



**TECH HOLDINGS INC**

**Standard Operating Procedures**

*Version 1.0*

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# Program Operations

## Philosophy

HD Tech Holdings, Inc has developed a business model that provides a unique afterschool, summer and weekend coding program that combines a safe, supervised environment necessary for working parents with an expanded learning curriculum to assist schools to meet their educational goals. The careful balance between relaxed, fun activities and engaging learning experiences is achieved through our STEM curriculum developed by SW Design School, L3C; a licensed National-approved apprenticeship program. SW Design School is licensed to certify computer programmers, educators and trainers, and graphic designers.

## Mission

Our mission is to FUEL a child's desire to get involved in business EARLY by increasing their curiosity with simple, engaging, and creative activities in a SAFE environment.

## Program Offerings

### Zones

Programming modules rotate daily for each class. Every child will participate in three (3) zones each day.

**CURRICULUM** - HD Tech Holdings, Inc *Zones* provides students the opportunity to participate in activities offered in:

### Zones of Programming



Computer  
Lab



Robotics



Snap  
Circuits



Art



Product  
Lab



3D  
Gaming



Circuit  
Machine



VR/AR

## AFTER-SCHOOL

### STEM ZONE (Science, Technology, Engineering, and Math)



STEM education has become a critical focus of educators nationally as we seek to create critical thinkers and the next generation of innovators. HD Tech Holdings, Inc Owners can take pride in our unique, cutting-edge STEM and Technology Arts programming developed in partnership with some of the nation’s leading STEM experts.

**STEM options below are customized according to students’ age and interest level.**

**Programs include:**

- Product Invention
- Robotics
- Pre-Robotics: (Intermediate Focus)
- 3D Block Motion Animation
- Computer Lab
- Graphic Design
- 3D Game Design
- Snap Circuits
- Virtual Reality/ Augmented Reality
- Cricuit Machine

### SUMMER CAMPS

Summer camps are an expedited process of exposing students to coding, robotics and entrepreneurship. HD Tech Holdings, Inc camps operate 10 hours per day. Future coders are able to rotate through all 8 zones of our STEM-focused curriculum each day instead of the 3 zones allowed in after-school and extended care.

### WEEKEND CAMPS

- Product Invention
- Robotics
- Pre-Robotics: (Intermediate Focus)
- 3D Block Motion Animation
- Computer Lab
- Graphic Design
- 3D Game Design
- Snap Circuits
- Virtual Reality/ Augmented Reality
- Cricuit Machine
- Drones

### Staff To Child Ratios and Maximum Group Sizes

Age Group	Staff-to-Child Ratio	Maximum Group Size
Kindergarten (Ages 5-6)	1:10	20
Early Elementary (Ages 7-8)	1:12	24
Late Elementary (Ages 9-10)	1:15	30
Middle School (Ages 11-13)	1:18	36
High School (Ages 14-18)	1:20	40

*Note: Ratios and group sizes may vary based on local regulations and specific program needs.*

## Sample After-School & Extended Day Program Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Block 1</b> 3:30 pm-3:45 pm	Snacks	Snack	Snack	Snack	Snack
<b>Block 2</b> 3:45 pm – 4:00 pm	First Zone	First Zone	First Zone	First Zone	First Zone
<b>Block 3</b> 4:05 pm – 4:25 pm	Second Zone	Second Zone	Second Zone	Second Zone	Second Zone
<b>Block 4</b> 4:30 pm – 5:00 pm	Supper Provided by School District				
<b>Block 4</b> 5:00 pm – 5:20 pm	Third Zone	Third Zone	Third Zone	Third Zone	Third Zone

## Sample Summer Camp Program Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Block 1</b> 8:00 am-9:00 am	<b>Check-in/Breakfast</b>				
<b>Block 2</b> 9:00 am – 9:45 am	First Zone	First Zone	First Zone	First Zone	First Zone
<b>Block 3</b> 10:00 am – 10:45 am	Second Zone	Second Zone	Second Zone	Second Zone	Second Zone
<b>Block 4</b> 11:00 am – 11:45 am	<b>Lunch</b>				
<b>Block 5</b> 12:00 pm – 12:45 pm	Third Zone	Third Zone	Third Zone	Third Zone	Third Zone
<b>Block 6</b> 1:00 pm – 1:45 pm	Fourth Zone	Fourth Zone	Fourth Zone	Fourth Zone	Fourth Zone
<b>Block 7</b> 2:00 pm – 2:45 pm	Fifth Zone	Fifth Zone	Fifth Zone	Fifth Zone	Fifth Zone
<b>Block 8</b> 2:00 pm – 2:45 pm	Sixth Zone	Sixth Zone	Sixth Zone	Sixth Zone	Sixth Zone
<b>Block 9</b> 2:45 pm – 3:00 pm	<b>Snack</b>				
<b>Block 10</b> 3:00 pm – 3:45 pm	Seventh Zone	Seventh Zone	Seventh Zone	Seventh Zone	Seventh Zone
<b>Block 11</b> 4:00 pm – 4: 45 pm	Eighth Zone	Eighth Zone	Eighth Zone	Eighth Zone	Eighth Zone
<b>Block 12</b> 5:00 pm – 6:00 pm	<b>Final Snack &amp; Pick up Time</b>				

# Program Administration

## Communication

Owners work with appropriate department and school staff to use a variety of strategies to inform families about HD Tech Holdings, Inc “Zone” Programs. Parent communications, such as program flyers and enrollment forms, are distributed through student take-home folders and backpacks. This material is also provided to the school front office for display and distribution as well as inclusion in school newsletter. Additionally, it is available electronically. When possible, HD Tech Holdings, Inc Owners may be able to provide signage at the school in the form of banners or posters and information is included on both District and school websites.

Families are invited to register and enroll each spring for the upcoming school year. Early registration and enrollment provide the necessary time to review paperwork for students to attend the program on the first day of school. Registration and enrollment continue throughout the summer and into the school year. We maintain open enrollment throughout the school year when we have open slots in the program. Our programs are only limited in enrollment when space in the school is limited. If we reach capacity, we maintain a waiting list to enroll families when a spot becomes available. Owners has complete control to add, change, or delete any area of this process to meet their marketing needs.

**Our goal is to streamline parent communication, making information as available and easy to access.**

HD Tech Holdings, Inc Owners and operates K-12 Coders curriculum and we have an **open, ongoing communication with parents** once students are enrolled. Specific strategies include:

- Telephone Access
- Parent Handbook
- Quarterly e-mail newsletter
- Face-to-Face communication during sign out
- K-12 Coders website for Curriculum Access
- Annual parent survey
- Daily *Zone* Programming Schedule (updated each week)
- Use of School District communication resources
  - such as robo-call systems, ads during televised board meetings, and online department websites and calendars - are additional ways to communicate.



## **Communication Protocols**

Below is our contact protocol:

<b>POINT OF CONTACT</b>	<b>INFORMATION AND ASSISTANCE REQUESTED</b>
Center Director - the first contact	<ul style="list-style-type: none"> <li>• Student issues</li> <li>• Request a conference</li> <li>• Questions about student behavior</li> <li>• Questions about specific activities related to the program</li> <li>• Notice of withdrawal</li> <li>• Change in programming/contract</li> <li>• Absences</li> <li>• Late Pick Up</li> </ul>
HD Tech Holdings, Inc Owner	<ul style="list-style-type: none"> <li>• Programs, policies, and employee related procedures</li> <li>• Unresolved issues after Center Director contacted</li> <li>• Security or safety related to school, program or student</li> <li>• Feedback and/or suggestions about employee related issues</li> <li>• Child abuse and neglect report is filed</li> <li>• Unresolved site issues</li> <li>• Severe behavior incident, accident or parent concern</li> </ul>
HD Tech Holdings, Inc Corporate Office	<ul style="list-style-type: none"> <li>• Unresolved programming issues</li> <li>• Unresolved security or safety related to school, program</li> <li>• Feedback and/or suggestions about program-wide issues</li> <li>• Concerns with Online registration for Owners</li> <li>• Facilities concern that involves licensing</li> </ul>

## **Accommodation Guidelines**

HD Tech Holdings, Inc e will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation, or physical, mental, emotional, or learning disability in its education programs or activities. Children with an IEP will be provided an equal opportunity to participate in the program. This policy is intended to supplement but not replace any state and federal laws applicable to HD Tech Holdings, Inc and its Owners.

## Specifically:

- Sites will not exclude children with disabilities from their programs unless their presence would pose a *direct threat* to the health or safety of themselves or others or require a *fundamental alteration* of the program in order for them to attend.
- Sites will make *reasonable accommodations* to their policies and practices to integrate children, parents, and guardians with disabilities into their programs unless doing so would constitute a *fundamental alteration* of the program.
- Our leadership team will make an *individualized assessment* about whether a particular site can meet the particular needs of the child without fundamentally altering its program. (Accommodations Plan)
- Whenever possible, children with special needs will be accommodated in the program. However, should that not be possible following reasonable accommodations, HD Tech Holdings, Inc and its Owners will work closely with parents to make a successful transition.

**Eligibility:** HD Tech Holdings, Inc Owners will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation or physical, mental, emotional, or learning disability in its education programs or activities. HD Tech Holdings, Inc Owners will serve all students eligible for its program if space is available, including students with special needs.

**Children who pose a *direct threat* -- a substantial risk of serious harm to the health and safety to themselves or to others will not be permitted to remain in the program. (Documented Incident Reports and Accommodations Plan) This decision will be made by Owners only after consultation with Center Director, e staff and parents.**

**Serving Students with Special Needs:** HD Tech Holdings, Inc Owners will consider each student with a special need individually to determine if it can serve that student. HD Tech Holdings, Inc Owners will consider all relevant factors in making its determination. These factors may include, but will not be limited to, the following:

- ☑ The student's ability to function in an environment of 24-30 students.
- ☑ The student's ability to function in a large gym and open playground.
- ☑ The student's ability to function with staff to student ratio of 1:15.
- ☑ The student's need for individual supervision.
- ☑ The student's health care needs.

Where appropriate, HD Tech Holdings, Inc Owners will also consult with teachers, school administrators, previous childcare providers, and medical personnel as part of its consideration. Parents must provide written permission allowing the HD Tech Holdings, Inc Owners or its representative to observe the student. At the conclusion of the consultations, the HD Tech Holdings, Inc Owner and/or administrator will discuss the recommendation with the student's parent(s) or guardian(s).

**Withdrawal:** Withdrawal from the HD Tech Holdings, Inc Owners program requires that two (2) weeks written notice be given prior to the final date of attendance. Full tuition for the week will be charged if your child attends a portion of the week and withdraws prior to Friday. We reserve the right to withdraw a child for conditions related to behavior, ability of child to adjust to the program, ability for program to meet the child's needs or non-payment without notice during the program.



# Behavior Management Policy

The purpose of Behavior Management is to provide every child with a consistent, effective, and supportive behavioral program. Specifically, HD Tech Holdings, Inc has developed the S.T.A.R.S. program below.

## **The S.T.A.R.S. acronym stands for:**

*S- Stay Safe,  
T-Take Ownership,  
A-Act Responsibly,  
R-Respect Self and Others  
S-Support Each Other.*

**S.T.A.R.S. Positive Behavior Supports Program (PBS):** S.T.A.R.S. is a system of support that includes proactive strategies for defining, teaching, and supporting appropriate student behaviors. The goal of S.T.A.R.S. (PBS) is to establish a positive culture in each site between the e staff and students. Our S.T.A.R.S. system is a proactive model that not only teaches the behaviors but also reinforces and recognizes those who demonstrate these behaviors on a continuous basis. Each Owners has specific structures in place to support students who have a difficult time or may present with more challenging behaviors.

The S.T.A.R.S. expectations continuum addresses all areas and across all settings in which the program is operated including the hallway, arrival/ dismissal, restrooms, snack area/cafeteria, playground, and other learning environments in which our programming occurs. Every Owners is given an *optional* copy of how to train their e staff in PBS, and are aware of the S.T.A.R.S. behavioral expectations and works to ensure students are consistently getting the same message, regardless of the setting they are in or the e staff person they come in contact with.

HD Tech Holdings, Inc Owners launched a full implementation of PBS in 2019. We are very proud of our progress and will continue working to improve this success with each Owner. In order to accomplish this task, several of the following components are currently in place at each program:

- ***Behavioral Expectations are Defined:*** A small number of clearly defined behavioral expectations are simply stated in positive terms. Each Owner has the option to utilize the school PBS continuum or implement the S.T.A.R.S. Behavioral Expectations.
- ***Expectations are Taught:*** Behavioral expectations are clearly identified for various settings in the program.
- ***Appropriate Behaviors are Acknowledged:*** Once appropriate behaviors have been defined and taught, they are acknowledged in various ways on a regular basis. Examples of reinforcements used in S.T.A.R.S. are as follows: Starbursts Slips (daily on-the-spot individualized recognition), Starbucks (weekly group recognition) and the Star Gram (monthly program wide recognition).
- ***Data Collection:*** Program discipline data is collected from each Owners. The PBS committee set up by Owners will brainstorm ways to proactively address the problems and to re-teach and reinforce positive behaviors.

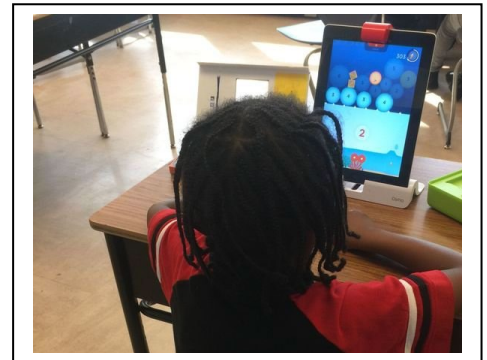
# Child Safety & Attendance

Safety of the students is the number one priority of HD Tech Holdings, Inc and its Owners. Owner and/or Center Director is required to ensure that all students are properly accounted for before activities begin each day. HD Tech Holdings, Inc Owners is committed to ensuring that it effectively addresses student health, safety, and nutrition needs during program participation. Healthy and safety begins with student enrollment, continues on a daily basis in a variety of e staff practices, and is reinforced through ongoing safety activities and e staff training. Owners are responsible for following e staff practices which represents the HD Tech Holdings, Inc Brand.

- **Initial attendance check:** This occurs at the start of each program day. e staff holds roll call, which includes both seeing and hearing each child. Additionally, each program implements a check and balance process that includes a group leader counting each child while the Center Director or STEM Teacher counts the sign-in sheet. The two numbers are compared to ensure that they match. Any discrepancy is immediately addressed.

**Before Class Starts: 1<sup>st</sup> -12<sup>th</sup> Grade** Students may enter HD Tech Holdings, Inc room unaccompanied. Child(ren) will check in and out daily with the site-provided "sign in" sheet. Parents should initial the "sign in" sheet. Children should **PreK-K MUST be picked up by HD Tech Holdings, Inc e staff.** The children must sign in. Attendance will be taken immediately as children enter the HD Tech Holdings, Inc room.

- **Head counts every thirty minutes:** e staff verifies that number with the sign-in sheet to ensure that all students are accounted for regularly. Additionally, e staff must be trained to keep students within their sight and sound at all times. They also count heads before moving to a new area and then again when they are in the new area. Students are also monitored upon entering the restroom and the restroom is checked after all students have exited to ensure that the facilities are left in clean, and in working order.
- **Students are never left unattended.** e staff maintains e staff to child ratio at all times.



- **Attendance:** HD Tech Holdings, Inc Owners and/or Center Director will ensure that each child is signed in and out of the designated HD Tech Holdings, Inc Owner area immediately upon arrival and departure daily. Parents must sign each child in and/or out of the program. Only authorized individuals and emergency contact information, found on the child(ren)'s enrollment form, will be used in accordance with strict safety and supervision. Any changes to the Enrollment Form must be done in person at the site in the presence of the management.
- **Children Arriving Late:** If a child does not arrive at the program as scheduled, the program e staff will contact the school office to verify attendance that day. If the child was in attendance, but not in the program, parents or guardians will be contacted immediately. If the parent cannot be reached, program e staff will contact the emergency contacts listed on the Enrollment Form.
- **Absences:** Absences should be reported prior to the expected time of attendance to the HD Tech Holdings, Inc local office or program. However, the school is not responsible for providing HD Tech Holdings, Inc Owners with attendance information. Additionally, if a child is expected to attend the program and there has been no

communication by parent or school about non-attendance then e staff immediately checks with the school office and/or calls the parent(s) to verify child lack of school/afterschool attendance.

- **Missing Child(ren):** When children are inexplicably absent from K-12 Coders, the site e staff will contact the principal or other school officials to verify absences or early releases from school. If the child(ren) attended school, e staff will call the parent, legal guardian, and/or the emergency back-up person if the child(ren) does not report to K-12 Coders. If the e staff members determine a child is missing, the police will be contacted.
- **Visitation by Parents/Guardians:** A custodial parent shall be admitted to their child's after school program for visitation purposes. Such right of admission shall apply only while the child is in the program, in accordance with school policies, state laws and regulations.

## Issues of Custody or Care

HD Tech Holdings, Inc strives to provide a stable environment for each child. This includes keeping lines of communication open with all custodial parties and following court orders to arrange suitable and agreeable visitation and exchange times. If we are not successful, we will refer the family back to attorneys, therapists, caseworkers, or the parents/guardians involved. We will not act as a mediator or go-between. In accordance with licensing standards, appropriate legal paperwork shall be kept on file. **Please directly give the HD Tech Holdings, Inc Owner and/or Center Director any legal paperwork and changes in custody agreement.**

Legal documentation, in the form of a certified copy, must be provided to HD Tech Holdings, Inc e regarding any custodial evidence or authority limitations of either parent or guardian. Without legal documentation to the program attended by the child, either parent will be allowed full access to the child at all times of program operation. It shall be the parent or legal guardian's responsibility to provide HD Tech Holdings, Inc with the certified copy of the order. In the event that the certified copy of the order expressly states that either a natural or adoptive parent or legal guardian shall not have any contact with the child or children, HD Tech Holdings, Inc Owner personnel shall first notify the local police department, and only then attempt to notify the custodial parent or legal guardian.

Neither administrators nor e staff of HD Tech Holdings, Inc shall be permitted, during working hours, to take time from their regular duties to provide testimony, affidavits or otherwise act as a witness on behalf of a natural or adoptive parent or legal guardian involving matters such as custody, care support, visitation or control of the enrolled child or children without service of a subpoena.

## Child Protection

### Safety Procedures for Release of Children

- **Release of Children:** A parent or other pre-authorized person must sign out each child daily AND provide the 4-digit code created at ONLINE registration. Each child must be escorted in and signed in and out of the program. The adult should sign a full signature and note the time of departure before leaving with the child. This person must be listed on the child's enrollment form. For children's protection, HD Tech Holdings, Inc e staff will only release a child to the child's parents, guardians or to another authorized person whose identity has been verified

through a photo-identification card along with the 4-digit pick up code. The HD Tech Holdings, Inc e staff must have written notification, with explicit instructions from you, before child(ren) may leave with a person who is not listed on the form. To ensure child's safety, all persons coming to the site to pick-up children will be required to provide 4-digit pickup code if ID is not available.

- **If a child is not picked up by the close of the program, all authorized and emergency contacts on the application will be contacted.** If the contacts are unavailable by phone, the appropriate state agency and/or the local police authority will be contacted. If a child is not picked up after 60 minutes and if the parents or guardians are not available due to death, illness, emergency or any other cause, the child may be released to protective services of the state or the local police authority. This will be done in accordance with state childcare licensing regulations.
- **Parent/Guardian/Authorized Pick-up Expectations:** HD Tech Holdings, Inc holds high expectations for our Owners and students. The expectation is for everyone to act in a professional manner and treat everyone with respect. e staff, students and parents/guardians must meet the same standards. Children may be dismissed from the program if their parent/legal guardian displays inappropriate behavior with HD Tech Holdings, Inc e staff, other children, or other parents/legal guardians.
- **Federal and state laws require that:** HD Tech Holdings, Inc and its Owners employees report suspected cases of child abuse or neglect by contacting the appropriate state agency or the **National Child Abuse Hotline at 1-800- 4ACHILD**. This information is to be held confidential between the Owner employee and the contact at the agency. This includes the reporting of parents and guardians who appear to be impaired by drugs or alcohol.

## Playground Safety

### Facilities:

- School center fields, playgrounds, and ball courts are inspected daily and cleared of debris, glass, obstructions, etc.
- Playground equipment is checked for safety deficiencies
- Hazardous conditions are reported to the afterschool Center director, such as ant mounds, large holes, broken playground equipment, etc.
- Playground will be developmentally age appropriate with age appropriate equipment.

### Owner e staff will:

- Organize, supervise and observe students, making sure students are using playground equipment correctly.
- Not participate in games, in order to observe all students at all times.
- Be spaced around the play area when more than one group of students is utilizing the same facility to provide adequate supervision (no e staff “clumping”).
- Review new activities/games with afterschool Center Director and/or STEM Teacher prior to implementation.
- Wash their hands with soap and running water, dry thoroughly and follow personal hygiene procedures for themselves, or while assisting others, and immediately after outdoor play.



### **Owners Center Director will:**

- Review e staff members ' daily scheduled outside activities for appropriateness.
- Train e staff on playground safety during orientation
- Initiate work orders or contact the school custodian if any safety hazards are present.

### **Playground Supplies:**

- Walkie talkies – two-way radios
- First aid equipment, incident and accident report forms, pen

## **Emergency Procedures**

It is the policy of HD Tech Holdings, Inc to maintain essential operations during any incident or emergency situation while providing for the protection of life, health, and safety for all students and Owners employees. Owners Employees must be trained for emergencies. An **emergency** is a situation that poses an immediate risk to **health, life, property, or environment**. Most emergencies require urgent intervention to prevent a worsening of the situation, although in some situations, may not require immediate response and local agencies can be contacted for help. A list of local emergency numbers should be posted that includes local police and fire department, physician or nurse on e staff provided by some school districts, and poison control. The American Association of Poison Control Center offers a hotline: 1-800-222-1222. There are also individual state hotlines. **In the event of an emergency that requires immediate attention, call 911.**

### **Health and Safety Reasons to Call Rescue Squad or Paramedics**

e staff members should be aware of specific circumstances that would indicate the necessity for calling the rescue squad or paramedics. If an accident happens at school and the parents cannot be located, the rescue squad personnel can contact the police so that the legal aspects of transporting the child to the hospital will be covered. If, after calling the rescue squad, it is determined that the child really doesn't need to go to the hospital, the squad can be called and informed.

Licensing Standards require that the site shall have an emergency preparedness plan that addresses e staff responsibility and facility readiness with respect to emergency evacuation and shelter-in-place. HD Tech Holdings, Inc e emergency plans include medical conditions, illnesses, first aid and medicine administration, accidents and injuries. Emergency evacuation and shelter-in-place procedures/maps must be posted in a noticeable location on each floor of each building where the e staff and children can easily see them. The Fire Marshal will check on proper location, exit routes and signs, and other related requirements for emergency preparedness. In a situation that requires a lock down, HD Tech Holdings, Inc and its Owners will follow the procedures of the school.

To ensure safety during an emergency, the following must be observed at all times:

- All emergency exits are to be free from any obstacles. Backpacks should be lined up neatly with the straps facing the wall to ensure walkways are also clear from any obstacles.
- Backpacks should be kept away from exits and entryways.
- To ensure safety while transitioning, e staff should use techniques so that group transitions are smooth.
- e staff should also enforce the buddy system when the whole group is not transitioning (i.e. traveling in pairs, traveling in threes when being dismissed).



# Emergency Drills

Emergency evacuation **drills are conducted a minimum of four times a year** or in coordination with the State licensors, during extended school hours of operation and coordinated with the school administration. The four drills must be on different types of emergencies. At least one fire, one severe weather, and two crisis response drills must be conducted each year. e must train e staff in drill procedures and provide them with copies of evacuation routes. e staff must take attendance during each drill. Every bathroom must be checked to ensure all students have left the building. Center Directors must call the fire department.

immediately should the need arise and should be familiar with the school evacuation plan and how it works **e staff should be instructed on emergency procedures and sign off.** Parents are informed of the place where their students will be taken in case of emergencies. A form is posted in the afterschool site where drills may be recorded. A Crisis Response Manual must be visibly located for all e staff. They are typically provided by School District.

## DISASTER EVACUATION PLAN

Procedures for the safe evacuation of the building and shelter-in-place must be discussed with e staff members before they begin work with the children.

Personnel in charge of evacuation:

1. The Director is responsible for all phases of evacuation. In the Director's absence, the Group Leader shall assume responsibility.
2. The Director is responsible for removing the sign-in and sign-out sheets and the ledger card file containing current names, addresses, and phone numbers of children enrolled.
3. The STEM Teacher will be responsible for the children in the classroom and the attendance sheet.
4. All e staff members are required to be familiar with the evacuation plan.
5. e staff members will evacuate immediately taking the children outside after the alarm, weather station report, or notification by runner.
6. e staff members will follow the posted evacuation notice for proper exit routing from the classroom.

Precautions to observe:

1. Keep all children as calm as possible.
2. Keep all children together in your group.
3. Remind children to walk as they exit the building.
4. Close all classroom doors.
5. Reassure the children of your presence and their safety.
6. Move the children out of danger as far as possible. Take children to the emergency shelter area designated on plan.
7. Take attendance sheet with you as you exit.
8. After the children are evacuated from the building, the Director or Group Leader should check the attendance sheet and the sign-in sheet, and count the children to be sure all children and teachers are accounted for and no one returns for personal belongings. Directors should check restrooms for children.
9. No one is to re-enter the building until proper authorities have deemed building safe.

Evacuation to emergency shelter:

Emergency accommodations will be provided and outlined in the Crisis Response Manual. The Owners Center Director will lead the evacuated children to the shelter and will directly supervise them until further arrangements are made with emergency personnel and or their parents/guardians.

## FIRE EVACUATION PLAN

**Fire extinguishers should only be used if a child is in danger or if you have to use it to escape.** e staff members should be informed of procedures to follow in case of an actual fire. The Center Director should designate and know which e staff member is responsible for phoning the fire department, exactly what role they should play, whether it is strictly getting the children out of the building, operation of any safety equipment or fire extinguishers, or supervision once the children have gotten outside.

**Remember, the most important priority in the event of a fire is to get everyone out of the building immediately.** Then, call the fire department. All e staff members should be trained to use the extinguishers. Emergency telephone numbers and guidelines for telephoning should be posted by all telephones accessible to the e staff.

e staff members should be made aware of procedures for informing parents in case of a disaster. The center and/or school should have a specific, written procedure for parents to follow, which should be outlined in a letter to the parents.

Fire drills shall be held on a regular basis at different times of the day to involve all e staff members.

**See Disaster Evacuation Plan: Precautions to Observe –**

**Follow steps 1 through 9.**

10. Close the fire door when the children are safely out of the room. The Director or Group/Zone Leader must remember to evacuate the kitchen (if applicable) and close the fire door.
11. Building may be re-entered only when authorization has been given by the fire department.

## WEATHER RELATED EMERGENCIES AND EVACUATION PLAN

Procedures for dealing with weather-related emergencies that are likely to occur in your area should be explained to e staff members. If duties are to be assigned, each e staff member should be aware of his or her specific responsibilities.

### **TORNADO EVACUATION PLAN Definitions:**

- **Watch: Weather conditions, which can develop into a tornado.**
- **Warning: A tornado has been spotted or indicated on radar.**

### Personnel in Charge of Tornado Procedures:

1. The e Center Director should be responsible for all phases of the tornado procedures. In the Center Director's absence, the Group/Zone Leader shall assume responsibility.
2. The e Center Director should responsible for removing the sign-in/out sheet and the ledger card file containing correct names, addresses, phone numbers and children enrolled.
3. All classrooms are designated by the school district and will proceed to areas designated by the school district.

### Procedures in the event of a tornado drill:

1. Tornado drills will be conducted monthly or according to school district.
2. During the tornado season, the Center Director and/or Group/Zone/STEM Leader will serve as weather spotters and be particularly alert to threatening weather. (Examples: dark, rolling clouds, hail, driving rain, a sudden increase in wind in addition to the telltale funnel cloud.)
3. During threatening weather, the Center Director and/or Group/Zone/STEM Leader will monitor commercial radio stations for announcements of tornado warnings (if applicable).
4. The local city alarm warning system will be used as well as the center alarm system.
5. Each classroom will go to its designated area when the alarm sounds.
6. Children in shelter during warning shall assume protective postures during imminent danger. Facing interior walls, command: "Knees and elbows on the floor!" Command: "Everyone down!" Command: "Hands over the back of the head"
7. Children will remain in the shelter until warning has been lifted.



# Medical Emergencies

Life Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life-threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

## Procedures for Life Threatening Emergencies

Person finding injured or ill person shall:

- Remain calm, render first aid, and call for help.
- Do not *move* the injured or sick person unless his/her safety and health are at risk.
- Call 911 for emergency medical services and report the incident or request someone else to call.
- Stay on the line with the dispatcher and provide information as requested.

ee staff Member or designee shall:

1. Report the incident to the HD Tech Holdings, Inc ee Office or call 911, if they have not already been called.
2. Assign an individual to meet the emergency medical personnel to guide them to the location.
3. Pull the medical release form of the injured from the files and provide it to the emergency medical personnel upon arrival.
4. Assign a ee staff member to accompany the patient to the hospital.
5. Make notification to accompany the patient to the hospital.
6. Ensure that the appropriate paperwork is completed.
7. Contact the following to report the incident:
  - a) Center Manager, who will then contact
  - b) Owner
8. Maintain communications with all parties



## Emergency Preparedness for Transporting Children

ee staff members should be aware of procedures, kept in vehicles that sites use to transport children, for contacting local emergency assistance, potential shelters, hospitals, and evacuation routes that pertain to each site frequently visited or of routes frequently driven for site business (such as field trips, pickup/drop off of children to or from schools, etc.)

## Emergency Equipment

The following equipment and/or manuals are kept in the HD Tech Holdings, Inc ee afterschool cabinets or office:

1. First aid kit (additional first aid kits with ee staff members)
2. Two (2) separate containers for locking hot and cold medications
3. Crisis Response Manual
4. A battery-operated radio and extra batteries will be purchased and kept in the afterschool office.

# Injury Prevention

1. Proper supervision is maintained at all times, both indoors and outdoors.
2. e staff position themselves to observe the entire work and play area.
3. The site is inspected daily for safety hazards by the center director.
4. e staff reviews their space daily and remove any broken or damaged equipment.
5. The playground is inspected daily for broken equipment, environmental hazards, garbage, animal contamination, and required depth of cushion material under and around equipment by Center director. It is free from entrapments, entanglements, and protrusions.
6. Toys are age appropriate, safe, and in good repair. Broken toys are discarded. Cords from window blinds/treatments are inaccessible to children.

## UNSAFE SITUATIONS INCLUDE:

### Inside the Building:

- uncovered electrical outlets
- light bulbs that have burned out
- loose floorboards or bricks
- cracks in concrete sidewalks or steps
- nails sticking out
- loose handrails
- loose or broken locks or handles on doors that go outside, to the basement, or that are used to lock away poisons

### Outside the Building:

- holes in the ground
- exposed roots that might cause tripping
- broken playground equipment
- head and neck entrapment spaces on playground equipment
- lack of resilient surfacing under playground equipment
- hot spots on metal playground equipment
- splintered wood
- broken latch on gates
- poisonous plants
- holes in the fence Toys or Equipment
- toys that are inappropriate to age group (small enough to be swallowed by children under four years of age)
- toys with loose parts that might have sharp edges, springs, or small pieces
- allowing inappropriate use of toys so as to pose a dangerous situation
- too many toys scattered around on the floor

7. Hazards are reported immediately to the Director. The assigned school person will ensure that they are removed, made inaccessible or repaired immediately to prevent injury.
8. The Injury Log is monitored by the Director, monthly, to identify accident trends and implement a plan of correction.
9. Accidental spills or accidents in the bathroom should be cleaned up immediately either by a custodial e staff member or by the e staff member supervising that area.
10. Portable heaters of any kind, like wood stoves and kerosene, oil, or gas stoves, cannot be used in the center except in an emergency. If this situation occurs, e staff members should be informed about procedures for using the heaters and shall follow the manufacturer's instructions for use. A barrier must be erected to keep the children away from the heater and to protect them from injury. e staff members should not bring heaters from home.
11. When the children are present, doors to the street and playground gates should be kept closed and locked from outside entry.
12. Matches should be kept out of children's reach at all times.
13. Cleaning supplies, insecticides, and any other potentially dangerous substances must be kept in a locked cabinet out of reach of the children.
14. Flies, insects, and rodents should be controlled by a pest control company. Poisons should not be placed on the ground, even if they are hidden.
15. Temperature in classrooms for young children shall be maintained no lower than 68°F. and cooling units must be used when the temperature in the inside occupied area exceeds 80°F.
16. Swimming or wading pools must be supervised by at least two e staff members, and e staff-to-child ratios must be maintained at all times. Wading pools should be emptied and sanitized daily or more frequently when the water is dirty. Pools deeper than two feet require supervision by a lifeguard certified in water safety instruction or senior life saving at all times (along with the required number of e staff members). Written permission must be obtained from parents before a child can be allowed to swim or wade.

We routinely get updates on recalled items and other safety hazards on the Consumer Products Safety Commission website: [www.cpsc.gov](http://www.cpsc.gov)

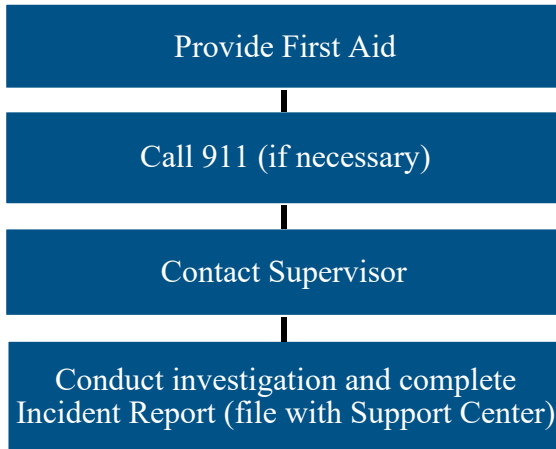
## Incidents

Despite having the best intentions and following all safety guidelines, incidents may occur. Hopefully the severity of the incidents will be limited due to your dedication to safety.

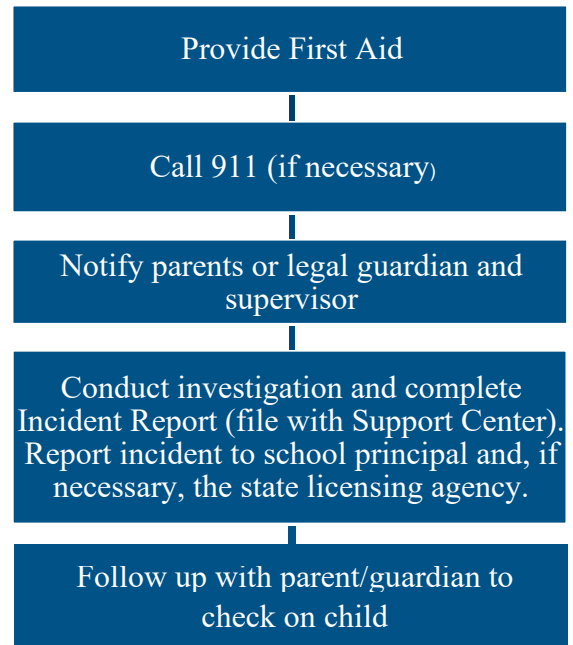
### **All incidents must be reported within 24 hours of their occurrence.**

HD Tech Holdings, Inc e may prefer to have at least two employees at each site at all times. This is done for safety reasons. In the event of an incident, the employee not involved can take the lead on administering care. If warranted, call 911 immediately after first aid or contact is provided. See flow chart for steps to take in the event of an incident:

***Incident involving e staff :***



***Incident involving a child:***



In the event of an incident that results in medical attention, it is vital to submit the:

***INCIDENT/ILLNESS REPORT***

Or

***STUDENT INCIDENT AND ILLNESS REPORT***

Should an accident occur, the parent/guardian or e staff member would receive a copy accident report from the site. In addition, the accident will be reported to the state childcare licensing agency or appropriate government agency as required by law.

# First Aid Treatment

First aid supplies: soap, Band-aids, adhesive pads, alcohol wipes, sponges, dressings, first aid tape, antiseptic wipes, gauze, thermometer, scissors, ice packs, CPR masks, and non-latex, disposable gloves (alcohol and peroxide use is prohibited). These supplies, along with a first-aid manual/booklet, are in a covered container and labeled "First Aid." **First aid kits must be maintained in the afterschool Center director's office and on field trip buses.** Extra CPR masks and non-latex gloves must be maintained in the afterschool storage. A smaller set of first aid supplies are always with each site e staff member. These supplies are replenished regularly. Only items in the First Aid Kit may be used for treatment. No other treatments or medications may be administered to children, including over-the-counter medications or topical solutions (i.e. Cortisone cream, Calamine Lotions, Aspirin, etc.). Parents or guardians are notified immediately of any illness or injury to the student, especially head injuries. e staff must adhere to specific instructions regarding action to be taken. If the parents or persons designated in case of an emergency, serious illness, or injury cannot be reached, afterschool e staff will contact those sources designated on the student's registration form. If they cannot be reached or do not arrive at school by the time a student must be transported by ambulance to a hospital, an afterschool e staff member must accompany the student to the hospital.



## Blood Spill Guidelines

Some diseases, e.g., AIDS/HIV infections and Hepatitis B, can be spread by contact with blood and blood products. Although the chance of spreading these diseases in the school setting is very low, precautions must be taken in the handling of blood and bodily fluids, or items soiled with blood or bodily fluids, in all school settings.

These guidelines must be followed whether the person whose blood or bodily fluid has spilled is known to have the infection or not. These guidelines should be strictly followed in situations dealing with students who are developmentally delayed, who are Hepatitis B carriers, who have AIDS, who are infected with the Human Immunosuppressive Virus (HIV), or the virus which causes AIDS.

If you are exposed to blood or bodily fluids, take the following steps **immediately**:

1. Wash needle stick injuries, cuts and exposed skin thoroughly with soap and water.
2. If splashed with blood or potentially infectious material around the mouth or nose, flush the area with water.
3. If splashed in or around the eyes, irrigate with clean water, saline or sterile irrigates for 20 minutes.
4. Notify your e Center Director immediately, in less than 24 hours.
5. Fill out the necessary papers with HD Tech Holdings, Inc e management. Include the date, time and circumstances of the exposure; any actions taken after the exposure; and any other required information.
6. Take these papers to the doctor for medical evaluation.
7. Receive copies of all results and HD Tech Holdings, Inc e will also receive confidential information of these evaluations for our records.
8. Receive follow-up evaluations if it is deemed necessary.
9. Complete any testing or immunizations recommended.

## Illness Policy

If a child is unable to attend school during the day, he or she should also not attend the HD Tech Holdings, Inc e Zone program. Also, if a child gets sick while in the program, the parent/guardian will be called to pick up the child. Parents are advised to not bring a child to the morning program if the child has an oral temperature of 100 degrees or greater, contagious disease, or suffers with diarrhea or vomiting. Parents are notified to immediately remove their child from the program in case of illness including the above mentioned.

Any child, childcare personnel or other person in the afterschool program suspected of having a communicable disease shall be removed from the program or placed in an isolation area until removed. Such person may not return without medical authorization, or until the signs and symptoms of the disease are no longer present. Each afterschool program shall have a designated isolation area for a child who becomes ill while in care of the program. Such space shall be adequately ventilated, heated, and equipped with a mat or cot and materials that can be sanitized easily. An afterschool e staff member must be able to see isolation area at all times.

In case of accident or illness, the child's parents or guardians are called immediately. In serious cases, the child is taken to a local hospital by an emergency vehicle for treatment and the parents or guardians are called immediately. Parents of every child enrolled are notified immediately if one of the following communicable diseases has been introduced into the program: lice, impetigo, ringworm, hepatitis A, food poisoning salmonella, shigella, measles, mumps, strep throat, rubella, pertussis, polio, Hemophilus influenza type B, meningococcal meningitis, strep or any other communicable disease. Proof of treatment or approval by physician may be required for a child diagnosed with communicable illness.

## Medical Conditions

The ONLINE enrollment forms allow families to inform us of any special restrictions and/or needs for each child. In some instances, the program isn't the best environment for certain students and your e and/or e Center Director, may consult with HD Tech Holdings, Inc Corporate Support Center, to assist with optional suggestion.

Certain allergies have become more prevalent, especially nut allergies. In order to alleviate any concern, we recommend that e do not serve snack products that may contain nuts. In addition, if a parent would like to bring in a snack/treat from home, we ask that it not be homemade, but rather store-bought with a label of ingredients. This way we can be certain that there will not be any allergic reactions. The listing of medical conditions and allergies is posted inside of a cabinet. While each and every e staff member should be aware of the list, it is not for public consumption as it is confidential information. The e Center director should update this regularly when a child enters or leaves the program. In addition, if a child is out of the program for a prolonged period of time, e staff checks with the parent/school office to ensure that the child is well enough to return to the program.

## Medication Policy

HD Tech Holdings, Inc Education, Inc. prefers that any medication a child needs is dispensed by the school nurse or other appropriate school personnel. Only in emergencies or specific situations requiring a late afternoon medication dose will HD Tech Holdings, Inc e dispense medication. HD Tech Holdings, Inc e will follow the procedures regarding dispensing of medication already in place at the school site and in accordance with state childcare regulations.

If a child has a known medical condition (asthma, diabetes, seizure disorders, etc.), we request that the parent/guardian make sure that the HD Tech Holdings, Inc e staff is aware and properly educated should a problem occur.

- Parents should make sure that any required medication is provided to the program and the medication release forms have been completed.
- The medication must be provided in the original container accompanied by the doctor's directions.
- Only medication for treatment of a chronic condition will be allowed and no more than a one-month supply should remain with the HD Tech Holdings, Inc e staff at any time.
- No medication may be administered without completion of the required forms. Parents/Guardians must provide you with a permission form for the use of any medication, as well as a Physician's Authorization form.
- Forms and documentation follow respective state guidelines and may vary between HD Tech Holdings, Inc locations.
- All medication is kept in a lock storage cabinet. Students with rescue inhalers for asthma may carry their medications on them.
- Obtain from the parent a physician's note that explains the dosage and frequency of use permitted and inform parents/guardians to give you a new note from the student's doctor if anything changes during the school year.
- Parents/Guardians must provide you with a permission form for the use of each medication separately.
- Epi-pens are considered the same as any other medication that a student would require in school. For students that require epi-pens, it is preferred that the parent provide an epi-pen for the afterschool program, separate from that which is provided for the school nurse. If the parent is unable to provide a second epi-pen, the afterschool Center director must have access to the nurse's office after school hours. In this situation, it is the responsibility of the afterschool Center director to retrieve the epi-pen prior to the start of the afterschool program and return it to the nurse's office at the end of the day. If the parent insists, the student with an epi-pen may carry their medication on them in afterschool for use in emergency situations, but it is requested that they provide a second epi-pen for the afterschool program. 9-1-1 must be called immediately after the student receives the epi-pen dose.
- A lock box or locking file cabinet must be used for any medication not requiring refrigeration. Medications requiring refrigeration must be kept in a suitable container that can be locked and must be stored on a top shelf in a refrigerator with "no food," labeled on that shelf.

## **Medication Administration**

HD Tech Holdings, Inc e urges parents to administer medication at home. However, in some instances a certified Medication Administrator can give medication on the premises. Only employees trained for medication administration may handle and/or dispense medication. Medication Administrators are certified by an 8-hour course called Medication Administration Training (MAT), given by a trained, registered nurse or other personnel authorized by the government. If there is no employee certified in Medication Administration present, medicine will not be administered.



HD Tech Holdings, Inc e Medication Administrators will administer medication for the parents if:

- Proper authorization forms are submitted and complete.
- The medicine is in the original container with the prescription or direction label attached (child's name, dosage, and administration instructions on the label).
- The expiration date on the medication is current.

Medication will not be accepted for administration on an "as needed" basis unless the medication is an emergency medication for a federally protected disabling condition. Fever or other pain-reducing medications, or multi-symptom medication containing pain-reducing medications, such as but not limited to acetaminophen or aspirin, will not normally be administered.



**The parents fill out these forms giving us authorization to give a child medicine.**

### **Temporary administration (10 days or less)**

#### **AUTHORIZATION TO ADMINISTER MEDICATION:**

The parent or legal guardian must complete the top portion of this form. If a new prescription is given or the 10 days expires, the parent will need to complete another form. A separate form must be completed for each medication. This form is not to be used for long-term, ongoing medications such as Albuterol, Ritalin, etc. It is admissible to take this form with the parent signature for up to 10 days for the above mentioned types of medication if the parent is waiting to get the physician's signature on the long-term form described below.

### **Long term administration (more than 10 Days)**

#### **AUTHORIZATION TO ADMINISTER MEDICATION:**

The prescribing physician needs to complete the bottom portion of this form for administration longer than 10 days. This form is used for all long-term, ongoing, and/or emergency medications. It must be accompanied by either an "Individualized Health Care Plan for a Child with Special Needs". This health plan must detail the exact conditions under which the medication is to be administered along with instructions for care of the child when critical symptoms exist.

#### **Special Care Plan for a Child with Asthma Form:**

This form needs to be completed and signed by both the physician and the parent in addition to the above forms for children with Asthma.

e staff accepting medication from parents must review the authorization forms to ensure that it is completed correctly and signed. e staff must ensure that medication is secured in the locked box. The Director will implement a medication dispersal system using administrative e staff or designated, trained e staff.



# Child Abuse and Neglect Policy and Procedures

Every employee receives ample information to include identifying and reporting of abuse and is provided with a copy of “Recognizing Child Abuse and Neglect: Signs and Symptoms” from the U.S. Department of Health and Human Services. Child care providers are **required by law** to report suspected cases of child abuse or neglect to the proper authorities. If suspected, employees must make a report of suspected abuse and immediately contact Child Protective Services. Documentation of suspected abuse and report must be submitted to Area Manager to keep on file using the ***CHILD ABUSE REPORT FORM***

**Training for new hires on child abuse and neglect information manual:**

**New hire ppt and post test (required by e Owners to create HOWEVER, HD Tech Holdings, Inc offers an ONLINE optional solution)**

**Online training platform child abuse and neglect course: (required by e Owners to create HOWEVER, HD Tech Holdings, Inc offers an ONLINE optional solution)**

## Reporting child abuse and neglect

**What information do I need to make a report?**

- The name and address of the child you suspect is being abused or neglected
- The age of the child
- The name and address of the parents or caretakers
- The name of the person you suspect is abusing or neglecting the child and the address if available
- The reason you suspect the child is being abuse and neglected
- Any other information which may be helpful to the investigation
- You have the option of giving your name or reporting anonymously. Giving your name can help the investigator clarify information. The agency will not give your name to the person suspected of abusing the child.

*Please Note: All of the above information is not needed to make a report. If you are not sure you have enough information to report, always err on the safety of the child. Children services screens all reports to determine if there is enough information to investigate.*

**If you suspect abuse:**

- DON'T try to investigate
- DON'T confront the abuser
- DO report your reasonable suspicions

It is not up you to determine whether your suspicions are true. A trained CPS investigator will evaluate the child's situation. Even if your report does not bring decisive action, it may help establish a pattern that will eventually be clear enough to help the child.

The following indications don't, by themselves, necessarily indicate abuse. You might talk to the child a little to see if there is a simple or innocent explanation for what you have observed.

## **Warning signs of abuse:**

Suspect physical abuse when you see...

- Frequent injuries such as bruises, cuts, black eyes or burns, especially when the child cannot adequately explain their causes
- Burns or bruises in an unusual pattern that may indicate the use of an instrument or a human bite; cigarette burns on any part of the body
- Frequent complaints of pain without obvious injury
- Aggressive, disruptive and destructive behavior
- Lack of reaction to pain
- Passive, withdrawn, emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after the child has not been seen for several days
- Unseasonable clothes that may hide injuries to arms or legs

Suspect neglect when you see...

- Obvious malnourishment
- Lack of personal cleanliness
- Torn and/or dirty clothes
- Obvious fatigue and listlessness
- A child unattended for long periods of time
- Need for glasses, dental care or other medical attention
- Stealing or begging for food
- Frequent absence or tardiness from school

Suspect sexual abuse when you see...

- Physical signs of sexually-transmitted diseases
- Evidence of injury to the genital area
- Difficulty in sitting or walking
- Frequent expressions of sexual activity between adults and children
- Pregnancy in a young girl
- Extreme fear of being alone with adults, especially if of a particular gender
- Sexually suggestive, inappropriate or promiscuous behavior
- Knowledge about sexual relations beyond what is appropriate for the child's age
- Sexual victimization of other children

## **A Disclosure**

If you are the first person the child tells about sexual abuse, your testimony as "outray witness" may be especially important in future legal proceedings. What you say the child told you is not considered hearsay but is admissible evidence in a trial involving a sexual offense against a child. This exception applies only to the first person the child approaches.

## **WHO MUST REPORT?**

Anyone may report suspected child abuse or neglect. Under State Law, certain persons and all HD Tech Holdings, Inc Owner employees are required to report. These persons include:

- School Teachers or other school or program personnel
- Child Care Worker on all levels
- Youth Camp Administrator or Counselor
- Employee, Coach or Volunteer of an entity that provides organized activities for children

Additionally, State Law mandates that any person over the age of eighteen who receives a disclosure from a credible witness or observes any sexual abuse or sexual assault of a child, shall immediately and not more than forty eight hours, report the circumstances or cause a report to be made to the Department and the State Police or other law-enforcement agency having jurisdiction to investigate the report. If the reporter feels that reporting the alleged sexual abuse will expose themselves, the child, the reporter's children or other children in the subjects household to an increased threat of serious bodily injury, the individual may delay making the report while he or she undertakes measures to remove themselves or the affected children from the perceived threat of additional harm. The individual must make the report as soon as practical after the threat of harm has been reduced. The law enforcement agency that receives a report regarding sexual abuse must report the allegations to the Department. State Law also mandates that in any case where a mandated reporter believes that the child suffered serious physical abuse, the reporter shall also immediately report, or cause a report to be made, to the State Police and any law-enforcement agency having jurisdiction to investigate the complaint.

## **WHY SHOULD I REPORT?**

The purpose of required reporting is to identify suspected abused and neglected children as soon as possible so that they may be protected from further harm. Child Protective Services cannot act until a report is made.

## **AM I PROTECTED IF I REPORT?**

State law provides immunity from civil or criminal liability for persons reporting in good faith.

## **HOW DO I REPORT?**

Reports can be made to the Child Abuse and Neglect Hotline ([1-800-352-6513](tel:1-800-352-6513)) 7 days a week, 24 hours a day. You may also report alleged sexual abuse or sexual assault, or serious physical abuse to your local law enforcement agency by calling 911 or your state and local abuse hotline.

## **WHAT HAPPENS AFTER A REPORT IS MADE?**

- A child protective services investigator will interview the child, family members & others as deemed appropriate.
- The investigator determines if the child is being abused or is at risk for abuse.
- The case may be referred to local social service agencies, or to juvenile, family or criminal court.

# Child protective services subject investigation policy (either in-family or out-of-family)

## Upon Notification of a CPS investigation or other Report of Maltreatment

Once a report of suspected child abuse or neglect by a child care provider has been filed with Child Protective Services (CPS) or with other authorities by a parent, child care e staff, or the director, the director should respond as follows:

- Cooperate fully with the investigation and respond quickly to the authorities' requests for information.
- Work with CPS or law enforcement to decide when to talk with the e staff person who has been accused of abuse or neglect.
- Advise program e staff, including the accused, to cooperate fully with CPS and to provide the requested information. All e staff should be reminded about professional practices and program policies regarding confidentiality and should be instructed not to discuss the specific allegations with the media, with parents, or with others. Doing so may affect the case, for example, by creating rumors.
- As program policy requires, the Area Manager in conjunction with the Corporate Office will **place the accused e staff person on administrative leave or reassign him/her to tasks that do not involve direct contact with children.**
- Have the accused e staff member refer all questions about the allegation from non-CPS sources (e.g., the media) to the Area Manager or Regional Director.
- Area Manager should talk with the CPS caseworker to find out if the agency is notifying other parents of children in the program about the case. CPS may do so in order to determine if other children make or corroborate claims of maltreatment.
- Regional Director and Director of Operations will handle all media requests for information and explain to the e staff how the requests will be managed. This should occur in consultation with CPS in order not to jeopardize the investigation or to break confidentiality. The report of alleged child abuse or neglect within an HD Tech Holdings, Inc Program is newsworthy, and the Area Manager should cite the organization's policy about protecting the confidentiality rights of the child, the child's family, and the accused e staff member. The Director and Area Manager also should be prepared to give information about how the safety of all the children in the program is being protected.
- Regional Director should follow the program policy regarding contacting other e staff, the board of directors, the program's sponsoring organization, and the organization's attorney to keep them apprised of the situation.
- Area Manager or Regional Director must notify the State childcare licensing agency about the allegation within 24 hours or as dictated by that State's statutes.
- Area Manger and Regional Director should keep CPS authorities informed and pass on any pertinent information received from e staff, parents, or other children.
- Regional Director should offer or provide counseling or support services to other e staff members during the investigation.

## **The Accused Person's Response**

An HD Tech Holdings, Inc employee who is accused of maltreating a child should take the following steps:

- Document immediately any pertinent information, including a description of the incident and a list of witnesses.
- Ask others who were present to document their accounts of what happened, but take care not to pressure others to recant or to alter their accounts.
- Write a description of the relationships with the child, the family, or the colleague making the accusation. For instance, have there been previous disagreements over caregiving practices? Has the family expressed concern about the care the child has received?
- Keep a copy of these statements and give one to the director.
- Prepare to meet with the representatives of the agencies involved, which may include CPS, law enforcement, and licensing authorities. It may be necessary for the e staff person to hire legal counsel.
- Clarify her job status during the investigation. If the program policy is to place an accused e staff member on administrative leave, the caregiver should find out from the director when or under what circumstances she will be allowed to return.
- There also are situations when a parent or e staff member suspects the director of child maltreatment. In such instances, the concerned parent or e staff member should contact CPS or law enforcement. In an HD Tech Holdings, Inc program setting, it is required for the person reporting the alleged maltreatment to notify the director's supervisor, the Owner, that a report has been made.

## **After the Investigation Is Completed By CPS**

Once the investigation has been completed by the authorities, the results may indicate that maltreatment occurred, may clear the accused e staff member, or may be inconclusive. If the CPS investigation clearly indicates that maltreatment occurred, our company's response is to terminate the e staff member's employment. If the results are inconclusive, the Regional Directors and Director of Operations will have to make a judgment based on the children's well-being, the concerns of parents and e staff, and the program's liability if allegations are made in the future. If the e staff member is cleared of any wrongdoing, the program will need to support the individual upon returning to work with the children and families.

# Accounting

## Family Contract

In order to provide adequate e staff ing, families must commit to a schedule of attendance. The Family Contract is an agreement between the parent and HD Tech Holdings, Inc and/or Owner for services provided. In the event a family wishes to change their schedule/contract, a two-week written notice is required. This allows time to make any e staff ing and administrative changes necessary.

## Confidentiality of Accounts

HD Tech Holdings, Inc and its Owners places the highest importance on confidentiality and integrity of its accounting services striving to achieve the highest levels of client confidence. Center Directors must communicate financial issues privately in order to respect the client's privacy. All account information is sensitive in nature and must be treated as such.

## Payments

HD Tech Holdings, Inc accepts online payments via credit card or check draft. Each Owner must set up an enrollment portal with Jackrabbit. Communication between Corporate Office and Owner is vital. If there is a family that can no longer attend due to late or non-payment, Center Directors must communicate that to the parent and Owner.

We understand that some families may not have a credit card or checking account. The ONLY payments accepted at the site-level will be money orders.

**Collection of Funds/Fees** – HD Tech Holdings, Inc Owners utilizes an online system, Jackrabbit, which specializes in child care software, to manage student billing and payments.

### Billing

- Tuition is due on the first day of each week of enrollment.
- Tuition remains due regardless of student attendance.
- Late fees will be assessed if tuition is not paid on a weekly basis.

### Payments

- Money Orders may be accepted by Center Directors.
- Payments can be made by credit/debit card or bank draft using online payment processing.
- HD Tech Holdings, Inc offers the convenience of tuition auto draft for families.
- Late payment procedures include the following:
  - Reminder letter sent two days past due.
  - Notice of intent to terminate services is sent prior to services being terminated for uncollected fees.
  - Services are terminated one-week past due date.

## Security

- Like the security of each child, we proactively take steps to protect our families' financial information as well.
- Online payment processing is a PCI Level I compliant processor, which is the highest level of merchant services security available. Account information is safely encrypted and payments are paid on time.

## Withdrawals

- Parents who want to withdraw their child from the program are required to provide a statement in writing at least two weeks prior to discontinuation of service. Parents will be assessed payment when they withdraw without proper notice.

HD Tech Holdings, Inc Owners does provide itemized statements for IRS tax purposes.

## Processing Money Orders

Processing customer payments is extremely important. Keeping accurate customer accounts provides the customer with “good customer service”, demonstrates the importance of paying on time, maintains the integrity of HD Tech Holdings, Inc Owners record keeping and avoids unnecessary late fees.

In the event a family must pay via money order, they must submit payment to the Center Director. Upon receipt, please follow these steps:

- Record money order information on the ***SITE MONEY ORDER PAYMENT LOG***:
- All money orders must be posted to the customer's account within twenty-four (24) hours.
- Place money orders in a secure location until Center Director conducts site visit.
- owners will prepare deposit of money orders and reconcile the deposit slip to the “Money Order Log”. The totals of the deposit and log **MUST** match.
- Money orders must be deposited within seven (7) business days by the Owners.
- The Owner must mail/email a copy of the deposit slip and Money Order Log to Corporate Office Accounts Receivable.

## Child Care Vouchers

It is the policy of HD Tech Holdings, Inc Owners to accept childcare vouchers for eligible students. Center Director, with assistance from the Owner, will set up and maintain these types of accounts.

## Child Dismissal Due to Non-Payment

Center Directors are responsible for communicating to the parents if a child will not be permitted to attend due to late payment or non-payment. All discussions must be conducted in a discrete and confidential manner in order to respect the privacy of the parents and children. Public reminders **MUST NOT** be used to communicate with the parents. Written notices must be in a sealed envelope. In the event a child attends the program, the Center Director/STEM Teacher must take the child to the school's office and instruct the office contact the parent.

## LATE PICK-UP

Families whose children have not been picked up by the end of the program dismissal time at 6 pm will be charged a late fee. This is \$10 for the first ten minutes, changing to \$35 for pick-ups that are more than 20 minutes late. You will be billed for late fees, so please be sure to pick up your child on time and let your caregivers know that they must do the same.

Children who have not been picked up by the end of their Dismissal window (6 pm) will join the After Center Program (ASP). Please call the facility and leave a message if you are going to be late so we can reassure your child.

## In Summary...

The Owner Standard Operating Procedures Handbook has been completed to inform you of HD Tech Holdings, Inc brand, practices and policies. We hope you have found the information in it helpful in learning more about the company's expectations from Owners and their employees. You should keep the handbook in order to refer to it as the need arises in the future. Obviously, it would be impossible to cover every question or situation in one handbook. However, it does give you general information regarding the practices and policies that are in effect currently. Each Owner is responsible to provide their employees with a separate Employee Handbook which provides information regarding employee benefits, personnel policies and company rules.

HD Tech Holdings, Inc corporate office has no control over employment matters including personnel decisions, direction of the workforce or terms and conditions of employment. Owners are solely responsible for training its own workforce to meet the qualifications needed to receive DHS (Department of Human Services) voucher funds. Owners must comply with the policies and practices in place at various job sites within Public School system. These policies and practices varies depending on the school district.

HD Tech Holdings, Inc keeps its own training programs at parent level, HOWEVER, its optional, for a Owner to access the basic training materials that are available ONLINE. **Owners assumes all responsibilities with respect to employment liabilities.**

If any employees of a are transferred to the Corporate Office or transferred to another subsidiary or , the employee MUST be "termination" and then re-hired as a "new hire," and are NOT considered a "transfer."