

**Tripoli Elementary
Before & After School
Child Care Program**

**Handbook of
Policies & Procedures**

2024-2025

**Tripoli Elementary
Office Phone Number
(319)882-4203**

**AM Director: Karen Ensign
PM Director: Allison Katzenburger
PK – 5 Principal: Sarah Figanbaum**

**Tripoli Elementary
Before & After School
Child Care Program**

Staff

PK-5 Principal.....	Sarah Figanbaum 319-882-4203
Program Director.....	Helen Milius 319-882-4203
A.M. Child Care Director.....	Karen Ensign 319-882-4203
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Elementary Secretary.....	Stephanie Steere 319-882-4203
Breakfast Cooks.....	Kerensa Blasberg Ev Boevers

Tripoli Community Schools is an equal opportunity institution and will not discriminate on the basis of actual or perceived age, color, creed, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status and which creates an objectively hostile school environment as required by Title VI, Title IX, and Section 504. Further, the Board affirms the right of all students and staff to be treated with respect and to be protected from intimidation, discrimination, physical harm, and harassment. For information regarding civil rights or grievance procedures, contact Jay Marley, Superintendent of Schools, Tripoli Community Schools, 209 Eighth Avenue, SW, Tripoli, IA 50676, email: marleyj@tripoli.k12.ia.us phone [\(319\) 882-4201](tel:319-882-4201).

The Tripoli Community School District offers career and technical programs in the following service areas: Agriculture, Food, and Natural Resources, Applied Sciences, Technology, Engineering, and Manufacturing, Business, Finance, Marketing, and Management, Human Services.

It is the policy of the Tripoli Community School District not to discriminate on the basis of race, color, national origin, sex, disability, religion, creed, age (for employment), marital status (for programs), sexual orientation, gender identity and socioeconomic status (for programs) in its educational programs and its employment practices. There is a grievance procedure for processing complaints of discrimination. If you have questions or a grievance related to this policy, please contact the district's Equity Coordinator, Kara Marsh, School Counselor, 209 Eighth Avenue, SW, Tripoli, IA, [319-882-4201](tel:319-882-4201), marshk@tripoli.k12.ia.us.

Program Background

The idea of a school-based child care program was first initiated during the 1998-99 school year by interested parents seeking after school child care services. A survey was conducted to determine the interest and need level of the program. At that time, survey results indicated a low need level for such a program. In the spring of 2001, interest in starting a school-based child care program was again initiated by parents. A second survey to all elementary families was conducted, this time with results indicating that the idea of a possible program was worth pursuing.

Information was then gathered from visiting with other schools having child care programs, parents, and interested community members. Surveys were utilized to help determine program hours, staffing needs, salaries, and program location needs. Other areas investigated were accounting procedures, liability and insurance requirements, and policies and procedures.

Program Purpose

The purpose of the Tripoli Elementary Before & After School Child Care Program is to provide a safe and caring environment for school-aged children during the immediate hours before and after the regular school day. The program is designed to meet the needs of families whose schedules require such services.

Children will have the opportunity to participate in activities such as board games, story time, technology time, homework help, outside play, and art/craft activities. The program will have adult supervision at all times, with additional assistance added during high enrollment times. All staff will relate to all children in positive and respectful ways; staff is dedicated to having fun and being involved; staff will model personal interest in children; allow for one-to-one time; and connect in ways that support children's feelings and ideas.

Enrollment & Registration

All families interested in utilizing the Tripoli Elementary Before & After School Child Care Program must contact the elementary office. Enrollment information will be explained to participants by either the elementary secretary or principal. Registration forms must be completed by those wishing to utilize the services. Families are encouraged to pay the registration fee of \$75 per family in order to take advantage of a lower hourly fee rate. Unregistered families will be charged a higher hourly fee. More detailed information concerning fees is included in this handbook.

Students Eligible for Child Care Services

Students in grades pre-kindergarten through fifth grade who are enrolled at Tripoli Community School are eligible to attend the Tripoli Elementary Before & After School Child Care Program. Families utilizing the program on a regular basis must be preregistered. Those utilizing drop-in services must contact the elementary office prior to children attending the program. **No drop-in requests will be taken after 1:00 p.m. on the day of needed services. Contacts to the elementary office for drop-in a.m. services must also be made by 1:00 p.m. on the day prior to services needed.** The only exception to this would be in emergency situations. Emergency (drop-in) care requests after 1:00 p.m. will be allowed **only** when there is

availability. This will allow us time to secure the adequate number of staff needed to supervise during child care hours.

Program Location

The Tripoli Elementary Before & After School Program will be held in the classroom near the main entrance. The room will be used for child care from 6:00-8:00 a.m. and 3:15-5:30 p.m. The room has access to restrooms, two exits, TV-DVD, computers, and other supplies and furniture that can be utilized by child care participants. There will be hooks for students to hang their coats and backpacks. A lockable cabinet is available for child care use only. Supervised activities may also include usage of the playground, elementary library, and elementary gymnasium when available. Students will be supervised at all times. A sign will indicate location of activities when students are not in the child care room.

Staffing

The Tripoli Elementary Before & After School Child Care Program will be staffed with a morning director and an after school director. The adult directors will be responsible for the care and supervision during the time the students attend the child care program. Additional assistance such as a student helper that is at least 16 years of age will be added during high enrollment times. The PK-5 Principal and/or an appointed certified staff member of Tripoli CSD will serve as the general program supervisor.

The adult directors will be trained in general first aid, CPR, and child care procedures. They will be mandated to take the mandatory child abuse reporting. The directors will not be trained in the administering of medication and will not be able to give medications during child care hours. Staff will receive in a sponsored group setting additional training of at least ten contact hours in one or more of the following: child development, guidance and discipline, developmentally appropriate practices, nutrition, health and safety communication skills, professionalism, business practices, and cross-cultural competence.

All staff, including substitutes will have documentation of record checks at the state and federal level. Documentation will be kept on file in the business manager's office. All substitutes will sign a statement indicating responsibilities as a mandatory reporter.

The program ensures the safety of all children by providing sufficient and appropriate supervision at all times.

The staff-to-child ratio shall be as follows:

Age	Ratio
3 years	1:8
4 years	1:12
5 years	1:15

Program Hours & Days of Operation

The Tripoli Elementary Before & After School Child Care Program will be in operation on days when school is in session. **Child care will not be provided when school is delayed or dismissed early due to inclement weather. No child care will be provided if school is canceled due to inclement weather, all day teacher in-service days, or vacation days.**

Morning child care hours are from **6:00 a.m. to 8:00 a.m.** Parents and students should use the main entrance. **Parents are required to escort their child/children into the child care classroom.** A sign-in sheet will be used to record arrival time and breakfast needs.

After school child care hours are from **3:15 p.m. to 5:30 p.m.** Students will be escorted to the child care room by school staff members at dismissal times. **Parents are required to sign-out their child/children at pick up time.** Time of departure will need to be recorded on the sign-out sheet.

Only persons who are authorized on your enrollment form will be allowed to pick up your child without prior authorization. Please contact the director if someone other than those listed will be picking up your child. Students will be released only to authorized people.

Program Fees & Billing

A non-refundable registration fee of \$75 per family is required for families utilizing the child care services on a regular basis. These fees will be used to purchase snacks, supplies and help pay for other program expenses. Child care fees for registered families are \$3.25 per hour for the first child and 50¢ discount per hour for each additional child in the family.

Child care fees for unregistered families (including drop-in care) are \$3.75 per hour plus a 50¢ snack fee per child. Fees will be rounded to the nearest 1/2 hour for those using child care. A minimum 1/2 hour fee will be charged to anyone using the services. There will be a \$25 fee per child for every fifteen minutes past the 5:30 p.m. closing time. After 6:00, family emergency contact numbers will be called for those children not picked up on time. Child care fees will be reviewed periodically by administration.

Bills will be sent every Monday to registered families, with payment due by Friday of that week. **If payment is not received within five school days, a late fee of \$25 per billing period will be assessed.** All child care accounts will need to be paid following the last week of services. Inability to pay fees will require termination of services.

When writing checks, please make them payable to Tripoli Community School. Please indicate "child care program." When sending money, please place it in a sealed envelope marked with your child's first and last name, grade level, and purpose of payment. Payments can be given to the elementary office or the child care directors. **Since the child care program has its own accounting system, payments for child care should be separate from other school fees.**

Child Care Schedule Changes

Parents are requested to notify the school through note, phone call, or personal contact when changes need to be made to their child's regular child care schedule and routine. The child care directors can be contacted directly, or contact can be made through the elementary office. Phone messages concerning morning care should be made prior to 5:45 a.m. to the morning director. Phone messages concerning the afternoon program should be made prior to 1:00 p.m. advanced notices will be appreciated.

Breakfast & Snack

Breakfast will be available for child care participants through the Tripoli Community School breakfast program. A nutritious breakfast is served each day in the elementary lunchroom starting at 7:50 a.m. The cost for breakfast is 85¢ a day and will be deducted from the child's family lunch account. The cost of breakfast is subject to change. Free and reduced prices are available to families who qualify.

An after school snack will be provided to students attending the after school child care program. Snacks will be provided through donations and child care fees. If interested in providing snacks, please contact the after school director. All snacks must meet USDA Child and Adult Care Food Program (CACFP) guidelines. Students remaining two hours or longer will be provided with two snack times.

Please let the afternoon director know if your child is allergic to any foods or if he/she should be restricted from certain snacks. Also indicate these restrictions on the registration form.

Emergency Information

In the event of an accident or illness during child care attendance, the parent will be called, or if necessary the emergency number listed on your registration form will be called. Please be sure to keep your registration phone numbers up to date so you can be reached in case of an emergency. Also, make sure the emergency contacts are aware their numbers are on the list. Parents will be notified through note or personal contact if an injury occurs during child care time.

All injuries including dental or accidents that occur while at the center will be documented on an incident report, detailing: **what happened, who was involved, and what action was taken.** This is to be signed by the parent and a copy will be kept in the child's file. For minor injuries an incident report will be given to parents the day of the injury. If an injury is one of a serious nature, these steps at the center will be taken to make sure your child gets the necessary treatment needed:

1. Parents' work number
2. Parents' home number
3. Emergency authorization numbers
4. Physicians'/ Dentists' number

Healthy Child Care Iowa website has a link to different dental emergencies and how you would respond to them. <https://idph.iowa.gov/hcci/products>

Sick Child Guidelines

School policies will be followed in regard to illness. Students must be fever free and vomit free for 24 hours before returning to the program when they have been ill. If a child becomes ill while in the program, the parents/guardians will be notified and will need to have their child picked up as soon as possible.

Medications

Medications will not be administered to students during child care hours. The use of emergency medications, such as inhalers, must be preapproved prior to the use of the child care services. Please contact the elementary nurse if medications need to be taken prior to after school child care hours.

Discipline Procedures

Students attending the Tripoli Elementary Before & After School Child Care Program are expected to follow the guidelines established by the program directors. In order to assure a safe environment, rules and regulations must be followed. Redirection and a rule reminder will first occur for students not following the guidelines. If the child continues the inappropriate behavior, he/she will be asked to sit down in a “time out” situation. After that, he/she will be asked to explain a better choice next time. All behavior concerns will be communicated to parents verbally and/or the use of the PBIS behavior referral form. Parents/guardians will be informed if the behavior interferes with the safety of others or the safety of the child. If the child’s actions continue, there will be a meeting with the parents, the school principal, and the child care director. If your child’s behavior continues to endanger others, child care services with this program will be terminated. The program will follow the District’s Positive Behavior Support Intervention (PBIS). All staff members will be trained. Please see the PBIS informational book for additional information.

Universal Precautions

Please see *Appendix B* for additional information and details.

Emergency Guidelines

Please see *Appendix C* for additional information and details.

Announcements & Notices

Announcements and notices regarding the Tripoli Elementary Before & After School Program will be published in the monthly elementary newsletter. Weekly emails and/or written notes will be sent home to keep you informed of the events happening in the program. We feel it is important to keep an open line of communication and look forward to exchanging ideas and information with all parents. Information can also be found on our district website <http://www.tripoli.k12.ia.us/>. The local newspaper will also be used to communicate information. Special notices will also be available from the director(s) during drop off or pick up times. Breakfast menus will be made available at the child care sign-in desk and are also published in the district newsletter.

Unlimited Access

Parents shall be afforded unlimited access to their children and to the provider caring for their children during the program’s hours of operation or whenever their children are in the care of the provider, unless parental contact is prohibited by court order. See *Appendix A* for detailed policy.

Equal Educational Opportunity/Multicultural and Non-Sexist Education

Students attending Tripoli Community School shall have an equal opportunity for a quality public education free of discrimination on the basis of race, color, sex, marital status, national origin, religion, or disability. The education program shall be free of such discrimination and provide equal opportunity for the participants. The education program shall foster knowledge of, and respect and appreciation for, the historical and contemporary contributions of diverse cultural groups, as well as men and women, to society. It shall also reflect the wide variety of roles open to both men and women and provide equal opportunity to both sexes.

Notice of Nondiscrimination

Tripoli Community Schools is an equal opportunity institution and, as required by Title VI, Title IX, and Section 504, will not discriminate on the basis of race, age, creed, color, national origin, religion, sex, disabilities, sexual orientation, and marital status in its activities, programs, or employment practices. For information regarding civil rights or grievance procedures, contact, Superintendent of Schools, Tripoli Community School, 209 8th Avenue SW, Tripoli, IA 50676, or call 319-882-4201. Persons may also contact in writing the Director of the Region VII Office of Civil Rights, U.S. Department of Education, 10220 North Executive Hills Blvd. 8th Floor, Kansas City, MO 64153-8103, or the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146.

Biting Policy

In the setting we acknowledge that biting is a common behavior among young children and it evokes a strong emotion in adults, both parents and educators. Biting is often very painful and frightening for the child who is bitten. It can also be very frightening for the child who bites. We recognize that the majority of children will learn not to bite in time and are very clear, firm and calm when a child does bite and offer praise and warmth when they don't.

If the incident of biting does occur, the parents of both children will be informed of the incident. This will also be recorded on an incident form and a PBIS referral form. Confidentiality will be maintained at all times.

Response to incident:

- 1.) The biting will be interrupted with a firm "No...biting is not acceptable!"
- 2.) Staff will remain calm and remove the child who has bitten. The staff and child will talk through the PBIS referral form.
- 3.) The bitten child will be comforted and the wound will be assessed for treatment. The wound will be cleaned with soap and water. If it is determined that there is blood exposure further steps need to be taken under procedure for incidents involving blood exposure.
- 4.) Both parents will be notified of the incident. Do not disclose to parents the name of the child who has bitten or the consequence.
- 5.) Incident form and PBIS referral form will be turned into the office.
- 6.) The environment of the setting will be evaluated to establish any causes and the adequacy of the supervision. The evaluation will be documented and discussed at directors' meeting. An approved plan will be implemented if change is needed.
- 7.) After reviewing documentation and the biter has had 2 or more incidents, he/she will be suspended from the program. Amount of suspension time will be determined by the Program Director.

Transportation Policy

Children participating in the Tripoli Schools Before & After school program will NOT utilize transportation. The program does not allow activities that would require transportation.

Field Trip Policy

Children participating in the Tripoli Schools Before & After school program will NOT be participating in field trips or non-center activities. The program does not offer field trips.

Questions & Answers

If you have questions about the Tripoli Elementary Before & After School Child Care Program, please do not hesitate to ask. Feel free to contact the child care director(s) when you have a concern, question, or suggestion. The PK-5 Principal can also be consulted if further help is needed. Our goal is to provide a child care program that benefits children and families. The program is “work in progress” and we will continue to strive to make it a successful program. Your help and support will be appreciated.

Tripoli Childcare

Centers are responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have **“unrestricted access”** to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.
 - ***“Unrestricted access”** means that a person has contact with a child alone or is directly responsible for child care.
 - ***It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.**
2. Persons who do not have unrestricted access will be under the direct **“supervision”** and **“monitoring”** of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person.
 - ***“Supervision”** means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly.
 - ***“Monitoring”** means to be in charge of ensuring proper conduct of others.
3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason they will contact their Site Manager or another management staff to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the **“intruder in the center”** procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on premise.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
 - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
 - b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
 - i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
 - ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
 1. The precise location in the center where the sex offender may be present.
 2. The reason for the sex offender's presence at the facility.
 3. The duration of the sex offender's presence.
 4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
 5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

This policy will be included in the parent handbook that is distributed to the parents at the start of school.

Appendix B

UNIVERSAL PRECAUTIONS

ALL blood and body fluids are to be treated as potentially infectious.

All staff and volunteers must always exercise good hygiene practices in the work place, particularly in and around classrooms. They serve as role models for children as they develop hygiene habits.

Handwashing:

The best possible means to prevent disease and control infection is good handwashing. This should be done as soon as possible after:

1. Helping children with toileting
2. After nose-blowing (your own or assisting children)
3. Changing diapers or undergarments
4. Before and after changing or applying dressings to wounds
5. After your toilet use, combing hair, applying make-up, etc.
6. Before setting tables, working with foods or feeding children
7. After cleaning up spills, body fluids or other potentially dangerous materials
8. After outdoor activities
9. AFTER REMOVING GLOVES

Method:

1. Wash hands under running water
2. Wet hands with water and apply a heavy soap lather
3. Wash all areas of the hands-between fingers, around nail beds, under finger nails and back of hands
4. Rinse well under running water holding hand so water flows from wrist to finger tips
5. Dry with disposable towel, using a new towel

6. Use towel to turn off faucet and discard
7. Use hand lotion to prevent cracks in the skin which are openings for germs

Special antibacterial cleaning towelettes should be used when soap and water are not available, to be followed up by soap and water AS SOON AS POSSIBLE thereafter.

Clean-Up:

Disposable gloves should be worn anytime staff or volunteers need to clean up a blood spill, vomitus, or a child who has had a diarrhea-like accident. Paper towels should be used for clean ups. Changing soiled clothes should take place on a disposable surface or a non-porous surface which can be disinfected. Where a diaper changing area is available, ALWAYS disinfect after each use.

Use a solution of 1 part bleach to 10 parts water or to disinfect, ¼ C bleach to 1 gallon water. Clean up surfaces that have been contaminated with blood, mucus or any other body fluid. Mops should be cleaned and rinsed in the bleach solution.

Put cloth soiled or wet diapers or other clothing in a plastic bag and tie securely. Label with child's name and send home with a parent.

Sharps:

The greatest chance for blood exposure comes from skin punctures from contaminated articles.

1. Use a broom and dustpan or tongs to pick up sharp objects like needles or broken glass.
2. Dispose of sharp items in puncture resistant containers.

Bloody Materials:

Gauze, sponges or towels that have been saturated with blood should be placed in leak proof plastic bags and tied off so they cannot be emptied and reused. Call the nurse for further instructions.

Employee/Student Health Status:

1. Employees with open lesions or broken skin should keep these areas covered.
2. Children in child care programs who have open sores should have these covered by a dressing to keep them from being contaminated, from touching others who may have scratches, or accidentally be contaminated from any oozing or bleeding.

Food, Drink, and Cosmetics:

Eating, drinking, applying cosmetics or handling contact lenses should not be done in areas where there is a potential for exposure to blood borne pathogens.

Personal Protective Equipment:

All personal protective equipment will be provided to employees. This equipment has been chosen based upon anticipated exposure to blood and other potentially infectious materials. The equipment provided consists of disposable protective gloves for use when attending to any situation in which exposure to blood, potentially infectious materials, non-intact skin, and mucous membranes may occur. Gloves are available and located in the following locations -----.

Adapted from Head Start

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EMERGENCY GUIDELINES

In all emergencies or potentially harmful situations, remember to use common sense and protect yourself and then the children above all. In any situation where the children need to leave the building for safety, be sure that the designated person grabs the emergency numbers from the kitchen counter. Get as far away from the building as necessary for the situation and take shelter, keeping the children from additional harm.

1. Intruder in the Building

Establish initial contact with the person to determine what, if any threat there might be. Keep yourself from harm so that you can protect the children. Try and diffuse the situation if at all possible by reasoning with the intruder so that he/she will leave quietly without causing a major disturbance. If the intruder appears too hostile or has a weapon be sure to signal to someone (preferable someone who is unseen by the intruder) to call 911. Do not try to be a hero and escalate the situation if the intruder has the means to physically harm you or the children.

2. Intoxicated Parent

Try to talk to the parent and help them to be aware of their condition and inability to care properly for their child while in this condition. Focus on the welfare of the child. Ask if there is someone he/she would like you to call that could come pick up the child or offer to drive if possible. If the person is out of control, call 911. If the person insists on taking the child, go out into the parking lot and get a description of the vehicle including: license #, color, make and model of vehicle, and the direction of travel, then call 911.

3. Lost or Abducted Child

If a child under our care is missing, conduct a complete search of the building (inside and out) checking with everyone to find out when the child was last seen. If the child is not found, call 911. Give a detailed description of the child including what they are wearing and any place they might have gone. If you observed the child being abducted, call 911 immediately and give a complete description of the child and the person (if you see him/her). If you are given advance warning that someone is coming to take the child, remove the child from the area by taking him/her to another part of the center. Then, when the person arrives to take the child, don't give them any information about the child and try to get him/her to leave. If he/she refuses to leave, call 911.

4. Bomb Threat

Listen carefully to the call and get as much info as possible (i.e. background noises, male/female, young, old). Ask the caller questions like: Where is the bomb? What time is it going off? Write down any information you can gather. Get the children out of the building in a quick and safe manner if you suspect the bomb threat is serious. Call 911. When the police arrive, a staff person will need to be available to

go back into the building to help search by looking for anything that might be out of place.

5. Chemical Spill

If there is a minor chemical spill of a nonhazardous substance, block off the area and clean it up immediately. However, if it is a serious or hazardous chemical spill, get the children out of the building and call Fire Rescue.

6. Power Failure

In case of power failure, flashlights are available for use and located in the office. Keep children calm and occupied with songs and fingerplays. Call the electric company if possible. Try to get an approximate time for power to return. If it gets too cold or too hot for the children, call all parents to see if they can have their children picked up early.

7. Structural Damage

In case of structural damage get children out of the building immediately. Grab emergency kit and proceed to the Post Office and call 911. Do not return to Nisse until the building is declared safe.

8. Blizzard

If road conditions are such that driving is difficult or impossible children, staff and any parents in the building will remain until roads are passable. All parents will be notified of the situation.

9. Tornado

Children will proceed to the designated Tornado Safety Area in an orderly manner. All children and adults will sit on the floor and cover their heads with their hands or sit under the table. Everyone will wait in there until it is announced that it is safe to come out. All parents will be called as soon as possible to inform them of their children's well-being.

10. Fire

All children and staff will proceed to nearest exit (as shown on Fire Emergency Exit signs located in the front). Designated staff person will take sign-in sheet and parent phone numbers with them. Everyone will then meet at the Post Office where a head count and safety check of all children will be completed. We will then proceed inside the Post Office and call 911.

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