

Iroquois-Kankakee ROE Teen REACH POLICY & PROCEDURE MANUAL

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POLICY INFORMATION

Subject:

Anti-bullying Policy

Philosophy:

The Iroquois-Kankakee ROE Teen REACH program views bullying as an extremely serious form of anti-social behavior and operates a continuous anti-bullying campaign through all Teen REACH staff and volunteers, life skill classes and workshops. All Teen REACH enrollees are made clearly aware that such social behavior must not be instigated or tolerated.

Every complaint of bullying will be taken seriously. Bullying may take a variety of forms such as: physical and verbal, psychological and emotional abuse. It may also include comments of a racial or sexual nature.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that bullying will not be tolerated in the program and that all incidents of bullying will be dealt with immediately.

Procedure:

1. All Teen REACH staff/volunteers will follow these guidelines if a youth complains of being bullied:
 - Listen to the complainant
 - Reassure the youth that action will be taken to stop the bullying (Staff will refer the matter to the site Supervisor or other designee if appropriate).
 - Tell the youth what action will be taken. Direct the youth to "Tell every time" so that further action may be taken if the initial action fails.
 - Set clear limits with the offender.

2. How parents will be involved in the anti-bullying process:
 - The Program Director or lead staff will verbally notify the child's parent/guardian if a pattern of bullying is noted.
 - As needed, the staff will discuss with the parent/guardian the child's behavior. If an unacceptable behavior occurs during the program or a behavior is uncharacteristic of the child, a behavior report will be completed, signed by the parent/guardian, and a copy will be retained in the child's file.

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Procedure (con't):

- The director may request a formal conference with parent/guardian.
 - If deemed necessary, the parent may be asked to pick up the child from the program and/or remove the child for the next program day(s).
 - Any parent whose child is subjected to bullying should report the incident to a member of the program staff.
3. How youth will be involved in the process:
- All youth will be aware of the program guidelines and the clear expectations about behavior.
 - The atmosphere of the program will encourage support and respect for others.
 - All school age children will have reasonable opportunity to resolve their own conflicts.
4. **DISCHARGE**: Any child who, after attempts have been made to reduce or change the bullying behavior, demonstrates the inability to benefit from the type of program offered by the Teen REACH site, or whose presence is detrimental to the group shall be discharged from the Teen REACH program.

I have read and understand the Teen REACH anti-bullying policy.

Signature _____

Parent/Guardian

Date _____



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POLICY INFORMATION

Subject:

Youth who suffer from asthma in the Iroquois-Kankakee ROE Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program to ensure that all youth enrolled in the program suffering from asthma feel secure and are encouraged to participate in all activities, notwithstanding any restrictions imposed by their condition.

Asthma is the most common chronic disease of childhood. It is a disease which when mild causes cough, breathlessness during exertion and sometimes wheezing. At its most severe, resistance to airflow might be enough to threaten life.

Procedure:

1. At the time of enrollment of youth in a Teen REACH program, parents/guardians will be required to provide the program with information about any medications taken by their child, including asthma medications.
2. In relation to asthma, parents/guardians will be asked to provide the following information:
 - the extent to which their child suffers from asthma
 - treatments required
 - what causes/triggers the asthma
 - the ability of the child to self administer sprays and written permission from the parent/guardian to do so.
 - Notification to the program of any change in their child's condition/medication
 -
3. The parent/guardian will be responsible to send asthma medication with their child to the program including asthma sprays to ensure that asthmatic youth will have access to asthma sprays at all times especially prior to or during physical activity. The parents are to instruct their child on the dosage and the proper way to take their medication.

POLICY INFORMATION

Procedure (continued):

4. Children will have access to their asthma sprays at all times in the program
5. A list of asthma sufferers will be kept on file at each site to ensure that all Teen REACH staff are aware of whom the youth with asthma are in the program.
6. Staff will be given information about asthma and how to recognize asthma attacks. Each staff person will be made aware of his or her responsibility in the case of a participant suffering an asthma attack during Teen REACH activities.
7. As a measure of safety, asthma sufferers will be excluded from rigorous physical activities if they do not have their asthma spray with them. Youth are to be encouraged to keep their inhalants with them during exercise and other activities.
Physical activity is a trigger in 80% of asthmatic children.
8. If a youth suffers an asthma attack and their spray does not appear to ease the situation or if the spray is emptied or lost, a Teen REACH staff member will remain with the youth to comfort them and breathe with them. Parents and medical personnel will be contacted if necessary. (Refer to Sick Child Policy)
9. Program staff will complete an incident report if a participant has an asthma attack during an activity. The original report will be placed in the participants file and a copy will be sent to the parent /guardians in addition to the initial contact (see #8 above).
10. Those youth with asthma going on a Teen REACH field trip must have parental/guardian consent and must take their inhalers with them on the field trip, or other outside activities. Accompanying staff will be made aware of the youth with asthma.
11. Parents / guardians will be made aware of the asthma policy at the time of their child's enrollment in the Teen REACH program.



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POLICY INFORMATION

Subject:

Child Abuse/Neglect Reporting Policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE Teen REACH** Program that all Teen REACH staff are mandated reporters and are to follow the guidelines of the Child Abuse and Neglect Reporting Act of 1975.

A. Procedure for Suspected Family Cases of Abuse or Neglect:

1. All staff working in the Teen REACH program will be provided training about abuse, copies of The Abused and Neglected Child Reporting Act and a Manual for Mandated Reporters. Each staff person will be made aware of his or her responsibility as a mandated reporter during the orientation process and is required to sign acknowledgment of Mandated Reporter status.
2. All mandated reporters are to call the Child Abuse Hotline **1- 800-252-2873** when they have reasonable cause to suspect a child has been abused or neglected. (Report to immediate supervisor of the Teen REACH program) A copy of the State of Illinois Department of Children and Family Services **Written Confirmation of Suspected Abuse/Neglected Report: Mandated Reporters** shall be placed in the participant's file (see attached forms).
3. Follow the guidelines in the Manual for Mandated Reporters regarding information to report to the Hotline.
4. All parents/guardians will be informed of the Teen REACH staff's responsibility as a Mandated Reporter at the time of their child's admittance into the program. This information will also be included in the Parent handbook or orientation packet.
5. All Teen REACH staff will sign the form indicating they have reviewed the Abused and Neglected Child Reporting Act and the Manual for Mandated Reporters and are aware of their role as a Mandated reporter.

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B. Procedure For Suspected Agency Cases of Abuse or Neglect:

1. All Kankakee Country Teen REACH programs are to provide safe management of children and youth by staff and volunteers.
 - a.) All staff and volunteers working in the Teen REACH program will be provided training on clearly established norms of behavior for staff and how to handle children and youth with problem behaviors. (Refer to TR CR 02-V01; Positive Discipline and Conflict Resolution) All staff and volunteers will be required to sign an acknowledgement of their role as a Mandated Reporter at hire and annually.
 - b.) All staff and volunteers will be instructed in the method for identifying and reporting suspected abuse or neglect within the agency. A report is to be made through the Child Abuse Hotline **1-800-252-2873** when there is reasonable cause to suspect a child has been abused or neglected. This must always be reported to the Program supervisor, the Director of Youth Opportunities and to IDHS. A copy of the report shall be placed in the participant's file. A report will also be filed with the local law enforcement agency per Department of Children and Family Services (DCFS) guidelines.
 - c.) When a report involves an employee; that employee will not have any direct contact with children in the program until the report has been fully investigated by DCFS.
 - d.) Parents and guardians of the child(ren) will be notified by the Program supervisor or designee of the report of suspected abuse to DCFS.
 - e.) Disciplinary action including termination of the employee will occur if the report is founded by DCFS. All required agencies will be notified.

C. Follow-up on internal and external Suspected Child Abuse & Neglect:

1. In all cases of suspected abuse or neglect (either internal or external) the Director of Youth Opportunities or designee, will follow up on reports made to the DCFS Hotline, other involved agencies and with the family.



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POLICY INFORMATION

Subject:

Competence of Program Personnel.

Policy:

It is the policy of **Kankakee County** Teen REACH Program that in order to ensure the proficiency and competency of staff, that each employee will be hired for a specific job description. All staff will complete orientation on hire and an annual competence assessment process.

Procedure:

1. Each employee will be informed of and then be responsible for their roles and responsibilities.
2. Specific requirements:
 - a.) Completion of new hire orientation (see TR OR 02-VO1).
 - b.) Completion of program specific training.
 - c.) Attend training(s) as available to improve job performance.
 - d.) Complete annual review and sign-off of job responsibilities.



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POLICY INFORMATION

Subject:

Complaints/Grievance

Policy:

A youth or a parent/guardian of a youth enrolled in the **Iroquois-Kankakee ROE** Teen REACH Program may address their concerns/complaints with the individual Program Director/coordinator of each site without fear of reprisal or limitations to future service/programs. They are assured of a reasonable response to their request. A grievance is a formal written or verbal complaint filed when an issue cannot be resolved promptly by the program staff. When a grievance is filed, it requires a written response from the Teen Reach Program Director or the Director of Youth Opportunities.

Procedure:

- A.) All youth enrolled in the Teen REACH program have the right to quality, considerate, and respectful interactions with the Teen REACH staff and volunteers.
- B.) All youth and their parents/guardians have the right to bring concerns, problems or complaints to the attention of the Teen REACH program for resolution. Parents/guardians will be made aware of the complaint/grievance policy and procedures at the time of their child's enrollment in the Teen REACH program.
- C.) Each Teen REACH program shall have a mechanism for handling complaints within that program.
- D.) The Program Director/coordinator will:
 - 1.) Investigate the concern/complaint through communication with the appropriate staff members.
 - 2.) Communicate to the youth/family member the progress and/or resolution of their concern.
 - 3.) Report all significant complaints to the Director of Youth Opportunities.

POLICY INFORMATION

Procedure For Complaints/Grievances (Cont):

E.) If the youth or parent/guardian wishes to file a grievance, the Teen REACH staff will contact the Program Director/coordinator.

F.) All complaints will be investigated and resolved in a timely manner. If the grievance is severe in nature; the Program Director/coordinator will review the grievance with the Director of Youth Opportunities.

G.) Youth and family/guardian confidentiality and privacy will be respected.

H.) Presentation of a complaint will not alter the youth's current or future access to the program.

I.) Documentation of all pertinent complaints as well as outcomes and date resolved will be maintained in the Program Director/coordinators files.

J.) Grievance Process:

1.) The youth or family/guardian can file a grievance verbally or in writing with the Teen REACH Program Director/coordinator or the Director of Youth Opportunities (815-936-4633, 189 East Court Street, Suite 403, Kankakee, Illinois 60901.

2.) Youth or families/guardians have the right to file a grievance with the Illinois Department of Human Services (IDHS), Division of Family and Community Services/ Bureau of Youth Intervention Services. 823 East Monroe St. Springfield, Il.62701. 217-557-2943 or main number 1-800-843-6154.

3.) Members of the Youth Opportunities Committee will review the grievance. The youth, family/guardian may be invited to attend the meeting to review the grievance with committee members.

4.) The resolution/recommendation of this committee will be submitted in writing to the youth's family within 5 working days, and include the name of the Director of Youth Opportunities, the steps taken on behalf of the youth or family/guardian to investigate the grievance, the results of the grievance process and the date of completion. The results of the grievance will be communicated to the youth and /or family /guardian in a language they understand, either orally or in writing.



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POLICY INFORMATION

Subject:

Confidentiality of Information.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all information related to Teen REACH participants provided to the Teen REACH Program will be kept in the strictest confidence unless written permission is given for the information to be released.

Procedure:

1. All Teen REACH staff will receive training on confidentiality of information. The following information relating to participants and their families shall be treated as confidential: names and addresses individually or by list, information contained in program files and reports, information about financial resources, information contained in notes or other documents obtained from or about the participants and their family, records from schools and other institutions.
2. Confidential information will **only** be released with the express written consent of the parent/guardian. For children 12 and over, their signature will also be required when releasing information to clinical services, including mental health and family planning. Confidential information may be released to other agencies only if the confidential character of the information is preserved.
3. Each enrolled participant must have a signed Release of Information Form (see Illinois Department of Human Services Teen REACH Policy and Procedures Manual Appendix) on file with the program.
4. All information will be kept in a non-public place.



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POLICY INFORMATION

Subject:

eCornerstone Policy

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that each site comply with eCornerstone data collection procedures required of all Teen REACH providers. The local procedures will be reviewed annually and updated as necessary.

Procedure:

1. The Director of Youth Opportunities will serve as the eCornerstone Liaison and Security Coordinator. A second Security Coordinator & eCornerstone Liaison will be designated to carry out the responsibilities in the absence of the Security Coordinator. The Security Coordinator will:

- designate / activate agency workers and terminate workers following cessation of employment. Workers will be terminated from the eCornerstone system within one day of cessation of employment for security reasons.
- reset user passwords

The eCornerstone Liaison will:

- serve as local resource to assist with the implementation of the system
- assume primary operational responsibility related to eCornerstone implementation
- act as the primary point of contact with the Cornerstone Call Center
- disseminate information received from IDHS and eCornerstone

2. All Teen REACH staff entering data into eCornerstone will be required to participate in at least one annual eCornerstone training.

3. All Teen REACH data will be entered into eCornerstone at a Teen REACH site/office. All Teen REACH staff entering data are to log off the eCornerstone system whenever leaving the work station.

POLICY INFORMATION

Procedure (continued):

4. Teen REACH data (at a minimum) to be entered into eCornerstone includes participant demographics (included required information) at intake, program enrollment, attendance and academic information.
5. Attendance data will be entered as soon as possible after a scheduled event but no later than 30 days past the event.
6. Academic data will be entered into eCornerstone for enrolled participants each grading period.
7. An eCornerstone Informed Consent Form will be discussed with the parent/guardian at the time of enrollment of a new participant into the Teen REACH program. If the form is not signed, basic demographic data entered into the system will not be shared with other programs.
8. Teen REACH participants will be terminated from eCornerstone following the I-KAN ROE Teen REACH termination Policy & Procedure.



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POLICY INFORMATION

Subject:

Emergency Contacts.

Policy:

It is the policy of the **Kankakee County** Teen REACH Program that each program must have a means of contacting the parent, guardian or other designated person in case of illness, injury or other emergency.

Procedure:

1. Parents/guardians will provide emergency contact numbers when enrolling their child in the program.
2. Alternative means of contacting parents/guardians are to be provided if there is no telephone.
3. Parents/guardians will be informed of next step's to be taken by Teen REACH staff if parents/guardians cannot be reached by procedure 1 and 2.
4. Refer to Policy TR IN 02 VO1; All participants in the Teen REACH program are required to have a signed medical release by the parent or guardian in their file -giving permission for transportation and any emergency medical care that is performed by a medical professional, if necessary.



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POLICY INFORMATION

Subject:

Equal opportunity policy statement.

Policy:

The Iroquois- Kankakee ROE Teen REACH program recognizes their commitment both to its members and to the wider community. It is the policy of the **Iroquois-Kankakee ROE Teen REACH Program** that the promotion of self-respect and respect for others will be utilized in all programs to foster all individual's abilities.

Principles:

1. The right of Equal Opportunity for each individual brings with it the responsibility of each individual to respect the rights of others.
2. The needs of one individual are not identical with those of another and staff and youth enrolled in the Kankakee County Teen REACH programs have the responsibility to recognize the individual's needs and to respond positively to them.



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POLICY INFORMATION

Subject:

Family Communication

Policy:

The I-KAN ROE Teen REACH strives to maintain positive and open communication between all parties involved in the program. Families will be made aware of appropriate communication avenues and procedures. Staff are required to maintain confidentiality at all times.

Procedure:

- Staff will create a comfortable and supportive environment for families and strive for open and good relations with parents/guardians.
- Enrollment forms request information about medical history, and parental authority for collection, photography and observation in the program.
- Staff will be available for parent enquiries, feedback or information when children are brought to or picked up from the program.
- Parents are also given the opportunity to communicate with staff via phone, e-mail and parent meetings.
- Parent information on Teen REACH policy and procedures are provided in parent handbooks, at the time of enrollment and/or pre-enrollment interview with the Program Coordinator.
- The program will also communicate to the families through phone calls, letters, newsletters, and parent meetings.
- Feedback from families will be discussed in staff meetings and staff will identify appropriate actions in response to family needs.
- Complaints can be made to the Coordinator or Director (see **Complaints/ Grievance TR CG 02-VO1**)



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POLICY INFORMATION

Subject:

Fiscal Management

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that the financial management system provides a complete, separate, and accurate accountability of Teen REACH funds.

Procedure:

1. All Teen REACH expenditure documentation requires an attached original receipt, invoice or purchase order.
5. The Teen REACH subcontractor activities are monitored to ensure that the grant award is used for the authorized purposes of the Illinois Department of Human Services (IDHS) approved Budget and that the approved performance goals in the Program Plan are achieved.
6. A Claim for Payment Form will be completed /authorized by the Teen REACH Director for each itemized expenditure and submitted to the fiscal agent bookkeeper (Iroquois- Kankakee Regional Office of Education).
7. The Iroquois-Kankakee Regional Office of Education bookkeeper maintains the Teen REACH financial transactions and ledgers, writes checks and submits Budget vs. Expenditure reports to the Director at least monthly and with each transaction. The bookkeeper provides documentation of expenditures to the Director for the completion of the IDHS Expenditure Documentation Form.
8. Checks are signed/authorized by the Iroquois- Kankakee Regional Office of Education Superintendent of Schools.
9. An annual independent audit is conducted on the Teen REACH account.
10. Copies of all transactions, including authorization for payment are kept on file in the Regional Office of Education and the Teen REACH office.



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POLICY INFORMATION

Subject:

Hand washing.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all staff and youth in the program will wash their hands routinely and frequently with soap and water.

Procedure:

1. Staff will be instructed in the proper hand washing techniques at the time of hire and at yearly renewal.
2. Hand washing information will be posted in the bathrooms and kitchen areas for staff and participants.
3. Youth will be instructed and encouraged to use good hand washing techniques.
4. Key times for staff and youth to wash their hands include:

In the bathroom.

- After using the toilet.
- After helping a child at the toilet.
- Whenever hands come in contact with body fluids, including vomit, saliva, and runny noses.

In the kitchen.

- Before fixing or eating food.
- After touching raw meat, poultry, fish or eggs.
- Before and after meals and snacks.



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POLICY INFORMATION

Subject:

Hand washing.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all staff and youth in the program will wash their hands routinely and frequently with soap and water.

Procedure:

1. Staff will be instructed in the proper hand washing techniques at the time of hire and at yearly renewal.
5. Hand washing information will be posted in the bathrooms and kitchen areas for staff and participants.
6. Youth will be instructed and encouraged to use good hand washing techniques.
7. Key times for staff and youth to wash their hands include:

In the bathroom.

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In the kitchen.

- Before fixing or eating food.
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POLICY INFORMATION

Subject:

Head Lice

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that all youth in the program are to be observed for signs of head lice to prevent further outbreaks caused by close contact with others.

Procedure:

1. Staff will be given training in recognizing Head Lice. Some common symptoms:
 - Intense itching on the scalp.
 - Lice on scalp and clothing.
 - Eggs on hair shaft.
2. Staff will observe for signs of head lice. Head lice most often infect the scalp hair and are easiest to see at the nape of the neck and over the ears. Small eggs (nits) can be seen on the hair shafts.
3. Parents or guardians of participant will be immediately notified to pick up their child if head lice is suspected.
4. All other parents/guardians of participants will be notified of suspected head lice.
5. All areas/items used by infected child will be disinfected (typically washed in hot, soapy water) to prevent further infestation. The areas and the furniture will be thoroughly vacuumed.
6. The child will be allowed to return to the program with a written doctor's order.
7. Information on Head Lice prevention will be given to parents/guardians.



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POLICY INFORMATION

Subject:

Injury.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that any accident or injury involving a Teen REACH participant be entered into the participant's file and reported to the parent and / or guardian and to the Illinois Department of Human Services (IDHS).

Procedure:

- 1) All participants in the Teen REACH program are required to have a signed medical release by the parent or guardian in their file - giving permission for transportation and any emergency medical care that will be performed by a medical professional if necessary.
- 2) The Teen REACH program provides an environment that protects and enhances the health of the participants.
- 3) Participants are closely supervised to maintain safety.
- 4) Any accident or injury requiring professional medical care, death or other emergency involving a participant shall:
 - a. Be documented in the participant's file and orally reported immediately to the participant's parent or guardian.
 - b. Be reported to the Illinois Department of Human Services.
 - c. If the Teen REACH program is unable to contact the parent / guardian or IDHS immediately, this information shall be documented in the participant's file.
 - d. Oral reports to IDHS shall be confirmed in writing within two (2) business days after the occurrence.

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POLICY INFORMATION

Subject:

Intake and Termination Procedures.

Policy:

It is the policy of **Iroquois-Kankakee ROE** Teen REACH Programs that participants will be enrolled in the program, as they enter the program and terminated when they leave/exit the program or for non-attendance.

Procedure:

1. During the first quarter in which a participant is enrolled, they are considered a "new enrollee". After that, a participant is considered ongoing.
2. A written and signed Program Consent Form giving parental/guardian consent for each enrolled youth to participate in the activities of the Teen REACH program including permission for: field trips, photography release; outcome measures; and medical release will be obtained at the time of enrollment and kept on file.
3. The participating youth will be entered into the eCornerstone data system.
4. Enrollment status will be extended from one fiscal year to the next.
5. A participant may be dismissed from the program if their behavior becomes physically, mentally or emotionally threatening to self, staff, other children or parents.
6. A participant may also be dismissed/terminated from the program after an absence of one (1) month.
7. Participants and families will be contacted and follow-up will be made when unexpected or chronic absences occur.
8. When a participant returns to the program after being terminated, the participant will be re-enrolled and entered into the eCornerstone data system.



Current Status: Issued
Original Issue Date: 08/28/03
Reviewed: 08/28/04, 08/05, 08/06,
08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR IBPC 03-VO1

POLICY INFORMATION

Subject:

Internet Blocking Software for youth accessible PCs.

Policy:

It is the policy of the **Iroquois-Kankakee ROE Teen REACH** that all PCs used by youth in a non-supervised program area will have internet blocking software installed to protect the youth from harmful Internet content.

Procedure:

1. Each program will install internet blocking software on computers used by youth in the program.
2. Program staff will provide supervision of youth computer usage.



Current Status: Issued
Original Issue Date: 08/28/04
Reviewed: 08/28/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR IT 04 VO1

POLICY INFORMATION

Subject: Equipment Inventory and Tracking

Policy:

It is the policy of the **Iroquois-Kankakee Regional Office of Education** Teen REACH Program that an inventory record will be kept on file of any item costing \$100 or more with a useful life of one year or more. The inventory record for these items will be kept on file for three years.

Procedure:

1. The inventory record is cumulative and updated annually.
2. Equipment items purchased for the I-KAN ROE Teen REACH program costing \$100 or more with a useful life of one year or more is inventoried and tagged.
3. The items costing \$100 or more with a useful life of one year or more will be documented on a regularly updated inventory record. Items that do not meet this standard will not be included on the inventory form. The inventory record will include:
 - A description of the item.
 - Inventory identification (I.D.) Number. This can be a manufacturer's serial number or other I.D. number, but it must be permanently affixed to the item.
 - Acquisition date and cost.
 - From whom purchased
 - Location and condition of the item.
4. If a site discontinues Teen REACH services or chooses to dispose of an inventoried item purchased with Teen REACH funds the item reverts back to the Iroquois-Kankakee Regional Office of Education.
5. Inventoried items with an acquisition cost of \$500 or more and a useful life of two years or more, purchased in whole with IDHS funds, may be transferred to the Department, if requested, in order to adhere to the requirements of the Community Services Agreement, upon termination of the Community Services agreement. No property can be disposed of without prior written authorization of the Illinois Department of Human Services.



Current Status: Issued
Original Issue Date: 08/28/01
Review Date: 08/28/02, 08//03, 08//04,
08//05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013

Document Number: TR LI 01-VO1

POLICY INFORMATION

Subject:

Liability Insurance.

Policy:

It is the policy of the **Iroquois-Kankakee ROE Teen REACH** Program that Teen REACH sites carry liability insurance in addition to the Iroquois-Kankakee Regional Office of Education liability insurance.

Procedure:

1. Teen REACH sites will ensure coverage of all Teen REACH related activities and events. Sites will provide documentation of insurance coverage.
2. Additional liability coverage will be obtained by the Iroquois-Kankakee Regional Office of Education Teen REACH for special events such as Lights on After School.



Current Status: Issued
Original Issue Date: 08/28/01
Reviewed: 08/28/02, 08/03, 08/04, 08/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR MED 01-VO1

POLICY INFORMATION

Subject:

Medication Administration in the Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that medications are **not** to be administered by the Teen REACH Staff.

Procedure:

1. If youth in the Teen REACH program are prescribed medications by their physicians:
 - a.) The parents will be responsible to send the medication with their child to the program.
 - b.) The parents are to inform the Teen REACH Staff that their child is taking prescription medication or over-the-counter drugs.
 - c.) The parents are to instruct their child on the dosage and the proper time to take their medication.



Current Status: Issued
Original Issue Date: 08/28/01
Review Date: 08/28/02, /03, 08/04, 08/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR OR 02-VO1

POLICY INFORMATION

Subject:

New Staff Orientation.

Policy:

It is the policy of the **Kankakee County Teen REACH** Program that an orientation will be provided to all staff at each program.

Procedure:

3. The Program Director/Coordinator will schedule orientation.
4. The Director will organize the new employee's schedule of observation and classroom time.
5. All new employees must sign off on asthma policy, mandated reporting, hand washing, positive discipline and conflict resolution, confidentiality and other required policies.
6. Review of Teen REACH program goals, operations and policy and procedures.
7. The Director/Coordinator will assess the need for further orientation after a 2-week orientation. Recommendations may be made for further training.

April 30, 2013



EMPLOYEE RECEIPT OF DOCUMENTS

I have received the following documents and understand that it is my responsibility to review the contents applying to my position as an employee of the following Teen REACH site:

_____ **Community Resource Center**

_____ **Garden of Prayer Youth Center**

-
- 1.) A MANUAL FOR MANDATED REPORTERS
 - 2.) ABUSED AND NEGLECTED CHILD REPORTING ACT
 - 3.) ASTHMA POLICY
 - 4.) CONFIDENTIALITY GUIDELINES
 - 5.) POSITIVE DISCIPLINE AND CONFLICT RESOLUTION

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

April 30, 2013



**Iroquois-Kankakee ROE
Parental Consent for Participation
Field Trip /Activities**

Event _____

Date _____

Location _____

To whom it may concern:

I hereby give permission for my child, to participate in the _____
_____. I also give permission to provide transportation and for any
emergency medical care that will be performed by a licensed physician if
necessary. I agree to be liable and to pay for all costs and expenses that
might incur in connection with such medical or dental services that were
rendered.

Upon returning to town, my child should be brought to _____

Please check one – This is / is not our home.

Parent / Guardian Signature: _____ Date: _____



Current Status: Issued
Original Issue Date: 07/28/01
Reviewed: 07/02, 07/03, 07/04, 07/05, 07/06, 07/07, 07/09, 07/10, 07/11, 07/12
Next Review: 07/19/2013
Document Number: TR CR 02-VO1

POLICY INFORMATION

Subject:

Positive Discipline and Conflict Resolution.

Philosophy:

Discipline is the on-going process of helping children to develop self-control in order that they may manage their own behavior in socially approved and acceptable ways.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that positive discipline and conflict resolution will be utilized to assist the participants to resolve their own conflicts and manage their own behavior.

Procedure:

1. How staff will implement Discipline:
 - Avoid problems by offering an organized, stimulating program.
 - Reinforce positive behaviors.
 - Model appropriate behavior.
 - Redirect to a more acceptable behavior.
 - Set clear limits.
 - Offer choices.
 - Ignore negative behavior (when appropriate).
 - Acknowledge good behavior.
 - Use "time-outs" or removal of youth from the area, for short period of time (one minute per age of child).
 - Include the youth in the resolution of conflict.

2. The following discipline techniques are **PROHIBITED**:
 - Physical punishment.
 - Screaming at participants..
 - Ridiculing a youth or the youth's family.
 - Blaming, teasing, insulting, name calling or threatening the youth with punishment.
 - Withholding food.
 - Withholding of affection or positive attention.

POLICY INFORMATION

Procedure (con't):

3. How parents will be involved in guidance process:
 - A director or lead staff will verbally notify the youth's parent/guardian if a pattern of unacceptable behavior is noted.
 - As needed, the staff will discuss with the parent/guardian the youth's behavior.
If an unacceptable behavior occurs during the program or a behavior is uncharacteristic of the youth, a behavior report will be completed, signed by the parent/guardian, and a copy will be retained in the youth's file.
 - The director may request a formal conference with parent/guardian.
 - If deemed necessary, the parent may be asked to pick up the youth from the program and/or remove the youth for the next program day.

4. How youth will be involved in the process:
 - Youth will be aware of the program guidelines. They will be reminded of the guidelines throughout the day.
 - Older youth will be involved in creating the program rules and in the peer mediation process to find a solution that works for all.
 - All school age youth will have reasonable opportunity to resolve their own conflicts.

5. **DISCHARGE:** Any youth who, after attempts have been made to meet the youth's individual needs, demonstrates the inability to benefit from the type of program offered by the Teen REACH site, or whose presence is detrimental to the group shall be discharged from the Teen REACH program.

NO CHILD WILL BE SUBJECTED TO, UNDER ANY CIRCUMSTANCES, ANY FORM OF CORPORAL PUNISHMENT, WHICH INCLUDES HITTING, SPANKING, SWATTING, BEATING, SHAKING, PINCHING AND OTHER MEASURES INTENDED TO INDUCE PHYSICAL PAIN OR FEAR. THE STAFF WILL NEVER USE ABUSIVE OR PROFANE LANGUAGE OR DEPRIVE CHILDREN OF FOOD, REST OR USE OF RESTROOMS.

I have read and understand the Teen REACH guidance and discipline policies.

Signature _____ Parent/Guardian

Date _____



Current Status: Issued
Original Date: 07/15/01
Reviewed: 07/15/02, 07/15/04, 07/15/05, 07/15/06, 07/07,07/08. 07/09, 07/10, 07/11, 07/12
Revised: 07/15/03
Next Review Date: 07/15/13

POLICY INFORMATION

Subject:

Program Compliance (Subcontractors)

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that the program site subcontractor will provide required contracted services and agree to act in accordance with all state and federal statues and administrative rules applicable to the provision of Illinois Department of Human Services (IDHS) Teen REACH services.

Procedure:

1. A formal written signed agreement that follows state and federal statues and administrative rules is made between the Iroquois-Kankakee Regional Office of Education (I-KAN ROE) and Teen REACH subcontractors each award year. Documentation of the award name and number and award year are included in the Teen REACH Agreement Attachment.
11. The subcontractor is advised in the written agreement of requirements imposed on them by state and federal statues, laws and regulations and **all** the provisions of the grant agreement which includes scope of services, reporting requirements, quality assurance and expenditure documentation.
12. The Teen REACH subcontractor activities are monitored to ensure that the grant award is used for the authorized purposes of the Illinois Department of Human Services (IDHS) approved Budget (refer to **Fiscal Management: Document Number: TR FM 02-VO1**) and that the approved performance goals in the Program Plan are achieved. Performance goals are monitored through eCornerstone other reports as required by IDHS Teen REACH.
13. The Subcontractor will annually submit an independent audit report and/or supplemental revenue and expense report to the I-KAN ROE as outlined in the Agreement to enable the I-KAN ROE to perform fiscal monitoring, to account for the usage of funds paid to the Subcontractor under the Agreement and ensure appropriate timely corrective action and adjustment of records(if indicated).
14. The Subcontractor will permit the I-KAN ROE access to its records of service delivery and financial statements as necessary to assure that services are being provided in a manner consistent with the requirements of the Agreement.



Current Status: Issued
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Reviewed: 07/14/08, 07/09, 07/10, 07/11, 07/12
Next Review Date: 07/14/2013
Document Number: TR PE 02-VO1

POLICY INFORMATION

Subject:

Program Evaluation and Program Improvement

Policy:

Evaluation Philosophy

Evaluation has several purposes, including: ongoing program improvement, measuring program effectiveness, program sustainability, marketing, and identifying areas for professional development.

Procedure:

A. Evaluation Planning

1. Evaluation is part of Teen REACH program planning and management. Evaluation is not a separate function.
2. Evaluation should be planned and purposeful.
3. Evaluation planning is part of initial program planning and can help ensure that needs, outcomes and activities are related in a way that ensures program outcomes are met.
4. Key program leadership need to clearly support program evaluation
5. Realistic expectations should be established for what an evaluation will produce based on the type/level of evaluation, resources available for evaluation, and the developmental stage of the program.

B. Evaluation Implementation – How to Conduct an Evaluation

1. Evaluation should include the systematic collection of data.
2. Programs should have a clear theory of change. This can be illustrated in a logic model or as realistic goals and the intermediate steps to reach them.
3. Evaluation is not a one-time event. Evaluation is an ongoing process that should be used to continuously enhance the quality of programs.

C. Evaluation Utilization

1. Evaluation findings need to be communicated to stakeholders in a timely manner and in an appropriate format to be useful in decision-making.

POLICY INFORMATION

Evaluation Utilization (Cont):

2. In order for evaluation to be successful it must be used for continuous program improvement. Teen REACH programs will make changes based on data that is collected.

3. Unexpected results, especially negative findings, are not to be feared by program staff and should be considered by staff and funders as part of the continuous improvement process.

Capacity to do Evaluation

1. All stakeholders have a role in evaluation, including participants and all levels of program staff.

2. Program personnel need to have basic program evaluation skills. Technical assistance and/or resources should be available to programs to ensure staff members have these skills.

3. Teen REACH coordinators will determine the resources needed for evaluation.

Continuous Improvement

1. Teen REACH will celebrate and share any positive results in evaluation with stakeholders.

2. Stakeholders will be involved in deciding what changes need to be made as a result of the evaluation.



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Next Review Date: 07/20/2013
Document Number: TR RC 02-VO1

POLICY INFORMATION

Subject:

Recruitment Strategy.

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program to plan, develop and implement a recruitment strategy that will be reviewed and updated annually.

Procedure:

1. There are two major strategies of recruitment:
 - a.) Outreach: Distribution of Teen REACH fliers to parents, schools and communities to increase participation along with site quarterly newsletters listing events to volunteer/participate. Attending and speaking at: public meetings, to church groups, and parent-teacher organizations. Teen REACH staff will be present at school registrations and open houses to recruit program participants. Representatives from the Teen REACH programs will participate in community events, such as street fairs, parades and other events that may attract the notice of local press. Program open houses and seasonal celebrations will also be utilized as marketing tools.
 - b.) Referrals:
 - 1.) Children age 6-17 may be referred. The goal is to attract youth who may be at high risk and meet the required target population (see Target Population Teen REACH Policy and Procedures Manuals).
 - 2.) The Director and program coordinators will foster a partnership with schools, I-KAN Attendance Assistance Program, DCFS, Juvenile Probation, Health Department, churches and other agencies to promote referrals of youth who are having academic difficulties; reside in a single-parent home; receive TANF; are latchkey children; have siblings who dropped out of school or are involved with the juvenile justice system or are teen parents.

April 30, 2013

POLICY INFORMATION

Subject:

Recruitment Strategy.

- 3.) Develop a marketing packet including business cards for each site. Send press releases/news stories at least once per month to the media highlighting program activities/accomplishments, to positively market the programs. The Media Specialist from Pledge for Life Partnership will serve as a resource and assist in developing press releases.
- 4.) Host an annual community(ies) awareness event; including **Lights On After School** that involves parents, program youth, school officials and public officials.
- 5.) Teen REACH staff will maintain membership and participate in C&A LAN #26, Juvenile Officers Association, Youth Opportunities Committee, Hispanic Partnership , NAACP and Foster Parents Alliance to market Teen REACH, identify at-risk youth and increase referrals.



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Revised: 08/28/05
Next Review Date: 08/28/2013
Document Number: TR MD 04-VO1

POLICY INFORMATION

Subject: Retention and Destruction of Teen REACH records/documents

Policy:

It is the policy of **Iroquois-Kankakee ROE** Teen REACH Programs that all Teen REACH related files, records and documents will be maintained for a period of five fiscal years following the completion of the contract period.

Procedure:

1. a.) Teen REACH files, records and documents relating to a Teen REACH contract period will be maintained for a period of five (5) fiscal years following the completion of the contract period in the Iroquois-Kankakee Regional Office of Education's office at Suite 403, County Administrative Building, 189 East Court Street, Kankakee, Illinois, 60901.

b.) All Teen REACH participant data at the individual sites will be maintained in a secure area at the site for a period of five (5) fiscal years following the completion of the contract period.

2. After the record retention period of five (5) fiscal years expires, Teen REACH records containing participant data will be destroyed by incineration or shredding in accordance with the Local Records Act of the State of Illinois.



Current Status: Issued
Original Issue Date: 07/21/01
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07/05, 07/20/06, 07/07, 07/09, 07/10, 07/11,
07/12
Next Review Date: 07/20/2013
Document Number: TR SBC 02 VO1

POLICY INFORMATION

Subject:

Screening and Background Checks of Staff, Volunteers and Interns

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that all staff and adult volunteers and interns who have one-on-one contact with children and youth in the programs must have a background check completed and the result of each background check placed in their personnel file at the Teen REACH program site.

Procedure:

3. Each applicant must submit a written application, a disclosure statement and references. Each applicant is required to give written consent for the Teen REACH program to obtain Illinois State Police criminal background checks and a DCFS CANTS report (No person will be hired or allowed to serve in the capacity of a volunteer or intern without this written consent).
4. Each applicant for a Teen REACH position is hired through a comprehensive personal interview.
5. The results of the Illinois State Police Criminal Background check and the DCFS CANTS reports will be kept in the employee, volunteer or intern file at the Teen REACH program.



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Original Issue Date: 10/02/01
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10/05, 10/06, 10/07, 10/09, 10/10, 10/11, 10/12
Next Review Date: 10/02/2013
Document Number: TR SC 02-VO1

POLICY INFORMATION

Subject:

Sick Child Policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that in order to maintain a healthy environment for all children served in the Teen REACH program, staff are not permitted to care for children who are ill.

Procedure:

1. If a youth has a temperature of 100 degrees or more and has one of the symptoms listed below, he or she should not be brought to the Teen REACH programs.
 - a.) Fine blisters on the face, scalp or body indicating the possibility of Chicken Pox.
 - b.) Two or more bowel movements that are atypical for the child indicating the possibility of infectious diarrhea.
 - c.) Swollen glands at the back of the neck indicating the possibility of German measles.
 - d.) A blotchy rash on the stomach and back or a fine red rash over the body indicating the possibility of measles or scarlet fever.
 - e.) Swelling over the jaw or in front of the ear indicating the possibility of infectious pink eye.
 - f.) Very sore throat as indicated by refusing food and drink suggesting the possibility of streptococcal infection. Heavy mouth odor may be present.
 - g.) Listless, lethargic behavior, lack of appetite, refusal to eat or drink, extreme irritability or behavior which is clearly unusual for particular child indicating the likelihood of an oncoming illness.
 - h.) Repeated vomiting (two or more times).
 - i.) Any significant change in the child's behavior.
 - j.) Any combination of the symptoms listed above.
 - k.) Body or head lice. The child will be isolated until parents/guardians can make arrangements to pick up the child. (see TR HL 02 VO1)

POLICY INFORMATION

Procedure (con't):

2. If youth's temperature is 100.5 degrees or more, but no other symptoms are indicated, parent/guardian will be asked to pick up their child.
 - a.) If the temperature and/or symptoms occur after the youth is left at the program, he or she will be isolated from the other youth in a quiet, supervised location until pick up by parent/guardian can be arranged.
 - b.) The youth will not be permitted to return to the Teen REACH program for at least 24 hours to allow the opportunity for any medication to begin working. The youth needs to remain at home until the UNMEDICATED temperature has returned to normal or the youth has seen a physician and has been cleared to return. A physician's signed "authorization to return" form may be required before the youth is permitted to return.
3. If a youth is sent home for sickness or illness, he/she must remain away from the Teen REACH program for a minimum of 24 hours in order to assure adequate recovery and/or response to any prescribed medication.



Current Status: Issued
Original Issue Date: 08/01/01
Review Date: 08/01/02, 08/01/03, 08/01/04, 08/01/05, 02/07, 02/09, 02/10, 02/11, 02/12
Revised: 02/27/06
Next Review Date: 02/27/2013
Document Number: TR SISO 02-VO1

POLICY INFORMATION

Subject:

Sign-in and Sign-out policy.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Programs that all participants and visitors sign-in and out of the program.

Procedure:

1. **Each participant and authorized visitor will sign-in and out of the program. The sheet requires the date, time-in and out, name of visitor and activity. A volunteer activity can include (but is not limited to):**
 - Visiting
 - Volunteering
 - Tutoring
 - Observing
2. Only authorized persons (those identified in writing) will be allowed to pick up a participant from the program. The program staff will refuse to release a participant to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive their child.
3. One of the following procedures will be observed during departure:
 - a. Parents or approved pick up people will sign out youth.
 - b. Youth with parental permission will be allowed to leave the program on their own. Staff will establish a system where the youth check themselves out with a staff person and the staff person will check that the youth signed out and initial the attendance sheet.
 - c. When sites provide transportation, staff will assure that all youth participating for the day are on the bus or have approved alternative transportation arranged.



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08/06, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/28/2013
Document Number: TR SN 01-VO1

POLICY INFORMATION

Subject:

Snacks and nutrition in the Teen REACH Program.

Policy:

It is the policy of the **Iroquois-Kankakee ROE** Teen REACH Program that nutrition and snacks are provided to all Teen REACH program participants each day that the program is in operation.

Procedure:

1. Snacks and nutrition will be served at a regularly scheduled time each day that the program is in operation.
2. All snacks are served in accordance with relevant and local health standards and follow the ISBE guidelines and include but are not limited to: juice, fruit, vegetables, cheese, peanut butter, whole grain bread, cereal, milk, crackers, graham crackers, pretzels, granola bars and yogurt.
3. The amount and type of snacks and nutrition offered is appropriate for the age and size of participants.
4. Drinking water is readily available at all times.



Current Status: Issued
Original Issue Date: 08/01/02
Reviewed: 08/01/03, 08/01/04, 08/01/05, 08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/01/2013
Document Number: TR SC 02-VO1

POLICY INFORMATION

Subject:

Staff Communication

Policy:

Good communication is essential in any organization. It is the policy of the **Iroquois-Kankakee ROE** that all staff have the opportunity to the exchange of information and to be encouraged to be involved in frank and honest communication with the objective of improving outcomes of the Teen REACH youth and of the environment of the Teen REACH program in general.

Purpose:

The purpose of the Communication Policy is to:

- provide a framework for effective communication
- raise awareness of the importance of effective communication within the after school context
- promote understanding between and co-operative team work of participants
- encourage active participation of staff in communication
- streamline communication by encouraging the use of direct and appropriate channels
- facilitate effective communication while recognizing the limitations of time and resources

Outcomes:

The specific outcomes will be that:

- staff feel that they communicate effectively for the benefit of the youth
- information is accessible
- information is received and understood by those for whom it is intended
- an appropriate response occurs
- there is an adequate understanding of the Teen REACH programs.

POLICY INFORMATION

Procedure:

1. Both structured and unstructured opportunities for face to face verbal communication will be provided and are an important feature of the program. Unstructured opportunities may include one-on-one verbal communication related to specific issues concerning individual youth or program administration.

2. Staff communication opportunities will utilize staff meetings, e-mail, memos, Program logs and other opportunities identified by the staff.



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08/06, 08/07, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/01/2013
Document Number: TR SPAD 02-VO1

POLICY INFORMATION

Subject:

Staff Supervision Arrival/Departure of Participants

Policy:

It is the policy of **Kankakee County** Teen REACH Programs that all participants will be monitored by adult program staff at arrival and departure and throughout the program schedule.

Procedure:

3. Staff will be present at the time of arrival and departure to sign participants in and out of the program and to monitor the participants throughout the program schedule.

4. Only Authorized persons (those identified in writing) will be allowed to pick up a participant from the program. The program staff will refuse to release a child to any person, whether related or unrelated to the child, who has not been authorized, in writing, by the parent or guardian to receive the child.



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Reviewed: 08/01/03, 08/01/04, 08/01/05, 08/06, 08/07, 08/08, 08/09, 08/10, 08/11, 08/12
Next Review Date: 08/01/2013
Document Number: TR ST 02-VO1

POLICY INFORMATION

Subject:

Staff Training

Policy:

Professional development and staff training are essential in helping staff create a healthier environment for children, increases the skills staff need to increase self-awareness, sustain healthy relationships, and improve group dynamics to reach the objective of improving outcomes of the Teen REACH youth and of the environment of the Teen REACH program in general.

Procedure:

- 1. New staff will be oriented to the program through training and observation. (see TR OR 02-VO1 New Staff Orientation).**
- 2. All Teen REACH staff must have annual training in the following: CPR/First Aid, Mandated Reporter and Conflict Resolution/Positive Discipline.**
- 3. All staff working with Teen REACH must document a minimum of ten hours of continuing education or equivalent related to after school programming, youth development or other related activities. Training opportunities will be made available to staff several times through out the year.**



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Original Issue Date: 07/28/01
Reviewed: 07/28/02, 07/28/03, 07/28/04,
07/28/2005, 07/28/2006, 07/08, 07/09, 07/10, 07/11,
07/12
Next Review: 07/28/2013
Document Number: TR TP 02-VO1

POLICY INFORMATION

Subject:

Transportation.

Policy:

It is the policy of the **Iroquois- Kankakee ROE** Teen REACH Program that any arrangements for transportation must have a signed transportation consent form from the parents/guardians on file at the program site.

Procedure:

1. In those sites that include transportation to and from the programs a signed transportation consent form from the parent/guardian must be present in the participant's file.
 - a.) All participants will be picked up and returned to their home. No participant will be allowed to leave the program without a signed consent form from the parent/guardian.
 - b.) All persons designated as drivers are required to have a valid driver's license on file and a background check on file.
 - c.) During inclement weather, the Program Director or designee will make a decision based on participant safety about cancellation of the afterschool program and transportation. All reasonable efforts will be made to notify participants and families.
2. In those sites that do not provide transportation, all arrangements for transportation to and from the program are the responsibility of the parent/guardian.
3. Transportation will be provided for field trips only with a written consent from the parent/guardian, which includes permission for emergency medical care.



Iroquois-Kankakee ROE Teen REACH Parental Consent for Transportation

To whom it may concern:

I hereby give permission for my child, _____, to be transported to and from the _____ Teen REACH program. I also give permission to provide transportation and for any emergency medical care that will be performed by a licensed physician if necessary. I agree to be liable and to pay for all costs and expenses that might incur in connection with such medical or dental services that were rendered.

Upon returning home, my child should be brought to _____
Please check one – This is / is not our home.

Parent / Guardian Signature: _____ Date: _____

April 30, 2013



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POLICY INFORMATION

Subject:

Volunteers.

Policy:

It is the policy of **Kankakee County** Teen REACH Programs that volunteers whose duties require contact with children on a regularly scheduled basis, shall meet the same personnel qualifications required of other staff.

Volunteers are defined as adults 18 years of age or older whose talents and time are given to the program but do not receive an hourly rate or salary.

Procedure:

- a.) Each volunteer will have an individual file containing the following information:
 1. A basic job description.
 2. Sign-in and sign-out sheets.
 3. Signed and completed orientation to the Teen REACH program.
 4. A background check that includes a criminal background check and a DCFS CANTS report.
- b.) Volunteers used to replace or supplement staff, shall comply with the background check requirements.
- c.) Volunteers may serve in any capacity for which they are qualified.
- d.) Volunteers will meet at least once per month with the Teen REACH program director or immediate supervisor for supervising purposes.
- e.) When a volunteer fills a required staff position, the volunteer shall meet all standards that apply to an employed person in that position.