



KiDVENTURE

Staff Handbook

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Part I: The KV Way

Welcome to a unique place made up of talented individuals that have come together to perform one of the most important tasks and goals: helping children realize their innate importance and self-worth.

PURPOSE OF THIS HANDBOOK

We understand how trying and uncertain things continue to be right now in just about every aspect of our lives. We also understand the part we as Kidventure play in the lives of our families in supporting working parents and supporting the emotional, social, and physical health of our kids. Kids need camp, but camp needs to be a safe place first. **That is our number one goal.** This Handbook is designed to lay out our policies and procedures for conducting Kidventure Camp during these times.

This document was created in concert with guidance from the Texas Department of State Health Services, the CDC, health professionals, and in some instances our host facilities, and is not intended to be used or adapted by any other business or facility.

At any time we may update this document.

You Are Important

You possess the ability to make a difference in the company, the children, and yourself. It is your responsibility to use this ability whenever and wherever possible. Have the courage to do so.

Make Mistakes

If we are truly doing all that we can to make a difference, mistakes are inevitable. It is only through mistakes that we learn and grow. Do not be afraid to make them; they are necessary for growth. That being said, there are certain risks that are necessary or balanced risks, but some risks are not balanced and are simply not permissible. This includes anything that puts the safety or well-being of people or facilities at risk.

This is a Team

We do not come together to act as individuals. Our purpose and goals require the strength and talents of all. Together we can make a tremendous positive impact on the lives of children and in return, you benefit. Please place great importance on this.

It is very important that you understand the responsibilities of your position at Kidventure. This understanding ultimately dictates the future of this company, our children, and you. If you have any questions, please do not hesitate to ask. That is why we are here.

Our History

Kidventure was an outgrowth of a summer camp program at Biron Gymnastics located in West Houston,

which developed into its own company in 1994. Soon, Kidventure brought its style of camps to several

facilities in the Houston area. In addition to day camps, Kidventure has also expanded to include Safari Overnight Camp in Hunt, TX, Echo Overnight Camp in Rocksprings, TX, Apex Overnight Camp on the Pecos River, and Finale After School at various locations in Houston. Kidventure operates summer day camps in Houston, Austin, and Dallas.

Since 1994, Kidventure campers have participated in over 10,000 camp weeks. Campers have joined us from many states and countries. Although we have grown to serve more and more families each year, we have never lost sight of our highest quality commitment to the individual child and family. In fact, we believe we are positioned to provide even better programming, high-quality staff and training, and more options for the families of the 21st century.

Kidventure is a partnership – one that includes parents, our team, host facilities, and most importantly, our children. United as a team, we continue to share ideas, offer suggestions, gain insight, and work to provide the absolute best for the future - our kids!

Our Mission

It is our mission to help build the self-esteem and self-worth of every child through our every action. Every child possesses the innate ability to learn and succeed. Our goal should simply be to lead children towards a happy, healthy, and responsible lifestyle. While succeeding in building physical skills is important, teaching children to love themselves and learn is one of life's greatest lessons. ***At Kidventure, we are more than just a camp!***

Kidventure's Unifying Principles

- **Respect.**
 - Respect is unconditional. Without respect, there is no team.
- **Trust.**
 - Trustworthiness - integrity in words and deeds - is purely a personal struggle that precedes the ability to deeply trust another, which is necessary for empowerment. Focusing on the mission keeps everyone on the same path, towards the same light, but it all starts with the struggle to be trustworthy.
- **Teamwork.**
 - Leave your ego at the front door. Only through thinking of the whole will we succeed in the mission.
- **Communication.**
 - Communication must be completely open and honest. Say what you believe, not what you want the other person to hear. In a disagreement or misunderstanding, speak directly to that person involved one on one and no one else. Seek first to understand, then to be understood.
- **Growth.**
 - Three types of growth must occur: personal growth, professional growth, and company growth. We either grow or we wither. The choice is ours.

Part II: Employee Code of Conduct and Policies

Code of Conduct

Teaching children is a serious endeavor. Your actions and your example affect the lives of every child. At Kidventure, no one is permitted to negatively affect any child's life. Staff members are expected to conduct themselves in a manner that is consistent with this mission and philosophy.

We respect the dignity of individual students, parents, staff, and visitors. Kidventure expects every staff member to show that same respect and concern for others within the Kidventure community so that all members of our community can reach their full potential. In short, we expect our staff to adhere to the same simple set of standards that we hold our students to – respect yourself, respect others, and respect your surroundings.

When Kidventure has reason to believe that the conduct of any staff member prevents or hinders others from performing their work, we will intervene.

Employment at Will and Unilateral Change Disclaimer

This handbook is in no way intended to be a contract. All employment with Kidventure is at-will, meaning that employment may be terminated at any time, with or without notice, for any reason or no reason by either Kidventure or the employee. The policies and procedures found in this employee handbook may change from time to time at the sole discretion of Kidventure. Kidventure reserves the right to change or modify any provision contained in these policies and procedures at any time, with or without advance notice. In the event that modifications are made to policies and procedures, employees will be notified in a timely manner.

Equal Opportunity

Kidventure provides equal employment opportunities without regard to race, color, sex, religion, national origin, sexual orientation, age, or disability. Kidventure conforms to all applicable federal and state laws, rules, guidelines, and regulations; and provides equal employment opportunity in all employment and employee relations.

Reasonable Accommodations

Kidventure is committed to providing access and reasonable accommodation to help meet Kidventure's policies and procedures for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodations, contact your Site Director or Program Coordinator.

Anti-Harassment Policy

Kidventure is committed to providing a work environment that is free of unlawful harassment and intimidation. Company policy prohibits harassment because of sex (including sexual harassment, harassment due to pregnancy, childbirth or related medical conditions and gender harassment) and harassment because of race, religion, color, national origin, sexual orientation, medical condition, physical or mental disability, age, or any other basis protected by federal, state or local law, regulation, or ordinance. **All such harassment is illegal.**

Kidventure's anti-harassment policy applies to all individuals involved in the operation of the company and prohibits unlawful harassment by an employee of Kidventure including officers, supervisors, and co-workers, or by any vendors and/or independent contractors and their employees.

Non-employee violators of this policy are subject to expulsion from Kidventure's facilities when harassment occurs on company premises. Kidventure may discontinue service to off-Kidventure premise violators of this policy. Furthermore, Kidventure may report violators to the appropriate authorities for civil or criminal action. Kidventure prohibits retaliation of any kind against employees who, in good faith, bring harassment complaints or assist in investigating such complaints.

Our Commitments to Racial Equality and Anti-Discrimination

Kidventure puts forth the following commitments as we strive as a company to provide equality for all persons and a work environment absent of discrimination of any kind.

1. Anti-Racism Personnel Policies

We take a zero-tolerance stance on racism and racial hate in any form. We will support all our employees if a child, parent, or staff member exhibits racism or racial hate towards another. We will take necessary steps to address any incident and create a more kind and respectful environment. Do not hesitate to contact a supervisor if you have any concerns about racism or racial hate at Kidventure.

2. Commitment to Pay Equity

The pay rates of our employees will be based solely on their experience, education, and time with Kidventure, and not on any other factors. Refer to the Equal Opportunity Section of this handbook for additional information (p. 8).

3. We Commit to Giving Everyone a Voice

We strive to give all persons the opportunity to voice their opinions and be heard. We also commit to placing people of all diversities in positions of leadership to help provide for this commitment.

Kidventure Staff Requirements

- At least 18 years of age
- Must have a high school diploma, equivalent, or scheduled graduation in 9 months
- CPR and First Aid Certified
- Sexual Abuse Prevention Certified
- Passed Criminal Background Check
- Participation in our established training in the areas of child development, team building, safety, customer service, special needs, and disaster preparedness.
- Most importantly, you must love kids!

General After School Job Descriptions

In all roles at Kidventure it is important that all express a sincere desire and passion to be a positive role model to everyone we come in contact with--students, parents, school staff, and anyone else.

After School Coordinator

At Kidventure, After School Coordinators are in charge of the successful running of all after-school sites for a given city. The coordinator heads up marketing and site acquisition as well as all hiring and training for after-school staff. The coordinator provides insight and leadership for all programs and is a liaison between management and the sites.

CSRs (Customer Service Representatives)

These individuals handle a large amount of parent communication, making them an essential part of our team. CSRs handle all registrations, payments, student files, and accounts onsite. They prepare various reports and perform many other behind-the-scenes tasks that help a site run smoothly.

Site Directors

This is the team leader for a location. Site directors have numerous years of experience teaching kids and leading groups. Site directors schedule the site day, assist with training staff, communicate with parents, and direct the after-school program for their site. They support the counselors and wayfinders to ensure quality control, serve to assist the team and keep everyone at their sites up-to-date on logistics. Directors also help ensure that their sites have all needed supplies, and assist in the communication between the office and sites.

Wayfinders

These are specialized leadership roles at our sites that focus on the training, coaching, and evaluation of counselors. Each site has at least one wayfinder for the training and overall success of counselors. Depending on the size of the program, the amount of wayfinders at each site may vary. These team members will spearhead the training of counselors for their site, work with their team to create an efficient and fun environment, and communicate with parents.

Counselors

These are the individuals who positively interact with the students on a daily basis--being a strong positive role model is key. Students are assigned to groups by grade. Counselors lead and play games, lead arts and crafts, attend to students' personal needs, and directly ensure their safety and enjoyment while in the program.

General Summer Camp Job Descriptions

In all roles at Kidventure it is important that all express a sincere desire and passion to be a positive role model to everyone we come in contact with--campers, parents, facility staff, and anyone else.

Camps Coordinators

At Kidventure, Camps Coordinators are in charge of the successful running of all summer camp locations for a given city. The camps coordinator heads up marketing and site acquisition, as well as all hiring and training for camp staff. They provide insight and leadership for all camp programs and serve as liaisons between management and the camps.

Camps Managers

These are "area managers," typically of three or four campsites. They support the campsite director, ensure quality control, serve to assist the camp team and keep everyone at their site up-to-date on camp logistics. Camps managers work to ensure that their sites have all needed supplies and assist in the communication between the office and sites.

Customer Service Representatives (CSRs)

These individuals handle a large amount of parent communication, making them an essential part of our camp team. All Summer CSRs work from the main city office and relay information to sites. CSRs handle all registrations, payments, camper files, and accounts. They prepare weekly reports and perform many other behind-the-scenes tasks that help camp run smoothly.

Directors

This is a team leader for a location. Each site has at least one director for each program available at the site. Directors have numerous years of experience teaching kids and leading groups. Directors schedule the camp day, train staff, communicate with parents and manage the campsite.

Assistant Directors

These team leaders assist the director in curriculum development, staff management, and other day-to-day responsibilities at camp. When the director is absent or away from the campsite, the assistant director becomes the acting director onsite.

Counselors

These are the individuals who positively interact with the campers on a daily basis--being a strong positive role model is key. Typically campers are assigned a group that is led by 2 to 3 counselors. Campers are placed in groups of 12-20, depending upon their age and program. Counselors lead and play games, lead arts and crafts, attend to campers' personal needs, and directly ensure their safety and enjoyment. At times counselors may communicate with parents.

Post Camp Staff

Camp hours are 8:00 a.m.-3:00 p.m., but who looks after the kids 3:00-6:00 p.m.? Depending on the camp location, Kidventure may opt to hire a separate staff to ensure the safety of the campers after camp. All Post Camp staff are required to attend the same training as the regular full-time staff. Post Camp staff may also be full-time day camp counselors, depending on site size and Post Camp demand.

HASMAT Specialist

HASMAT Camp Specialists lead and facilitate Archery Tag and or team building activities at out various sites. These team members are trained to lead both activities but will specialize in one.

- Archery Tag is a dodgeball-like game using bows and cushioned arrows. The Hasmat team member leading Archery tag will be responsible for ensuring the safety of campers, transporting, setting up, and maintaining equipment, and running the activity at each camp location.
- Team Building is a series of elements and activities facilitated by a specialist in order to build team work, communication, and perseverance, among other skills. Team Building specialist will travel to each site to lead activities using provided equipment. They are responsible for camper safety, facilitating the elements, and ensuring campers develop the team-building skills and goals set for them.

Your Performance

Kidventure strives to maintain its reputation as an excellent employer and hopes all employees will interact with their coworkers according to the expectations set forth in our Code of Conduct (Part II of this Handbook). Kidventure strives to treat all employees with fairness and respect.

We believe that our employees will strive to do excellent work and adhere to our rules and regulations. Therefore, every effort will be made through corrective counseling to assist an employee in overcoming deficiencies or failures they may have in following policies and procedures.

Generally, it is Kidventure policy to correct inappropriate behavior through progressive discipline, up to and including dismissal, depending upon the circumstances of any particular case.

Steps of Informal Corrective Counseling

Leaders will from time to time give you feedback and corrective counseling during the after school or the camp day. During some of these exchanges, they may let you know they are going to make a note about the conversation. These are informal conversations during the day and do not count towards the formal corrective counseling process; however, they may be referenced if the behavior becomes a pattern and will move into the formal process.

Steps of Formal Corrective Counseling

Leaders will generally initiate each step of corrective counseling within one day of learning of an employee's problematic behavior, or as soon thereafter as possible.

1. **Step 1: Formal Warning.** The employee and leaders will meet to discuss an issue and come up with a plan for the employee to improve in a certain area. This warning will be documented, and the employee will be asked to sign documentation.
2. **Step 2: Critical/Final Warning.** If the employee does not show improvement after a formal warning is given, the Director, Manager, or Coordinator will meet with the employee and issue a final warning. It will be made clear to the employee at this time that failure to improve their performance will result in dismissal from Kidventure. Again, the employee will be asked to sign documentation of this warning.
3. **Step 3: Dismissal.** Employees who do not correct their behavior or who commit other serious offenses after a final warning will be dismissed. **First-time severe offenses may be the basis for dismissal (please see below).** Dismissals must be reviewed and approved by the Manager and Coordinator.

Causes for Immediate Dismissal

Striving to be a great employee takes time, patience, and hard work. We understand this and accept the learning process of all individuals. However, there are certain acts we will not accept or tolerate. The following are grounds for immediate dismissal:

- Breaching the Kidventure Conduct Code.
- Repeatedly not following the Kidventure Dress Code.
- Treating a student, parent, or coworker in a disrespectful manner. We have built a reputation for building the self-esteem of every child, and this emphasis on others should extend to all. Disregarding it degrades the person, the company, and you. Treating others with disrespect will not be tolerated for any reason.
- Dishonesty. This includes lying and stealing.
- Not being reliable in timeliness and/or attendance.
- Disregarding our mission and unifying principles.
- Use of vulgar language.
- Refusal to participate in corrective counseling.
- Inappropriate physical or verbal interactions with students.
- Being alone with a child in a secluded environment.
- Violating any of the policies set forth in this Staff Handbook, Survival Guide, Playbook, or training.
- Cell phone use while at work without approval.

Record in the Employee's Personnel File

A copy of all formal corrective counseling will be filed in the employee's active personnel file and will remain as a permanent part of the record. This record may be digital or physical

Grievance Procedure

Staff members are provided with an avenue for resolution of disagreements with their directors or other members of the Kidventure community through a formal grievance procedure. This may only take place after the employee has taken the issue up with the individual in a private meeting. No staff member will be retaliated against because of filing a grievance.

If the issue is not resolved in the meeting or if you feel uncomfortable setting a meeting, the next step is to inform your direct supervisor. If the issue is with your direct supervisor, contact and set a meeting with the next appropriate supervisor.

If you feel your grievance to be significant in nature (i.e. harassment, company policy, etc.), email your grievance to your local city coordinator.

Part III: Staff Policies

Alcohol/Drugs

It is the goal of Kidventure to provide a safe and drug-free work environment for our employees and our customers. With this goal in mind and because of the serious safety and performance consequences of drug abuse in the workplace, we are establishing the following policy for current and future employees of Kidventure. Kidventure explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication on company or customer premises or while performing an assignment, or representing Kidventure.
- The abuse of, solicitation for, or sale of prescription medication. Additionally, the use of prescription medication by anyone other than the original person the medication was prescribed to is strictly prohibited.
- Possession, use, being impaired or under the influence of, solicitation for or sale of legal or illegal drugs or alcohol away from Kidventure or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts Kidventure's reputation at risk.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.
- No smoking or other use of tobacco or CBD products (including, but not limited to, cigarettes, pipes, vape, snuff, or chewing tobacco) is permitted on Kidventure, customer premises, or Kidventure functions at anytime.
- No paraphernalia or supplies of any of the above is permitted at Kidventure facilities or on-person during Kidventure.

Kidventure will conduct drug testing under the following circumstances.

- **Random Testing.** Employees may be selected at random for drug testing at any interval determined by Kidventure.
- **For Cause Testing.** Kidventure may ask an employee to submit to a drug test at any time it appears that the employee may be under the influence of drugs or alcohol, including but not limited to the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns or excessive and unexplained absenteeism or tardiness.
- **Post-Accident Testing.** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the individual who was injured, but also any employee who potentially contributed to the accident or injury in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, the employee may be subject to appropriate disciplinary action, up to and including discharge from employment with Kidventure. In such a case, the employee will be given the opportunity to explain the circumstances prior to any final employment action becoming effective.

Searches

If Kidventure has reason to believe that an employee may be in possession of any item or substance not appropriate for the environment, we may ask that employee to submit to a belongings search. **No employee is required to submit to such searches; however, refusing to submit may be grounds for dismissal.**

Mental Health and Wellbeing

We recognize the importance of our employees' mental health and wellbeing. We understand that many can and will experience mental health issues. As an organization we will work to support our employees and provide resources to seek help and support. If you are experiencing a mental health crisis and are in need of help, please seek it. Below is a link to a collection of resources you can access for support. If at any time you feel unable to perform your assigned duties, please talk to your direct supervisor.

<https://www.granthalliburton.org/forteens>

Recording Work Hours

Kidventure complies with applicable laws that require records to be maintained of the hours worked by our employees. To ensure accurate records are kept of the hours worked, and to ensure payment in a timely manner, all Kidventure staff members are required to document this information either utilizing a paper timesheet or online Web Time Clock Kiosk. Employees are responsible for logging in to the web portal to check and verify hours are correct throughout the pay period. If the hours are incorrect it is the employee's responsibility to notify a supervisor. Supervisors will resolve discrepancies and sign the timesheet to acknowledge approval.

Actual hours worked and leave time taken must be recorded accurately. It is your responsibility to sign in and out correctly each day. Falsifying information on work hour records is a breach of Kidventure policy and is grounds for disciplinary action, up to and including dismissal.

Kidventure reserves the right to shorten or extend your shift time depending on the number of children on site. Kidventure's policy is that we remain in ratio at all times, 1:10 or 1:6 (1:8 for After School Discoverers) depending on the age group. Due to the nature of the business and the fluctuation of children, you may be asked to stay late or leave early. *Example: Your shift ends at 6:00 p.m. but all the campers have left for the day at 5:15 p.m. You will be sent home early.*

Being adequately staffed is important to the success of our programs. Sometimes, employees will be asked to change locations or programs to meet the needs of Kidventure on any given day. ***Kidventure will do their best to keep staff at their assigned location but it may be necessary to move people to maintain ratios across locations.***

Please note that you will only be paid for your assigned shift. If you choose to arrive early or stay late, you will not be paid for that time unless one of the following has occurred:

- Your supervisor requested that you come in before your assigned shift.
- You arrived before your assigned shift, and your supervisor requested you begin work in advance of your assigned shift.
- You were asked to stay late by your supervisor.

If you are tardy, your tardiness should be reflected in your sign-in time, and your pay will be adjusted accordingly.

Web Time Clock

Some locations will utilize a Web Time Clock Kiosk to track employee hours. You will be given a badge number that will allow you to clock in and out each day. If your location uses the Web Time Clock Kiosk, you must abide by the following protocols to ensure that your paycheck is correct.

- **Clock In**
 - Enter your badge number on the Kiosk and select login.
 - Select **In Day**.
 - If you are a SUB or are working at a site that is not your assigned location, then you will need to select the correct site from the Department drop-down menu.
 - Confirm your status as **In**. The kiosk will automatically log you out after clocking in.
- **Clock Out**
 - Enter your badge number on the Kiosk and select login.
 - Select **Out Day**.
 - You do not need to change your department for out punches.
 - Confirm your status as **Out**. The kiosk will automatically log you out after clocking out.
- You must complete the Web Time Clock: Kiosk Learning Task in your Paycom Task list.
- You may clock in no earlier than 7 minutes of the beginning of your assigned shift time unless given permission by your site director. This extra time is for you to put away personal items and get set before your shift begins.
- If you are late, you must clock in at the time of your arrival.
- You must clock out no later than 7 minutes of your assigned shift time ending unless your site director has given you permission to clock out late.
- If you forget to clock in/out (employee error) or there is a problem with your account (system error), you must email the HR department (camden@kidventure.com) or notify your designated supervisor. Failure to clock in and/or failure to notify appropriate staff may result in delayed or inaccurate payment.

You will also need to know your Paycom login, password, and security question answers. Please keep this information readily available to ensure access to your Paycom account. You are responsible for logging into your Paycom account and verifying that your hours are recorded and correct.

It is the EMPLOYEE'S responsibility to clock in and out correctly. If there is an error in your timecard and it is not brought through the proper channels before payroll is run (Monday 8:00 a.m. before each payday), the employee will pay a \$10 fee if an additional check has to be cut to adjust the error. Failure to clock in/out properly due to employee error more than 3 times may result in further disciplinary action. If you have further questions in regard to clocking in and out, please contact your coordinator or the HR department.

Payment of Wages

You will be paid the wages agreed upon in your Kidventure Employment Agreement. You are entitled to no other benefits. Kidventure does not provide health insurance, paid leave, or any other fringe benefits.

Work hour records (both paper and electronic) will be submitted to the office at the end of each week, and you will receive your paychecks from Kidventure via the United States Postal Service (USPS) to the address listed in the Employee Self Service through Paycom. If there is a problem with your paycheck, please notify your city's Kidventure office. Kidventure employees are paid biweekly (every other week) on Thursdays. You will typically receive your paycheck or pay stub by the pay date.

Direct Deposit is available to all Kidventure employees, and enrollment is encouraged. To enroll, log in to the Employee Self Service and follow the direct deposit link within your onboarding checklist. **It is the employee's responsibility to ensure you enter your account and routing number correctly at least 5 business days prior to your first check. Failure to enter correct information will result in a \$25 processing fee from your bank that will be deducted from your paycheck. Furthermore, any cancellation of an account or movement to a different account must be made 5 business days prior to your next check. Failure to do so will result in a \$25 processing fee from your bank that will be deducted from your account.** If needed, you may also call the local Kidventure office, and we can assist in setting this up for you. Please be prepared to provide an official bank form with routing and account number. Pay History can be found by logging into your Paycom ESS.

It is very important that you provide the office with a current mailing address, e-mail address, and phone number (preferably a mobile phone number). If your contact information changes, even after your employment with Kidventure ends, please notify the Kidventure office to update it as soon as possible. On or around February 1st, your W-2 will be sent to the address we have on file. If your mailing address changes and you fail to notify Kidventure, you are responsible for any fees associated with the reissue of your paycheck and/or your W-2 if you do not receive it. In addition, you can elect to receive your W-2 electronically via Paycom that is a PDF form you can print out for your records.

For staff who stay with late children, if a child is picked up after the site's closing time there are two scenarios for payment.

- First, the parent pays the counselors \$1 per minute per child after programming end time (see Late Pick Up section).
- Second, if the fee was waived with supervisor approval, Kidventure will pay staff for the time they stayed.

Part IV: Site Operations and Staff-Children Interactions

Employee Keys

Employees are given keys to facilities on an as-needed basis. Keys are only to be used by the person to whom the keys are issued. Employees may not loan keys to another employee or any other person without a supervisor's approval. Ultimately, the employee who checked out the keys is responsible to keep track of and care for them. Employees who lose keys that have been issued to them will be held responsible for any charges incurred as a result and appropriate disciplinary actions. It is your responsibility to return the key(s) if and when you stop working for Kidventure. You are not permitted to duplicate any key for any reason.

Child Check-Out Procedure

Each child is assigned a pickup number and anyone that picks up a child from Kidventure is required to know the child's pickup number or present the number on the pickup card. No staff shall release a child from after school or camp unless a pickup number has been verified or a valid photo ID has been presented and matches the name of either a parent or a person listed as an alternative pickup.

Staff shall not release a child if they suspect the person picking up is under the influence of drugs, alcohol, or suspects the person may be an immediate danger to the child. In the event this happens, follow up with your supervisor. If the guardian is insistent on picking up the child while under the influence contact 911.

Child Supervision

Counselors are responsible for their group of students at all times during camp/after school. In general, counselors should comply with the following procedures.

- **Line of sight** – All children should be in the line of sight of the counselor. When activities involve the direct involvement of one counselor that prevents them from having a line of sight, such as playing a high activity game, the other counselor must make sure they have a line of sight.
- **Sandwiching** – Counselors are responsible for practicing the sandwiching technique while in lines and when transitioning with their group. When in a line, one counselor should be at the front of the line facing the children and the other counselor at the back of the line, keeping all students in between.
- **Zoning** – refers to monitoring kids in a specific area. When in charge of a zone, counselors should set boundaries for their children and ensure a line of sight. Counselors are responsible for the supervision in their zone. When possible, in a room, one counselor should position themselves on one side of the room and the other counselor should be on the other side of the room with students in between.
- **Counting** - Counselors are responsible for counting campers/students before, during, after a transition and throughout the day to ensure all campers/students are accounted for and safe.
- **Entering/Exiting a room or space** – Counselors must always be the first to enter a room or space before their children to ensure it is clear of safety hazards and ready for children. A Counselor must always be the last to leave a space ensuring no child is left behind and the space is safe and clean for the next group that may come in. (Also known as Sweeping)
- **Socializing** – Kidventure encourages friendships amongst staff, however, socializing should

never interfere with the supervision of children.

- **Two Adult Rule** - To maintain a safe environment for children, at least two employees must be present when children are onsite. If privacy is needed for safety, medical, or discipline issues, the staff member and child must always be in a public space accessible and viewable by others.

Restroom Procedures

- Safe restrooms, locker rooms, changing rooms, and shower facilities will be provided by gender (or specific times will be assigned for the use of a single facility). When children or youth express the need for additional privacy, every effort should be made to provide reasonable alternative arrangements that are appropriate for their safety and wellbeing. A child or youth may request additional privacy for a number of reasons, including, for example, non-conforming gender identity, past experiences of abuse or bullying, or medical issues. Such arrangements may include the use of a private area or separate changing or showering schedule, or the use of a single stall restroom. To the extent possible, any alternative arrangement should be provided in a way that keeps confidential the reason for requesting additional privacy. Children and youth should not be required to use a restroom or locker room that conflicts with their gender identity.
- In situations where Discoverers or Explorers will be changing, it is preferable that they do so in private enclosed spaces, such as a bathroom with multiple stalls; however, if a space does not allow it they may change in a private room. In all changing situations, two counselors must be present at all times and if possible one Counselor should be of the same gender identity as the campers. When changing, Explorer campers must be separated by gender and Discoverer campers may change together. Counselors must count children before taking them to the restroom.
- When presented with a camper who may be questioning their identity, we will be respectful of that camper. Counselors will engage with their director to create a positive plan of action to safeguard that child's privacy and accommodations, while also providing appropriate communications with parents.
- Monitoring of camper restrooms may be conducted by any team member if a counselor is needed to assist in the restroom for issues such as a potty accident. If possible, that counselor should be one that identifies with the same gender as the restroom in question. If at any time a counselor needs to enter the restroom and can not be seen from the outside clearly, they need to have a second counselor with them.
- Sweep the restroom prior to children entering. Sweeping refers to one counselor watching the group of children while the other counselor will enter the restroom and make sure that the area is safe. In scenarios where you are not able to enter the restroom because you do not identify with the specific gender of that restroom, counselors must knock on the door, announce themselves, and listen to hear if anyone is in the restroom. Prop the door open for restrooms with multiple stalls and stand near the entrance.
- Recount children before moving to the next rotation.
- In an emergency situation, any staff member should provide support and help regardless of a marked gender specific restroom.

Child Discipline

Kidventure seeks to prevent behavioral issues with children through positive reinforcement and setting clear expectations. It is our goal to acknowledge and reinforce wanted behaviors. Discipline should be viewed as a teaching moment and counselors are responsible for helping campers/students understand why a behavior is inappropriate, what the appropriate behavior is, and how it can be accomplished. Kidventure follows a three-strike (three-step) method in handling behavioral issues. Strikes restart every day. This may differ if a child is on a discipline plan, at which time you will be notified.

First Offense - Get on their level and speak to the child individually, addressing the behavior and redirecting them towards the appropriate behavior. Explain what consequences will be enforced if they

continue with this negative behavior. (First Warning)

Second Offense - Remove the child from the activity, speak to the child individually again making sure they know the appropriate behavior and how they can correct their behavior, follow through with the consequence such as sitting out from the desired activity. (Second Warning)

Third Offense - Remove the child from the activity and take them to the director to address the issue at hand. Parents are generally brought into the loop at this stage. The director will work with the parents to determine a suitable consequence or appropriate discipline plan. (Third Warning) Director needs to document this incident for reference and relay any pertinent information to relevant parties.

Documentation can be put in the camper's file onsite.

Consistent or unsafe behaviors must be documented in the behavior log and include:

- Date and time of incident
 - List total number entries logged per incident. (example 1 of 1, or 1 of 2, 2 of 2)
- Child's FULL Name (Not just first and last initial!)
- Description of Incident
 - If multiple children are involved, one entry per child must be logged
 - Only include the name of the child you are writing for
- Action taken
- Who was notified
- If parent/guardian is notified
 - Name of person notified
 - Method of notification
- List any resolution, consequence, or follow up needed.
 - List date and time
 - List any name of person(s) notified
- FULL NAME of the Counselor(s) involved in the incident

Kidventure prohibits the following:

- Corporal punishment
- Excessive timeout - The maximum amount of time a child may be placed in timeout is equal to their age in minutes (not exceeding 10)
- Taking away red tickets
- Name-calling or shaming
- Taking away recess/active time
- Any punishment that embarrasses a child in front of a group
- Group punishments
- Taking away necessities (food, snack, restroom, water, sunscreen, chill/nap time)

Counselors must report the following behavior issues to the site director immediately.

Examples include, but are not limited to:

- Fighting
- Vulgar language
- Running away from the group
- Excessive teasing by one camper/student to another
- Bullying (Targeted and repeated negative actions)
- Inappropriate and/or excessive physical touching

First Aid

All Kidventure Staff who will work with or around children at site must be trained and certified in First Aid and CPR. Using your training, please approach and treat each situation as needed.

We do our best at after school and camp to ensure the safety of our children, but we know that from time to time an accident will happen and a child will scrape his/her knee or get sick. In these circumstances when we need to administer First Aid, please follow these procedures:

- Assess the situation and, if possible, move the child to the first aid station.
- Treat the child as needed.
- Document the incident in the medical log including:
 - Date and Time of Incident
 - Child's FULL Name (Not just first and last initial!)
 - Injury/Incident
 - Treatment or Remedy
 - If a parent was called or notified
 - FULL NAME of the Counselor that treated the injury
- The medical log is a legal document that cannot be tampered or altered in any way. Use blue or black pen and refrain from ripping any pages out. Do not doodle or write notes that are not pertinent to the information needed for medical entries.
- Immediately notify the Director about the injury so that proper communications to the child's family can take place at pick-up.
- If the injury is more severe or the child is ill, we immediately communicate with the child's family.
 - Fever (100.0 degrees or above), any head injuries, and possible sprain/strains are just a few examples.
- If the injury or incident is more severe or becomes severe, an Incident Report must be filled out and the parent notified.
- If there is a medical emergency and we have a severe incident (such as arterial bleeds, seizures, loss of consciousness, allergic reaction which necessitates eip-pen), **please call 911 and get emergency medical services on scene to treat the child first.** Then we would call families and give them updates.
 - Directors must notify BOTH the program coordinator and their manager about the situation.
- Kidventure will not administer any type of drug (such as insulin) that has an open needle. Any medication that requires administration with an open needle must be administered by an authorized family member or assigned person from the family.

Emergency Procedures

Fire

- Each facility has its own evacuation plan in case of fire or emergency.
- Each site will hold its own staff training and be familiarized with fire exits, designated escape plan, and where fire extinguishers are located.
- Work to get everyone quickly and safely out of the building to the designated location away from the building.
- Make sure all campers/students and staff are accounted for.
- Dial 911 as soon as the fire is recognized if it is not extinguishable.

Lights Out/Loss of Electricity During Program

- During storms or power failures, our lights may go out. In advance, instruct the children to freeze and quickly get in lines to exit to a naturally-lit area in the event that the lights go out.
- All sites will have emergency flashlights available.
- Please notify your immediate supervisor and ultimately the program coordinator immediately.

Loss of Water

- In the event our host facility loses water in entirety, contact your immediate supervisor and ultimately the program coordinator immediately so we can better understand the situation. Please refrain from using any water on campus during this time until we get an all clear.

Tornadoes and High Winds

- When threatening, in advance, instruct all children and parents to calmly and quickly get into the nearest safe area. Children and staff should duck and cover. Best practice is to move away from all windows and exterior walls. Preferably, if you have time, move to an interior central part of the building to take cover.

Code Alamo, Lollipop, and Bunker Hill

- The word Alamo is used to communicate a threat on or near the campus. Examples of this may include a person with a gun or an active shooter.
- The word Bunker Hill is used to communicate a possible concern nearby. This will allow us to continue with our day but move to indoor spaces as a precaution, and prepare for a lockdown if need be.
- The word Lollipop will be used to communicate the "All Clear."
- Please reference the Emergency Lockdown Protocol onsite for further instructions on how to handle lockdown situations at your site.
- Codes may be used as a word or phrase depending on the situation at hand. For example, you may hear, "Remember the Alamo"

Leading Games/Activities

At Kidventure, our priority is to make a positive impact on our children's lives. Counselors are prohibited from the following:

- Being disengaged and not actively monitoring
- Excluding or ignoring students/campers.
- Practice bad sportsmanship.
- Become overly competitive with students. Any student injuries as a result of an overly competitive counselor are cause for termination.

Therefore, counselors are required to be actively involved in leading, officiating, or playing games. Counselors should ensure the game is safe, age-appropriate, and that they are modeling good sportsmanship.

Visiting Sites Off-Duty

We recognize that one of the key things that makes Kidventure stand apart from other companies is the quality of you, our staff. At the center of all we do is the relationship between our staff and our students. While this is key to what we do, the safety of our students is paramount. We recognize and value the desire for off-duty staff (inclusive of past staff) to drop into a location and visit past students or co-workers; however, this also poses several security and safety risks for our students. If any off-duty or past staff wants to drop in to say "hi," they must get prior authorization/approval to be onsite and coordinate a time that is conducive to a visit. Staff may not just "drop in" without prior authorization from a coordinator.

Driving

Some job descriptions or work scenarios may involve certain employees driving their vehicles during work hours. It is our goal to ensure the safety of our employees that operate a vehicle during work hours. Given that goal, the following policies are required for all those that drive during work hours.

- Only authorized employees are permitted to drive during their shift. Additionally, only authorized passengers are permitted to ride in an employee's vehicle during work hours.
- All drivers must have a valid driver's license with current auto insurance.
- Cell phone use is not permitted while driving unless a hands-free device is being used. If a hands-free device is not used, it is the employee's responsibility to make sure their vehicle is in park when using any cell phone.
- Driving under the influence of any intoxicants or other drugs that impair driving is forbidden and may be grounds for termination.
- All state and local driving laws must be obeyed.
- Authorized trips and drivers are eligible for mileage, tolls and parking reimbursement.

Parking

Given the limited parking spaces at many Kidventure sites and the number of customers with cars, please allow customers to claim the choice spaces. It is important that we respect the site and its patrons in every way possible. Your director will identify designated areas for staff parking. Reasonable accommodations will be made for any disability or medical need.

Social Networking and Communication with Students

It is our goal at Kidventure to build positive relationships with children. We believe this is accomplished during the day through the activities that we facilitate.

It is Kidventure's policy that no employee communicates with any child outside of the after-school day or camp day. While building strong relationships with children is one of our main objectives, we feel that it is inappropriate for this relationship to extend outside of after-school or camp. The following are prohibited actions between Kidventure employees and Kidventure children:

- Phone calls
- Texting
- Letter writing
- Emailing
- Contact through any and all social networking sites such as Facebook, Snapchat, Instagram, Twitter, YouTube, and TikTok. **It is company policy that children and Kidventure employees are not associated ("friends") on any social networking platforms.**
- Contact through any and all gaming platforms such as Xbox, Playstation, or Internet gaming sites. This includes playing with children or using headsets to communicate with them.

In certain circumstances, such as babysitting and family acquaintances, we understand that outside communication is necessary. Three things are required in this circumstance:

1. The invitation must come from a parent or guardian of the child
2. You must notify and inform Kidventure of the babysitting or acquaintance set-up through the appropriate forms.
3. If it is a paid babysitting job, you may not wear Kidventure gear or uniform during the babysitting.

Kidventure employees may at no time, under any circumstance, post photographs of any children (past or present) on the internet, including social networking sites, nor may they post comments regarding Kidventure children anywhere, including such sites. Failure to adhere to this policy is grounds for immediate dismissal.

Screening and Safe Environment

All employees agree to be subject to and/or pass a criminal background check, sexual offender registry check, in-person interview, state and diocesan approved sexual abuse prevention course and multiple reference checks. If an employee’s criminal record changes at any time during employment, Kidventure must be notified immediately.

To maintain a safe environment for children, at least two employees must be onsite when children are present. If privacy is needed for safety, medical, or discipline issues, the staff member and child must always be in a public space accessible and viewable by others. In an emergency medical situation, we always will provide the necessary care to prioritize the safety of our staff and children, even if this puts us in a one on one situation. In this situation, get help as soon as possible but do not delay in rendering aid.

By signing your employment agreement with Kidventure, you are agreeing to adhere to and abide by both the rules in this handbook and those taught in your sexual abuse prevention course. Any inappropriate interaction with a child, physical or verbal, is grounds for immediate dismissal, and if applicable, criminal charges. Examples of appropriate and inappropriate interactions can be found in the chart below.

Inappropriate Physical Interaction	Appropriate Physical Interaction
Any sexual contact	Pats on the shoulder or back
Touching private parts	High fives and fist bumps
Having a student sit on your lap	Hand-holding to guide or comfort children under the age of 6. Hand-holding during games that necessitate it for gameplay.
Carrying a student in a non-emergency situation	Brief side hugs
Excessive or unwanted touching	
Excessive hand holding	
Corporal punishment	
Hugging that is not a side hug, extended hugs, excessive hugs	
Massages	

Inappropriate Verbal Interaction	Appropriate Verbal Interaction
Sarcasm	Positive Reinforcement
Name-calling	Praise
Sexually provocative or degrading comments	Guiding age-appropriate conversations
Risqué jokes	
Gossip	

Recognizing and Reporting Warning Signs

Child molesters use physical, psychological, and community grooming techniques to gain access, privacy, and control needed to abuse a child. Warning signs include being alone with a child in a nonpublic space, continued disregard for staff policies and procedures, a desire to only be with and interact with children, playing inappropriate games, exposing them to inappropriate content, permitting children to behave in unacceptable behavior or use inappropriate language, as well as the inappropriate physical and verbal interactions listed above. Staff is required to know the differences between inappropriate and appropriate interaction with children, the grooming techniques used by child molesters, and warning signs.

If a staff member notices another staff member demonstrating warning signs, they are required to report the behavior to their supervisor. If the warning signs are coming from their supervisor, they must report the warning signs to their coordinator.

Possible Neglect, Exploitation, and Abuse in Children

The safety of our children is our number one goal. We should always be alert and aware of warning signs of abuse or neglect. If there is any suspicion that a child is being neglected or abused, by law it must be reported. Err on the side of caution. If you have reason to suspect child abuse but are not positive, make the report. If the need to file a report arises, do the following:

- Alert the appropriate Kidventure official.
- Call the Abuse and Neglect Hotline at (800) 252-5400 or report online.

Employee Injuries

Kidventure carries Workers' Compensation Insurance. **If an injury occurs to you on the job, you must complete and submit an Incident Report Form IMMEDIATELY, at minimum call.** Failure to do so within 24 hours of the incident could affect your benefits to Workers' Compensation Claim. Please contact your local Coordinator with your situation immediately.

After Hours Facility Use

You are not permitted to be in/on the facility in any capacity after hours without specific permission. (this includes parking lots, and grassy areas on premises) **Your presence in or on the facility after hours without permission will result in immediate dismissal.**

Emergency Numbers and Contacts

Ambulance, Fire, Police	Dial 911
Poison Control	800.764.7661
Mike McDonell, President	281.851.0285
Michael Valka, Vice President	832.967.7458
Anne Natenstedt, Business Director	512.656.0945
Roxana Rivera, Houston Camps Coordinator	281.806.4101
Neira Galan, Houston Assistant Camps Coordinator	281.683.7654
Kathleen Vigreux, After School Coordinator	713.557.1701
DiAnna Quiñones, Assistant After School Coordinator	713.569.0806
Camden Thornton, Human Resources Manager	713.530.8517
Kierra Spencer, Houston Office Manager	504.338.3541
Ryan Isbrecht, Dallas Camps Coordinator	817.829.6185
Jake Stronz, Dallas Assistant Camps Coordinator	815.245.5456
Cheyenne Quiggle, Dallas Assistant Camps Coordinator	972.750.8555
Mollie Bent, Austin Camps Coordinator	919.345.4584
Subline (Summer Camp)	See staff site
After School Coordinator Line	346.291.3543

Each facility has its own plan in case of fire or emergency. Each site will hold its own staff training, during which staff will be familiarized with all emergency plans and fire extinguisher locations. As caregivers for the children, the responsibility to handle any emergency correctly falls on you, so please be sure to follow all safety protocols, including getting everyone to a safe location and dialing 911 if needed.

Part V: After School Specific Information

After School Dress Code

Discretion in style of dress and behavior is essential to the image and safety of an efficient operation of Kidventure. Staff members are expected to dress in a manner appropriate to their working environment and to the type of work performed. We pride ourselves on the way we conduct our business; therefore, the way we dress must be consistent with our conduct. All employees must wear official Kidventure apparel:

Daily Uniform

- Official team shirt
- Jeans, Black Athletic Shorts, Black Official KV Logo Shorts, or Black Windbreaker Pants
 - Jeans may not have any rips, holes, tears, frays, nor designs
 - Athletic shorts and pants must be all black and may not contain stripes or designs. May include an athletic company logo about an inch in diameter or smaller. **Keep in mind we are in a professional atmosphere working with kids.**
 - Guidelines:
 - Must be longer than your fingertips at your side (soffe or running shorts are not permitted)
 - No longer than 2 inches below the knee.
 - Solid black yoga pants may not have mesh or cut outs
 - Black athletic leg sleeves are permitted, but must be worn underneath shorts
 - Bike shorts, skirts, and tennis skirts are **not permitted**
- Piercings are allowed with the following conditions:
 - Kidventure is an active program that works with kids of all ages. The safety of all of our employees is our priority. All piercings must be safe and not pose a safety concern.
 - Due to the potential of piercings getting caught on items, or kids grabbing hoops, dangling, or long piercings, no Hoops or Dangling Piercings are allowed. Studs or retainers are required.
 - Piercings that may cause injury if struck by a ball or other objects must be removed.
 - Piercings that distract or hinder the employee from doing their job or participating in the program must be removed.
 - Some of our locations have policies that come from the host facility. In addition to Kidventure's policy, we must comply with these policies for Kidventure to operate on their campuses.
- Athletic shoes with socks
- Wristwatch
 - If you are wearing a **smartwatch** you must have the notifications turned off and you may not communicate through your smartwatch while on the clock.
 - After School Directors and Managers may use their smartwatch for Kidventure related matters while on the clock.
- Official KV nametag
- Tattoos are allowed unless viewed as inappropriate in a school setting, then they must be covered at all times.

It is important that all Kidventure staff members project a professional image to the people with whom they interact internally and externally. Staff members, in conjunction with their supervisors, may use their judgment regarding the days that they wear costumes. Regardless of attire changes for activities, you

must wear your KV shirt. Your schedule of activities should determine work attire. **Failure to abide by or comply with the dress code could result in disciplinary action or possible termination.**

One short-sleeved staff shirt and name tag will be provided for you. You may purchase additional shirts as needed.

Fridays - On Fridays, all staff members are allowed to wear any Kidventure shirt of their choosing. This includes summer camp uniform shirts, KV meaning wear, etc.

After School Attendance Policy

Kidventure expects all staff members to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All staff members should regard **coming to work on time, working their shift as scheduled, and leaving at the scheduled time** as essential functions of their jobs. Good attendance habits are an integral part of every staff member's job description. As our business runs on a schedule, tardiness will not be tolerated. An unexcused absence may be the cause for termination at the discretion of the coordinator.

Among other things, Kidventure requires the following:

- Being at your assigned area ready for work by the start of your scheduled shift. Remaining at work during your entire shift, unless excused by a supervisor.
- Not leaving work until the scheduled end of your shift unless excused by a supervisor.
- Leaving promptly at the end of your shift unless you have been given advance permission by your supervisor to work past that point. This includes the gym, field, parking lot, etc.
- Calling in and personally notifying your supervisor at least three hours prior to the start of your shift time if you will be absent or tardy unless a verifiable emergency makes it impossible for you to do so.
- Submit shift or schedule change requests to a coordinator at least five days in advance.
- "Calling in" via text message, Slack, or email is not acceptable, nor is voicemail without verification of receipt.

After School Scheduled Time Off

Due to the part-time nature of After School, Kidventure does offer excused time off to its After-School Staff. **Requests must be submitted through the Absence Request Google Form** at least two weeks in advance. Any requests made with less than two weeks' notice will be approved at the discretion of your supervisor. With this said, an excessive number of excused absences may be grounds for dismissal.

We recognize that there are some responsibilities that may hinder a candidate from accepting a position with Kidventure; in this situation, a candidate may request the necessary time off. All requests must be approved before entering into the agreement. **Slack Verification or approval through the Absence Request Form must be had before the employment agreement is signed.**

If there are certain events you know will take place during the school year but do not know the specific dates, these too, must be submitted through the same process listed in the first paragraph. Please submit the event's nature and the anticipated number of days for approval. If approved, please let your coordinator know as soon as you know the specific dates.

After School Unscheduled Time Off Due to Illness

Any absence due to illness will only be deemed excused if a staff member:

1. Call the After School Coordinator Line (see staff website for appropriate number) at least 3 hours prior to the shift and receive verbal confirmation.
2. Provides a doctor's note within 24 hours to the site director.

*Ultimately the coordinator reserves the right to decide if the absence is excused or unexcused.

After School Other, Unscheduled Time Off

Kidventure recognizes that events may occur during the school year that prevent staff from making their shift on time or may result in missing a shift completely. Please inform your coordinator as soon as you know about the need for time off so we can have the best possibility of accommodating your needs. Unscheduled time off is NOT guaranteed. Steps to request unscheduled time off should be followed:

- If you will be running late you must call your Site Director and receive verbal confirmation that they are aware of your tardiness on the specified date and what time you will be arriving to work. **Calling your site director does not excuse tardiness.**
- If you can *not* make it to work you must call the After School Coordinator Line (346-291-3543) at least 3 hours prior to the start of your shift time and receive verbal confirmation that your absence will be noted. **Calling in does excuse last minute absences.**
- Wait for an approval message from a coordinator. If you do not receive documentation of an excused absence, then your time-off will be marked as unexcused.

If the coordinator is not informed of your time-off request and you do not attend work it will be marked as an unexcused absence.

Your absence will be excused or unexcused at the coordinator's discretion. In order for the coordinator to make a decision regarding an absence status, it is beneficial to provide details. For example, simply stating that one has a family emergency without providing any detail will more than likely result in an unexcused absence.

****An unexcused absence is grounds for discipline, including possible termination.***

****An excessive number of excused absences may be grounds for termination.***

After School Required Documentation and Trainings for ALL Staff Members

All Kidventure staff members must have the following pieces of training and documentation completed and current to maintain employment with the After School program:

- Signed Employment Agreement for a given school year.
- I-9 Paperwork submitted
- I-9 Form
- CPR/First Aid/AED Certification for Infants, Children, and Adults
- State-sanctioned Sexual Abuse Prevention Training
- Current Photograph of Staff for Profile
- Personal History Statement
- All Required Trainings for Current Season (i.e. On-Site Training, Pre-Service, Orientation, After School 101, etc.)
- Signed and Notarized Child Care Affidavit
- Verification of High School Graduation (Diploma or Transcript denoting graduation date)
- DFPS Fingerprint Check and FBI Background Check
- 15 additional hours of professional development provided through mandatory monthly All Staff Trainings.

After School Counting Procedure

During After School:

- Counselors should begin counting at the moment they begin receiving students.
- Counselors should turn in an accurate group list to their Site Director or CSR no later than 10

minutes after picking up students.

- Counselors must know the count of their group throughout the after-school day.
- Counselors must count students before any transition or movement throughout the day.
- Counselors must count their students before and after any restroom break.
- Counselors should count their students after any students leave an Encore Club and after any students return from the Encore Club.

After School Food or Drink

Eat and drink only during designated snack times. Staff is permitted one KV snack with their group. Staff must finish all outside food and drink (apart from water) BEFORE the start of their shift time. Staff are not permitted to leave the site at any time during the day, to purchase food or for any other reason.

After-School Performance Evaluations

After-School Employees will be formally evaluated several times during the school year – typically 1-2 times per semester. Performance evaluations are an opportunity for your Site Director or supervisor to give you constructive feedback and specific items to improve upon. We believe that our employees will quickly correct any lapse in their work or violations of policies if these problems are brought to their attention in a professional, cooperative manner that assumes they want to improve. If appropriate changes are not made, corrective counseling may follow; however, corrective counseling can take place at any time.

Part VI: Summer Camp Specific Information

Summer Camp Performance Evaluations

Summer Staff Members will be formally evaluated two times during the summer – typically once after the first two weeks of camp, once mid to late summer, though these approximate times may vary based on camp location and program. Performance evaluations are an opportunity for supervisors to give you constructive feedback and specific items to improve upon. We trust that our staff will quickly correct any lapse in their work or violations of policies if these problems are brought to their attention in a professional, cooperative manner that assumes they want to improve. If appropriate changes are not made, corrective counseling may follow; however, corrective counseling can take place at any time.

Summer Camp Dress Code

Discretion in the style of dress and behavior is essential to the image of and the safe and efficient operation of Kidventure Camps. Staff members are expected to dress in a manner appropriate to their working environment and to the type of work performed. We pride ourselves on the way we conduct our business; therefore, the way we dress must be consistent with our conduct. All employees must wear official Kidventure apparel:

Daily Uniform

- Official team shirt
- Black Athletic Shorts, Black Official KV Logo Shorts, or Black Windbreaker Pants
 - Athletic shorts and pants must be all black and may not contain stripes or designs. May include an athletic company logo about an inch in diameter or smaller. **Keep in mind we are in a professional atmosphere working with kids.**
 - Guidelines:
 - Must be longer than your fingertips at your side (soffe or running shorts are not permitted)
 - No longer than 2 inches below the knee.
 - Solid black yoga pants may not have mesh or cut outs
 - Black athletic leg sleeves are permitted, but must be worn underneath shorts
 - Bike shorts, skirts, and tennis skirts are **not permitted**
- Piercings are allowed with the following conditions:
 - Kidventure is an active program that works with kids of all ages. The safety of all of our employees is our priority. All piercings must be safe and not pose a safety concern.
 - Due to the potential of piercings getting caught on items, or kids grabbing hoops, dangling, or long piercings, no Hoops or Dangling Piercings are allowed. Studs or retainers are required.
 - Piercings that may cause injury if struck by a ball or other objects must be removed.
 - Piercings that distract or hinder the employee from doing their job or participating in the program must be removed.
 - Some of our locations have policies that come from the host facility. In addition to Kidventure's policy, we must comply with these policies for Kidventure to operate on their campuses.
- Athletic shoes with socks
- Wristwatch
 - If you are wearing a **smartwatch** you must have the notifications turned off and you may not communicate through your smartwatch while on the clock.

- Camp Directors and Camp Managers may use their smartwatch for Kidventure related matters while on the clock
- Official KV Nametag
- Tattoos are allowed unless viewed as inappropriate in a camp setting, then they must be covered at all times.

Swim Uniform

- KV shirts and swim trunks/cover shorts need to be worn at all times in the water. You may wear appropriate swim wear underneath/with your shirt and shorts. All attire must be appropriate length and messaging.

Counselors are required to swim in the Official Kidventure shirt on all field trips.

It is important that all Kidventure staff members project a professional image to the people with whom they interact internally and externally. Staff members, in conjunction with their supervisors, may use their judgment regarding the days that they wear costumes. Regardless of attire changes for activities, you must wear your KV shirt. Your schedule of activities should determine work attire. **Failure to abide by or comply with the dress code could result in disciplinary action or possible termination.**

If you have a special dress up or costume day, all staff are required to wear their KV shirt so that it remains visible for all to see.

Summer Camp Staff Members - One staff shirt and name tag will be provided for you. You will be given the opportunity to purchase more shirts and KV attire online, prior, and during summer.

Fridays - On Fridays, all staff members are allowed to wear any Kidventure shirt of their choosing. This includes after school uniform shirts, KV meaning wear, etc. **Counselors are required to be in the Official Kidventure shirt on all field trips.**

Summer Camp Attendance Policy

Kidventure expects all staff members to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All staff members should regard **coming to work on time, working their shift as scheduled, and leaving at the scheduled time** as essential functions of their jobs. Good attendance habits are an integral part of every employee's job description. As our business runs on a schedule, tardiness will not be tolerated. An unexcused absence may be the cause for termination at the discretion of the Camps Coordinator.

Among other things, Kidventure requires the following:

- Being at your assigned area **ready for work** by the start of your scheduled shift. Remaining at work during your entire shift, unless excused by a supervisor.
- Not leaving work until the scheduled end of your shift unless excused by a supervisor.
- Leaving promptly at the end of your shift unless you have been given advance permission by your supervisor to work past that point. This includes the gym, field, parking lot, etc. If you have been given permission to stay on site as you wait for a ride (or other reason), you are required to be in a staff area, away from the campers.
- Calling in and **personally** notifying your supervisor if you will be absent or tardy unless a verifiable emergency makes it impossible for you to do so.
- "Calling in" via text message, slack, or email is not acceptable, nor is voicemail without verification of receipt.

Failure to call-in appropriately may result in dismissal.

Summer Camp Scheduled Time Off

Due to the short nature of the camp, Kidventure does not offer any vacation time to its summer staff

members. Before entering into an agreement with Kidventure, it is the candidate's responsibility to ensure they are able to work the dates offered to them. We recognize that there are some responsibilities that may hinder a candidate from fulfilling a position with Kidventure everyday of their term; in this situation, a candidate may request the necessary time off. All requests must be completed and **approved** before entering into the agreement. **Requests must be submitted through the Absence Request Google Form.** Please see [Summer Way Page](#) to access the form. Additionally, this form is required for any time-off that may have been discussed in the interview process. If you sign the agreement prior to getting confirmation on needed time off, please know that it could void your current agreement.

If there are certain events you know will take place in the summer but do not know the specific dates, these too must be submitted through the same process. Please submit the event's nature and the anticipated number of days for approval. Please notify your Camps Coordinator via phone or email as soon as you know the dates. Dates must be approved at least a week prior to the requested time off. If you do not receive a confirmation email from the Camps Coordinator, your time off has not been excused. It is the staff member's responsibility to make sure they receive a confirmation email.

Once camp begins, the **Absence Request Form** will no longer be in use and all requests for time off must be made following the "unscheduled time off procedure" listed below.

Summer Camp Unscheduled Time Off Due to Illness

Any absence due to illness will only be deemed excused if a staff member:

1. Calls the Subline at least 1 hour prior to the shift and receive verbal confirmation.
2. Provides a doctor's note within 24 hours to the camp coordinator via email.

*Ultimately the coordinator reserves the right to decide if the absence is excused or unexcused.

Summer Camp Unscheduled Time Off Due to Job Interview

Due to the short nature of the summer camp position, we realize many employees may be seeking employment elsewhere after the summer. However, we cannot overstate the importance of attendance for your job at Kidventure. To receive an excused absence for a job interview you must:

- Make a tentative request before the summer begins through the "Absence Request Form."
- Simply state that you will be actively searching for a full-time position for the Fall.
- Contact the Camps Coordinator before committing to or scheduling an interview.
- Provide information to the Camps Coordinator as to what the job is for, the date and time frame you will be missing work.

Following these guidelines does not guarantee your absence will be excused. However, not following these steps will guarantee that an absence due to a job interview will be unexcused.

Summer Camp Other Unscheduled Time Off (Emergencies)

Kidventure recognizes that events may occur during the summer that prevent staff members from making their shift on time or may result in missing a shift completely. Once summer has started, it is more difficult to plan for short or immediate notice of time off. Please inform your camps coordinator as soon as you know about the need for time off so we can have the best possibility in accommodating your need.

Unscheduled time off is NOT guaranteed. Steps to request unscheduled time off should be followed:

1. Call the Subline (see staff website for the appropriate number to call) and receive verbal confirmation that the Camps Coordinator on call is aware of your tardiness or absence on the specified date.
2. Contact your site director and receive verbal confirmation that they are aware of your tardiness or time off.

*Your absence will be excused or unexcused at the coordinator's discretion. In order for the coordinator to make a decision regarding an absence status, it is beneficial to provide details. For example, simply stating that one has an emergency without providing any detail will more than likely result in an unexcused absence.

****An unexcused absence is grounds for discipline, including possible termination.***

Summer Camp Required Employee Documentation and Trainings

All Kidventure employees must have the following pieces of training and documentation completed and current:

- Signed Employment Agreement for a given employment season
- I-9 Paperwork submitted
- I-9 Form
- CPR/First Aid/AED Certification for Infants, Children, and Adults
- State-sanctioned Sexual Abuse Prevention Training
- Current Photograph of Staff for Profile
- All Required Trainings for Current Season (i.e. On-Site Training, Counselor Conference, etc.)

Due to the short nature of the Summer Camp season, employees must adhere to a strict timeline in completing these pieces of training and documentation.

Training/Documentation	Submission Deadline
Employment Agreement & Staff Handbook	Signed prior to beginning work at any summer campsite. Preferably within 48 hours of offer.
I-9 Paperwork	Uploaded to Paycom prior to attending any pre-summer trainings (Staff Counselor Conference, Onsite...etc)
I-9 Form	Filled out on Paycom prior to attending any pre-summer trainings (Staff Counselor Conference, Onsite...etc)
First Aid/CPR/AED Certification for Infants, Children, and Adults	Completed prior to beginning work at any summer campsite.
State-sanctioned Sexual Abuse Prevention Training Current Photograph of Employee for Profile All Required Trainings for Summer Camp Season	Completed prior to beginning work at any summer campsite; must complete VIRTUS if working at Catholic site, must complete Safeguarding if working at the Episcopal site, Praesidium Academy, and or Safe Haven course. Uploaded to Paycom before attending any pre-summer trainings (Staff Counselor Conference, Onsite...etc) Must attend ALL required training as listed in your welcome/training email. If unable to attend one or more of these trainings, you MUST inform your camps coordinator as soon as possible. (Staff Counselor Conference, Onsite...etc)

Summer Camp Counting Procedure

During the Regular Camp Day:

- Counselors should begin counting their group of campers at camp as they arrive at opening ceremonies and have a complete count by the end of opening ceremonies. This should be noted on their group list.
- Counselors and directors must cross-reference camper attendance no later than 8:30 a.m.
- Counselors must know the count of their group and campers throughout the camp day.
- Counselors must count campers before any transition or movement throughout the day.
- Counselors must count their campers before and after any restroom break.
- Directors must have their program count written down (and adjusted as campers come or go).

During Field Trips:

- Directors must slack the total of campers and staff to and from field trip and must have an accurate count throughout the field trip that aligns with the camper attendance.
- Counselors must adhere to the counting procedure throughout the field trip.

During Post Camp:

- Counselors and Directors should work together to keep an accurate count of campers throughout post-camp.
- Directors may not leave a site until camper count matches the sign-in/out sheet.

Summer Camp Food or Drink

Eat only during designated snack and lunchtimes. Every location has different amenities available to them. Please assume no access to a refrigerator or a microwave when you prepare your lunch unless you are given access to one before your workday. Please be mindful of allergies in your group or camp as you prepare your lunch. The safety of our campers and staff is our highest priority.

Food, snacks, and beverages may not be purchased while on the clock. This includes deliveries and on field trips.

Hot Drinks - Hot drinks (coffee or tea) are permitted during camp hours under the following conditions:

- They have a lid and are only being consumed during a low activity (Legos, board games, etc.).
- They are kept in a designated area (kitchen) during high activities or when not being consumed.

Summer Camp Seat Belts/Buses

Kidventure requires that seat belts be worn by all campers whenever traveling by bus. Before any departure, Kidventure staff must board the bus and make sure that there are enough functional seat belts for all campers. Additionally, staff must sweep the bus to ensure the environment is safe for campers to board. Once campers have boarded, the staff is responsible to check and verify that all campers have their seat belts properly connected. If there are no seatbelts or not enough functional belts for all campers, the bus shall not be permitted to leave its location and a phone call to the camps manager or camps coordinator must be made.

Summer Camp Cell Phone Usage

Counselor's cell phone is to be turned off during your working hours and left in your car, staff area, or personal bag that's not on their person. Managers, Directors, and Assistant Directors are asked to use personal phones as part of approved company business and will be reimbursed a predetermined amount for this use. Any emergency calls during your workday can be directed to your local Kidventure office.

Cell phone use either on your phone or through a watch during the camp day is grounds for immediate dismissal. If we see a cell phone out, it will be considered in use. Kidventure reserves the right to physically and digitally search any devices with storage or memory capabilities that they might bring to work, with consent. Kidventure reserves the right to search message time stamps, screen time activity, or call logs to verify potential claims of use, with consent. If deemed that the phone was in use during the camp day without permission, it is once again, grounds for dismissal. Kidventure will work with staff to find an appropriate storage area if needed; however, Kidventure is not responsible for phones at the end of the day.

Part VII: Health and Safety Policies and Procedures

COVID-19 Awareness

The first step to limit the spread of COVID-19 is in preventing those with a confirmed case of (or a high probability of having been in contact with a confirmed case of) COVID-19 from entering the facility. All of us need to do our part to keep the Kidventure community a COVID-free space. If you or someone in the immediate household has had exposure to someone diagnosed with COVID-19 or has COVID-19, please keep your camper home and follow the latest guidance from the CDC and health authorities to get tested. Keep in mind in most cases immediately testing will not give you an accurate indicator if COVID-19 is incubating in the person.

COVID-19 Vaccination

Vaccination has proven to be a positive tool to help combat the spread of COVID-19. We do not require that everyone be vaccinated; however, we do highly recommend and encourage everyone eligible to get vaccinated and boosted.

COVID-19 Protocols

Covid-19 is an ever-evolving virus. If you test positive while at camp, we will be guided by the CDC, The Texas Department of State Health Services, and our State and local health authorities to make the best decisions regarding quarantine and return to camp at that time. If you test positive, it is important to notify your camp office so that we may respond appropriately.

Masks

Masks have also proven to be a very effective tool to minimize the spread of COVID-19 and other illnesses. Kidventure will assess any current risk, the recommendations of the CDC, licensing, and our health officials to determine if masks will be mandatory or optional for any given threat. You always have the right to wear a mask, unless it is unsafe to do so (ie: swimming), but Kidventure reserves the right to mandate masks for everyone in the program if deemed necessary. Communications will be made to you in a timely fashion whenever decisions or changes are made.

[Drop Off/Pick-Up Procedures](#)

DROP OFF

Kidventure will implement a carpool drop-off and pick-up procedure for camp. At your campsite, signs will be placed to direct you where to queue up for drop off and pick-up. At drop-off, camp staff will escort campers from the car into camp.

PICK UP

At regular **pick up** all campers will be escorted to their car at the designated time. Parents or caregivers are to remain in their cars at all times. **During Post Camp.** Specific campsite instructions will be posted on a whiteboard for having campers escorted to parents. A walkie-talkie will be placed by the whiteboard or a camp phone number will be listed for parents to contact camp staff when they arrive at post-camp to pick up. We will escort the camper to their car at that time. Please verify the pick-up number for that camper, it is a security code specific to that family so we know an authorized person is picking up the child. This number will be given to parents/guardians on the first day of drop-off. If a person picking up does not have a pick-up number please check their ID and confirm they are an authorized pick-up on the account. If there is anything that does not seem correct, please contact the parent/guardian and the Kidventure office to confirm the individual is authorized to pick up. **Do NOT release a child to an unauthorized person under any circumstance, if necessary call 911.**

[Late Pick Up](#)

Kidventure charges a late fee of \$1 per minute, per child, for children picked up after 6:00 pm. Payment should be made directly to the Kidventure staff members present at the time of pick up. Employees are required to follow up with the parent for collection of payment.

[Cleaning and Disinfection](#)

Kidventure will work to maintain a clean and sanitary camp environment. The following procedures will increase or decrease depending on the current illness risk levels and recommendations:

- Clean and disinfect frequently touched surfaces within the camp throughout the day (for example, door handles, sink handles, tables, chairs, etc.).
- Clean and sanitize shared objects (for example, toys, games, and art supplies) as deemed necessary.
- Ensure the safe and correct application of EPA-approved disinfectants and sanitizers to prevent the spread of illnesses at camp. These products will be kept away from children.
- Deep clean and sanitize the camp prior to the start of a new camp session, or with a confirmed case of a communicable disease.

Sickness at Kidventure: Steps (Staff Member)

The following steps will be taken for staff members who demonstrate symptoms of sickness during Kidventure.

1. The staff member exhibiting symptoms of illness during Kidventure will be isolated in our designated First Aid Station.
2. The staff member will be assessed to better determine if they need to go home or stay at Kidventure.
 - a. Temperature
 - b. General appearance and demeanor (are they lethargic, pale, etc...)
 - c. How they feel
 - d. Understanding symptoms (headache, stomachache, etc...)
3. After assessing the staff member and giving them a minute to rest, the staff member may feel better and is cleared to return to work from a supervisor(s).
4. Determining if a staff member has to go home.
 - a. In some instances, for the health and safety of Kidventure and those around them, the staff member must go home:
 - i. Fever
 - ii. Definitive COVID-19 symptoms
 - iii. Vomiting
 - iv. Persistent coughing or sneezing
 - v. First aid emergency
 - b. The staff member exhibiting symptoms will be asked to leave Kidventure if they are able to leave on their own, or secure transportation if unable to leave on their own.
5. Staff members must be symptom free for 24 hours without the use of medication and or provide a doctor's note to return to work.

Sickness at Kidventure: Steps (Children)

The following steps will be taken for any child who demonstrates symptoms of sickness during Kidventure.

1. The child exhibiting symptoms of illness during Kidventure will be isolated in our designated First Aid Station.
2. The child will be assessed to determine better if the child needs to go home or stay at Kidventure.
 - a. Temperature
 - b. General appearance and demeanor (are they lethargic, pale, etc...)
 - c. How they feel
 - d. Understanding symptoms (headache, stomachache, etc...)
3. The child's parent/guardian will be called and updated on how their child feels and what we are seeing.
4. Determining if a child has to go home.
 - a. In some instances, for the health and safety of the child and those around them, the child must go home:
 - i. Fever
 - ii. Definitive COVID-19 symptoms
 - iii. Vomiting
 - iv. Persistent coughing or sneezing
 - v. First aid emergency
 - b. After assessing the child and giving them a minute to rest, the child may feel better and is cleared to return to Kidventure by both the parent and staff.
 - c. After assessing the child, the child may not feel better and chooses to go home in unison with the parent/guardian.

5. Child must be symptom free for 24 hours without the use of medication and or provide a doctor's note to return to work.

Part VIII: Your Commitment

Below are the items that ALL Kidventure staff members are expected to commit to throughout your employment with Kidventure.

Employee and Supervisor Responsibilities

- I will work the entire period stated in my employment agreement.
- I will attend all staff meetings and trainings.
- I will work my assigned shift each day.
- I will come to work in full uniform as outlined in this staff handbook.
- I will conduct myself in accordance with the Kidventure Code of Conduct at all times with families, children, host facilities, and other staff members.
- I will participate in offering ideas for games, activities, events, etc.
- I will also participate in all activities with the children, as opposed to just being “on the sidelines.”
- I will do my best to communicate with my coworkers clearly and regularly. This means sharing ideas, concerns, and/or general feedback with my supervisors.
- I will do everything in my power to ensure that the experience is the safest possible for all persons involved.
- I will safely administer First Aid when appropriate.
- I will do everything in my power to be a positive role model and influence on children and their families.
- I will create a positive environment and maintain appropriate interaction with the children and families, including but not limited to appropriate language and actions.
- I will not partake in drugs, alcohol, or any other substance that may interfere with me performing 100% while with the children and at work.
- I will respect myself, staff members, children, families, Kidventure, and the property of host facilities.

Additional Supervisor Responsibilities

- I will handle family communication for my site.
- I will serve as an active leader for my team. I will listen to their concerns and help them to find solutions to work-related issues. I will guide them to make every child feel great about themselves.
- I will support my staff and assist them in disciplinary matters.
- I will be an active liaison with the host facility. When it is my duty, I will be responsible for opening up and/or locking the facility.
- I will safely dispense medications when appropriate.
- I will foster a positive team culture/work environment as an employee of Kidventure.
- I will take responsibility for Kidventure property and the care of.
- I will ensure the host facility is clean and maintained during our time at camp. All doors and entrance points will be secured throughout the hours of operation.
- **(Summer Only)** I will hold weekly staff meetings on-site and attend a weekly directors’ meeting.
- **(After School Only)** I will hold bi-weekly staff meetings on-site and attend a monthly directors’ meeting.

By signing your Employment Agreement and reading this handbook in its entirety, you acknowledge and understand that your responsibility at Kidventure is not a small one. You understand that you will be in charge of taking care of and protecting the most precious thing: children. This handbook is intended to outline this responsibility. Create an original drawing of the KV logo and email your coordinator for a chance at winning a cool prize. If at any time you have questions concerning this commitment, please feel free to speak with us.

There is a quiz over this handbook that can be found in the Paycom Learning section in your account. Please log in and complete the quiz.

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