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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENGAGE BEYOND THE SCHOOL DAY

NEW HAVEN YMCA YOUTH CENTER

AFTER SCHOOL CHILD CARE PROGRAM

2015-16 PARENT HANDBOOK

Central Connecticut Coast YMCA School-Age Child Care Parent Handbook

Thank you for registering your child for our School-Age Child Care Program. We strongly believe that every child needs a safe and fun experience each and every day. Our program is designed to provide an environment where each child can learn and grow through a wide variety of exciting activities that promote youth development, healthy living and social responsibility. We maintain a strong commitment to building character in youth through our four core values of Caring, Honesty, Respect and Responsibility.

School-Age Child Care Staff
We pride ourselves on maintaining a well-trained and enthusiastic staff. Staff is first aid and CPR certified. In addition, the majority of our staff and all supervisory staff hold medication certifications to assist with providing medications as needs arise. We carefully screen all staff prior to hire and continually throughout the duration of employment. Character references are called and police/DCF background checks are done. Experience, education and knowledge are considered, as is a persons ability to nurture and respect children. All staff must meet state licensing qualifications and are required to complete external staff development classes each year. The minimum age of staff is 16 years old. Child to staff ratio is no greater than 1:10. The Y strives to provide a safe, happy, playful, nurturing and stable environment.

Mission Statement
The Central Connecticut Coast YMCA seeks to put Judeo-Christian principles into practice through programs that build a healthy spirit, mind and body for all.

Program Philosophy
The YMCA School-Age Child Care Program philosophy is to strengthen communities. Everyday we work side-by-side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn and grow. The Y is the nation's leading nonprofit organization committed to strengthening communities through youth development, healthy living, and social responsibility. The Y will do this by providing a comprehensive School-Age Child Care Program based upon the fundamental factors of child development in physical, social, and emotional growth. We will strive to create a comfortable environment that allows each child to develop self-confidence, self-discipline and a positive self-image through the effective use of caring staff. In our programs, children are motivated to explore, manipulate, questions, discover, and express their ideas through play, group, and individual activities. Children are given choices a they interact with other program participants, staff, and the environment.

Program Goals
It is the goal of the Central Connecticut Coast YMCA to offer quality child care with age appropriate activities by trained, caring and nurturing staff in its state licensed programs.

- Provide a safe, supervised, structured environment in which children may choose from a variety of activities which will help them develop socially, intellectually, physically and emotionally in a developmentally appropriate manner.
- Develop gross and fine motor skills.
- Develop and foster language skills and literacy.
- Promote a positive value system by encouraging a child's self-worth and emotional development that will enhance self-esteem.
- Develop healthy habits, i.e.: nutrition, dental care, cleanliness, hygiene, and fitness
- Develop a partnership with parents, offering support and welcoming them into our program in all facets of involvement, as well as offering parent educational topics and workshop.

Provisional Enrollment Period
The Central Connecticut Coast YMCA School-Age Child Care Programs do not have a provisional enrollment period.

Day/Hours of Operation
During the school year, the School-Age Child Care Programs will be operational based on Public School Calendars. Specific days and times are listed on the Handbook back cover.

Registration Forms and Requirements
A registration form must be completed and signed to register your child for the School-Age Child Care Program. If you register online, a completed and signed registration form is still required prior to a start date being set for your child to begin the School-Age Child Care Program. Registration forms are available online or at the Y. Registration and deposits are non-refundable.

- School-Age Child Care Registration and Release Form
- School-Age Child Care Payment Authorization Form
- Current Health Form
- School-Age Child Care Behavior Contract
- Transportation/Swimming Permission Slip
- Authorization for Medication Administration Form (if needed)
- Additional forms specific to the School-Age Child Care Program your child attends may be required

Legal Custody and Injunctions
A copy of any court ordered custody decree or injunction must be kept on file at the Y.

Payment Policy and Service Fees
The School-Age Child Care Programs are tuition based. The yearly cost per child for the program is based on the number of calendar days in the school year and divided into 10 equal monthly payments. Tuition rates are available online, by contacting the Y, as well as, in the program's registration packet. Monthly payments remain the same regardless of weather related closings, absenteeism, and holidays. All families are required to use auto-bill payment for program tuition. Automatic payments will be drafted on the 20th of each month prior to services rendered. The YMCA charges a $25 fee for credit card returns and returned checks will be applied to outstanding balances. Failure to pay this fee will jeopardize your child's enrollment in the program.

Financial Aid or Other Financial Services (Care 4 Kids, DCF, etc.)
The Y's Open Door Financial Assistance Program provides funds to families based on need. Families who are applying for financial assistance must also apply for Care 4 Kids. Financial Aid is limited, please apply early. Families applying for Care 4 Kids, both current recipients and new applicants, may be required to pay up to 100% of the total cost of the first month's tuition for the Before/After School Program upon registration. Once Care 4 Kids makes a determination of acceptance or denial of funds and provides the Y with reimbursement, the Y will provide families with the total remaining fees that they will be responsible per month. Care 4 Kids information and forms can be obtained by calling 1-888-214-5437 or visiting their website www.ctcare4kids.com. All parents will be responsible for all deposits, registration fees, and full balances before beginning the School-Age Child Care Program. If a balance remains on your account for the current month, your child will not be able to attend the program until it has been addressed.

Withdrawal from the Program
Should you withdraw from the program, 2 weeks written notice, prior to the last day is required. If written notice is not received, full monthly payment is expected. Any deposit that may be on record can only be applied to your final month's payment. Deposits are non-refundable.

School-Age Child Care Refund Policy
Deposit fees and registration fees are non-refundable for the School-Age Child Care Program. Refund requests must be done in writing on a Refund Request Form. Refunds will not be granted with less than 2 weeks notice prior to your child's last day in the School-Age Child Care Program. Refunds may be issued for medical emergencies, physician notes will be required.

Parental Concerns
If your child is having a problem while attending the School-Age Child Care Program, we ask that you inform us of the situation as soon as possible so that we may be more effective in providing a solution. Any abrasive behavior by a parent displayed towards any Y staff member or program participant may result in suspension or cancellation of care. If something is unsatisfactory, please speak with the Head Teacher at your child's site.

Membership
Y facility membership allows usage of the Main Facility, reduced rates and priority registration for programs. Community-members may also register for programs at the full rate. If you are interested in taking out a membership at the time you register your child, the membership must last from the time of registration to the last day of your child's enrollment in the program. The membership will continue until you submit a termination request in writing with a 48 hour notice and only after your child completes their time at program. Please contact the Y for further details on membership prices, hours and programs offered.

Insurance
The Y does not provide health or accident insurance. The parent/guardian assumes total liability for all charges incurred for medical treatment or property damage.

Records
In addition current health records, the School-Age Child Care Program is required to keep accurate personal records for each child in the program. Changes in information indicated on the forms must be reported to the staff immediately. Contact information must be kept up to date to insure that we can contact you immediately in case of emergency. In addition, every parent, guardian, or authorized pick up person is required to "sign-in" and "sign-out" using their signature. Enrolled siblings require individual signatures.

SACC Change Forms
Any School-Age Child Care related changes must be made on a SACC Change Form. SACC Change forms are available at the Y. All changes will be processed accordingly. Changes may include, but are not limited to, updating contact information, changes to enrollment, and adding authorized pick up individuals to your child's file.

Program Activities
Organized games and activities are planned including swimming, arts and crafts, homework time, free play, snack, and special activities. Monthly newsletters and calendars are provided to families each month to keep them informed of the events and activities taking place at the program.

Health Forms
State of Connecticut regulations require that a fully completed and signed health form must be on file at the Y one week before you child is scheduled to begin the School-Age Child Care Program. No child will be allowed to attend the program without a current, complete form. A physical within the past three years is required with this years date and signature from the physician. Health forms can be requested from the school nurse prior to starting the program. However, the health form must still be brought to the Y by families one week prior to the scheduled start date at the program. Families must submit a health form annually at time of registration.

Medication Administration in the School-Age Child Care Program
State regulation requires compliance with the following guidelines with any medications: A completed medical authorization form must be signed by a physician stating name of medication, time to be administered, and prescribed dose to be given. The parent must bring the proper prescription bottle (with exact amount needed for the time the child will be in the program.) No controlled medication is allowed to be sent in with a child. Medication may be dropped off before the child's start date at the Y. All medication needs to be picked up at end of your child's enrollment in the program. Any medication not picked up within one week of your child's last day at the program will be properly disposed of.

- Parents must bring in an Authorization for the Administration of Medication by Day Care Personnel Form completed by a Connecticut licensed physician/dentist and by the parent
- The medication must be in a safety cap container with the original prescription label
- The device for measuring and administering the medication must accompany the medication

Children must be given the first dose of medication by a parent before the YMCA may administer subsequent doses. Please contact the Y for a copy of the entire Medication Administration Policy if your child is in need of medication to be administered while at the program. An Individualized Care Plan will also be developed for participants who will be required to have emergency medication at the program.

The School-Age Child Care Program is a nut-free environment. Food items containing any trace of nuts will be confiscated and parents will be notified. Also, we will no longer be serving fried foods in our program. All snack foods will meet USDA guidelines and will be served in a family style environment to help encourage self-help skills along with social skills. Our program complies with the USDA CACFP guidelines for serving sizes for fruit, juice and vegetables which is between 1/4 and 1/2 cup depending on child's age. Child will have access to drinking water at all times and will be offered at intervals in response to the activities and needs of the individual children. Water will be served as the primary drink with snack. If an alternative is available it will be 100% juice (4 oz.) or low fat (1%) or non-fat skim milk. All sugar sweetened beverages, such as sodas, juices, or energy drinks will not be allowed for participant consumption at the program site

Injury at the Program Site:
In the event that a child is injured at the Before/After School Program, the staff will:
1. Attend to the child
2. Administer first aid as needed
3. Assess the seriousness of the injury
4. Observe and monitor the child's activity

Non-serious:

Bruise	Splinter
Minor Cut	Scraped Skin

Procedure:
1. Notify parent, guardian or other designated person when they pick up child.
2. Fill out an accident report and submit to the Child Care Office within 24 hours.

Serious:

Deep Cut	Injury to the Eye
Uncontrollable Bleeding	Bee Sting
Bump to the Head	Injury to Mouth or Teeth
Facial Cut	Possible Broken Bone
Possible Sprained Muscle	

Procedure:
1. Call parent, guardian or other designated person.
2. Call School-Age Child Care Director.
3. Fill out an accident report and submit to the Child Care Office within 24 hours.

Life Threatening:
1. Call 911. If deemed necessary by medical personnel, child will be transported by ambulance to the nearest hospital or another designated hospital by parents/guardians. A staff member will accompany the child to the hospital and remain with the child until making contact with the parent.
2. Call parent, guardian or other designated person.
3. Call School-Age Child Care Director. Request alternate coverage if needed.
4. Fill out an accident report and submit to the Child Care Office within 24 hours.

The staff will inform you if your child is injured. The parent/guardian is responsible for picking up the injured child and determining whether further medical attention is necessary.

Illness/Injury
The Y staff wants your child to enjoy his/her time in the program. It is in the best interest of your child and the other children that everyone at the program be healthy. If your child does not feel well the night before or the morning of the program, or has an injury or fever, we suggest that your child stay home from the program that day. Having your child come to the program while ill can prolong the illness as well as spread the illness to other children. This is very important if your child is exhibiting symptoms of chicken pox, the flu, strep throat or any other contagious illness. Any child contracting a contagious disease or that has been out sick more than 3 consecutive days must have a doctor's note stating that the child may return to the program. If your child becomes ill or is injured during the program, the staff will decide if it is severe enough to contact you.

Health Policy
It is very important that parents conform to the Health Policy for the benefit of the sick child as well as for the protection of other children and staff in the program. Symptoms or conditions that justify keeping a child home or sending a child home are:

Symptom/Condition	Child May Return
Chest or Bronchial Cough	With a doctor's note
Conjunctivitis (Pink Eye)	With a doctor's note & after on medication for 24 hours
Coxsackie	Fever-free for 24 hours & sores must be in the healing stage
Diarrhea	When normal bowel movements returns
Fever of 100 F or higher	Fever-free for 24 hours
Head Lice	After first treatment with proof of purchase & head check
Impetigo	With doctor's note & treatment for 24 hours
Pinworm/Ringworm/Chicken Pox/Fifth's Disease	With doctor's note & treatment for 24 hours
Rash/Skin Eruption	With doctor's note
Scabies	With doctor's note & treatment for 24 hours
Strep Throat/Tonsillitis	With doctor's note & treatment for 24 hours
Vomiting	24 hours after vomiting has stopped

Children with symptoms are isolated under the care of the staff and in an area of the program within view. Parents or emergency contacts are notified and the child must be picked up within an hour. If your child is not feeling well enough to fully participate in the daily program, such as going outside, please keep your child at home.

Contagious Disease
Please notify the Y if your child has a contagious disease. We must exercise precautions in order to maintain a reasonably healthy and safe environment and to avoid any epidemic situations. Children may return to the program when all symptoms disappear as noted above or the child's physician signs a statement as to the lack of contagious disease.

Plan for Consultation
The School-Age Child Care Program has agreements with educational, dental, social services, and health professionals. The professionals are available for annual review of our policies and programs. They are also available for consultation as needed.

Child Abuse/Neglect – Legal Requirements
All School-Age Child Care Staff providers are mandated by the State of Connecticut to report suspected child abuse, child neglect and child at risk to the Department of Children and Families. We are not required to inform parents or guardians if such a report is made.

Parental Substance Abuse Policy
If any staff member of the Y suspects substance abuse on the part of a parent or guardian, the Y staff will call an authorized adult on the release form to pick up the child. If the parent or guardian is aggressive or threatening, the Y staff will call the police or 911. According to state regulations, the Department of Children and Families (DCF) will be notified of any presumed substance abuse. If the situation happens more than once, the Y reserves the right to discontinue care for the child enrolled in the program.

Discipline Policy
The Y believes in positive discipline based upon the core values of caring, honesty, respect and responsibility. The child care environment is one in which children are nurtured and encouraged. The staff and other children acknowledge positive behavior. We recognize that discipline issues will arise and therefore, we have developed progressive procedures that, while standardized, are adaptable to individual circumstances.

The First Procedure is to resolve the problem through a discussion and agreement with the child. It may be also necessary to implement alternative methods including re-direction, problem solving, separation, or time out. When using time out, children will be separated from the group in an area with staff supervision for a period of time equivalent to one minute per year of the child's life. The child may not be put in a corner, outside of a door, or facing the wall. After the specified time and when the child is ready, the child will join the group.

If we are not able to resolve the problem, the Second Procedure is to involve the parents to discuss the behavior and how to work together with the child to resolve it. If continued and extreme violation of these rules occurs, the Third Procedure is to call the parent to pick up the child and/or may be required to meet with the Program Director to discuss a plan of action.

If none of the above results in a satisfactory resolution of the inappropriate behavior, the Last Procedure would be to suspend or expel the child from the program. Some behaviors may warrant our skipping procedures depending upon the severity of the inappropriate behavior. Behaviors that involve physical harm or verbal attack toward other children or staff will not be tolerated.

Parent Involvement and Communication
We strongly believe that parent involvement is a key ingredient in a quality child care program. We have an open door policy and you are welcomed and encouraged to visit the program at any time your child is enrolled. Parents and visitors are required to sign-in with the staff prior to visiting their child.

In order to understand each child better, the staff welcomes any opportunity to talk with parents about their children. It is critical that the lines of communication stay open. If communication is frequent, together we can provide security and continuity for your children. Any time during a child's participation in the program a parent may request a meeting with the staff to discuss the child's needs. The meeting will be set at a time that is convenient for both the parent and staff. Others can be invited to attend the meeting at the request of the parent or staff.

Parents are encouraged to share a special talent, hobby or vocation with our children. Contributions of toys, supplies for creative art projects and scrap office paper are very useful and are always appreciated by the children and staff.

In an effort to be environmentally friendly, monthly emails will be sent to families throughout the school year. Information about the upcoming events as well as the current highlights will be included in the emails.

Visitors
All visitors/parents must sign in with the program's Head Teacher. Visitors must be escorted by a staff member while at the program.

Emergency Action Plan
In the event of an emergency at the program it is our policy to stop all activities and collect all children at a designated location to take attendance. Parents of the children involved will be called immediately. Please provide an emergency contact number if neither parent can be reached during the day (grandparent, neighbor, etc.). Please be patient with us if you arrive during a drill or an emergency.

Arrival and Departure Procedure
Please make sure that a staff member is aware that you are dropping off or picking up your child. You must also be sure to sign your child IN and OUT each day on the daily attendance sheet with your complete legal signature.

No child will be allowed to leave a program with anyone other than the parent or person listed on the Registration and Release Form. If a person other than those listed on the child's form is to pick up your child, a note or phone call from the parent must be received. Any person picking up a child must have proper photo identification with them or the child WILL NOT be released. It is legal for either parent to pick up/visit a child unless we have a copy of a court order. If a child/family has a court order stating a legal parent is restricted from picking up a child or there are conditional legal restrictions or circumstances for particular child/ children, a copy of the court order must be kept in the child's file.

If a child is in foster care and there is a question regarding guardianship, copies of legal documents are required. It is the parent's responsibility to update their child's information as necessary.

Late Pick-Up Policy
Late fees will be assessed beginning 5 minutes after the programs closing time and you will be charged $10 for every 15 minutes, or part thereof. If you know you will be late, please be courteous and call the program. You will still be billed a late fee, but this will reassure your child that you are coming. Habitual late pick-up will result in your child not being allowed to continue in the program.

Policy for a Child Not Picked-Up
If a child is not picked up by closing time, the teacher will attempt to call the parent(s)/guardian(s) at home or work
If there is no response at any number, two teachers will remain with the child and continue to call the numbers again. If there is still no response the two teachers will proceed to call the emergency telephone numbers on the child's enrollment form. The Child Care Director will be notified.
If there is no response from the emergency telephone numbers, the two staff will remain with the child until 7:00 p.m. and continue calling the contact numbers every few minutes.
At 7:00 p.m. when all means of reaching the parents and emergency contacts have failed, the Director will then call the local Police Department and DCF for assistance. The assistance will come in the form of aiding the Director in the location of the parent and/or releasing the child to DCF. A message will be left on the door of the program instructing the parent to contact the local Police Department
Under no circumstances is the Director or teacher to take the child home. Abandoned children are turned over to the local authorities as soon as all means of locating the parent have failed.

Supervision of Children
Our School-Age Child Care Programs are all licensed through the Department of Public Health, Day Care Licensing Bureau. Per licensing regulations, the minimum ratio for day care groups will follow DPH guidelines for staff to child ratio (1:10) each day. These ratios will be maintained throughout the school year. Staff will accompany children in a group to the bathroom and will reinforce good hygiene measures and to wash their hands thoroughly. The staff will also inspect all program space including outdoor play areas for hazardous surroundings, including playscapes, furniture, and equipment to ensure that all program space is in good, safe, and operable condition.

Suspension of Children
Children's attendance will be terminated if he/she engages in vandalism, theft, or physical roughness, uses obscene or threatening language, or acts in an abusive or intimidating manner to other children or staff. Staff is responsible for enforcing YMCA guidelines. Refunds are not given for suspensions or expulsions!

School-Age Child Care Conduct Policy
The YMCA is a family organization that values personal responsibility, honesty, mutual respect, and nonviolence. Participants are expected to abide by YMCA policies and rules.

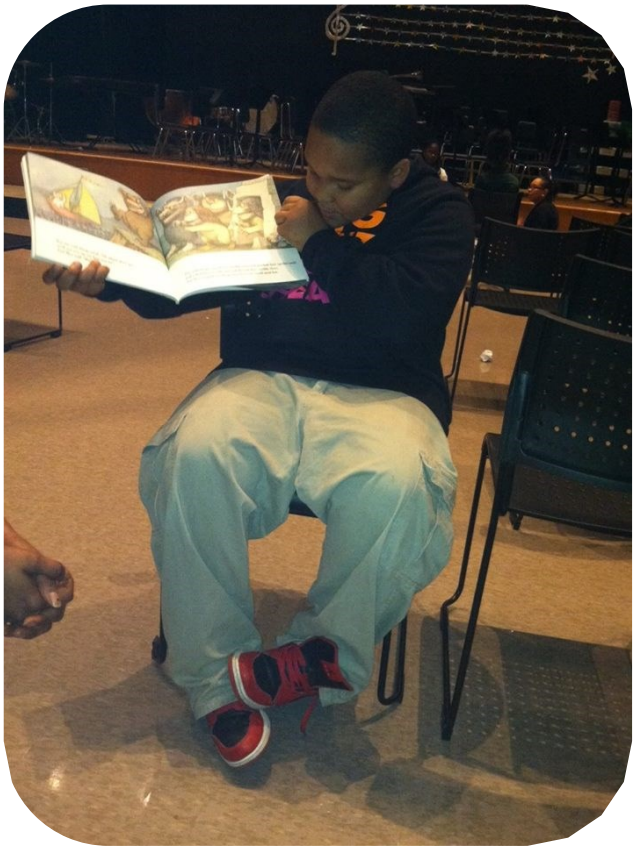
Electronic Devices, Toy Policy and Screen Time
The Y does not allow your child to bring toys, expensive or valued items to the program. There is always a risk that something can be broken or lost. Cell phones, video games, or any electronic devices should be kept at home. The Y is not responsible for lost, broken, or stolen items. The program also does not allow screen time therefore please leave tablets, laptops and other devices at home.

Special Needs Information
The Y strives to meet the needs of a diverse population of children through a highly qualified staff. Please indicate/share any necessary information that will allow your child to have the optimal program experience. If you would like to set up a meeting to discuss your child's needs with a supervisor, please contact the Y to do so prior to the designated start date for your family in the program. Individualized care plans will be developed for children to help provide a positive and successful school-age child care experience.

We are very pleased to have you in our School-Age Child Care Program. If you ever have any comments, questions, or concerns, please contact the supervisory staff at your child's program. Further information and registration forms are located on our website. We are looking forward to a fun-filled school year and getting to know your family.

New Haven YMCA After School Program Staff

Absences/Change of Attendance: If your child is going to be absent from the program, please notify the Y as far in advance as possible. All after school absences should be reported no later than 12:00pm to allow time for the Main Y to let the program site know of the change in your child's schedule for the day. If you need to make changes to your child's schedule, you must complete a SACC Change Form at the Y indicating the type of change you are intending to make to his/her schedule. If your child is out for more than 3 days due to illness, you will need to get a doctor's note for your child to return to the program.

Inclement Weather and related Emergency Policy
When New Haven School District is closed due to inclement weather the After School Programs will be closed. Weather Alerts can be found on our website, www.hnhymcaorg, Facebook, Twitter, and on News Channel's Weather Alert System.

Contact Information: The New Haven YMCA Youth Center is located on 50 Howe Street, New Haven, 06515. The telephone number is (203) 776-9622. Further School-Age Child Care and registration forms are located on the New Haven Y website, http://www.cccymca.org/locations/new-haven/, under the Child Care Section.