



a Nita M. Lowey 21st Century Community Learning Centers (21st CCLC) Program

21<sup>st</sup> Century

**L . E . A . P**

**(Learning Enrichment Afterschool Program)**

Standard  
Operating  
Guidelines

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

The idea behind having standard operating guidelines is to give employees the necessary information so they have a clear understanding of what is expected of them. We do this for several reasons, first, for your safety and the safety of the people you work with. Next, so everyone is playing by the same rules. Finally, so there is consistency throughout the work place.

The Standard Operating Guidelines are just that, they are guidelines. They are not meant to replace common sense and good judgment. They are there to offer you a good foundation, to enable you to understand clearly what is expected of you.

You are encouraged to continue to be creative and inventive in your work. Use these guidelines to give you direction in areas we have concerns. You are encouraged to make criticisms, suggest improvements and corrections you feel are necessary.

Failure to comply with the Standard Operating Guidelines may result in disciplinary action as described in Standard operating guideline #10.

# 21<sup>st</sup> Century L.E.A.P. Standard Operating Guideline

## TABLE OF CONTENTS

1. Standard Operating Guidelines
2. Code of Ethics
3. Work Hours and Overtime
4. Vacations, Days Off, Holidays and Sick Time
5. Time Sheets
6. Telephone & Cell Phone Use
7. Off Work Behavior
8. Inappropriate Language
9. Inappropriate Clothing
10. Employee Disciplinary Procedures
11. Discipline
12. Staff Conduct with Kids
13. Other than Parents Picking up Kids
14. Emergency Action Plan
15. First Aid/Accident Report
16. Suicide Prevention

## 21<sup>st</sup> Century L.E.A.P.

### Employee Code Of Ethics

As an employee with 21<sup>st</sup> Century L.E.A.P. and working with children, your behavior both in and out of work is very important to the development of the children you work with.

Whether you realize it or not, you are a role model that these young people look up to. For your protection and for the protection of the children we ask that you abide by this code.

All employees are responsible for adhering to the code of ethics. It is your responsibility to keep the terms of this code in mind whenever possible.

- I will not use language on school and town property that is questionable, vulgar, obscene or inappropriate in any way
- I will not smoke while on school grounds or while working with children.
- I will not wear clothing that promotes an illegal substance or alcohol or tobacco product. I will also ensure that my clothing is appropriate and acceptable for the children in the program.
- I will not use illegal drugs or a controlled substance at any time.
- I will not consume alcohol if I am under the legal drinking age. I recognize that the consumption of alcohol by minors is illegal.
- I will actively take a stand in promoting a healthy, drug free environment
- I will ensure that I will keep physical contact with the children to an absolute minimum necessary to do the job. I will discourage unsolicited contact initiated by the children.
- I will not use my cell phone unless it is an emergency, in which case I will be permitted to take or make a call in private. I will not use my phone to text, play games, or go on social media while working with children.
- I will keep my personal life and related problems private, nor will I promote any business not affiliated with L.E.A.P.

I recognize that my failure to abide by this code could result in my eventual termination from my position as an employee of 21<sup>st</sup> Century L.E.A.P.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Work Hours***

Generally speaking all program staff are required to work at least the hours they are scheduled to work, which vary from site to site and position to position, as dictated by your contracts. In some instances work schedules may dictate that employees work a variety of hours depending on the needs of the program and as designated by the Program Director or Site Coordinator.

All Program Staff shall be prepared to work promptly at their assigned time. This does not mean you are to report to the office and drink your first cup of coffee. It means you should begin your workday and the duties assigned at your scheduled work time. The time spent before the program opens should be used constructively in planning and gathering the equipment for the upcoming afternoon.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Vacations, Holiday & Sick Time***

#### **Vacations and Days Off**

The daily participation of staff members is very important to the operations of the After School program. Each and every employee has a valuable contribution to make and is difficult to replace. The fact of the matter is we need you at the program. For this reason time off and vacations are only permitted on a very limited basis.

In rare cases Aides may, with prior approval and if the schedule allows, be permitted to take days off for special events they cannot rearrange. This is only allowed with the prior approval of the Director and if adequate accommodations can be made to fill your duties.

Site Coordinators are expected to limit their time off to one or two days with prior approval of the Director.

#### **Holidays**

Our schedule follows the Raymond School District Calendar. You will not be required to work any holidays.

#### **Sick Time**

In the event you are really sick and unable to come to work, you can make it easier for us to bear, if you call in to your supervisor as early as possible so accommodations can be arranged. Please don't keep us guessing by not calling.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Time Sheets***

All employees are required to prepare and submit a completed time sheet at the end of each pay week.

Time sheets will be completed and submitted to the Site Coordinator or designated folder/mailbox by the end of the program on Thursday of your time card week.

They should include the regularly scheduled hours for Friday. In the event of illness or bad weather on that day, your time card will be adjusted by the program director and then returned to you for initialing once payroll is processed. Payroll needs to be turned in to the SAU by Monday so your completed time sheet must be available for the Program Director to approve and submit in interoffice by Friday.

All time cards shall be filled out in a clear and legible handwriting or print. Employees shall take the time to ensure time cards are complete, accurate and easily readable.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Telephone – Cell Phone Use***

The school telephone system is for program use and for emergencies and for that reason personal calls should be kept to a minimum. This does not mean that you are not allowed to call home or use the phone at all. If you do need to use the phone for a personal call please keep your call to a minimum.

Personal long distance calls are not allowed on the school phone.

Cell phones are not required or expected. Please leave cell phones at home or if necessary in rm. 25 at LRES or the closet at IHGMS.

The director or assistant will determine if cell phones are needed on a field trip.



# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Off Work Behavior***

While we cannot actually control your off work behavior, we do expect you to conform to the standards set up in the code of ethics signed by every employee.

As an employee of the Raymond School District and one that works with children, you need to recognize the fact that the kids you work with look up to you and do not distinguish between when you are actually working or not. If they see you in the supermarket, at town fair or at the movies, you are always working in their eyes.

As a role model you need to keep this in mind at all times and remember that your actions have impact on the kids.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Inappropriate Language***

Inappropriate language is not tolerated at the program. We want the program to be a place where parents have the confidence to send their children without worrying about them hearing things they shouldn't hear. Children using inappropriate language are to be spoken to and dealt with according to the discipline SOG. Habitual offenders should have their parents called and be sent home.

Staff members who use inappropriate language will receive a corrective action request. In most cases, this will be a verbal warning on their first offense and formal disciplinary action at the second offense.

Inappropriate conversations include but are not limited to:

- Boyfriend/girlfriends

- Sexual experiences

- Pornography or suggestive literature

- Drinking, drugs, or parties involving any of the afore mentioned topics

- Code words, language or slang are also included

Please be very aware that the participants are listening to your conversations. They will go home and tell their parents what their counselors do. This will not only reflect poorly on you but, on all of us, the program and the district.

Program staff are expected to act responsibly on social media. We understand that some of our staff are young and may be online friends with some of our older members. Your language online is just as public as if you were out with your friends. Remember, anything you say online can stay online even if you delete it.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Inappropriate Clothing***

Program Staff Members are important role models for the children you work with. For that reason appropriate clothing is required at all times. Appropriate clothing is clothing that represents you and the Raymond School District in a positive way.

Inappropriate clothing is clothing that:

- Promotes cigarettes or tobacco products
- Promotes beer or other alcohol products
- Co-ed Naked Tee shirts
- Has questionable slogans or graphics
- Is sexually revealing (be reasonable, this is not a dating service)
  - String bikinis (sports bra type is fine)
  - Shorts should be worn up over boxers (not down to your knees)
  - Low neckline shirts (do not expose yourself at work)
  - Short shorts
- Is deemed questionable by the director or site coordinator

Staff members that choose to wear inappropriate clothing will be sent home to change the first time it happens. This time will be deducted from your time sheet. With any second offense, formal, disciplinary action will be taken.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Employee Discipline***

The 21<sup>st</sup> Century After School Program strives to provide a good work environment for all its employees. This desire is expressed in many forms: safe working conditions, maintenance of facilities and equipment, and equitable wages. In turn it is reasonable to expect a good productive effort and the recognition of responsibility on the part of all employees.

Each employee has the responsibility to conduct themselves according to certain rules of good behavior and conduct.

In any work environment, some rules are needed to help everyone work together by letting them know what they can and cannot do. Employees are expected to follow the rules, show good behavior, and perform efficiently. For these reasons, we have included in this S.O.G. a number of rules. All 21<sup>st</sup> Century After School Program employees are expected to read, understand, and follow these rules in their day to day work.

Failure to follow the Program work rules is against the best interest of other employees and the Program, and can lead to dismissal.

In every case where disciplinary action is being considered, the employee will be given every opportunity to explain their side of the story. Should the employee have any questions at all concerning any work rule, SOG or policy, they should see their immediate Supervisor.

The 21<sup>st</sup> Century After School Program follows a three-step disciplinary action procedure that is designed to be corrective rather than punitive. Supervisors will fill out the Employee Corrective Action Request Form following every incident. We have two groups of work rules and regulations. Violations of any of the Group 1 rules will initially result in a verbal warning. A second violation of any Group 1 rule will result in a written warning. A third violation will result in further discipline up to and including employment termination.

**VERBAL WARNING:** The Program Director will provide a verbal correction to the employee. A written record of this correction will be placed in the employee's personnel file.

**WRITTEN WARNING:** If the employee does not correct his/her behavior, the Program Director will consult with higher management and prepare a written correction. The employee will be asked to sign, indicating receipt of a copy of the written correction, and a copy will be placed in the employee's personnel file.

**TERMINATION:** When all other means of discipline have been used, or when the offense justifies such action, the employee may be terminated. The Site Coordinator may recommend termination of employees. Recommendations will be reviewed by the Program Director, who will have final say in the action to be taken.

Management reserves the right to enter into any level of disciplinary action or termination based on the severity of the offense requiring discipline and the employee's past work record.

#### Group 1 Work Rules

1. Violation of any standing SOG
2. Frequent tardiness
3. Unexcused absence from work
4. Leaving work before end of scheduled shift; leaving the program without permission
5. Failure to wear approved work clothing

6. Failure to keep your time sheet up to date
7. Excessive lost or broken equipment due to negligence
8. Making or receiving excessive personal telephone calls or texts
9. Failure to perform properly assigned work
10. Failure to properly fill out forms (ie. Accident forms, check lists etc.)

#### Group 2 Work Rules

##### First Offense: Discipline up to and including discharge.

1. Conviction of a criminal offense
2. Fighting, threatening, or attempting bodily injury to another person
3. Stealing Town property or personal property of another employee
4. Malicious mischief, which results in the injury of another employee or destruction of School property
5. Disorderly or immoral conduct
6. Flagrant violation of safety rules or such carelessness
7. Insubordination, use of profane language or physical abuse to Supervisory personnel
8. Falsification of employment applications or falsification of time sheets
9. Neglect in the care and use of School property
10. Reporting to work under the influence of illegal drugs or alcohol. Possessing or bringing intoxicating beverages or illegal drugs on School property.
11. Unauthorized removal of School property
12. Making false, vicious, profane, or malicious statements concerning any employee, the District or school policies
13. Sexual harassment of any kind

The 21<sup>st</sup> Century After School Program reserves the right to add to the work rule groups as specific and currently unidentified offenses arise. It should be understood that the previous work rule offense lists are not complete or all inclusive.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Discipline***

The basic idea behind the After School Program is for the kids to be safe and have fun. In order for everyone to do this there has to be some measure of control and discipline. Everyone on the staff is responsible for some level of discipline.

Good discipline comes from a relationship between the staff member and the child in which there is mutual respect. Each staff member is expected to maintain control of their group while encouraging a fun setting for the kids to be in by balancing encouragement with restraint, permissiveness with direction, and reward with logical consequences.

When a child is being disruptive, as a staff member you should try to deal with minor problems yourself. You are much better off if the kids see you as the first line of discipline. When you let someone else discipline in your place, you give up your strength as a disciplinarian and your control of the group.

You should also not step in when someone else is disciplining a child as this will undermine their respect and authority. Be available for assistance if needed but, do not take control unless asked.

You can head off many disciplinary problems by watching the children and listening to their comments. Watch for and diffuse potential problems before they happen.

Steps every staff member should take

- ◆ Show respect for the children in your group.
- ◆ Be professional at all times, do not yell at or insult the children in your group.
- ◆ Discipline children 1 on 1, or if necessary in small groups.
- ◆ Control your emotions, try to remain calm.

Examples of minor discipline problems that you should be able to handle yourself unless the child is a habitual repeat offender.

Hitting, pushing  
Failing to follow instructions, not listening  
Minor arguments or fights  
Throwing stones, sticks, sand, toys, etc...  
Spraying water on others  
Picking on kids, name calling  
Minor inappropriate language

Examples of Major discipline problems that should be dealt with by the Director or Site Coordinator. Counselors may deal with these issues under the support and guidance of the Director or Site Coordinator.

Swearing - excessively  
Disrespect  
Fights that become physical beyond pushing and shoving  
Excessively rude or vulgar behavior  
Stealing  
Destroying property or possessions  
Relationship issues

Examples of extreme discipline problems that may require immediate removal from the program by the Director. Many of these offenses could require police involvement.

- Drugs or alcohol
- Excessive physical behavior
- Criminal threatening
- The bringing of any weapon to the program
- Sexual harassment
- Child abuse issues

Minor discipline problems will be handled in the following way:

- Children should be spoken to about the incident
  - Keep your cool, do not scream and yell
  - Talk to the child 1-on-1 or in a small group
  - Do not ridicule or humiliate the child
- An appropriate level of discipline should be taken
- Give the child the choice
  - IE you can apologize or you can go to the Site Coordinator
- If sent to the Site Coordinator:
  - Notify the Site Coordinator of the offense
  - Deal with the child in a timely manner

Incidents should be recorded on a discipline action form. Consistency in this aspect is very important. Record all issues no matter how insignificant they may seem at the time.

- This will reveal patterns or continuous problems
- We need to be accountable to the parents

Corporal Punishment is not permitted in any form at the program. Corporal Punishment is that which is used to inflict pain to the body through physical contact or exercise.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Staff Conduct with Kids***

#### ***Personal Contact:***

The issue of personal contact is a difficult one to deal with. Many of the children, especially the younger ones, seek out and even need some physical contact. Our job is to keep it to an absolute minimum and appropriate in all cases.

Your job as a staff member often puts you in the position of having some physical contact with a child. Unfortunately, it also puts you in the position of having your actions misunderstood and seen as inappropriate. Try to limit contact as much as possible without making a child feel hurt or rejected. You can do this by:

- Giving kids a high five
- Verbal praise

#### ***Driving Children Home***

It is never a good idea for staff members to drive children home after the program closes. Driving children home at the end of the day is not allowed. It is the parents' responsibility to provide transportation to and from the playground. The Raymond School District cannot accept the legal responsibility for staff members that choose to transport children.

In the unusual event a child is left at the program and one time emergency circumstances exist, the following rules for transporting will apply:

If phone contact with the parents is made and they are unable to pick up their child then the Director, Site Coordinator or designee may, with parental permission, transport the child.

- ◆ In this case the person driving will notify the Program Director of your intent.
- ◆ If at all possible bring another staff member with you.
- ◆ Children should not be transported to an empty house unless the parent has been notified.

#### ***Kids buying things for staff members***

Staff members should never ask kids in the program to purchase items for them. In fact they should discourage kids doing it voluntarily. Parents send money for their children for food and snacks for themselves, not for program staff.

#### ***Staff buying things for kids.***

Staff members should not buy food and other items for kids in the program for several reasons: first there are way too many kids for staff to provide food for out of their own pocket. Next it is impossible to buy things for one child without being seen as playing favorites. Finally, the reason for the gesture can be misinterpreted.



# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Other Than Parents Picking Up Kids***

Children getting picked up at the program is always an area of concern. Any time anyone other than a parent picks up a child we should have a good idea of exactly who is picking them up. This is particularly important when dealing with the younger children.

Anytime parents are not the one picking up their child(ren) be sure the child knows and is comfortable with or expecting to go home with that person. Ask to see someone's identification or get the director if you are uncomfortable allowing a child to leave with someone.

Be sure to have them sign the child out.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Emergency Action Plan***

Emergencies at the After School Program could have potentially dangerous consequences if handled improperly. While we cannot possibly anticipate every situation, we can plan for some of the more obvious emergencies and hopefully limit injuries and protect the children we deal with.

In all cases it is important that you remain calm and make an assessment of the situation.

There are several types of emergencies we can prepare for:

- Fire emergencies
- Medical Emergencies
- Fights and violence
- Storms
- Family Disputes and Emergencies

#### ***Fire Emergencies:***

Stay calm, Evacuate, Check-in

In the event of fire in the school building it is important that you pull the fire alarm to notify the Fire Department and evacuate the building as quickly as possible.

- If you hear the alarm evacuate the building as quickly as possible.
- The Site Coordinator must pick up the daily attendance and sign out sheet.
- Leaders need to gather all the children in their group away from the building.
- Aides should be sure the building is evacuated by checking the library, bathrooms, cafeteria, and the other rooms we use.
- Group Leaders are responsible for their group check-ins and to make sure all students in their group are accounted for outside.
- Aides should evacuate the building as quickly as possible after all spaces are cleared.
- Notify the Site Coordinator as soon as all of the children and staff are accounted for.
- Keep all children calm and away from the building until fire personal give the OK to return.

#### ***Medical Emergencies:***

Medical emergencies are those injuries that go beyond the normal bumps and scrapes that occur in the day-to-day operations of the program. These cases include sever bleeding, absence of breathing, lapse in consciousness, broken bones, electrocution and drowning.

- Assess the situation
- Calm the injured child, stay calm yourself!
- Call dispatch for EMT
- Provide the level of care you have been trained to give.
- Make sure the accident scene is safe
- Do not move the child unless absolutely necessary to prevent further injury.
- Notify the Site Coordinator

#### ***Fights and Violence***

Fights and violence at the program can be best avoided with prevention, by actively looking for potential

conflicts before they happen. Considerable judgment on the part of playground staff must be used in the case of breaking up fights. In no case should staff be mistaken as participants in any dispute at the program. Younger Aides should not intervene in disputes between older participants in the program unless absolutely necessary.

- Be non confrontational, but firm
- Be assertive, not aggressive
- Never hit or slap a child
- Notify the Site Coordinator

**Storms:**

If you are outside and you hear thunder in the area notify the Site Coordinator immediately. Move children out of the open and prepare to bring them inside.

- If in the water or on the beach remove all children from the water and seek cover immediately.
- If on a field trip seek cover immediately and go to the busses.
- Do not allow the children to stay out in the open, under a lone tree or near any metal objects.

**Family Disputes and Emergencies:**

It is very rare, but occasionally, family disputes show their signs at the program. The Program Director or Site Coordinator should handle these cases.

In some instances we have court-restraining orders limiting one parent or another from picking up a child. Appropriate staff will be notified of these situations. If a staff member witnesses the parent who the restraining order is issued against trying to pick up the child, they should notify the site coordinator, bring the child to the front office if possible and call the police. If the parent has already picked up the child and is driving away note the color, make and license plate of the car, notify the Site Coordinator and call the police. The Site Coordinator will notify the Program Director as soon as safely possible if Program Director is off site.

In other cases of family emergencies, car accidents, illness, etc. should be dealt with by the Program Director or Site Coordinator. Parents or appropriate family members should be the ones to express the details of the situation, not program staff.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***First Aid***

First aid should be administered at the level you have been formally trained.

Ice packs and band-aids go a long way in making a child feel better.

Be sure to fill out the accident report completely and accurately.

All injuries involving open wounds and blood should be dealt with using gloves and extreme care.

In minor cases where it is possible, have the child clean the wound.

Any head injuries should be reported to the Site Coordinator. They should also be reported to the parents (either an immediate phone call home or by directly speaking with the parent or guardian at the end of the day). The Site Coordinator should speak with the parents.

Ice pack bags should be washed (sanitized) or replaced before being put back into the freezer if they are reusable.

The EMT's at the Raymond Ambulance should always handle serious injuries.

# 21<sup>st</sup> Century L.E.A.P.

## Standard Operating Guideline

### ***Suicide Prevention***

Talking to someone about suicide when you are concerned about them is likely to save their life rather than make them want to act on their suicidal feelings. Research and experience has demonstrated that talking about suicide leads to getting help, and not talking about it if there is a concern may further isolate the person who is feeling suicidal. It is important to validate what a person who feels suicidal is experiencing rather than to minimize or discount it; active listening is essential.

While each situation is different, they will typically fall under one of the two following categories. Below are expectations of each staff member.

#### **Level 1 – CONCERN**

You become aware of participant behaviors, comments, writing, art, etc. such as:

- Comments about death, wanting to attempt suicide
- Expressions of sadness, emptiness, hopelessness, pessimism, helplessness, worthlessness
- Evidence a participant is having difficulty concentrating or remembering
- Marked changes in behavior such as losing interest/pleasure in usual activities, loss of energy, falling asleep, restlessness/irritability
- Evidence of agitation or excessive energy
- Marked changes in appearance such as weight loss or gain
- Comments from other participants about children with these behaviors or feelings (see above)
- Evidence of self-mutilation, cuts, bruises
- Withdrawal from friends and/or activities

If you notice any of the above mentioned behaviors, consult with the Site Coordinator as soon as possible. They will decide how to proceed.

#### **Level 2 – CRITICAL SITUATION**

The participant is distraught and is exhibiting one or more of the following warning signs:

- Isolating themselves from friends, families and/or activities they used to enjoy
- Feeling like life is meaningless
- Refusing help, feeling beyond help
- Sudden improvement in mood after being down or withdrawn
- Neglect of appearance and/or hygiene
- Giving away favorite possessions
- A detailed plan for how, when and where
- Talking about, or actually obtaining a firearm

Should you encounter a participant demonstrating these warning signs use one of the following protocols:

- **During the program**
  - Tell the participant you are not allowed to keep this information confidential and you need to tell someone who can help.
  - Accompany the participant to the office and/or to the Site Coordinator.
  - If the participant refuses to go with you, do not allow the participant to leave your space.

- IMMEDIATELY send for another staff member.
- Conduct a Situational Analysis – Factual information is of critical importance.
  - Get as much information as possible
  - Immediately write down the information
  - Determine exactly what was said and to whom
  - Was anyone else involved?
  - Is there a suicide pact? If so, obtain names.
  - Who observed the incident? Obtain names.
- You will then join the Site Coordinator to meet with the participant.
- The Site Coordinator will encourage the participant to talk about what is happening.
- If the participant is clearly in crisis, the Site Coordinator may contact the participant's parents to take him/her to a mental health center. The Site Coordinator will talk with the student about contacting the parents and decide on a follow-up plan.
- If the parent is unavailable or refuses, the Site Coordinator will contact the police for support to transport for evaluation.
  
- **After the program is over**
  - Encourage the participant to talk about what is happening and attempt to calm them down.
  - Tell the participant you are not allowed to keep this information confidential and you need to contact their parent.
  - Conduct a Situational Analysis – Factual information is of critical importance.
    - Get as much information as possible
    - Immediately write down the information
    - Determine exactly what was said and to whom
    - Was anyone else involved?
    - Is there a suicide pact? If so, obtain names.
    - Who observed the incident? Obtain names.
  - Inform the Site Director immediately.
  - Site Director will call their parents and request they come pick up their child.
  - If the parents are unavailable, call the police or 911; the police can take the participant to the nearest emergency room.
  - Remain with the participant until parents or police come.

Post-Event Self Care: Hearing a participant talk about suicide can trigger feelings in you. It is normal to feel helpless, angry, or an overwhelming sense of responsibility. After the crisis, take a moment to talk with someone you trust about your own feelings. You may want to review what took place with the Site Coordinator.