



Policies & Procedures Manual

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Contact Sheet

Contact List:

1. John Genkos Program Supervisor (508)799-1175
(office) genkosj@worcesterma.gov (email)

Site administrators

School Locations

Goddard Elementary	Principal: Yuisa Perez-Chionchio	Phone: (508) 799-3594
Claremont Academy	Principal: Ricci Hall	Phone: (508) 799-3077
Woodland Academy	Principal: Patricia E. Padilla	Phone: (508) 799-3357
Worcester East Middle	Principal: Dr. Rose Dawkins	Phone: (508) 799-3430
Chandler Elementary	Principal: Jessica Boss	Phone: (508) 799-3572
Quinsigamond School	Principal: Margaret Doyle	Phone: (508) 799-3502

Supporting Staff

1. Worcester Public Schools, Supplemental Services (508) 799 – 3110 Office
2. Worcester Public Schools, Transportation Contact (774) 292 – 0566 Cell
3. Attendance App/Technical Assistance, Byron Udegbe (240) 899 – 0478 Cell
or bkudeg16@g.holycross.edu
4. Registration Support, Mark Crisafulli (774) 270 – 1894 Cell
or MCrisafulli@clarku.edu
5. Youth Opportunities Office, Raquel Castro-Corazzini (508) 799 – 1328 Office
or castro-corazzinir@worcesterma.gov
6. Youth Opportunities Office, Scott Dowling (508) 799 – 1316 Office or
DowlingS@worcesterma.gov

Attendance Policy

Attendance will be entered through an attendance application called 'Knack'. All program site administrators and program help staff should have access to the application. If you do not have access to this application or are experiencing problems please contact John Genkos at (508) 799-1175. If staff members are experiencing technical difficulties with the Knack application and cannot reach John take down emergency contact information on a separate sheet of paper.

Staff **MUST MAKE SURE** there is emergency contact information for every participant in the Recreation Worcester Program either on the Knack application or on a written attendance list. When the students make their way into the Recreation Worcester after school program they should sign in immediately using the Knack site at a computer. Students will also be asked to sign out.

With the Knack application, attendance at each site will be taken daily and registration forms can be entered. To add a participant, open the app and go to the right corner of the screen and click on the menu button (a round button with lines going through it). In the dropdown box click 'Participants'. At the top of the screen click the silver box that says 'Add Participant'. Type in the provided information. Be sure to list park preference if one was specified as well as any pertinent medical information. If there is any additional information on the form that does not fit into the categories please put them in the notes section at the bottom of the screen. Once all information is entered hit submit. A green message should appear at the top of a refreshed screen saying 'Student Added Successfully' when done.

Site leaders should constantly keep track of this attendance sheet and make sure students sign out before leaving the program.

Emergencies

Emergency situations are defined as:

- Student leaves work site without permission.
- Medical situation requiring staff intervention.
- Any other situation per discretion of staff.

Medical Emergency Protocols:

1. If a student becomes ill or injured and is need of medical attention, 911 is to be called **immediately.**
2. A volunteer or site administrator must stay with the injured/ill student at all times and another volunteer/site administrator must immediately notify the students emergency contact and then notify the program director who will notify City Manager's Office.
3. Other volunteers should tend to the needs of the remaining students and move the rest of the students away from the emergency situation.
4. If transfer is required, a site administrator should accompany the student to the hospital via ambulance or follow to meet the student at the hospital- the student should be accompanied by a paid staff member.
5. If a site administrator is going to the hospital, another site administrator should be pulled from a site that is less populated or if no site administrators are unavailable, then the program director should fill that void.
6. This medical emergency should be written down in the incident reports after all the issues have subsided.

Missing Student Policy

If a student is unaccounted for at any Recreation Worcester school location that checked into the program the chain of communication should be as follows: volunteer staff to paid staff to site administrator to program director. The program director will begin to call other sites to see if the student in question is present at another site. The program director will then notify the appropriate city officials with this issue. Site leaders should be responsible for all students at their site. The site leaders should enforce the policy of one door to enter program and one door out to exit the program.

If a parent arrives at a Recreation Worcester site asking for a student, the site administrator should review the attendance list of youth that have checked into that site's program. The Recreation Worcester staff is not responsible for a student that has not signed into the program. If the student is not present, the staff should calmly inform the parent that they never checked into the program but they will call the Program director who will reach out to other Recreation Worcester sites, where the student possibly may be. The parent should also be informed that Recreation Worcester does not provide transportation so if that student did not sign in, Recreation Worcester does not have the information from schools about dismissal.

Severe Weather Policy

The program will occur unless cancellations happen earlier in the Worcester Public Schools system. However, the program may be cancelled due to severe weather experienced during the afternoon of winter months. If the Worcester Public Schools are early dismissed, the program will also be canceled. If the schools are open but severe weather occurs during the afternoon hours, the program may be cancelled before the start of the program. If this occurs during the program, the remaining time of the program will be canceled and until parents pick up their student, the student will remain at the school for proper shelter. If the parent does not come in the appropriate time of program hours, the site administrator will use the Knack attendance tracker to call the parent. If chances of inclement weather are high for the next day, program director and other appropriate staff will call for the cancellation of that next afternoon. Site administrators are in charge of informing the volunteers about cancellations.

If schools are cancelled or early dismissal happens on a Friday, there will be no after school programming for that Saturday.

Parents should be actively checking Recreation Worcester's website, www.worcesterma.gov/recreationworcester, for cancellation postings. If these parents do not have access to a computer, site administrators should inform them of potential cancellations. There will be signs posted on the school buildings if that program is cancelled the next day. Below are the policies of the Worcester Public Schools. Recreation Worcester will follow these protocols.

GENERAL SCHOOL ISSUES

Early Dismissal

***Please note. When schools are dismissed early all after-school programs are canceled. Students should take the bus home at these times during early dismissal.**

The School Administration may implement the following steps during adverse weather conditions affecting school dismissal:

Step 1 - Tier 1 Schools will be dismissed at 12:45 p.m.

Worcester East Middle School

Step 4 - Tier 4 Schools will be dismissed at 1:25 p.m.

Claremont Academy

Goddard School of Science and Technology

Woodland Academy

Step 6 - Tier 6 Schools will be dismissed at 2:00 p.m.

Quinsigamond School

Special Schedule:

Chandler Elementary Community School 3:25 p.m. Regular Time

No School/Delayed School Opening/Early Dismissal Announcements

Announcements of no school, a delay in the opening of school, or early dismissal from school will be made on the following radio and television stations:

WTAG 580 AM WORC 1310 AM WBZ 1030 AM

WXLO 104.5 FM WSRS 96.1 FM WCUW 93.1 FM*

WHDH-TV Channel 7 WCVB-TV Channel 5 WBZ-TV Channel 4

*This announcement is broadcast in Spanish between the hours of 5:00 a.m. and 6:00 a.m. on WCUW FM 93.1.

Radio stations have requested that students and parents/guardians refrain from calling to make inquiries as to the status of school.

In addition, information about no school, a delay in the opening of school and early dismissal from school will be posted on the WPS Website and an automated phone message will be sent to parents/guardians. For Recreation Worcester, follow the WPS website for cancellations and early dismissals and also check the Recreation Worcester website for any information or contact the school your student usually attends.

Expected School Sites

Goddard Elementary 14 Richards Street Worcester, MA 01603	Claremont/Woodland Academy 15 Claremont St Worcester, MA 01610
Worcester East Middle 420 Grafton St Worcester, MA 01604	Chandler Elementary School 114 Chandler Street Worcester, MA 01609
Quinsigamond Elementary School 14 Blackstone River Road Worcester, MA 01607	

January Addition Program Plan (Drop-In Program)
(times vary for each school-structure same)

January 11th-June 15th

3rd-7th grade

3:00PM
3:05PM-4:00PM Group A
3:05PM-4:00PM Group B
4:05PM-4:10PM
4:10PM-5:00PM Group A
4:10PM-5:00PM Group B
5:00PM

Sign in, discuss schedule with students (start time has to be discussed for Chandler elementary)
Starts with the educational/tutor portion of the program
Starts with the physical recreation portion of the program/arts-crafts portion (their choice-stations)
Transition/snack time
Transitions to the physical recreation portion of the program/arts-crafts portion (their choice-stations)
Transitions to the educational/tutor portion of the program
Dismissal/sign out---transition to older group

Weekday

8th-12th

5:00PM
5:05PM-5:10PM
5:10PM-7:00PM
7:00PM

Sign in, discuss options for the day, transitions
Snack portion
Stations set up for students to choose (recreation, arts or educational) Open concept
Dismissal/sign out-close program

January 11th-June 15th (Weekend)

3rd-7th

10:00AM-11:45AM
11:45AM-12:00PM
12:00PM

Sign in, discuss schedule/options with students (Open Recreation)
Snack portion
Transition

Weekend

8th-12th (GODDARD ELEMENTARY ONLY)

12:00PM-1:45PM
1:45PM-2:00PM
2:00PM

Sign in, discuss schedule/options with students (Open Recreation)
Snack Portion
Dismissal

Breaking up Groups

Head recreation leaders and assistants will be responsible for breaking up the youth (7-13) into two separate groups. This should happen on the first day of recreation Worcester and it should be random. Now, if students feel comfortable being with certain kids (brothers/sisters, best friends) we will make the accommodations when necessary or where possible. The groups are for structure and for giving the program the proper guidelines to provide every student with the three major components of the program. **These groups are not meant for students to feel uncomfortable in anyway.** If students are not getting along constantly in their groups, then they will be removed from that group into another one. The head recreation leader may mix up groups as much as they feel it is appropriate. These groups are **FOR ORGANIZATIONAL PURPOSES AND NOT FOR ATTENDANCE.** Attendance will be done through the KNACK system at all times.

If numbers are not high enough for more than one group, follow the schedule given and lengthen the time for each activity for the one group. The structure will be the same, but, one activity will be going on at a time. If a student shows up late, it is okay to put them in a lower group count or in the activity they would like to do. **All students have to sign in before participating even if late.**

The older group 14+ will not have groups and they will work with an open concept. When they come into the program they will be given the choices and there will be stations set up for them. If older students stay after school they will be not be asked to leave. This program is a drop-in program. Even if the older group does not start, they will be welcomed in. Some of the students will be used to help with running the younger groups program and other students will be provided a classroom to start homework and school related activities. This program encourages peer help and older students could potentially earn community service hours by helping the younger group. Staff will help keep these students separated from the younger group (unless assisting younger group). All older students who are assisting with younger students will be supervised by staff at all times.

Dress Code/What to Bring

Students are encouraged bring any homework activities they feel like they need help with. Students should also be properly dressed to be able to participate in physical activity.

Dress code that applies in schools will apply to this program. Improper dress could result in being removed from the program. Sneakers must be worn during the physical part of the program. The program will not allow:

- Men's undershirts or boxers worn as street clothes
- T-shirts with profane, suggestive language or those who advertise alcohol or tobacco products, or violence
- Skirts or shorts that are too short
- Pants not pulled up around hips
- Underwear showing
- Pants must fit the waist and be worn there
- Closed heel and toe shoes must be worn at all times
- Hair rollers and curlers are not permitted
- Sunglasses are not permitted in the buildings
- Any school attire rule may be implemented

Bullying

Recreation Worcester will be using the student policy handbook of the Worcester Public Schools to define and establish policy about bullying. Recreation Worcester prohibits any unlawful or disruptive behavior, including any form of bullying, cyber-bullying, or retaliation in Worcester public school buildings, on school grounds, property adjacent to school grounds, and school-sponsored or school-related activities. Bullying, as defined in MGL c.71, § 37O, is the repeated use by one or more students or school staff members of a written, verbal, or electronic expression or a physical act or gesture or any combination thereof, directed at a victim that:

- A. causes physical or emotional harm to the target or damage to the victim's property;
- B. places the victim in reasonable fear of harm to himself or herself or of damage to his or her property;
- C. creates a hostile environment at school for the victim;
- D. infringes on the rights of the victim at school; or
- E. materially and substantially disrupts the education process or the orderly operation of a school. Bullying shall include cyber-bullying.

Recreation Worcester recognizes that certain students may be more vulnerable to become a target of bullying and harassment based on actual or perceived differentiating characteristics, including "race, color, religion, ancestry, national origin, sex, socioeconomic status, homelessness, academic status, gender identity or expression, physical appearance, pregnant or parenting status, sexual orientation, mental, physical, developmental or sensory disability or by association with a person who has or is perceived to have one or more of these characteristics." The civil rights of all school community members are guaranteed by law. The protection of those rights is of utmost importance and priority to our school district. Recreation Worcester also prohibits bullying of school community members for reasons unrelated to their race, color, religion, national origin, ethnicity, sex, sexual orientation, gender identity, age or disability.

Cyber-bullying is bullying through the use of technology or electronic devices such as telephones, cell phones, computers, and the Internet. It includes, but is not limited to, emails, instant messages, text messages, and Internet postings. Retaliation is any form of intimidation, reprisal, or harassment directed against a student who reports bullying, provides information during an investigation of bullying, or witnesses or has reliable information about bullying.

The Recreation Worcester certifies that its schools have adopted and are enforcing a Bullying Prevention and Intervention Plan. An Anonymous Bullying Reporting Line has been established at (508) 799-3472. The entire plan can be viewed at: <http://preventbullying.worcesterschools.org>.

Consistent with the requirements of SB 2404, An Act Relative to Bullying (SECTION 1. Section 37O of chapter 71 of the MGL) in Schools, all students will receive prevention activities that are designed to create and maintain safe, disciplined and drug-free environments which would include bullying prevention.

Based on information reported to the program director, the director will investigate all reports and complaints of bullying, cyber-bullying, and retaliation, and take immediate action to end

bullying behavior and restore the target's sense of safety and will engage support staff to determine subsequent steps which may include, but not be limited to, disciplinary action, a strategy for providing support services or referral to appropriate services for aggressors and targets and for appropriate family members of said students, and criminal charges may be pursued against the aggressor.

Acts of bullying can result in any one, or combination of, the following legal charges:

- Assault (GL c. 265, §13A). The act or an instance of unlawfully threatening or attempting to injure another.
- Assault & Battery (GL c. 265, §13A). An assault upon a victim that is carried out by striking the victim, knocking the victim down, or otherwise doing violence to the victim.
- Criminal Harassment (GL c. 265, §43A). Whoever willfully and maliciously engages in a knowing pattern of conduct or series of acts over a period of time directed at a specific person, which seriously alarms that person and would cause a reasonable person to suffer substantial emotional distress.
- Harassing/Annoying Phone Calls. (GL c. 269, §43A). Whoever telephones another person, or causes any person to be telephoned, repeatedly, for the sole purpose of harassing, annoying or molesting such person or his/her family, whether or not conversation ensues, or whoever telephones a person repeatedly, and uses indecent or obscene language to such a person.
- Threats (GL c. 275, §4) (GL c. 209A, §7). An expression of intention and an ability in circumstances that would justify apprehension on the part of the recipient.
- Disruption of School Assembly (GL c. 272, §40). Whoever willfully interrupts or disturbs a school or other assembly of people met for a lawful purpose.
- Civil Rights Violation (GL c. 265, §§37, 38). No person, whether or not acting under color of law, shall by force or threat of force, willfully injure, intimidate or interfere with, or attempt to injure, intimidate or interfere with, or oppress or threaten any other person in the free exercise or enjoyment of any right or privilege secured to him by the constitution or laws of the Commonwealth or by the constitution or laws of the United States.
- Malicious Destruction of Property (GL c. 266, §127). Whoever destroys or injures the personal property, dwelling house or building of another.

During the investigation of bullying accusations, Recreation Worcester has the right to remove the student from Recreation Worcester until the investigation is over. If the student is found guilty, he/she will **NOT** be allowed back in the program.

Expectations of Employees/Volunteers

1. Employees/volunteers are expected to be **on time**.
2. If you are going to be late or absent, as a volunteer you must tell your site administrator. Paid staff cannot be late. They must show up 15 minutes prior to the program starting. You will only be paid for hours worked. If there is an emergency making the paid staff or site administrator late contact the program director **IMMEDIATELY**.
3. Ethnic, racial, religious, sexual slurs, vulgar language and/or swearing will not be tolerated. A written warning will be given to anyone who exhibits this inappropriate behavior followed by a meeting with the program director. If this behavior persists, you will be terminated from the program.
4. All staff will not engage in any behavior with students that constitutes verbal, emotional or physical abuse.
5. Ripped or torn clothing is not permitted. Clothing must be neat and clean. Remember to wear clothing that is appropriate for your job. Protective glasses and/or clothing should be worn when necessary.
6. Be **courteous** and **polite** to fellow co-workers, volunteers and students. It is very important that you conduct yourself in an appropriate manner when interacting with others in a professional environment.
7. If there is a problem while you are working as a volunteer you must contact paid staff or the site administrator immediately. If this problem is a serious problem the issue should go up the chain all the way to the program director.
8. **Respect** yourself and others by putting forth your best effort. You will respect each student.
9. If you are to call in sick as a paid staff you must tell the program director the night before or the morning of work. Calls in on the day of work will not be accepted past 11 am on the weekdays and not before 9 am on the weekend. If it is a medical emergency as a paid staff you are to tell the program director the issue **IMMEDIATELY**.
10. If there is a family emergency a paid staff has to deal with it has to be told to the program director **IMMEDIATELY**. Time off will have to be approved by the program director.
11. Paid staff will participate once a week (if not more if needed) in staff meetings.
12. All staff will work to help students develop a sense of self.
13. All staff will not engage in sexually harassing behavior.
14. All staff will report any illegal activities on the part of the staff or students. They will report suspected instances of neglect or abuse in a timely manner (mandated reporter).
15. All staff will always assure that students are attended.
16. All staff/volunteers will be needed to pass a CORI before helping Recreation Worcester. All staff will need a valid driver license.
17. All staff will work to provide a safe environment for the students in the after school program.
18. All volunteer staff cell phones are to be put on vibrate when on campus. Paid staff should have their phone on **loud** to be ready to answer any questions/comments/emergencies by volunteer staff and program director.
19. All handheld electronic equipment (IPADS, etc.) should be turned off and stored while on site (unless using them for an educational purpose).

Conduct Policy Employees

As employees, you must meet the expectations that are written herein. Failure to meet these expectations can result in termination. Site administrators will manage the expectations for the paid staff and volunteers. They will give warnings to these for items like tardiness, lack of effort, disorganization, constant calling in sick etc. Site administrators at the end of each session will do an evaluation of their paid staff/volunteers.

The program director will manage the different site administrator's expectations. He/she will do an evaluation of each site administrator at the end of each session. The paid staff will also be assessed by the program director that will be doing stop-in visits at each of the sites and also running weekly meetings. Any inappropriate behavior from any paid staff/volunteer will not be tolerated and will be dealt with by the program director and the city manager's office/youth opportunities office.

Conduct Policy Students

As a Worcester Public schools student, you are held to a high standard of behavior and conduct. As stated in the student handbook, the public school system expects certain behavior at all times during the academic year. Recreation Worcester is no different with regards to conduct. All students participating must adhere to the rules.

There will be incident reports at every site for the paid staff to fill out when a situation occurs. This can range from something broken in the school to conduct problems with students. If something is broken in the schools by a student, it should be documented and immediately sent up the ladder to the program director. The program director will deal with this issue with the City Manager's office, the Youth Opportunities office and the Worcester Public Schools.

If a minor issue of a student's conduct happens this should be handled by the site administrator. The program director does not need to be informed right away about minor issues with students. Minor issues can be: swearing, arguments amongst students, not following directions, any simple matter that can be dealt with by an on-site administrator. The only time that a program director gets involved with a minor situation is if there are multiple incidents with the same student. After three minor incident reports from a student, this should be brought to the attention of the program director. The program director will talk with that student and instruct them the next incident report their parents/guardians will be informed and the following one will result in possible dismissal from the program.

Major incident reports should be addressed immediately and the program director should be notified immediately. Major reports will include: fights, bullying, issues with parents/guardians etc. etc. Fights will be reported to the program director and the students will be dismissed from the program immediately and parents will be informed. That student/ students will be suspended from the program until the program director/site administrator determines it is appropriate for that student to come back. **BULLYING** will not be tolerated. Any bullying from a student to another student will result in immediate dismissal from the program and notification to the parents.

Any drug paraphernalia, alcohol, or any illegal activities that are seen should be reported to the police immediately. The rest of the students should not be subject to this kind of behavior. If a volunteer sees this kind of action it is their responsibility to tell the paid staff who will call the police as soon as possible. This incident will also be written down and the program director will discuss the situation with the police and the student/students involved will be suspended indefinitely from the program until the program director decides whether or not to reinstate the student.

Volunteers and paid staff are considered mandated reporters. Please note that members of the Recreation Worcester staff (including volunteers) are required to report all incidences of abuse and neglect to the Massachusetts Department of Children and Families (mandated

reporters). Therefore, you should be aware that nothing communicated to staff relative to abuse or neglect would be held in confidence. Site administrators will be trained on being a mandated reporter and should notify the program director of the situation and the MDCF will be notified as soon as possible.

Finally, medical emergencies should also be written down in incident reports. Even though these are not conduct issues, they still have to be documented. Medical injuries that do not require hospital attention or 911 also have to be documented.

Mandated Reporter

Recreation Worcester personnel are required to report abuse or neglect cases if in their "professional capacity, they have reasonable cause to believe that a child under the age of 18 is suffering physical or emotional injury resulting from abuse inflicted upon him/her including sexual abuse, or from neglect, including malnutrition". The program director or his/her designee will immediately contact the Department of Children and Families, either in the Worcester East Office or in the Worcester West office (Their office information will be posted below. The program director or his/her designee will give the following information:

- A. Name and address of student.
- B. Name and address of parent/guardian.
- C. Age and sex of student.
- D. Nature and extent of injuries or description of neglect.
- E. Any evidence of prior injuries or neglect.
- F. Circumstances under which the person first became aware of abuse or neglect.
- G. Action taken to assist child if any is taken.
- H. Name, address, and telephone number of person(s) making report and facility representative.

The oral report should be as complete as possible since the Department of Children and Families will make a decision relative to "reasonable cause" based on this conversation. Any doubts about a reportable condition should be discussed as the Department of Children and Families has "screeners" trained to receive both oral and written reports.

The program director must forward a written report (Form 51A) with 48 hours after the oral communication. In the event, that the written report has been compiled by the program directors designee, the program director must co-sign the report.

Mandated reporters can be fined up to \$1,000 for not reporting a case of alleged child abuse/neglect. Mandated reporters are not liable in any civil or criminal action for submitting a report that is in good faith.

The office information for DCF Worcester:

Worcester East Area Office

151 West Boylston Drive

Worcester, MA 01606

(508) 793 8000

Fax (508) 754 9803

Worcester West Area Office

13 Sudbury Street

Worcester, MA 01609

(508) 929 2000

Fax (508) 929 2161

Sign In/Sign Out Policy

The sign in/sign out policy at Recreation Worcester will be in place to keep students entering and leaving the program as safe as possible. There will be a "one door policy" program that will help with keeping tracking of students but also keep them safe. Recreation Worcester will identify what door at each school will be the sign in entrance and what door will be the exit. There will be a volunteer/paid staff at the sign in and sign out doors to make sure students are not unattended and also to keep track of what students are signing in/out. This will make the building safer and keep the program aware of who is in the building and who has signed in/out. Having a drop-in program requires these measures to be in place.

The older students 14+ will be allowed to leave the drop in-program at any point if they wish to do so. Prior to leaving the program, they must sign out. There will be a call home to a parent letting them know their student left the program early. Students that are in the 13 under age group will have to sign out and also a parent must be notified if wanting to leave the program prior to the program ending. The parent/guardian has to give permission by phone or in person for that student to be able to leave. The parent/guardian will be reached through the emergency contact information given by the student in the start of the program. The emergency contact person has to be the one giving the permission. No student can get permission from someone not on the emergency contact sheet.

Training/Staff Responsibilities

Training

The leadership staff will be trained with the appropriate site administrator training which will include: administrative licensure, CPI training for high school programs, certification in CPR and ELL Category Training. They will also be trained on task management, programming (best practices) and supervision.

All staff will be trained on: mandated reporting, positive youth development, program policy and procedures, First AID/CPR, workshop facilitation, attendance collection, what is positive youth development, working with families (family engagement), bullying, de-escalation, motivational interviewing, mandated reporting and lockdown policy. There will also be conflict training and computer usage training.

There will be one day training for volunteers that sign up for the program. Training will be mandatory for volunteers even if joining the program at a later date. Examples of training for volunteers are: structure of the program, mandated reporting and positive youth development. It will be the program directors job to make sure that all staff is trained.

Staffing/Volunteers

Program director- The Worcester Recreation program will be headed by the program director who will serve as a liaison with the site administrator as well as with the Worcester Public Schools and outside partners. The program director will be the point person for any issues at the sites around the city. They will manage and provide instruction for the drop-in after school program. The program director will supervise part time staff and volunteers and will communicate with families and schools. They will also continue to work on funding opportunities and possible partnerships to bring in for programming. Their job is to be available during the programming and to also work full time on program matters. The program director will run staff meetings and develop the curriculum with each site leader. Finally, the program director will make sure that all staff is trained.

Site administrators – Worcester Recreation will be managed by site administrators at each site who will be responsible for management and implementation of Recreation Worcester programming. This position will work closely with the Worcester Public Schools and the City of Worcester to implement athletic, academics and arts program from grades 4th-12th. This position will require supervision and coaching of staff and volunteers that will execute programming. This position will also have to be fully trained by the standards of the Worcester public school site administrator standards.

Head Recreation Leader- Head Recreation leaders will be responsible for helping the site administrator manage and implement the programming of Recreation Worcester. This position

will work closely with the Worcester Public Schools and the City of Worcester to implement athletics, academics and arts program for various age groups between grades K-12.

Responsibilities for this position will require working closely with the site administrator on communication to families about programming, communicating policy and procedures to staff, volunteers and youth; and working with city employees to ensure quality of programming and safety of youth. The head recreation leader will help track attendance for the program.

Assistant Recreation Leader- Recreation Worcester Assistant Recreation leaders will be responsible for running programming. This position will work closely with the Worcester Public Schools and the City of Worcester to implement athletic, academic and arts program for various age groups between grades K-12. Responsibilities for this position will require supervision and coaching of volunteers that will execute programming, communicate policy and procedures to volunteers and youth, maintain a safe and clean environment and work with city employees to ensure quality of programming and safety of youth.

Volunteers- The volunteers are critical to the operation of the Worcester Recreation program. The program director is working with local organizations including area colleges and universities to identify individuals interested in youth development and providing a public service to the city's students. Volunteers will have the main job of working with the youth directly and running programming at the site. Their job will be to facilitate their groups and make sure all the students are accounted for. They will work directly with paid staff and the site administrator to run specific programming at their site.

Transportation

Recreation Worcester will not provide transportation to the sites. The program runs on a drop-in model. This drop-in model uses community schools around a dense population that needs the services provided by Recreation Worcester. The after-school programs will be a lot like the summer park model where students can walk to a park that is closest to their house. Parents will be made aware that there is no transportation provided. Students can be picked up by a designated pick up person on their emergency contact sheet. If this person is not on the contact sheet they cannot pick up the student unless having a note. The parents will be called even if there is a note to verify the pick-up.

Recreation Worcester

Grievance Policy – Academic Year Afterschool Program

The City of Worcester's Youth Opportunities Office (YOO) encourages participating students and parents/guardians to discuss any concerns and complaints through an informal conference with the appropriate Head Recreation Leader, Assistant Recreation Leader, Third-party Instructor, or Volunteer. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. If an informal conference regarding a complaint fails to reach the outcome requested by the student or parent, the student or parent/guardian may initiate a formal grievance process as described below.

Even after initiating the formal complaint process, students and parents/guardians are encouraged to seek informal resolution of their concerns; a student or parent/guardian whose concerns are resolved may withdraw a formal grievance at any time.

Level 1

The student and parent/guardian shall submit a written grievance statement no longer than one (1) page within ten (10) days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance. The grievance statement shall include a brief summary of the decision or action, the names of people who were involved, and any proposed actions for relieving the situation. The statement shall be filed with the Site Administrator of the location where the decision or action occurred, and the Site Administrator shall respond to the statement within ten (10) days.

Level 2

If the student and parent/guardian did not receive mutually agreeable relief through Level 1 or if the time for a response has expired, the student and parent/guardian may request a conference with the Recreation Worcester Program Director or designee to appeal the Level 1 decision. The appeal must be filed in writing within ten (10) days of the date of the written Level 1 response, or, if no response was received, within ten (10) days of the Level 1 response deadline. The Recreation Worcester Program Director or designee shall respond to the appeal within ten (10) days.

Level 3

If the student or parent did not receive the relief requested at Level 2 or if the time for a response has expired, the student and parent/guardian may appeal the decision to the City's Director of Youth Services. The appeal must be filed in writing within ten (10) days of the date of the written Level 2 response, or, if no response was received, within ten (10) days of the Level 2 response deadline. The Director of Youth Services shall respond to the appeal within ten (10) days.

Lockdown Policy

Full Scale Lockdown Procedure

If a situation occurs that results in a Lockdown of your building SCHOOL PERSONNEL WILL:

- Listen for the Building Site Administrator to announce... "We are in a full scale lockdown. This is not a drill."
- Once the Lockdown is announced, immediately do the following:
 - Keep all the students and staff in the classroom.
 - Notify walking students and staff in corridors to immediately go into the nearest classroom.
 - Shut the door (keep the doorways clear for entry by school/law enforcement officials and others who need a place to be when in lockdown mode).
 - Turn off all lights in the classroom, stay low to the floor, and remain silent and calm until further notice.
 - If classroom has windows with shades, lift shades that would allow police and other safety personnel to view the classroom unobtrusively from outside the building.
 - If an active search is taking place in the school during lockdown process, be aware that in some circumstances local Police/SWAT team or Patrol Officers might enter your room with weapons and other devices exposed in order to apprehend intruder(s).
- Even if your classroom has been cleared and deemed safe by the respective safety personnel, remain inside until the lockdown is deactivated or as directed by Law Enforcement Officials to go to a safer location. Listen for your site administrator to say "We are no longer in a lockdown".
- Wait for further instructions.

DO NOT DISCUS THE SITUATION WITH THE PUBLIC OR RELEASE ANY INFORMATION TO THE MEDIA

THE SUPERINTENDENT OR THE DESIGNEE IS RESPONSIBLE FOR ALL COMMUNICATION WITH THE PUBLIC AND MEDIA

Light Scale Lockdown Policy

A light lockdown usually take place in school buildings when an external safety event in the community (i.e. fire, police issue) is indirectly affecting the respective school and requires vigilance from all school personnel.

If a situation occurs that results in a “Light Lockdown” of your building, SCHOOL PERSONNEL WILL:

- Listen for the site administrator to announce... “We are in a light lockdown. This is not a drill.”
- Once the Light lockdown is announced, immediately do the following:
 - Conduct normal school business and wait for further instructions and updated information from the site administrator on conditions set forth from the Light Lockdown.
 - Any student or staff member wishing to leave the school building during the Light Lockdown must be brought to the attention of the site administrator for permission and clearance.
- Listen for the site administrator to announce... “We are no longer in a light lockdown”.
- Wait for further instructions.

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City of Worcester
Computer Access and Usage
Policies and Procedures

All computer systems with direct access to the City of Worcester network are subject to the policies and procedures published by the Technical Services Department for, and on behalf of, the City of Worcester. The Technical Services Department has been designated as the agency of the City authorized to implement, enforce, and investigate violations of the City of Worcester Computer Access and Usage Policies and Procedures. In order to maintain a secure computing environment in the City, the following policies and procedures relating to general computer access and usage, electronic mail, the Internet and Social Media apply to all employees and will be strictly enforced. This policy will be updated as necessary.

I. COMPUTER USAGE POLICIES and PROCEDURES

A. GENERAL

1. All City computers are the sole property of the City of Worcester. All hardware, software, files and documents contained therein are considered to be exclusively the property of the City of Worcester.
2. Laptop, tablet, iPad, smart phone, etc., users must follow all the same guidelines and policies contained within this document. Any use of and activity performed on City-owned equipment will apply to these policies.
3. All documents, emails, etc., created on a City of Worcester computer are considered public record.
4. Any unauthorized non-City use of these resources for personal or business purposes may be cited as a violation of City policy and result in possible loss of City computer access privileges and/or disciplinary action to the persons or departments found in violation.
5. No software or hardware is to be installed, added to, or removed from City computer systems without proper authorization and assistance from the Technical Services Department through a request to the Help Desk.
6. No computer equipment including, but not limited to, PC's, printers, servers, or any network components is to be disconnected or moved without authorization and assistance from Technical Services through a request to the Help Desk.
7. Technical Services must be notified in advance of any department or office relocation or renovation that will involve disconnecting computer equipment.
8. Any action by an employee to knowingly misuse the system, or intentionally compromise or corrupt the system in any way, including but not limited to loading unapproved software, is a violation of this policy and may subject the employee to disciplinary action by the City.
9. The Technical Services Department reserves the right to remove from the network at any time, any computer system, hardware, software or user account which is deemed to be a security risk, is the source of any intrusion, or contains a virus.
10. All City departments having access to the network will be subject to periodic and unannounced computer system inspections by Technical Services in order to ensure compliance with the policies and procedures described herein.
11. All technology-related purchases must be approved by Technical Services.
12. User accounts and e-mail messages may be monitored or accessed at any time to verify that employees are utilizing their computer privileges for City business only.

13. It is the responsibility of each user to take proper measures to ensure that a virus-free, secure and uncompromised computer environment is maintained.

B. HARDWARE

1. Departments are responsible for the security of system equipment, including, but not limited to: PC/Workstations, terminals, printers, laptops, scanners, plotters, etc.

2. City departments are responsible for the costs to purchase, maintain and upgrade custom applications and individual equipment including, but not limited to items such as PC's, laptops and the associated software.

C. SOFTWARE

1. All software must be approved and installed by the Technical Services Department.

2. Users should contact the Help Desk and log a call requesting the installation of approved software.

3. All software license agreements and copyright laws will be strictly enforced by the Technical Services Department. Software will not be installed without the associated license documentation.

4. Users are responsible for the safekeeping of licenses and documentation for all installed software. Licenses and documentation must be readily available for inspection.

5. The security of all data and programs is the responsibility of the user to whom the PC/Workstation has been assigned/

Users are responsible for making back-up copies of important data files by copying files to: the local tape back-up unit, media, or the network server to be subsequently saved by Technical Services during normally scheduled system saves.

D. USER ACCOUNTS

1. A user account gives a person access to system and network resources.

2. The user account serves as an identification badge to access City systems. All activities in the user's account are maintained in a system log file.

3. Each user account is to be used only by the individual to whom the account has been authorized.

4. Each user is responsible for all his/her accounts and any manner in which they are used.

5. Each user account is protected by a password. Like an office key, signature stamp, or safe combination, the user password should be kept secure at all times and should not be shared with any other users.

6. Each system user will be responsible for ensuring that his/her account password is not available to any other user.

7. Users should never send passwords through electronic mail.

8. Users will be required to periodically change their passwords for security reasons. The frequency of changing passwords will depend on system, application, and/or department requirements.

9. The Windows user password must be changed every 90 days using the following password guidelines:

Passwords must contain characters from three of the following four categories:

English uppercase characters (A through Z).

English lowercase characters (a through z).

Base 10 digits (0 through 9).

Non-alphabetic characters (for example, !, \$, #, %).

Passwords can't contain your username or display name

Your new password needs to be a minimum of 8 characters and will continue to expire every 90 days.

10. After logging into the system, users should never leave their computer unattended, even for short periods of time.
11. Users should logout or exit from all sessions when they leave their computer.
12. Users should logout or exit from all sessions at the end of each day.
13. Department heads or their designees should contact the Help Desk when an employee is terminated so that Technical Services can deactivate all accounts of the terminated employee. If access to a terminated employee's account is required, department heads should contact the Help Desk via e-mail to request the temporary activation of the account. This will enable authorized persons to retrieve any necessary files. Requests to access a terminated employee's account should be made within 30 days of termination. All accounts of terminated employees will be deleted 30 days after the termination date and the files and data contained within these accounts will no longer be accessible.

E. HELP DESK

1. Users should notify the Help Desk regarding hardware malfunctions or other system and network problems. A Help Desk representative will work with the user to resolve the problem or forward the information to the appropriate party for resolution.
2. Users are requested to use the Online Help Desk to log a request for assistance. The Online Help Desk can be accessed via the City's Intranet. The Help Desk may also be reached by calling 799-1280, Monday through Friday, 8:00 A.M. to 5:00 P.M. The Help Desk is not operational during holidays. A voice mailbox has been established so that users can leave messages for the Help Desk after hours or if all phone lines are being utilized. A Help Desk e-mail account has also been created. Users can send e-mail messages to the username: "helpdesk" and a call will be logged via the online Help Desk where applicable.
3. Users should not directly contact hardware or software companies for any networked system software or equipment problems. All hardware service calls must be initiated by a Help Desk representative.

F. HARDWARE/SOFTWARE PURCHASES

1. Purchases of any hardware and/or software items must be pre-approved by Technical Services. In order to expedite this process, users should adhere to the following guidelines:
 - a. Please contact Technical Services via the Online Help Desk to seek assistance with a technology-related purchase.
 - b. All technology quotes for city equipment must be initiated and provided by Technical Services.
 - c. Departments are responsible for the cost of annual maintenance of any new hardware or software products.
 - d. All purchase orders for technology must be sent to Technical Services who would order and receive the items. Unless otherwise noted, all purchase orders for technology-related purchases must include a ship code of "680" to ensure that all equipment is shipped to Technical Services for proper inventory and installation. Once the equipment is received, a representative will contact the requestor to schedule installation.

G. SUPPLIES

1. User departments are responsible for the purchase of system supplies, such as printer cartridges and toner, paper, etc.

II. ELECTRONIC MAIL POLICY

The purpose of this policy is to offer guidance to City employees on the proper use of the City's electronic mail (e-mail) systems, as well as the management and retention of documents that are created or transmitted on the City's e-mail systems.

A. ELECTRONIC MAIL SYSTEM

1. For the purpose of this policy, the e-mail system applies to all of the City's electronic mail systems that are managed by the Technical Services Department and the Internet mail system.

B. DEFINITION OF AN ELECTRONIC MAIL MESSAGE

1. An electronic mail message may be defined as a document created or received on an electronic mail system including, not only the message, but also notes, memos, files, and any other attachments that may be transmitted with the message.

C. EMPLOYEE USE OF E-MAIL

1. The City's e-mail system is to be used for official City business only. Any misuse of the e-mail system by an employee may result in disciplinary action, up to and including termination.

2. The e-mail system, inclusive of mail messages, is the property of the City of Worcester.

3. Since most e-mail messages are drafted in private, many users often think that what they are writing is private. This can be a costly and embarrassing mistake. The content of an electronic mail message is considered the same as any other written document or statement you might make. It is subject to disclosure under the Public Records Law and in any court proceeding involving you or the City.

4. Any statements via e-mail may subject you and the City to the same liabilities as a written statement. A good rule of thumb to keep in mind before you send any e-mail message is to ask yourself whether you would be comfortable if the public was able to read your message in tomorrow's newspaper.

5. Remember that any e-mail message you send can be forwarded to another user without your knowledge or consent.

D. E-MAIL MESSAGE RETENTION

2. The following retention policy applies to all e-mail user accounts within the City, without exception. The Microsoft Outlook interface for the e-mail system, including the inbox, outbox, folders, and deleted items, is a temporary storage area for messages. Email messages will be saved in your email account for a period of 60 days. After 60 days, they will be deleted. However, as part of the City's new e-mail archival system, each message will be retained for a period of seven (7) years on a separate system. After seven years, the e-mail message will be automatically purged from the archive system. **Please note that all incoming and outgoing email messages will be automatically saved to the archive system and can be disclosed under the Public Records.**

3. Saving or printing e-mail messages for retention must be performed before the purge process takes place.

4. Any user that utilizes e-mail as a vehicle for communicating with the public, or as a means of conducting municipal business, should follow the guidelines set forth by the state's Department of Public Records. Since the City's e-mail retention policy applies to all e-mail regardless of its purpose, departments who must retain messages for the public and are unclear about the retention period for documents within their department should contact the City's Law Department for assistance.

III. INTERNET POLICY

Employees may be provided with access to the Internet when there is a business need to do so. The following outlines the City of Worcester's procedures for establishing Internet accounts and the policies relating to appropriate use of the Internet by City employees.

A. INTERNET ACCESS DEFINITION

1. Internet access includes viewing Web sites, sending and receiving electronic mail, transmitting or receiving files, and running Internet applications.

B. ACCOUNT REQUEST PROCESS

1. Internet accounts will be issued after the following criteria have been met:

- a) An Internet User Account Request Form (available from the Technical Services Help Desk) must be completed and signed by the employee with written department head approval. The Justification for Employee Use section must be filled in by the department head.
- b) The completed Request Form should be sent to the Technical Services Department. Once the request has been approved and the Internet account established, the Help Desk will contact the employee to verify the account.
- c) The Technical Services Department will impose a one-time fee of \$50 for each Internet account. This cost will be charged to the applying City department via an Inter-Departmental Charges Form (IC). User Account Forms will not be processed without a signed and attached IC form.

C. OWNERSHIP

1. Like the City's computers and e-mail messages, Internet accounts and associated files are also considered property of the City of Worcester.
2. The contents of a mail message sent via the Internet should be considered the same as any other written public document. Any statement via e-mail may subject the City and the author to the same liabilities as a written public statement.
3. The Technical Services Department has the authority to monitor employee activity on the Internet to ensure proper use and is responsible for reporting any misuse to the responsible department head and the City administration.

D. ACCEPTABLE USE OF THE INTERNET

1. Use of the Internet by City employees must be for City business purposes only. Employees may use the Internet for research and analysis specific to their work-related duties.
2. The Help Desk should be contacted for assistance before any employee downloads business-related files from the Internet. Technical Services reserves the right to remove any files downloaded from the Internet that are not business-related.
3. The City has the right to notify the appropriate authorities if it discovers evidence of any possible illegal activities.

E. UNACCEPTABLE USE OF THE INTERNET

1. Use of the Internet for any purpose that violates federal, state, or local laws is prohibited. This includes misuse of copyrighted material (text, picture, or sound) which may be available on the Internet.
2. Use of the Internet for purposes not directly related to official work tasks is prohibited.
3. Use of the Internet for private or personal business of any kind is prohibited.
4. Downloading files, including screensavers, from the Internet is prohibited, unless work-related and approved by Technical Services.
5. Solicitation of non-City business or use of the Internet for personal gain is prohibited.

6. Use of the Internet for access to, or distribution of, pornographic and/or sexually explicit material is prohibited.
7. Use of the Internet in a sexually harassing manner is prohibited
8. Establishing links to the City's web site from an employee's personal web site is prohibited.
9. Misuse of the Internet by a City employee is cause for disciplinary action, up to and including termination of employment.

F. ACCOUNT SECURITY

1. It is the user's responsibility to ensure security of his/her Internet account.
2. User accounts may be terminated at the discretion of Technical Services if a violation of system or network security occurs.
3. Technical Services may monitor employee account activity on the Internet at any time.
4. Users should report to the Help Desk if they receive any communications, via the City's e-mail system or the Internet, that violate these rules.

IV. SOCIAL MEDIA USAGE POLICY

This policy establishes guidelines for the use of social media sites (including but not limited to Facebook and Twitter) as a means of conveying City of Worcester information to its citizens. The intended purpose of establishing a social media presence is to disseminate City information deemed useful to its citizens.

A. General Policy

1. The establishment and use by a City department of City social media sites are subject to the approval of the City Manager or his designees. All City of Worcester social media sites shall be administered by the City's Technical Services Department.
2. Access to social media sites is restricted to City employees performing official City business.
3. Department heads are responsible for determining who is authorized to use social media on behalf of the department.
4. The establishment of social media sites is limited to only those departments who have information deemed necessary to disseminate to the public.
5. City social media sites should make clear that they are maintained by the City of Worcester and that they follow the City's Social Media Policy.
6. All City of Worcester social media sites should link back to the official City of Worcester website
7. The City's Technical Services Department will monitor content on City social media sites to ensure adherence to both the City's Social Media Policy and the goals of the City.
8. The City reserves the right to restrict or remove any content that is deemed in violation of this Social Media Policy.
9. All City social media sites shall adhere to applicable federal, state and local laws, regulations and policies.

10. City of Worcester social media sites are subject to the Massachusetts Public Records Law. Any content maintained in a social media format that is relative to City business, including a list of subscribers, posted communications, and communications submitted for posting, may be a public record subject to public disclosure.

11. Comments and postings not relative to official City business may be removed at the discretion of the City of Worcester.

12. Employees representing the City of Worcester via the City's social media sites must conduct themselves at all times as a representative of the City and in accordance with all City policies.

13. Access to any personal social media sites using City computers is strictly prohibited.

B. Comments and Postings Policy

1. Comments containing, but not limited to, any of the following inappropriate forms of content shall not be permitted on the City of Worcester social media sites and are subject to removal. a. Comments not related to the original topic

b. Profane, obscene, violent or pornographic content and/or language

c. Content that promotes discrimination on the basis of race, creed, color, religion, age, gender or national origin

d. Defamatory or personal attacks

e. Threats

f. Comments relative to political campaigns

g. Solicitation

h. Violations of any federal, state or local law

i. Illegal activity

2. The City of Worcester reserves the right to deny access to the City of Worcester social media sites for any individual who violates the City's Social Media Policy.

3. Departments shall monitor their social media sites for comments requesting responses from the City and for comments in violation of this policy.

V. DATA SECURITY

1. City data should be safeguarded at all times and accessed only through the City's secure networks.

2. City data should not be copied onto a laptop or external device.

VI. SYSTEM MONITORING

1. Computer usage will be monitored for compliance of these policies.

2. Messages that contain inappropriate content are flagged by the system and automatically forwarded to the appropriate authorities.

VII. Non-City Employees

Users who are not employees of the city of Worcester but who are users of the city systems are subject to the provisions of this Computer Access and Usage policy; however, violation of any provision of this policy may result in the termination of such user's system privileges, and further, such violation may be reported to user's employer for further action.

I hereby acknowledge receipt of, and agree to abide by, the **City of Worcester Computer Access and Usage Policies and Procedures**. I understand that my computer privileges are conditional upon compliance with the policies and procedures outlined in this document. I also understand that all files, including email, are the property of the City of Worcester and considered public documents.

Name: _____

(Please print)

Dept: _____ Division: _____

(Please print)

Work Phone: _____

Signature: _____ Date: _____