



Summer Camp 2.0 2021 Family Handbook

Island Roots Camp Group, LLC
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Day Camp 2.0 must comply with regulations of the Massachusetts Department of Public Health and be licensed by the Marblehead Board of Health.

Mission

The mission of Island Roots Camp Group, LLC (Island Roots), is to provide high-quality childcare for elementary-aged children and necessary learning support for families in our community. The foundation of our care is a lifelong skill-set, which includes: social-emotional learning, community involvement, and the enjoyment and care of our environment, both inside and out. We strive to build and maintain strong relationships with our families even beyond their involvement in our programs, to embed sustainable practices in all elements of our business and programs, and to provide a positive, enjoyable, and supportive culture for our stakeholders.

Purpose

The purpose of Island Roots is to provide an independent, locally-owned option for school-aged, after school child care and enrichment programs throughout the 12-month year in our community.

Values

Island Roots provides sustainable, responsible, high-quality childcare, teaching children to be independent, caring, life-long learners who understand themselves and their place in their community and the world.

A. Program Philosophy

Island Roots's philosophy is rooted in the understanding that each person has unique characteristics, abilities, needs, and experiences. Our caring, kind, and understanding leadership and staff model and teach awareness and understanding of self, others, and our environments.

The foundation of our childcare is a lifelong skill-set, which we believe empowers children to develop into independent, yet community-minded, individuals who understand themselves and the role they play in making our local community and world a better place for all of us to be.

B. Goals and objectives

- 1. Provide high-quality childcare for elementary-aged children, which includes support of learning and development.**
 - a. Infuse social-emotional learning, community involvement, and the enjoyment and care of our environment (both inside and outdoors) into our programming and business decisions.
 - b. Allow children and families to engage in the ways they feel most comfortable, recognizing that each has their own needs, abilities, and desires - which may be dynamic as children and families age and grow.
- 2. Build and maintain strong relationships with our families, even beyond their involvement in our programs.**
 - a. Provide a positive, enjoyable, and supportive culture for our stakeholders.
 - b. Communicate clearly and openly, with the ultimate goal of providing transparency when and where possible.
- 3. Remain fiscally and socially responsible in business decisions.**
 - a. Embed sustainable practices in all elements of our business and programs.
 - b. Develop financial practices that support the longevity of the Island Roots business, while allowing us to contribute positively to the local economy.

C. Ages of Participants

Learning Support & After School Programs: Kindergarten through 6th grades.

Events and Activities: Children in elementary school and up, and their families.

Summer Programming: Children entering K through 7th grades.

D. Services

Island Roots provides childcare/learning support during after school hours, summer day camps, and limited weekend and/or evening activities for children and their families.

E. Nondiscrimination

Island Roots provides services without discrimination on the basis of sex, race, color, creed, ability or disability, toileting ability, national origin, language ability, citizenship, or immigration status.

F. Organizational Structure

1. The management of Island Roots Camp Group (Island Roots) ultimately falls to the Leadership Team:

Name	Title	Email	Phone
Jessie Stephens	Partner Chief Executive Officer (CEO) Camp Director	jessie@islandrootscampgroup.com	(781) 990-8095
Thomas Phillips McEnaney	Partner Chief Operations Officer (COO)	thomas@islandrootscampgroup.com	(617) 982-3084
Alex Regan	Partner Program Director	alexander@islandrootscampgroup.com	(781) 990-3260

2. Responsibility for administrative supervision

The day-to-day childcare operations are overseen and managed by the Program Director.

Island Roots will employ standard roles with the following responsibilities:

- Junior Counselor (aka: Assistant Group Leader): Responsible for the care and supervision of an assigned group of children, reports to Site Coordinator.
- Counselor (aka: Group Leader): Responsible for the care and supervision of an assigned group of children, reports to Site Coordinator.
- (When applicable) Site Coordinator: Manages individual site operations, reports to Program Director.

G. Compliance

In line with MGL Chapter 140, section 32A, Day Camp 2.0 will be licensed by the Marblehead Board of Health in line with regulations set forth by the Massachusetts Department of Public Health.

H. Calendar

For our calendar days, please see www.islandrootscampgroup.com/calendar for the most up-to-date information. For a detailed list of this year's closures, please also refer to [Important Dates](#).

General hours of operation:

2020-2021 School Year

7:45am-5:30pm, by enrollment.

- Learning Support: Monday through Friday, 7:45am-3:00pm
- After School: 3:00pm-5:00pm
- Extended Hours: 5:00pm-5:30pm

*Note: changes to hours of operation may occur in line with local school schedules.

2021 Summer Program

8:30am-5:30pm, by enrollment.

- Day Camp 2.0: Monday through Friday, 8:30am-3:00pm
- Summer Camp 2.1: 3:00pm-5:00pm
- Summer Camp 2.2: 5:00pm-5:30pm

I. Fees & Discounts: See: *Handbook Addendum - Fees*

K. Family Involvement and communication

1. Guardian input and Communication between Guardians and Island Roots

Guardian contact information will be collected upon enrollment in Island Roots programs, and should be updated by the guardian if any change is necessary throughout the course of a child's enrollment in the program (and at least annually). Guardians will be contacted periodically as follows:

- Via Phone Call*: For emergencies, and when immediate communication is necessary, as in the event of an injury or late pick up.
- Via Text Message and Remind 101*:
 - for non-emergency communication; updates while program is in session,
 - and/or for large group emergency communication (such as evacuation or closure of program).
 - Information about opting-in to our Remind group will be provided upon enrollment.
- Via Email*: All other communication, including major program updates, billing, enrollment, and feedback for or from guardians. Email may also be used to send newsletters or surveys to guardians. Please note that email responses may take 24 business hours - timely information is best shared via text, phone, or hand-written note.
 - Please use the following emails for questions and information about these topics:

Enrollment	enrollment@islandrootscampgroup.com
Billing	billing@islandrootscampgroup.com
Feedback*	support@islandrootscampgroup.com

*Feedback received at this address will be reviewed by the leadership team, and next steps will be determined in line with our goals and objectives.

- In Person*: Quick information exchanges may occur during drop off or pick up; however, for conversations related to our programs or specific to your child(ren), please schedule an appointment to meet with an Island Roots staff member. Meetings are best scheduled in writing (email, text) or phone, rather than in person.
- Hand-written notes*: to share information with Island Roots staff that relates to your child on a given day (change to pick up person or time, health information, etc.), please hand an Island Roots staff member a note. This allows us to get needed information quickly and also care for the children in our programs, without delay.

2. Plan to communicate with those whose primary language is not English:

Island Roots will obtain primary language information upon enrollment. We will utilize translation software and apps and/or translators, as needed, to communicate effectively with guardians whose primary language is not English.

L. Children's Records

Guardians will be required to provide complete participant information upon enrollment or annually via Island Roots's Enrollment Packet. Participant files will include:

- Enrollment Packet (including family and household information, emergency contacts, preferences, developmental information, etc.),
 - associated forms (health records, etc.),
 - progress reports,
 - injury reports (if applicable),
 - academic/behavioral/health information (such as 504, IEP, or Individual Health Care plans) if provided by guardians or developed in partnership with guardians, and
 - all other records pertaining to a child's participation in the program.
1. **Electronic Storage:** Island Roots will maintain children's records in electronic format via Island Roots's Google Drive. These will be maintained securely following G-Suite's terms of service. Additionally, Island Roots leadership will provide staff training on how and when to access certain files. We will also further secure files by limited access only to the staff who need information in order to serve individual program participants.
 2. **Physical Storage:** Files may be printed at any time, as needed. Specific participant records will also be maintained in an emergency binder in order to ease communication, and allow access in case of emergency or when the program is offsite. Hard copies of confidential information will be stored in a locked office when not in use during program hours.
 3. **Maintenance of Records:** Staff and participant files will be maintained and stored for a period of at least seven (7) years after each academic year, either electronically or physically in a locked storage area.

M. Progress Reports

1. Families will receive a progress report for each enrolled child at least once per program length (mid-year/annually for school year programs, weekly-to-monthly for summer camp, based on enrollment). A copy of each progress report will also be maintained in the participant file.
2. Guardians are welcome to request a conference with the Site Coordinator in order to discuss the participant's progress.

Guardians may also request a conference with your child(ren)'s instructor at any time. Meeting requests are best in writing (text, email, or hand-written note).

N. Classroom and Behavior Management

Island Roots implements positive classroom and behavior management techniques, based on individual participant abilities, needs, and developmental levels. Positive techniques include, but are not limited to, direct instruction of appropriate behaviors, modeling of appropriate behaviors, group dynamics development through team-building and awareness activities, rewards and recognitions, and providing options, where possible.

1. **Development of classroom rules:** Island Roots staff will determine a set of core rules and expectations. At the beginning of their program, children will be explicitly taught these rules

and expectations. Staff will also guide the children in discussion to find meanings they can connect with. These rules and expectations will be posted in program areas and reviewed periodically with participants.

2. **Ensuring Consistency of Techniques:** Consistent behavior management techniques will be implemented and staff will regularly be trained on best practices and Island Roots policies and procedures.
3. **Prohibited by the Program:** Under no circumstances will physical or corporal punishment be used in Island Roots programs. Additionally, food, water, and bathroom access will never be withheld as punishment.
4. **Responding to physical aggression:** Physical aggression will not be permitted in Island Roots programs. Techniques to respond include:
 - a. De-escalation techniques,
 - b. Separation of individuals from aggressor,
 - c. Removal of nearby hazards, as needed,
 - d. Contacting guardians and/or emergency personnel, if needed.
5. **Termination and Suspension:** Steps to avoid termination: participants whose behavior repeatedly falls outside of our community rules and expectations may be asked to take time off from our programs. Prior to this, we will make every attempt to redirect and reteach appropriate behaviors, which may include:
 - a. Guardian contact and/or conferences,
 - b. Behavior Plan development and implementation (including observations and Functional Behavior Assessment, as appropriate), including follow up in the home setting,
 - c. Discussing outside resources with guardians and assist in their obtaining or pursuing said options,

Termination and suspension of participation may also occur as a result of failure for guardians to follow Island Roots rules and expectations, repeated late pick ups after program closure, repeated late payments or non-payment of fees.

6. **Referral Services:** Staff should notify the site supervisor or another leadership team member of any concerns related to children's emotions, behaviors, development, or any other concerns.
 - a. In the event of repeated concerns, staff may be directed to document concerns on a daily basis, and leadership team members may conduct observation, as necessary.
 - b. Observations and notes will be communicated with guardians, as they are an integral part of the child's program.
 - c. Once a member of the leadership team is notified of a pattern of concern, guardians will be notified of concerns in writing (often via email), and a call or in person check in to let them know of Island Roots's concerns.
 - d. Referral Resources
 - i. School Principal and Educators (social, educational)
 - ii. Child's Pediatrician (social, mental health, educational, medical)
 - iii. Additional Resources will be provided, as needed and applicable.
7. **Informing Island Roots of need status:** Guardians will inform Island Roots of their child's special needs and educational services at time of enrollment, by:
 - a. Completing educational information about their child in the Enrollment Packet and selecting "yes" to the question about needs or services. Further information, including copies of IEPs, 504s, etc. may be required as part of Participants Files, if their needs require support in Island Roots programs.

- b. Island Roots will use this information to determine what supports children may need to fully participate in Island Roots's programs.
- c. As partners in their child's care and development, Island Roots asks that guardians inform Island Roots if their child is referred for services or begins receiving services after they have begun programming at Island Roots. This ensures continuity of care and enables Island Roots to respond appropriately to any needs in alignment with their other intervention and support services.
- e. **Mandated reporting of abuse and neglect:** Educators are mandated reporters and must by law (M.G.L. c119, 51A) report suspected abuse or neglect to the Department of Children and Families (DCF). 7.08(6)(1) and the program's licensing body (in the event that the allegation(s) involve a child while in the care of the program).
 - i. Parents will be notified if there is an allegation of abuse and neglect involving their child while in the care of the program.

P. Capacities: we are following the most updated guidance from the state regarding capacities. For our school year programs we follow guidelines for EEC and/or DESE. For summer camp, we follow guidelines from our licensing body, the Marblehead Board of Health. f

Q. Transportation

1. CAMP: Drop Off and Pick Up Information

Camp drop off will take place at the end of the sidewalk leading from our building to the large parking lot beside our building (see map). Families will be instructed to enter/exit according to the attached map. Staff will be stationed at the sidewalk to greet children and walk them to their group. Staff will also be stationed at the road to direct traffic, as needed. Island Roots will have no more than 3 cars unload at the same time, then all move forward when done, to expedite the flow of traffic through Tioga Way. Since Hoods Lane and Tioga Way are not heavily trafficked roads, it will not be necessary to staff other parts of the road.

Families who need to park for any reason will be instructed to park in the larger lot between our building and the one to the left of us (where the parking garage entrance is located).

AM Check In

When cars stop for drop off, staff members will approach the driving side door. Staff will be wearing appropriate PPE in accordance with current DPH guidelines. Staff will ask the following questions:

In the last 10 days, has the camper...

1. ... been in close contact with anyone diagnosed with or suspected of having COVID19?
2. ... had any symptoms of illness, received a positive test result for COVID19, or been placed on quarantine for suspected COVID19?
3. ... traveled out of state?
4. Is the camper showing any signs of illness today?

All guardians will sign a Daily Attestation Sheet, which will be kept with all health files.

Staff will also visually review the child upon arrival. Any negative responses will require the Camp Director of Primary Health Care Supervisor to discuss next steps, including absence from camp and possible quarantine, with the family and camper will not be admitted to camp.

Pick Up

Pick up will take place at the same location. Cars will pull up and one or more staff members will radio to groups who will send individuals to the cars for pick up.

If a camper is picked up earlier than usual, we ask that you call our main number to let us know you are on your way. We will have you call or text when you arrive so we can walk your camper out to you. We may direct guardians to pick up at a location closer to their camper's group (i.e. Stony Brook Dr if the group is on a trail in Steer Swamp). Campers will only be dismissed to guardians or approved pick up people.

R. Emergency Plan

Emergency procedures including evacuation routes from 40 Tioga Way , emergency phone numbers, and emergency medication information, will be posted in all program areas regularly used by Island Roots. Upon becoming aware of any emergency requiring the support of first responders, the Island Roots employee who identifies the emergency will be responsible for contacting and initiating emergency services.

1. **Evacuations (such as fire):** the Island Roots staff member leading emergency response in each occupied area will follow the evacuation plan posted in the areas folder. Upon congregation at the evacuation meeting point, the site coordinator or other designated leader will evaluate attendance and coordinate re-entry or dismissal.
 2. **Missing Child:** the Island Roots employee who becomes aware of the absence will notify the Site Coordinator, who will immediately coordinate to confirm attendance with all other scheduled employees. In the event that the child is not accounted for, the site coordinator will contact the guardian's of the child, and give direction to Island Roots employees regarding next steps. Additionally, the Site Coordinator will contact and initiate emergency services to locate the child if necessary.
 3. **Loss of Power, Heat, or Hot Water:** which is not resolved within a reasonable amount of time, guardians of attending participants will be contacted to arrange for pick up or program cancellation. Island Roots leadership will coordinate with property management to resolve the issue as soon as possible.
 4. **Loss of Communication:** in the event of a widespread loss of communication (similar to AT&T's mobile and internet outage of 12/25/2020 in the SouthEastern US), Island Roots will follow these protocols based on each scenario below:
 - a. **Staff will immediately report any known loss of communication** to the most superior manager possible/on site.
 - i. When attempts to deliver messages via phone, walkie talkie, etc. fail, a written message should be sent with a minimum of 2 individuals (runners)to the supervisor.
 - ii. Using best judgement, and only when it is deemed safe, one *runner* should be directed to stay and one should return to the group with a written message and directive.
 - b. **During Operating Hours:** When guardians of participants learn of widespread loss of communication, they should report to Island Roots for pick up ASAP.
 - i. If staff/participants have left the location, every attempt will be made to leave a written communication in an obvious location informing families and emergency personnel of Island Roots's plans.
- Until given other directives, the Island Roots staff will:
- ii. Continue the program as usual and remain in their program location.
 - iii. Remember that protocols are in place and have been practiced, this will be okay!
 - iv. Island Roots Leadership will make every effort to notify emergency personnel, evaluate safety of current locations, and determine the source of interruption & work with any outside organizations to resolve Loss of Communication, etc.

- c. Continued into After Program Hours: the Island Roots Leadership will direct staff and participants to do one of the following (given all known conditions and variables):
 - i. Shelter in Place, or move to a central location on property to Shelter in Place.
 1. Shelter in place will remain in effect if safe to do so.
 - ii. Dismiss to Guardians or Approved Pick Up individuals.
 - iii. Dismiss to emergency personnel (if receiving directive from emergency personnel with higher ranking authority,, such as Police and Fire Depts).
 - iv. Transport children to their home address to meet guardians or Approved Pick Up individuals.
 - d. After Hours or After All Staff/Participants are home/safe and out of the care of Island Roots: Island Roots will remain closed until further notice. All attempts to resume normal operations and post written updates on site will be made. When possible, Island Roots will communicate with all families ASAP of further steps.
5. **Other emergencies**: emergency response will be determined by Site Coordinator and/or Island Roots Leadership Team based on the best interests of the participants and the governing regulations.

S. Food

Campers get hungry! Day Camp 2.0 does not have food service. Your camper should arrive at camp daily with a *full water bottle*, *snacks*, and a *lunch* in an insulated lunch bag with an ice pack or frozen item inside to keep them cool. Please clearly label their bag with at least their last name. Since Island Roots does not have a licensed kitchen, we cannot microwave or refrigerate food for campers.

Lunchtime: campers will eat outside, weather permitting, in their groups, supervised by their counselors. Individuals will be spaced a minimum of 3ft from one another, per MDPH camp guidelines. When warranted, campers will eat indoors, seated, spaced at least 6ft from one another.

Additional Policies and Information May be Found in our
Handbook Addendum and on our website.