



FAMILY HANDBOOK

Welcome to If You Could Save Just One!

We are pleased that you have chosen us to care for your young person's life. At Just One we strive to provide experiences that are fun and life changing.

We look forward to spending this time **TOGETHER!**

Sincerely,

The JustOne Program Staff

Nondiscrimination Statement

Just One does not discriminate on the basis of race, color, national origin, religion, gender, disability, honorably-discharged veteran or military status, sexual orientation, gender expression/identity, or age in the administration of its programs and activities.

Confidentiality

All records for young people are kept in a confidential manner. Information will not be shared or released to any person or agency without the written permission of parents, unless mandated by statute, court order, the Department of Social and Health Services or the Department of Children, Youth, and Families.

Holiday Closure

Just One will be closed the following holidays:

New Year's, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, The day after Thanksgiving and Christmas.

Snow/Inclement Weather Policy

Just One will be closed if Spokane Public Schools are closed due to inclement weather. If staff cannot arrive safely, the site will remain closed.

Please call us at 509-703-7161 or check the news channels for updated information.

Enrollment Process & Registration Form Information

For drop in programs:

- Youth must sign in each day they attend programs.

For registered programming:

- Parents and Guardians should contact us for enrollment of their young people. We require parents to provide all information requested in order for us to enroll your young person in our programs.

Parents must sign and date registration form. If any changes are made a new form must be completed online. We ask that a written note be provided for a one-time visit or pick up for anyone not on your approved pick-up list. This can be emailed to us at info@ifyoucouldsavejustone.org. We review records twice a year to be sure records are maintained properly and are current.

Attendance

If after you register your young person he/she/they decide not to attend please let us know by email or telephone. This will allow for quicker transitions into programs and allow us to provide the best experience for all youth participating in programming.

Typical Daily Schedule

Please note, this is a typical schedule. Each day will have a personalized daily schedule that meets the needs of each individual age group.

School Year

3:00 PM – 6:00 PM - Drop-In Activities

Summer and Other Out of School Times

12:00 PM – Drop Off

12:30 PM – Groups leave for field trips (all youth must be present by this time to participate in the days off site activities)

3:00 PM – Pick Up

Parent and Young person Code of Conduct

Parents are the primary role models for their young people. As parents we must be aware of how our behavior will be viewed by not only your young person, but also other young people. While on program property, parents and young people must conduct themselves in a manner that conveys respect for themselves and others. As well as in a manner that does not place young people or staff at risk of harm or recipients of threats of harm, whether it is perceived or real, intentional or unintentional. The following will result in immediate removal from the program and possible legal actions:

- Any act of violence
- Any harassment or threats against staff, young people or other parties on program property
- Verbal or physical abuse of any young person (including your own)
- Profanity
- Any lewd acts or comments directed to or in front of staff or young people
- Any disparaging or defamatory statements about JUSTONE staff and/or programs on any JUSTONE social media platform (Facebook, Twitter, etc.)

Suspension and Expulsion Policy

Reasons a Young person May be Suspended from Programing

- Habitual use of foul or explicit language and/or sexually explicit behaviors
- Any act of violence
- Habitual Bullying
- Habitual conflicts with multiple young people
- Habitual Disruptive behavior
- Habitual Disrespectful behavior towards staff or center property
- Persistent negative behaviors

Schedule of Suspension

If, after the young person receives all steps of the behavior modification structure and the problem persists or for any immediate act of violence, the young person's parent/guardian will be notified in writing about the young person's behavior warranting a suspension. Parents/guardians will also be provided with the exact length of the suspension as well as beginning and return dates. A "Behavior Modification Contract" will be enacted if the young person's behavior does not improve after returning from suspension.

Reasons a Young person May be Expelled from Programing

- The young person is at risk of causing serious injury to another young person, staff or himself/herself.
- Failure of a young person to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse of staff or other young people
- Excessive biting or hitting.
- Persistent negative behaviors

Schedule of Expulsion

If, after the remedial actions listed above have not worked and/or the young person fails to satisfy the terms of the Behavior Modification Contract, the young person's parent/guardian will be advised verbally and in writing about the young person's behaviors warranting expulsion. The parent/guardian will receive a "Behavior Report" outlining the young person's most recent actions, if needed, in addition to a formal letter of expulsion outlining the young person's behavior and the reasoning for the expulsion. The Parent/guardian will be given a specific expulsion date, no sooner than one week after the notice of expulsion, to give sufficient time to seek alternative care. However, if the young person shows very severe behaviors that are a detriment to the scheduled functions of the program or is an immediate threat to the safety of staff members and/or other young people, the young person will not be permitted to attend programs as of the day of the expulsion notice.

Reasons to Terminate Enrollment Status

- Parent/Guardian threatens physical actions or shows intimidating actions towards staff members or young people.
- Parent/Guardian exhibits verbal abuse to staff in front of enrolled young people, including young people in the parents' care.
- Habitual explicit language or actions of a parent/guardian while at center.

Schedule of Termination of Enrollment Status

Parents/guardians will be given a written warning stating the violation and outlining steps to be taken to comply with enrollment requirements. They will also be informed that their young person may not be permitted to attend programs until a specified date or until all requirements are met. If the parent/guardian does not comply or neglects to satisfy the terms of the warning in a sufficient amount of time, the parent/guardian will be notified in writing that the enrollment status of their young person has been terminated. There will be no second warnings. If the parent/guardian neglects to satisfy the terms of enrollment a second time, they will be notified in writing that the enrollment status of their young person has been terminated. Termination is effective immediately as stated on the termination notice. The parent/guardian may not enroll their young person in center programming for one calendar year of final Notice of Termination of Enrollment Status.

Smoke, Alcohol & Drug Free Zone

Just One is a smoke, drug, and alcohol free environment to ensure the health and safety for young people and staff. Smoking is not permitted within 25 feet of the building or program areas and we encourage that you avoid smoking in front of all young people as staff are required not to do so. Staff and parents are prohibited from being under the influence of any drugs or alcohol while at the center. If a parent shows up impaired in any way we will not release your young person to you.

Communication Plan

Just One strives to partner with parents to provide an environment which promotes and supports the growth of all young people. In order to achieve this, JUSTONE will continue to promote quality communication and partnership with parents throughout the year. Please feel free to communicate any needs, wants, and/or concerns regarding your young person. **It is only through high quality parent/provider interaction that high quality care can be achieved.**

Open Door Policy

We encourage all families to visit the program anytime. Please also be aware that the staff may not be available at the time to answer your questions since their primary responsibility is for the safety and well-being of the young people. Parents/guardians are always also welcome to come and see what their young people are doing while at our programs. Be advised our program is very active and the young people are often out at parks or on field trips. Check program calendars to be sure they are at the program space before stopping by.

Reporting Abuse or Neglect

Washington State law requires that all professionals who work with young people who suspect that a young person in their care may be being abused, exploited, or neglected, report the matter immediately to Young Person Protective Services (CPS) or the local law enforcement agency. State law requires staff to make an official report on behalf of Just One to CPS. Reports are kept confidential. Referrals may be made to CPS without conferring with the family. Reporting should be regarded as a request for an investigation into a suspected incident or abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the young person. Making a report can be the beginning of a process to help families with their problems and to protect their young people. Reports will be made at the first opportunity, but no later than forty-eight hours after there is belief that the young person has suffered abuse or neglect. RCW 26.44.030 (1)(f).

Transportation

Just One transports young people to and from field trips in one of passenger vans or by accompanying young people on public transportation. Drivers of our vehicles must have a valid driver's license. We follow RCW 46.61.687 law regarding young person restraints. Each van is properly equipped with these seats. All vans are maintained in a safe operating condition and tracked on site. Every vehicle, driver and occupant is covered by our insurance. Young people are never left unattended in the vehicle, we always take proper attendance while transporting young people, carry all information regarding young people and we always maintain the proper staff to young person ratio. We also have first aid kits available in each vehicle.

Staffing Plan

All staff are required to fill out an employment application, pass a Background Check, and go through our staff onboarding training. The staff to young person ratio is not to exceed 1 staff member to 15 young people.

Off-site Activities

All of our programs are free but transportation is ultimately the responsibility of their caretakers. We try to provide free trips as much as possible but sometimes a fee may be needed for your young person to attend an activity off-site requiring transportation. Schedules are posted on our website every month. Young people will always have proper supervision and are always transported in the JustOne vehicles, public transportation, or walking in groups. Please see our Transportation policy on the following page for a more detailed description. Staff will carry all enrollment information, emergency contact information and a first aid kit with them at all times so they are readily available in case of an emergency or that we need to contact parents. Staff will take roll every 20 minutes during a trip. When a verbal roll call is not possible during the activity a visual count may be conducted. While conducting roll call staff will mark their counts on the field trip check sheet that is designated for the particular trip. After the trip, staff will give the check sheet and all permission slips to program supervisors for record keeping. While on trips where young people will be swimming or near water, program staff will maintain a staff to young person ratio of 1:10. Certified lifeguards are always on duty and are not counted in our staff to young person ratio.

Health Care and Emergency Preparedness

Emergency information is kept on file at the community center and with staff at all times. In case of an illness or injury this information will be used to notify you or the person designated by you, of your young person's status. If your young person is injured while in our care, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you. In all cases, an injury report is completed and maintained on site in your young person's file and you will be given a copy. This is so we can be sure that your young person receives the necessary emergency treatment. It is essential that all emergency contact information is kept up to date and is accurate. Please inform us immediately of any changes so your information is kept current. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required. Note: In case of serious accident or sudden illness requiring immediate medical attention, the following procedure will be followed.

1. A phone call to 911
2. Young persons' parents (or emergency contacts) are called.
3. Young person is separated from the other young people and appropriately cared for.
4. Parent, provider, or ambulance takes the young person and health records to the doctor or hospital.

Emergency Drills & Evacuation Procedures & Disaster Plan

Just One has written policies and procedures for dealing with emergencies and natural disasters. We practice fire drills monthly and natural disasters and lockdown quarterly. Evacuation plans are so staff, young people and visitors will know exactly where to go. In an unlikely event, young people will be evacuated to an emergency location, and you will be notified as soon as possible.

Our emergency locations of choice are as follows: If an emergency occurs at the Garage, all young people and staff will be evacuated to Lidgerwood Presbyterian Church (4449 N Nevada St). If an emergency occurs at Glass Park (Summer Programming), all young people and staff will be evacuated to the JustOne Garage (4421 N Nevada St). Staff members have at all times your young person's daily attendance sheets and enrollment reports. Once in a safe location, a

thorough attendance will be taken to ensure all young people are accounted for.

If a lockdown of the facility is needed, all doors will be locked. No windows are present. Young people will be asked to remain quiet and calm until help arrives. We have a fire extinguisher and monitoring system in place so the fire department will be notified immediately and 911 will be called. **First Aid kits are present at all times in every space and with all staff while on field trips.**

Medication & Storage

Just One does not store or distribute any medications.

Hand Washing

The garage does not currently have a sink to wash hands. Because of this, JustOne will have hand sanitizers available at all times.

Cleaning, Sanitizing & Disinfecting

All of our cleaning is done in house.

This 3-step method helps maintain a more sanitary young person care environment and healthier young people and staff.

Storage

Our cleaning and sanitizing/disinfecting supplies are stored in a safe manner.

All such chemicals are:

- Inaccessible to young people,
- in their original container,
- separate from food and food areas

Sanitizing/Disinfecting

We use the following product for sanitizing/disinfecting surfaces: bleach and water solution or commercial sanitizing wipes.

Exclusion/Removal of Ill Persons Policy

We understand that all young people experience illnesses from time to time, for the protection of the other young people and staff we ask that you keep your young person home to help speed up the recovery process. If your young person becomes sick while in the JUSTONE's care we will call you to pick him/her up. If you cannot be reached we will contact the alternate persons listed on your emergency card. We must report any notifiable conditions to the public health department.

When to keep your young person home:

- Fever of 100 degrees or higher
- Earache, fatigue headache, sore throat or rash
- Diarrhea within the previous 24 hours

- Vomiting within the previous 24 hours
- Mucus draining from eyes or nose
- Any highly contagious condition, such as head lice, chicken pox and etc.

When to return to programming:

- After 24 hours of being fever-free
- 24 hour after treatment with antibiotics and a written note from doctor
- When all appropriate treatment has been followed
- With physician's approval of serious illnesses

Cultural Awareness Activities

At JUST ONE we are committed to Multicultural education. Our young people, families, staff and the local community respect every cultural background. We strive to create a program that reflects diversity. We recognize appreciate and respect the uniqueness of each young person by:

- Encouraging young people to respect other cultures
- Provide young people with positive experiences exploring similarities and differences of cultures.
- Provide activities, food, pictures, songs and stories which are reflective of other countries and cultures

Recognizing Holidays in the Program

Holidays represent opportunities for young people to have fun. Certain holidays are recognized by our program in ways that are consistent with the individual program’s curriculum and the age of the young people. Examples include (but are not limited to) Easter, Halloween, Thanksgiving and Christmas. The center staff, however, recognizes, understand, and value other holidays which reflect the cultural diversity represented among our families. Staff encourage all parents to propose the observance of additional holidays that reflect their family background and traditions. Such celebrations represent unique opportunities for young people to experience and understand various cultural heritages.

Religious Activities

The Just One is a nonreligious organization and does not promote or facilitate religious activities.

Written Plan for Young Persons Needs

Our center is committed to meeting the needs of all young people. This includes young people with special health care needs such as asthma and allergies, as well as young people with emotional or behavior issues or chronic illness and disability. Inclusion of young people with special needs enriches the young person's care experience and all staff, families, and young people benefit.

1. Confidentiality is assured with all families and staff in our program.
2. All families will be treated with dignity and with respect for their individual needs and/or differences.
3. Young people with special needs will be accepted into our program under the guidelines of the Americans with Disabilities Act (ADA).
4. Young people with special needs will be given the opportunity to participate in the program to the fullest extent

possible. To accomplish this, we may consult with other agencies/organizations as needed.

Runaway Young Person Policy

A very rare though serious incident is when a young person chooses to leave the program grounds or breaks from their field trip group. Running away places others and themselves into unsafe situations. The following policy is in place in case a situation such as this may happen:

- Notify the Director immediately.
- While Director is calling parents, they will assign a staff member to call 911.
- Director will give further instructions as necessary.
- Director and any staff members directly involved will write an incident/accident report.

Lost and Found

Please label everything that can be marked with your young person's name and phone number. We cannot be held responsible for lost items. At the end of each day, all unclaimed articles/items are placed in a lost and found box. Due to lack of storage space, at the end of each month, unclaimed articles will be given to charity.

Animal Policy

Just One does not have any animals at our facility. At times your young person's group may have a field trip planned that takes them to a place that has animals. Please review our daily calendar ahead of time if you have concerns (e.g., allergies, phobias, ect.) about your youth being in the presence of animals.

Personal Belongings

We prefer that young people do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). If toys are brought, please note that they may be put away, if they are the cause of disagreements among the young people. **We are not responsible for any loss or breakage of personal items.** When possible, please mark your young person's belongings. Your young person will enjoy the program best if s/he is dressed for the weather. Appropriate clothing may include rain gear, shorts or long pants, tennis shoes, and a jacket.

For summer, your young person will want to bring these items **daily** in a backpack:

- Swimsuit and towel
- Water bottle
- Change of clothes
- Tennis shoes
- Sweatshirt
- Sunscreen
- Hat or visor

Sunscreen policy

Parents or guardians are **responsible** for the application of sunscreen to their young person **before coming** to the program. Contact your physician or pharmacist for product information regarding sunscreen that provides waterproof, day-long protection with a high rating (30 SPF or higher). By parent or guardian request, the center can monitor the use of hats and/or long sleeve shirts that are brought from home. Parents or guardians may choose to authorize and send in sunscreen that is in the original container, labeled with the young person's name that is to be applied during program hours, but we cannot guarantee the effectiveness of any sunscreen product. Sunscreen and lip balm are considered to be non-prescription medications and all policies for such must be adhered to. Just One staff will not apply sunscreen on a youth unless a sunscreen consent form has been signed.