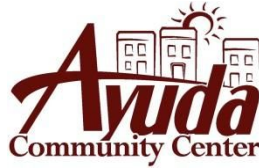
III. MEDIA COVERAGE

If an incident is likely to generate media attention, all involved parties should speak with administrative staff to identify who will make a statement to the media.

IV. RELOCATION FACILITY

If the emergency/crisis demands evacuation of facility, everyone should be removed and follow the exit/evacuation routes posted in each classroom (see Attachment 3) and walk quickly and safely to the designated meeting places or the relocation facility sites listed below (depending on the severity of the emergency):

- a) In Case of a fire, everyone should follow the Fire Evacuation Procedures in Section VI (see Attachment 3).
- b) In Case of an emergency within the facility that requires an evacuation far away from the facility, all classes will proceed to either Relocation Facility A or B or C:
 - i. Relocation Facility A: Ayuda Community Center Administration Office: 4400 N. Marshall Street.



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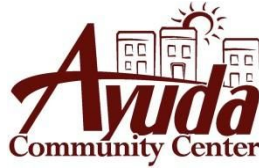
- ii. Relocation Facility B: Cayuga Elementary School, 4344 N. 5th Street, Philadelphia, PA 19140, Tel: 215-456-3167.
- iii. Relocation Facility C: Esperanza Health Center Gymnasium, 4417 N. 6th Street, Philadelphia, PA 19140, Tel: 215-302-3600.

V. INCIDENT REPORTING

If a serious incident has occurred, Ayuda will call DPW within 24 hours and an Incident Form should be completed as soon as possible and a copy should be faxed to PHMC and DPW within 72 hours.

VI. FIRE EVACUATION PROCEDURE

1. If you discover a fire or smell smoke; follow **R.A.C.E.**
 - **REMOVE**- Remove anyone from immediate danger
 - **ALARM**- Sound the alarm: know the location of the closest fire alarm box and how to operate it
 - **CONTAIN**- Close the door to the room on fire
 - **EVACUATE**- Use primary or secondary exit route
2. The Director/Assistant Director will immediately notify the Fire Department by dialing **9-1-1** and all contact recipients in Subsection I.
3. Feel the door that leads from the classroom/office, etc. before opening it. If it is hot, or smoke is seeping in, **do not open**. If you become trapped and cannot reach an exit, keep the door closed and seal off any cracks. Use any available telephone to call the Fire Department, dial 9-1-1- and give the name and location of the building. If the door is cool, open cautiously and proceed with the evacuation procedure.
4. **LEAVE AT ONCE!** All individuals must immediately exit the building. All school age children will leave through the nearest exit in accordance with the evacuation/exit routes stipulated in Subsection procedure IX(3) and Attachment 3 and meet at their designated meeting places outside the building.
 - a. Designated Meeting Area: Different locations outside the building, depending on age/classroom.
 - i. 2nd and 3rd: meet outside on 6th and Cayuga Street
 - ii. K-1st : meet outside on 6th and Cayuga Street



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- iii. 4th and 5th: meet outside on 7th and Cayuga Street
 - iv. 6th to 8th: meet outside on 7th and Cayuga Street
5. If caught in smoke or heat, stay low where the air is better. Take short breaths (through nose) until you reach the exit.
 6. **DISABLED PERSONS:** A responsible person will be assigned to assist any disabled children or adults in the event of a fire.
 7. When exiting the building, please meet at the designated meeting area, away from the building as not to interfere with the Fire Department apparatus or personnel. Scan the area to make sure each student is exiting
 8. Remember to take the attendance/roll book; a roll call and head count will be conducted to account for all persons in the building.
 9. **IMPORTANT:** Fire exit doors are to be kept closed at all times to prevent the spread of smoke throughout the child care center. If at any time, you observe fire exit doors tied or propped open, please report it to the Director or Administrator.
 10. Wait for further instructions

Shelter Locations

In Case of an emergency that occurs outside the facility, the following classes will do the following:

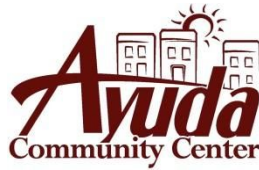
- a) K-1st Grade, Green Group will remain in their classroom
- b) 2nd and 3rd Grade, Red Group will go to the Basement
- c) 4th and 5th Grade, Blue Group will remain in their classrooms
- d) 6th to 8th Grade, LOL group will remain in their classrooms.

In Case of an emergency within the facility that requires evacuation of the facility, all classes will proceed to either Shelter Relocation Facility A or B or C:

- i. Relocation Facility A: Ayuda Community Center Administration Office: 4400 N. Marshall Street. 215-329-5777.
- ii. Relocation Facility B: Cayuga Elementary School, 4344 N. 5th Street, Philadelphia, PA 19140, Tel: 215-456-3167.
- iii. Relocation Facility C: Esperanza Health Center Gymnasium, 4417 N. 6th Street, Philadelphia, PA 19140, Tel: 215-302-3600

1. Evacuation Routes and Plans to Exit the Building

Each evacuation Route and Plans to exit the building is posted in each classroom.



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2. All Clear

When notified that the emergency is over, child care director or appointee will direct occupants outdoors until air-handling systems are operated to remove any contaminants.

3. Semi-Annual Shelter-In-Place Drills

Semi-annual drills (twice per year) will be conducted on: October 13 and April 11

VIII. LOCKDOWN:

When a danger has been determined to be outside the building an announcement will be made. Each staff member is responsible to

1. Clear all students from the hallways and report to the nearest classroom
2. Close and lock all doors and windows
3. Turn off all lights
4. BE QUIET!
5. Stay away from all doors and windows
6. Move students to farthest wall and drop to the floor
7. Do not leave the room for any reason
8. Wait for further instructions

IX. DROP, COVER AND HOLD:

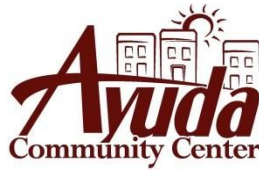
If there is an earthquake or other danger in the building or immediate surroundings, instruct the students to:

1. DROP to the floor and protect themselves by staying away from the windows and waiting underneath a desk or table
2. COVER their eyes with their arm
3. HOLD onto the table or desk leg
4. Maintain their position until further notice

X. AUTHORITY AND REFERENCES

Child Care Centers 55 Pa. Code §3270.27:

<http://www.pacode.com/secure/data/055/chapter3270/s3270.27.html>



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MISSING CHILD PROTOCOL

In the event that a child is missing during program hours:

Daily procedure requires that all students must be signed in. Students should be counted and supervised while in their designated program areas. *Students should not wander unsupervised in the school building at any time.

A. If a student is missing from the group while in the school building:

1. All staff in that class should be alerted immediately.
2. Assistant Group Leader must recount the students in the group.
3. Group Leader should notify the OST Director immediately.
4. The OST Director will appoint personnel to search the school immediately.
5. Other staff in the building will be alerted that a child is missing.
6. OST Director will communicate with school administration for assistance and have the child paged and the doors secured.
7. OST Director will contact parent/guardian and call 911 to report the child missing if the building has been searched and the child is still not found.

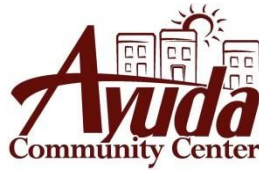
B. During Outdoor Cooperative Play Time

1. All staff in the yard should be alerted immediately that a child is missing.
2. Assistant Group Leader must recount the students in the group.
3. Group Leader should notify the OST Director immediately and check the entire school yard and outside the gate.
4. The OST Director will appoint personnel to search the school immediately.
5. Other staff in the building will be alerted that a child is missing.
6. OST Director will communicate with school administration for assistance.
7. OST Director will contact the parent/guardian and call 911 to report the child missing if the yard and building has been searched and the child is still not found.

C. While on a trip

If a student becomes lost from the group on a trip,

1. Assistant Group Leader will count the group and remain with the group while the Group Leader asks other staff if they have seen the student.
2. Group Leader will report to the administrative staff on-site (either OST Director or Executive Director) that they will be looking for the child.
3. Group Leader should go directly to the spot designated for children to wait if they have become separated from the group.



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4. If the child is not there, the Group Leader is to search restrooms and areas that were visited to make sure child was not left behind.
5. If the student is not found, notify the administrative staff person.
6. The administrative staff will then notify the security department of the site that a child is missing.
7. The Group leader and/or Assistant Group Leader must be able to provide a description of what the child was wearing and what he/she looks like.
8. The administrative staff person will notify the parent or guardian of the student's disappearance. The Executive Director will also be contacted.

EMERGENCY RESPONSES

Note: Any significant student or staff injury, property damage, or anything of media interest must be reported by Site Director to District at (215)299-SAFE

If there is physical evidence of a child being abused or a belief child to be in immediate danger at home, contact Site Director. He/she will:

- Contact school guidance counselor or personnel if at all possible.
- Contact OST Director of Ayuda Community Center 215-329-5777
- Contact Executive Director of Ayuda Community Center

(Cynthia Wright-Whitley: 215-329-5777).

- If needed, call Child Line to ask their advice on reporting the incident

(1-800-932-0313)

Student eats or drinks possibly poisonous or harmful substance:

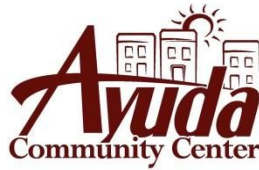
With the container/bottle in hand from which the substance was ingested, call Poison Control at **1-800-222-1222**. Ask them for appropriate steps to take after describing situation. Call parent and fill out Incident Report Form.

Psychiatric episode or dangerous/self-damaging behaviors:

In case of psychiatric episode or dangerous/self-damaging behaviors requiring immediate medical attention, call Einstein Crisis Response Center **(215) 951-8300**.

Smelling or seeing evidence of gas or fire:

Contact building engineer or janitor immediately. Evacuate students. Call 911 if school personnel are not handling that.



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If you see someone with a suspicious package or if you see a suspicious package:

Contact the OST Director immediately. If possible, keep person from delivering/bringing in any packages after school security guard has left (tell delivery person they have to bring back package tomorrow—DO NOT sign for any deliveries or allow deliveries to be “dropped off” anywhere in the building.

Extreme Weather Conditions:

If possible, call all parents to have students picked up before situation is hazardous, especially if storm is still in warning stages. If this is not possible, or as soon as conditions start to become serious, move all students to gym/auditorium area and have them remain seated away from windows.

*In the event of any significant injury, serious incident, or severe building damage, Ayuda Staff/Administration will contact:

- The principal of Hunting Park Christian Academy
- OST Director of Ayuda Community Center 215-329-5777
- Executive Director of Ayuda Community Center (Cynthia Wright-Whitley 215-329-5777).

PROTECTING CHILDREN FROM THE SUN

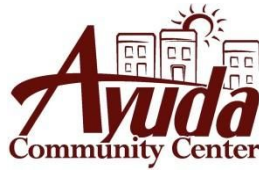
Just a few serious sunburns can increase your child's risk of skin cancer later in life. Kids don't have to be at the pool, beach, or on vacation to get too much sun. Their skin needs protection from the sun's harmful ultraviolet (UV) rays whenever they're outdoors.

Seek shade. UV rays are strongest and most harmful during midday, so it's best to plan indoor activities then. If this is not possible, seek shade under a tree, an umbrella, or a pop-up tent. Use these options to prevent sunburn, not to seek relief after it's happened.

Cover up. Clothing that covers your child's skin helps protect against UV rays. Although a long-sleeved shirt and long pants with a tight weave are best, they aren't always practical. A T-shirt, long shorts, or a beach cover-up are good choices, too—but it's wise to double up on protection by applying sunscreen or keeping your child in the shade when possible.

Get a hat. Hats that shade the face, scalp, ears, and neck are easy to use and give great protection. Baseball caps are popular among kids, but they don't protect their ears and neck. If your child chooses a cap, be sure to protect exposed areas with sunscreen.

Wear sunglasses. They protect your child's eyes from UV rays, which can lead to cataracts later in life. Look for sunglasses that wrap around and block as close to 100% of both UVA and UVB rays as possible.



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Apply sunscreen. Use sunscreen with at least SPF 15 and UVA and UVB protection every time your child goes outside. For the best protection, apply sunscreen generously 30 minutes before going outdoors. Don't forget to protect ears, noses, lips, and the tops of feet.

What Is Extreme Heat? Conditions of extreme heat are defined as summertime temperatures that are substantially hotter and/or more humid than average for location at that time of year. Humid or muggy conditions, which add to the discomfort of high temperatures, occur when a "dome" of high atmospheric pressure traps hazy, damp air near the ground. Extremely dry and hot conditions can provoke dust storms and low visibility. Droughts occur when a long period passes without substantial rainfall. A heat wave combined with a drought is a very dangerous situation.

During Hot Weather. To protect your health when temperatures are extremely high, remember to keep cool and use common sense. The following tips are important:

Drink Plenty of Fluids. During hot weather you will need to increase your fluid intake, regardless of your activity level. Don't wait until you're thirsty to drink. During heavy exercise in a hot environment, drink two to four glasses (16-32 ounces) of cool fluids each hour.

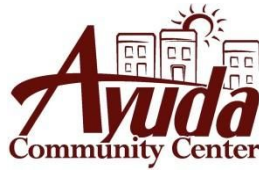
Stay Cool Indoors. Stay indoors and, if at all possible, stay in an air-conditioned place.

Monitor Those at High Risk. Infants and young children are sensitive to the effects of high temperatures and rely on others to regulate their environments and provide adequate liquids.

Hot Weather Health Emergencies. Even short periods of high temperatures can cause serious health problems. During hot weather health emergencies, keep informed by listening to local weather and news channels or contact local health departments for health and safety updates. Doing too much on a hot day, spending too much time in the sun or staying too long in an overheated place can cause heat-related illnesses. Know the symptoms of heat disorders and overexposure to the sun, and be ready to give first aid treatment.

Heat Stroke.

Heat stroke occurs when the body is unable to regulate its temperature. The body's temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. Body temperature may rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.



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Recognizing Heat Stroke

Warning signs of heat stroke vary but may include the following:

- An extremely high body temperature (above 103°F, orally)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea
- Confusion
- Unconsciousness

What to Do

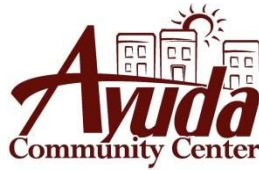
If you see any of these signs, you may be dealing with a life-threatening emergency. Have someone call for immediate medical assistance while you begin cooling the victim. Do the following:

- Get the victim to a shady area.
- Cool the victim rapidly using whatever methods you can. For example, immerse the victim in a tub of cool water; place the person in a cool shower; spray the victim with cool water from a garden hose; sponge the person with cool water; or if the humidity is low, wrap the victim in a cool, wet sheet and fan him or her vigorously.
- Monitor body temperature, and continue cooling efforts until the body temperature drops to 101-102°F.
- If emergency medical personnel are delayed, call the hospital emergency room for further instructions.
- Do not give the victim fluids to drink.
- Get medical assistance as soon as possible.

Sometimes a victim's muscles will begin to twitch uncontrollably as a result of heat stroke. If this happens, keep the victim from injuring himself, but do not place any object in the mouth and do not give fluids. If there is vomiting, make sure the airway remains open by turning the victim on his or her side.

Heat Exhaustion

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. It is the body's response to an excessive loss of the water and salt contained in sweat. Those most prone to heat exhaustion are elderly people, people with high blood pressure, and people working or exercising in a hot environment.



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Recognizing Heat Exhaustion

Warning signs of heat exhaustion include the following:

- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness
- Weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting

The skin may be cool and moist. The victim's pulse rate will be fast and weak, and breathing will be fast and shallow. If heat exhaustion is untreated, it may progress to heat stroke. Seek medical attention immediately if any of the following occurs:

- Symptoms are severe
- The victim has heart problems or high blood pressure

Otherwise, help the victim to cool off, and seek medical attention if symptoms worsen or last longer than 1 hour.

What to Do

Cooling measures that may be effective include the following:

- Cool, nonalcoholic beverages
- Rest
- Cool shower, bath, or sponge bath
- An air-conditioned environment
- Lightweight clothing

Recognizing Sunburn

Symptoms of sunburn are well known: the skin becomes red, painful, and abnormally warm after sun exposure.

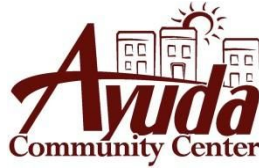
What to Do

Consult a doctor if the sunburn affects an infant younger than 1 year of age or if these symptoms are present:

- Fever
- Fluid-filled blisters
- Severe pain

Also, remember these tips when treating sunburn:

- Avoid repeated sun exposure.
- Apply cold compresses or immerse the sunburned area in cool water.
- Apply moisturizing lotion to affected areas. Do not use salve, butter, or ointment.
- Do not break blisters



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NONDISCRIMINATION IN SERVICES

DATE: August 31, 2017

SUBJECT: **Nondiscrimination in Services
Equal Employment Opportunity**

TO: Parents and Guardians

FROM: Cynthia Wright-Whitley, Executive Director

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any parent or child (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

Reese Street Community Center d.b.a. Ayuda Community Center

4400 N. Marshall Street
Philadelphia, PA 19140

**Department of Public Welfare
Bureau of Equal Opportunity**
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

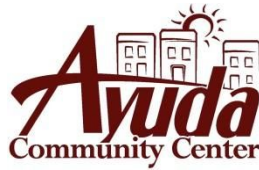
**PA Human Relations Commission
Philadelphia Regional Office**
110 N. 8th Street, Suite 501
Philadelphia, PA 19107

**U.S. Department of Health and Human Services Commonwealth of
Pennsylvania**

Office for Civil Rights
Suite 372, Public Ledger Bldg.
150 South Independence Mall West
Philadelphia, PA 19106-9111

DPW Bureau of Equal Opportunity
Southeastern Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107

Signature of Parent: _____ Date _____



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Policy & Procedure – Transfer of Child’s Records

Policy

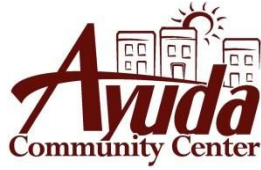
Child’s records will be transferred to new schools or programs in accordance with the parent’s or legal guardian’s written request.

Responsibility & Accountability

Administration is responsible for transferring records.

Procedure

- Records will be transferred to new schools or programs upon receipt of a written request form.
- Parents/legal guardians can obtain a Transfer Records Form from the office.
- A parent/legal guardian must complete and submit the form to the office.
- Administration must verify that the person making the request **IS** the legal guardian of the child.
- After verification, administration must send a copy of the child’s records within one week.
- Original records are maintained in the office until the child reaches the new school or program.



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Request for Release of Student Records

Dear Administration,

My child has been withdrawn from Ayuda Community Center OST program(s). Please release their records and forward them to the receiving program as noted below. Thank you for your cooperation.

Receiving Program

Name of Program

Address

City, State, Zip

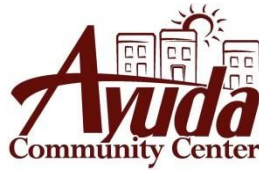
Phone

Authorization

Name of Parent

Parent Signature

Date



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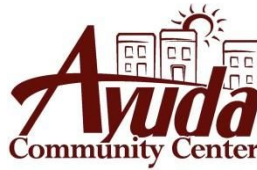
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Dear Parents,

An important part of a school-age child's life is transitioning from depending entirely on caretakers to learning how to take care of themselves. Transitions also occur when students move from grade to grade or from elementary school to middle school and from middle school to high school. Along with completing homework and academic enrichment activities each day, our program provides students with specific tools that will help them transition to self-care. We use the Southeastern Pennsylvania School Age Care Project as a guide and resource to provide your child with information and lessons on self-care. We will also provide you with tips that you can use as your child moves up in grades.

For each month there is a theme. Group discussions and hands-on activities will be used in covering each theme. At the end of each month your child will complete a survey about the activities they participated in. Attached is a list of themes for the year as well as tips for helping students transition from grade to grade. If you have questions or concerns please feel free to contact Ayuda Community Center's OST Director.

Thank you!



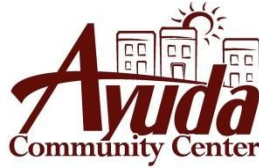
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School-Age Self-Care Themes

MONTH	THEME	DETAILS
September	Personal and Family Information	Names, phone numbers, address, birthdays
October	Fire Safety	Family escape plans, meeting places, stop, drop, and roll
November	Home Safety	Kitchen, bathrooms, windows, and basement
December	Self-Esteem	Caring for emotional well-being
January	Telephone Skills	Making and receiving phone calls from home and cell phones
February	Internet Skills	Safely using the internet at home and school
March	Emergencies	What to say when calling 911
April	Nutrition	How to make healthy food choices
May	Physical Fitness	Why it is important to keep our bodies active
June	Stranger Safety	Who to trust and how to know
July	Summer Safety	Water safety, staying safe while traveling
August	Back to School	Being responsible for class and homework

Transition Points: Helping Students Start, Change, and Move Through the Grades

By Robin F. Goodman, Ph.D. | Susan Schwartz, M.A., Ed. | Robin F. Goodman, Ph.D. — NYU Child Study Center Updated on Jul 9, 2010



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Early elementary school:

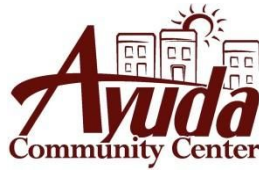
- *Physical and emotional challenges:* The transition to the grade school years may require moving to a new building and a longer school day. Learning to be a student also becomes important, involving adjusting to the routine and structure of the school day and the development of a sense of responsibility for completion of assignments and homework. Students face more structured, objective rewards and consequences for their behaviors.
- *Social challenges:* In the early grades, children are still adjusting to a world outside the home. They form new friendships, learn about teamwork and may find themselves developing special interests and skills.
- *Academic challenges:* Mastery of the fundamentals needed for the rest of their school careers is required. Children acquire basic reading and math ability; they learn computational skills, how to read words and how to read for meaning. They are required to answer questions about who, what, and where, which gives them information about character, plot and setting.

Upper elementary school:

- *Physical and emotional challenges:* In the upper elementary grades (grades 4 and 5) more independent functioning is required. Differences among students become more apparent with regard to abilities, and given the increased demands on all fronts, new problems may surface or existing ones may be more difficult to handle.
- *Social challenges:* Children have the opportunity to expand friendships, to work cooperatively with others, make their own social arrangements, join social groups outside the family, and plan independent activities. Cliques may form and bullies may cause difficulties, although these difficulties may happen at any point.
- *Academic challenges:* The academic emphasis is no longer on the acquisition of basic skills. Children are expected to be able to use basic skills to acquire information and solve problems, to be competent in reading comprehension, written expression, and knowledge in content areas.

Middle school:

- *Physical and emotional challenges:* Some communities define a specific period of time as middle school; the span can vary from 5-8th grade or 6-9th and usually entails moving to a new school building. Many children, as in New York City, change schools at 6th grade; independent schools may keep students in one location through 8th grade. The challenge to educators is to help children in these in-between years. Educators are responsive to the concern, for example,



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that 7th graders have very different needs than 4th graders, and additionally, the younger, newly entering students are unprepared to deal with pressures coming from the older students. During this time, the onset of puberty necessitates changes in the teen's perception of his or her body and feelings about those changes.

- *Social challenges:* In changing schools, students may be separated from friends with whom they have gone through the lower grades. In addition, the social context changes from the often supportive and individualized setting of a single classroom with a single teacher. Students have to adapt to a social climate that is usually more impersonal as they rotate through departmentalized classes with a number of teachers with different teaching styles and expectations. Peer acceptance becomes critical at this age as do other social pressures such as religious ceremonies (confirmation, bar mitzvah, etc.).
- *Academic challenges:* More independence is now required. Children need to master several unrelated classes and assignments and utilize organizational skills, perhaps maintaining a daily or weekly planner for the first time. The exposure to diverse content allows them to integrate information from one content area to another, such as reading a book for language arts that directly influences their thinking on a topic in social studies.

What parents can do

Be aware of the different age-related, social and academic challenges children face at various stages and that times of transition can be an added stress. Also know the specific needs of the child that makes transitions harder.

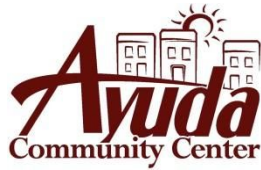
Consider personal and family situations that may impact the child and make a particular year more difficult. Inform and collaborate with the school staff to obtain the best support.

Prepare the child for new school experiences by discussing the changes beforehand and phase in necessary adjustments ahead of time. For example, at the end of a vacation gradually set an earlier bedtime to make entry into the new routine smoother.

Young children can be helped to separate from parents and interact with new school-mates by providing them with opportunities to spend time with friends or relatives without their parents. Arrange play-dates, play groups and other opportunities for socialization. Introduce some school-type activities at home, such as story time, snack time, and rest time.

Form a partnership with the child's teachers and school personnel. In meetings, listen to their point of view and let them explain their expectations. Children can behave differently at home than in school when under stress from academic and social challenges.

Keep hands off assignments; act as a guide or resource for children. Discuss possible ways to do the assignment, but don't actually do the work.



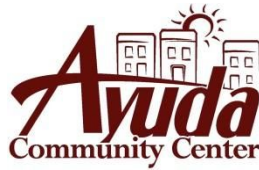
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If homework keeps the child up well past the usual bedtime, despite the fact that the child is putting forth his or her best effort, discuss the issue with the teacher. The aim of both parents and teachers should be to prevent parent/child homework conflict and to help the child avoid feeling incompetent.

Be alert to the specific situations or types of assignments that are particularly difficult for your child. Investigate the problem with the school and consider obtaining an educational evaluation.



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Ayuda Community Center **Volunteer Policies**

A. Criminal and Child Abuse Security Clearances

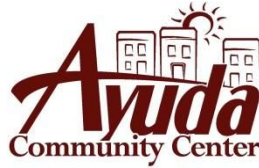
Volunteers and staff of Ayuda who work directly with children and youth, or otherwise have contact with children, shall be required to undergo annual background checks (criminal and child abuse). Prospective volunteers shall complete the applications for such background checks as given to them by Ayuda. The costs for these applications shall be borne by the applicant. Volunteers may not begin their work until the results of such background checks have been received. Volunteers may receive a copy of the clearances upon request.

B. Harassment

It is our policy to maintain a work environment free from sexual harassment, intimidation or coercion. All volunteers are expected to treat their coworkers with dignity, respect and courtesy and to refrain from verbal or physical conduct that could be construed as sexual harassment by another individual. All staff should feel that Ayuda provides a safe and productive workplace.

Any action or conduct, which may discriminate against or harass other employees or volunteers, is prohibited. Ayuda does not tolerate any actions, words, jokes or comments based on an individual's sex, sexual orientation, race, ethnic background, age, religion, physical condition or other legally protected characteristic. Any comments or actions, therefore, which demean or are hurtful to people of a certain sex, sexual orientation, race, ethnic background, age, religion or certain physical condition, are prohibited. Any such conduct may result in disciplinary action, including immediate discharge.

Any employee or volunteer who feels harassed, intimidated or coerced by a hostile work environment, should immediately and fully inform his/her supervisor. Every reported incident will be investigated in a confidential manner in order to protect the privacy of the person making the complaint as well as that of the accused. If it is determined that the complaint is valid, the person who engaged in harassment will be disciplined according to normal disciplinary procedures.



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C. Confidentiality

It is the responsibility of all staff members and volunteers to protect against the unauthorized disclosure of confidential information. Confidential information and records include but are not limited to:

- Payroll records and information regarding salary
- Personnel records
- System passwords and security codes
- Organizational planning information
- Program site or participant information
- Information contained in a volunteer, artists or intern's personnel file
- Information learned verbally in the course of your job

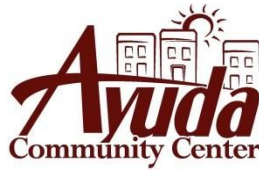
Confidential information should be kept in safe and secure places and not accessible to public view. Unauthorized disclosure of confidential information may lead to disciplinary action including immediate termination. Staff and volunteers should consult with the Executive Director when in doubt about the handling and disclosure of confidential information.

D. Roles & Expectations

Volunteers play a critical role in the life of Ayuda. These roles include (but are not necessarily limited to) the following:

- Classroom Aide
- Administrative Assistant
- Cleaning/Building Maintenance and upkeep

Should there be other areas in which a group or individual feels they can be of use, feel free to discuss options with the Volunteer Coordinator.



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Below are descriptions and details regarding the potential roles volunteers may be asked to serve and support:

Classroom Aide

Purpose/Description:

Volunteer circulates through classroom to monitor learner progress during activities. As a Classroom Aide, there may be opportunities to attend Field Trips. In the event that a group or individual would like to attend a Field Trip, it is important to be aware of the following:

- Volunteers are responsible for paying their own admission costs/ticket price per person.
- Volunteers are responsible for securing their own transportation **to and from** the Field Trip location (unless otherwise notified/instructed).

Possible tasks:

- Focus on the particular point of the lesson
- Check for general understanding of task/lesson
- Error correction
- Check for comprehension
- Answer questions
- Monitor individual, pair or group activities and report progress/problems to teacher

Important:

Floating should have a purpose! Make sure that you know what is being focused on during the activity/lesson. Ask the teacher what is expected of the learners. Make sure you monitor and help as many learners as possible.

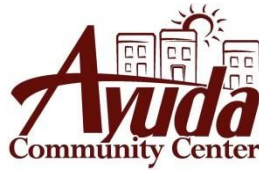
Administrative Assistant

Purpose/Description:

Reporting to the Volunteer Coordinator and/or Executive Director, the administrative assistant will perform a range of administrative and office support functions.

Possible Tasks:

- Receive incoming phone calls and written correspondence, providing prompt responses, and forwarding to appropriate staff member where necessary.
- Perform general clerical duties including photocopying, fax, and data entry.



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Admin. Assistant: Possible Tasks contd.

- Handle requests for information/data and follow up with appropriate staff member.
- Other projects as assigned by Volunteer Coordinator and/or Executive Director.

Cleaning/Building Maintenance and upkeep

Purpose/Description:

Reporting to the Volunteer Coordinator and/or Executive Director, this group/individual will assist Ayuda Community Center by cleaning/organizing/maintaining cleanliness and appearance of the physical space.

Possible Tasks:

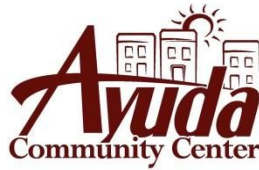
- Sweep/mop floors
- organize books
- Take out garbage
- Sweep/pick up garbage outdoors, in the general vicinity of Ayuda Community Center
- Miscellaneous tasks involving general well-being of Ayuda Community Center physical space.

E. Dress Guidelines

Volunteers are expected to present a clean and professional appearance when representing Ayuda. Business casual is the overall dress code; however, some duties may require staff and volunteers to dress according to the event.

Things NOT to wear:

- Tattered jeans
- Jeans with holes
- Ripped/frayed t-shirts
- Flip-flops
- Short shorts/skirts
- Shirts/blouses exposing the midriff or that are too low-cut



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F. Attendance

Volunteers are expected to arrive prepared and on time to the event they have committed to, and to stay until all of their duties have been completed. If a volunteer can not attend or fully participate in the activity they have committed to, please notify the Volunteer Coordinator by calling 215-329-5777 and/or sending an e-mail to ayudalol44@gmail.com ASAP.

G. Safety

Safety is a joint venture between staff and the organization. Ayuda strives to maintain a clean and hazard free environment in which to work in. Staff and volunteers are expected to take an active role in maintaining this environment. Please observe normal safety precautions. The following are some organization wide safety practices and policies:

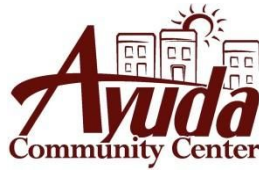
1. Do not try to move, lift or carry anything heavy by yourself. Ask for assistance if needed.
2. Report any injury, no matter how minor, to your supervisor. If hurt on the job, it is required that a formal accident/injury report be completed by you and your supervisor – no matter how minor the injury. The formal injury report should be forwarded to your direct supervisor.
3. Your work area should be kept clean and orderly.
4. It is your responsibility to learn the location of all safety materials such as fire extinguishers, alarms, exits, etc.
5. Should you notice anything that seems to be a safety hazard or potentially dangerous, report it to your supervisor immediately.

H. Cleaning

Ayuda is a small non-profit organization. Because of this, all staff contributes to the efficiency, cleanliness and general upkeep of the offices. The responsibility is on the staff and volunteers to maintain a work environment that speaks to the quality of Ayuda.

Remember the following:

Everyone is responsible for cleaning up his/her/their individual areas on a daily basis. Be conscious of files, papers, desk, trash, etc in your area. If you have opened windows in your area, turned on a space heater, etc, you must close down these items before leaving! If you have used the kitchen area, wash and put away dishes. Wipe the microwave.



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When working in a separate site location (HPCA, Esperanza Health Center, Cayuga, etc), volunteers and staff should uphold the same standards. All staff and volunteers should clean up thoroughly after their program and leave the space how it was when they arrived (or cleaner if possible!). If you do not know where to find cleaning supplies, please ask someone.

I. Use of telephones

Volunteers generally do not need to use Ayuda office phones, however there are times when it is necessary for business, and occasionally to make or receive personal calls. All personal calls should be limited to 5 minutes. No long distance phone calls are to be made on Ayuda phones unless they are business related.

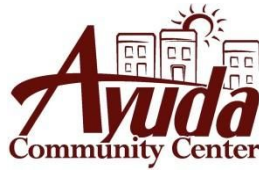
J. Computer and Related Equipment

There may be times when Ayuda volunteers need to use office computers in relation to their work, and we will try to arrange a time when the equipment can be used if necessary. Reasonable use is expected when using organizational property, nor should items be removed from the Ayuda facility unless approved.

Our goal is to make sure that all computers function properly and that there is a minimal risk to document security.

1. Use only legal versions of copyrighted software in compliance with license agreements.
2. Be considerate in your use of shared resources. Refrain from overloading networks with excessive data, wasting computer time, printer paper, etc.
3. Do not use another person's files or data without permission.
4. Do not engage in any activity that might be purposefully harmful to systems.
5. Do not make, use, or store illegal copies of copyrighted software on Ayuda systems or transmit over the network.
6. Do not look-up or view items on Ayuda computers that are offensive or sexual in nature.

Do not use mail or messaging services to harass or intimidate another person, for example, by broadcasting unsolicited messages, by repeatedly sending unwanted mail or by using someone else's name or user ID.



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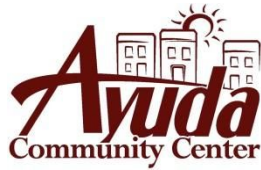
K. Inclement Weather Closing

Due to the educational nature of Ayuda program offerings, decisions regarding inclement weather will closely resemble decisions made by the local school system. If the weather conditions dictate office closings or start delays, a message will be left on the Ayuda external phone system in the early morning. All staff and volunteers are responsible for checking the message to determine the office and program schedules. Staff and volunteers should keep important program and site phone numbers, including other Ayuda staff, with them in case of closings. No announcement means we will operate on a normal schedule.

L. Supervisor Contact Information

Cynthia Wright-Whitley, MHS
Executive Director
4400 N. Marshall Street
Philadelphia, Pa 19140
cwright-whitley@ayudacc.org
215-329-5777 (office)
215-298-2434 (cell)
215-329-1310 (fax)

Scott Lasley
Program Manager/Development Coordinator
4400 N. Marshall Street
Philadelphia, Pa 19140
ayudalol44@gmail.com
215-329-5777 (office)
484-393-2625 (cell)



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Contact Information for Volunteer(s)

Name: _____

Date: _____

Street Address:

City: _____ **State:** _____ **Zip:** _____

Home Phone: _____ **Work Phone:** _____

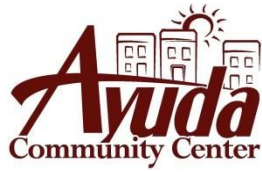
Cell Phone: _____ **Email address:** _____

Occupation: _____ **Employer:** _____

Status: Full time__ Part time__ Retired__ Unemployed__ Student__

School (if applicable): _____

Languages Spoken/Written:



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Emergency Contact Information:

Name: _____

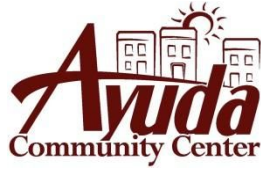
Relationship: _____

Address/Location: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____



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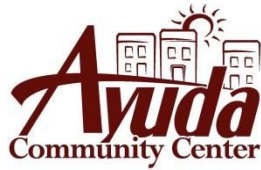
Photo Release

Ayuda Community Center would like your permission to take your picture throughout the course of your time with Ayuda's programs. These photos will be used for public relations. They may be posted on our website (www.ayudacc.org) however, they will not be sold to the general public. If you are willing to allow us to use your photo, please fill out and sign the bottom of this form.

I, _____, give Ayuda Community Center permission to use my photo for public relations and on the Ayuda website/blog.

Signature

Date



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Statement of Understanding

I, _____, acknowledge that I understand the Volunteer Policies in place at Ayuda Community Center. I have read and agree that I will abide by these policies while I am volunteering at Ayuda Community Center.

Signature

Date