

Guide for Youth Programs Protocols

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Introduction

The purpose of this manual is to provide guidance and offer advice to Youth Program directors on the development of specific protocols set forth by the Youth Programs Manual. The contents of this manual provide talking points for person(s) tasked with the design of program protocols and offers situational thinking to directors. As each program is unique, this manual does not prescribe what a program's protocols should be. Instead, it offers direction in the development of specific protocols that will govern the operations of the youth program.

It is the responsibility of program directors and administrators to draft and produce written protocols, which will govern the operations of their youth program. The director will orient and train as necessary all staff and volunteers on all protocols and all policies governing the performance of their duties and responsibilities. Program directors will inform program participants as directed by the Youth Programs Manual.

Contact Paul Bellus, Director of Youth Programs, with any questions regarding the development of program specific protocols or other issues facing the program design and implementation at paul-bellus@uiowa.edu.

Medical Protocol

1. All programs shall have clearly defined procedures for managing situations requiring first aid, minor medical care, and medical emergencies.
2. Prior to the start of program activities, all programs shall require participant's parent(s)/guardian(s) to complete a medical information form and encourage completion of a consent for treatment form. No program will allow a student to participate in activities without a completed medical history form. This information should accompany the minor participant when seeking medical care unless it is an emergency.
3. All programs shall have at least one or more full-time staff member(s) trained in appropriate first aid level, age-appropriate CPR, and Bloodborne Pathogens training.
4. All programs shall inform participants about procedures regarding injuries, medical care, and medical emergencies.
5. All programs will inform all participants which staff member(s) is/are first-aid/CPR and Bloodborne Pathogens certified.
6. All programs will retain detailed documentation of injury/illness to participants. At a minimum, the following information will be collected:
 - a. Names of participants involved
 - b. Nature of injury, illness, or incident
 - c. How it occurred, date, and time it occurred
 - d. Emergency action taken
 - e. Other actions taken including parent notification
 - f. Narrative section to expand in detail including the name(s) of the staff involved and the action taken by each during and after the event
7. All programs will report to Risk Management all incidents affecting staff, volunteers, and/or participants that could reasonably result in a liability claim against the University of Iowa utilizing their form [Incident Information Form \(fillable pdf\)](#). The program will maintain a copy of the form submitted to Risk Management.

Advice to Guide Program Development of Medical Protocols

1. We do not diagnose participants.
2. We take participants to the appropriate level of UI QuickCare and/or the UIHC Emergency Room.
3. We do not send participants to their dorm rooms when they are feeling ill without being accompanied by a camp staff member and without first following the guidelines in #2.
4. If a participant cannot actively participate in program events, we shall consider dismissing the student from the program for medical reasons and consider a prorated refund of their fees.
5. We advise against distributing over-the-counter drugs to participants.

Discipline Protocol

1. All programs shall have clearly defined procedures for managing situations requiring participant discipline.
2. Prior to the start of program activities, all programs shall require the participant and the participant's parent(s)/guardian(s) to complete an agreement form. No programs will allow a minor to participate in activities without a completed agreement form.
- 3 All programs shall inform participants about procedures regarding program rules including reporting, discipline action, rights, responsibilities, and definition.
4. All programs are expected to respond expeditiously to reported rule violations.
5. All programs are expected to take appropriate action in response to rule violations. Sexual misconduct, harassment, discrimination, suspected child abuse, and potential violation of local, state, or federal laws have specific reporting protocol that must be followed.
6. All programs are expected to make available necessary resources to protect alleged victims.
7. All programs will retain detailed documentation of disciplinary actions to participants.
8. At a minimum, the following information will be collected and reported in an aggregate manner to the Youth Program Committee at the close of the program:
 - a. Nature of rules violation
 - b. How it occurred
 - c. Action taken to protect the alleged victim
 - d. Action taken to discover facts
 - e. Disciplinary action taken
 - f. Other actions taken including parent notification
 - g. Narrative section to expand in detail including the name(s) of the staff involved and the action taken by each during and after the event

Advice to Guide Development of Discipline Protocols

1. Develop a set of program specific rules governing student behavior.
2. Develop a set of program specific rules governing staff and volunteer behavior.
3. Establish a process for investigating alleged violations of program rules.
4. Determine who will make disciplinary decisions.
5. Contemplate progressive disciplinary actions and when behavior requires dismissal from the program.

Emergency Protocols

Fire Alarm

1. Program directors and staff should familiarize themselves with the fire evacuation plan for all buildings occupied by the program.
2. Orient all staff, volunteers, and participants on fire alarm protocols.
3. Designate a meeting location for all program participants away from the building that does not obstruct emergency services.
4. Remain calm. When the fire alarm sounds, all participants, staff, and volunteers must orderly move to a safe exit and assemble at the designated location.
5. Once outside of the building, staff shall conduct a roll call and report to the program director.
6. If a participant is missing, efforts to locate the missing participant will be conducted. Call the missing participant's cell phone. Investigate the last time the participant was seen. Determine the probability the participant is still in the building. Inform emergency services, as necessary, if a person may still be in the building.
7. If an alarm sounds while participants are outside of the building, participants should be contacted to not return to building until further notice. Participants should be directed to an alternative location to meet and a roll call conducted.

Hawk Alert

1. Remain calm. There are a number of reasons for Hawk Alerts. Listen to the message closely and follow the details. Many Hawk Alerts are for information purposes, some will alert to events that are more serious and require action.
2. The Director will inform all staff if a Hawk Alert is issued to assure staff and participants are aware of all alerts. This will require staff to be available to be contacted at all times.
3. If extreme measures for safety are required, staff will comply with all University Public Safety orders.
4. The Director will inform all staff when an alert has expired.
5. If an alert occurs during a transition period and students are not in direct supervision of staff, all staff will conduct a roll call upon convening class/program and report to the program director.

Active Shooter

1. The University of Iowa provides advice for how to respond to an active shooter incident in its Critical Incident Management Plan ([Active Shooter Plan](#)).
2. Director will orient participants, staff, and volunteers as appropriate.

Missing Student

1. During a program's orientation, designate a safe location for participants, who do not know where to go, to wait for direction. Instruct them to wait until a staff member provides them with directions of where to go.
2. Remain calm. Conduct a roll call at the beginning of each session. If a student is not accounted for, the student's phone should be called.
3. If the student does not answer, ask if anyone has seen the student. If no one knows of the student's whereabouts, investigate the following: the last time the student was seen, who the student was last seen with, what the last thing the student was seen doing, what the student is wearing and what the student looks like. .
4. After investigating, call the Director to report a student missing. The Director should check the designated location for students, who do not know where to go. If the student is not there, the Director can check other classrooms and the student's dorm room to locate the student.
5. If none of these options work, the Director should have phone numbers available to call to locate the missing student.
6. If all of these efforts fail, the Director will contact University Police and report a missing student.

It is easier to prevent these events by ensuring students know their schedules, have a location to meet if they are lost, staff has direct access to student's phone, and students are provided access to the Director's phone in case of emergency and in the case that an attendee is at a designated meeting place and no staff is there.

Crisis Communication/Media Inquiries into Incidents

1. Establish a clear protocol for communicating with parent(s) and guardian(s) in the case of an emergency.
2. Parent(s), guardian(s), and participants should be informed about who to contact on campus regarding their children when a crisis-situation arises on campus.
3. Cooperate with the Office of Strategic Communication when developing program wide messages in the case of an emergency.
4. Direct all media inquiries to the Office of Strategic Communication in the event of a crisis. In the event of a crisis, all communication with external constituents, excluding parent(s), guardian(s), and participants should be coordinated with the Office of Strategic Communication.

Extreme Weather Protocols

Tornado

1. Remain calm. When a tornado warning is sounded (it will be a long steady whistle/horn noise), all participants must relocate to a refuge area, designated as interior corridors on lower levels or basements of buildings. If you are not in a building and one is nearby, proceed to the nearest building and take shelter if time permits. If no building structure is around, find the nearest low-level land and lie down protecting your head.
2. Staff should conduct a roll call of all participants and report back to the program director to verify all participants are accounted for in shelters if events permit.
3. Participants should be provided Director's phone number. Participants should locate the nearest shelter and seek cover. After seeking cover, the participant should call the Director if they are not with a staff member and have not been accounted for in an official roll call if events permit.
4. After the warning has passed, all participants should be accounted for.
5. Advise participants to call home to inform parent(s)/guardian(s) that they are well.

Heat Advisory

1. Inform participants a heat advisory is in effect for that day and provide information about symptoms of dehydration.
2. Provide detail about how a person can stay hydrated and cool during this period. Provide information about drinking water and avoiding fluids that speed dehydration. Warn against long exposure to the outside elements. Be sure to schedule breaks for rehydration purposes.
3. If activities will occur off site, the program will provide or ensure participants have access to drinking water.

Winter Weather-cancellation

1. Monitor the weather and cancel the program if there are travel advisories in the area. If participants arrive and then the weather deteriorates, there is a risk the parent(s)/guardian(s) will be unable to safely pick up the participant.
2. Follow the actions of local area school districts.
3. All programs are cancelled if the university cancels classes and/or non-essential services due to weather.
4. Be prepared to make this decision early enough to contact all participants. Inform the Office for Strategic Communication for further dissemination.

Winter Weather-early dismissal

1. Follow the actions of the local area school districts. If participants arrive and then the weather deteriorates there is a risk the parent(s)/guardian(s) will be unable to safely pick up the participant. This would create a situation of housing participants overnight.
2. All programs are cancelled if the university cancels classes and/or non-essential services due to weather.
3. Contact all parents of participants announcing the early dismissal of program. Inform the Office of Strategic Communication for further dissemination.

Pick Up and Drop Off Protocol

Participant Leaves during Program Schedule

1. Establish a check-out and check-in procedure for participants that must leave the program for any number of reasons – doctor appointment, go to lunch with parent(s)/guardian(s), or any other reason.
2. Consider a notification process, such as all request to leave the program during operations be in writing or email. Think about establishing a minimum time for notifications, like 24 hours prior to departure.
3. Orient all staff, volunteers, participant(s)/guardian(s), and participants of the protocols governing leaving the program during daily operations.
4. Develop a log book to note the absence of participants. Log should note date and time of check out and time of return. Log participant's name and the person picking up the participant.
5. Collect phone number of person picking up participant so they can be contacted for any reason.

Pick Up and Drop Off

1. Notify all participants, parent(s)/guardian(s), and staff of pick up and drop off procedures.
2. Minimize one-on-one contact during pick up and drop off by assigning a minimum of two staff members to any location where participants will be dropped off and picked up.
3. Remind parent(s)/guardian(s) that being on time to drop off and pick up the program participant is vital to the operations of the program.
4. Consider establishing a penalty for habitual tardiness, including and up to dismissal from the program. Supervision and safety may necessitate the removal of a participant who does not arrive on time or whose parent(s)/guardian(s) fail to pick up within the allotted time-period.
5. Log all participants in attendance as they arrive.
6. Log who picks up the program participant to ensure the person has permission to pick up the minor.
7. Consider collecting a list of persons with permission to pick up a program participant and ask if there are any persons not allowed to pick up a participant. Retain this permission during the duration of the program. Have a list of permissible persons readily available at Pick Up to verify the person picking up the participant has permission to do so.
8. Maintain a list of emergency contact information for parent(s)/guardian(s) in case they need to be contacted because the deadline for drop off or pick up has passed, or any other reason.

Incidents Reporting Protocols

The Youth Programs Policy Manual refers to a number of incidents that require reporting and maintaining records of reports. All programs will retain detailed documentation of accidents, cash handling issues, disciplinary incidents, loss of property, and medical incidents. Incidents shall be reported to the appropriate University of Iowa department/unit as directed by UI Operations Manual and requested by specific units.

Incidents Log

An incident log shall be maintained and retained by all programs. Daily logs and incidents involving housing shall be reported to UI Housing and Dining as directed. Cash handling incidents shall be reported to unit administrator as soon as the issue has been discovered. Classroom incidents involving property damage shall be reported to Facilities Management. Medical incidents shall be reported to Office of Risk Management. Disciplinary issues shall be reported to the appropriate UI department/unit. The following exemplifies information that might be collected:

- a. Nature of incident (examples: cash handling issue, room issue, hazard, fire alarm, or flood in laundry)
- b. Date and time incident discovered
- c. How was incident discovered
- d. How was incident addressed
- e. Current state of incident (resolved, still being investigated, etc.)
- f. Narrative section to expand in detail including who was incident reported to

Property Loss/Damage to University Property

Any incident that may involve a claim or should be covered by insurance (e.g. property damage or loss to a university facility or equipment) shall be reported to Risk Management utilizing their form [Property Loss Report Form \(fillable pdf\)](#).

Violations of University Policies, and State or Federal Laws

Incidents that involve a violation of University of Iowa policies must be reported to the Administrator. Potential violation of local, state, or federal laws must be reported to University of Iowa Police and the program administrator. In both instances, the program administrator shall inform the appropriate Vice President.

Child Abuse

Child abuse must be reported to the proper authorities as required by university policy and State of Iowa Code. All staff of Youth Programs are mandatory reporters. Call the Child Abuse Hotline at 1-800-362-2178. Please be ready to provide identifying information and the whereabouts of the child. You may remain anonymous. If you believe the child is in imminent danger, CALL 911 immediately. Section II: Chapter 15 of the University's Operations Manual provides guidance on reporting ([UI Operations Manual Chapter 15](#)).

Harassment and Discrimination

All incidents of harassment and discrimination must be reported as specified by University of Iowa policies governing harassment and discrimination. Youth program staff and volunteers are not confidential sources, unless otherwise specified. It is important for all directors, staff, and volunteers of programs to be familiar with the University of Iowa's Operations Manual. Specifically, we advise directors to take courses on policies governing [Human Rights](#), [Sexual Harassment](#), and [Anti-Harassment](#).

Sexual Misconduct

All incidents of sexual misconduct must be reported to the Office of the Sexual Response Coordinator. The OSMRC serves as the contact person for students making formal complaints about sexual misconduct, stalking, and/or domestic violence. To report an issue, use [Report a Problem](#). The Sexual Response Coordinator is:

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