



# 2011-2012 Cape Ann Y SACC Parent Handbook



Dear YMCA Families,

This handbook has been created to serve as an introduction to the Cape Ann YMCA's Child Care Programs and to function as a reference source for questions you may have throughout the school year. Our policies and procedures have been designed to enhance the safety and well being of children who attend our YMCA after school program. The success of our program centers on the partnership between its staff and families, and we hope if you have any further questions, you speak to the site staff to immediately clarify any program related issues.

As a benefit of your enrollment in our child care program, our YMCA offers a **free membership** to all children enrolled in our program. Please complete the membership application and return it with the enrollment packet to take advantage of our YMCA.

Please read through this information carefully. If you have a question that is not addressed in the handbook please feel free to contact me at 978-283-0470 ext. 1704. Thank you for your enrollment in the YMCA after school program. We look forward to a terrific 2011-2012 school year.

Respectfully,

Brian Flynn  
School Age Child Care Director  
Cape Ann YMCA



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## **Statement of Purpose**

All programs of the YMCA of the North Shore are designed around the organizations mission statement: "The YMCA of the North Shore is committed to the values of caring, honesty, respect, and responsibility. Our YMCA provides all children, adults, and families, regardless of income, with opportunities to develop a healthy spirit, mind and body."

## **Philosophy**

The YMCA of the North Shore believes that our school age programs are an extension of the home. We seek to help children and adults in their daily functioning, to relieve stress, and to provide the necessary resources that will strengthen the family unit that we believe is the foundation for a healthy community, society and world. The YMCA advocates for all parents in their efforts to be responsible caregivers who are concerned with developmentally appropriate activities, practices, and programs for their children. The YMCA School Age programs provide a safe, wholesome environment in which parents and children can learn to communicate, cooperate and care about each other.

## **GOALS**

To help children develop the following:

- Self-confidence
- Interpersonal relationships
- Positive values
- Physical skills
- Sense of community

## **Objectives**

1. To provide opportunities for children to develop an understanding of self and others, and to develop social skills in a setting of warmth, respect, positive support and responsiveness.
2. To provide a curriculum that encourages children to grow intellectually by experiencing a wide variety of developmentally appropriate activities and materials while pursuing their own interests in the context of life in the community.
3. To meet parents and children's needs by offering safe and affordable programs staffed by competent, responsible caregivers that understand and meet the needs of children.
4. To strengthen the family unit by providing opportunities for families to work and play together, to share values, to improve their economic stability, and to broaden their sense of community with other families.

## **Non-Discrimination Policy**

The YMCA of the North Shore shall not discriminate in providing service to children and their families on the basis of race, religion, cultural heritage, political beliefs, disability, marital status, national origin or sexual orientation.



### **Licensing Agency**

Our School Age Programs are licensed by the Massachusetts Department of Early Education and Care and are mandated to uphold all of the EEC's rules and regulations pertaining to school age child care licensing. Our School Age programs operate for the school year only. All summer day camp programs are licensed through the Department of Public Health not the Department of Early Education and Care.

### **Intake Procedure**

Each parent must contact the School Age Director or Site Coordinator, at which time they will receive the center's full enrollment packet with parent handbook. The parent will have the opportunity to visit the program space and will be asked to complete the appropriate enrollment forms. Forms will need to be updated yearly and returned with any necessary supporting documentation.

### **Program Plan**

The School Age Programs offer children in full day kindergarten through grade five at our Rockport site and through age 14 at our Gloucester location, a variety of culturally enriched and diverse activities which may include homework assistance, arts and crafts, sports, games, outside play, swimming, and field trips. A detailed schedule of activities can be found on the Parent Information bulletin board at each site.

### **A sample schedule of activities may include:**

2:00-2:30	Arrival Time
2:30-3:15	Homework/Independent Choices
3:15-3:30	Snacks
3:30-4:30	Enrichment Clubs
4:30-5:30	Group Games and activities
5:30-6:00	Independent Choices

During homework time, children will have the opportunity to **study independently** to work on and/or complete his/her homework. When questions arise, staff will work with students to the best of their ability to help. In situations where the staff is unable to assist the student, it will be communicated to the parent upon pick up.

Sample Enrichment Clubs throughout the school year may include:

- Physical Activity Club
- Reading Theatre Club
- Sports Based Clubs
- Arts and Activities Clubs
- Jewelry making club
- Lego Building Club
- Survival Skills Club



Children who do not receive homework assignments or who choose not to be involved in our YMCA after school group enrichment activities need to be non disruptive as to accommodate learning. The following are alternate materials that will be offered by the YMCA and/or similar materials may be brought in from home, subject to staff approval.

- Silent Reading
- Quiet Board Games
- Word Searches
- Puzzles
- Coloring

The YMCA of the North Shore supports the four core values of honesty, caring, respect and responsibility. During homework time, if a child states he/she does not have an assignment, the child will complete a no homework slip, place it in his/her parent mailbox and participate in one of the above stated choices during this time.

### **Hours of Operation** **BEFORE SCHOOL CARE**

The Rockport Before School Program begins at 7:30AM and runs until 9:00AM. Monday through Friday.

### **AFTER SCHOOL CARE**

*The Gloucester Afterschool Program runs from 2:30PM to 6:00PM.*

*The Rockport Afterschool Program runs from 3:00PM to 6:00PM.*

To assist parents in needed care, on early release days the programs will open immediately upon the dismissal of school for children who are registered to attend.

On designated school closures and vacation weeks the program will operate from 8:00am-6:00pm out of the Cape Ann YMCA.

**It is necessary to register for full day programs, vacation weeks and summer camps separately. Enrollment is available on a first-come, first-served basis. Forms are available approximately two weeks prior to each full day program.**

### **Attendance**

To ensure the safety of your child, please call the YMCA main office at 978-283-0470x1704 or the Program Site Phone to report all absences for any reason by 1:00 PM. The YMCA main office opens at 5:30 AM for messages.

### **Phone Numbers**

Gloucester Program	(978) 479-1236
Rockport Program	(978) 546-9622 (room phone)
	(978) 998-9639 (cell phone)



**Holidays  
Week**

**Holidays/Vacation**

<b>Closed</b>	<b>Open</b>
Friday Before Labor Day	Martin Luther King Day
Labor Day	Good Friday
Columbus Day- Prof Development Day	Patriots Day
Thanksgiving	Veteran's Day
Christmas Day	Day after Thanksgiving
New Years Day	Christmas Vacation Week
Memorial Day	February/April Vacation Week

**FEES AND PAYMENTS:** One time **non-refundable** fee of \$25.00 is required for all registrations and is not applicable toward tuition.

<b>Before School Rates</b>		<b>After School Rates</b>		<b>Early Pick Up-2 hour option</b>	
	<b>Fee</b>		<b>Fee</b>		<b>Fee</b>
<b>1</b>	<b>\$12.00</b>	<b>1</b>	<b>\$24.00</b>	<b>1</b>	<b>\$ 18.00</b>
<b>2</b>	<b>\$22.00</b>	<b>2</b>	<b>\$45.00</b>	<b>2</b>	<b>\$ 35.00</b>
<b>3</b>	<b>\$30.00</b>	<b>3</b>	<b>\$64.50</b>	<b>3</b>	<b>\$ 51.00</b>
<b>4</b>	<b>\$36.00</b>	<b>4</b>	<b>\$78.00</b>	<b>4</b>	<b>\$ 66.00</b>
<b>5</b>	<b>\$42.50</b>	<b>5</b>	<b>\$92.50</b>	<b>5</b>	<b>\$ 80.00</b>

**2011-2012 Rates for the Before and After School Program and Payment Policies**

The YMCA will not deduct days missed from your fee. Your fee pays for direct operating costs, such as staff, snacks, materials and transportation. All of these must be available for your child. When you enroll, you are reserving the time, space, staffing, and provisions for your child whether the child attends or not.

- On holidays that the YMCA is closed, payment is not expected.
- We offer EPAY, an easy way to pay child care expenses that can be drafted directly from your checking, savings, or credit card accounts.
- **Families must choose from one of our two payment options.**
  - **We offer weekly E-pay for your convenience and affordability.**
  - **Those who choose not to enroll in EPAY must forward tuition in advance to the YMCA of the North Shore, in the amount of one month's tuition.**
- On early release days, holidays and teacher professional days where the YMCA is open, payment is expected for those who register. Should your child register and fail to attend, payment is still required. The cost to attend is \$40.00 for the full day program and \$30 for the early release day program, which includes admission fees to field trips or special events planned for the day.
- For those families on EEC sliding fee scale, your daily fee must be paid whether or not your child attends. Families on Child Care Circuit vouchers, will be charged your full day voucher rate when you enroll in full day



programs. *For those on ACCESS, the percentage allotted will be discounted from the daily rate. Those on EEC slots, vouchers, and ACCESS must go through reassessment every six months.*

- The YMCA requires a **two- week** written notification for any change in schedule or termination of services.
- Those who wish to add additional services (i.e. extra days) to their regular schedule, tuition must be paid in full before such services are added.
- Vacation week's rates include admission fees and transportation fees to all field trips planned for the week. During school vacation weeks, enrollment is optional; therefore a payment of \$40.00 per day is expected **only** if your child registers. **This policy does not apply for those who are in state funded slots.**
- The YMCA offers a 10% discount off the oldest child if you have more than one child that will attend the program. This discount is only given for our regular child care programs and does not apply to early release, holidays, professional days, and vacation weeks.
- Financial Assistance is available to those who qualify. Applications are available at the front desk.
- **There will be \$25.00 service fee on all returned checks.** The YMCA reserves the right to ask parents to pay with money orders after two or more returned checks.

### **Late Pick Up Policy**

Parents and/or authorized persons must call the YMCA if they will not be able to arrive before the official closing time of their child's center. Each day a parent and/or an authorized person is late picking up a child(ren), a late fee will be assessed. It is not the YMCA's intention to make money from these fees. The money collected will defray the cost incurred by keeping the center opened. Late fees can be paid at the time of pick up OR will be added to your child's statement. All late fees must be paid within three business days. The late fees are as follows:

- Within the first 15 minutes after the center officially closes, or your child's scheduled time, the fee assessed will be \$5.00.
- If late pick up goes into the next 10 minutes, an additional \$10.00 will be assessed.
- If the child is not picked up after 25 minutes, an additional \$2.00 per minute will be assessed.
- As our child care staff will begin to contact parent/authorized/emergency pick up 5 minutes after the closing of the center, please call if you will be late.

### **IF A CHILD(REN) HAS NOT BEEN PICKED UP BY 7:00 PM and THE YMCA STAFF HAS BEEN UNSUCCESSFUL AT:**

- Contacting a parent/guardian or a designated authorized emergency person

### **AND**

- Parent/Guardian or authorized person HAS NOT contacted the YMCA to inform staff of late arrival

### **THE YMCA WILL FOLLOW THESE PROCEDURES:**



- Contact the Department of Children and Families Child at Risk Hot Line and inform them that we have an abandoned child.
- A YMCA Staff member will stay with child until a DCF social worker takes over the situation.
- The YMCA Staff member will attempt to leave a message for the parent or authorized person as to where to locate their child.

**If a parent/guardian is late more than 3 times it may result in suspension and termination from YMCA Child Care programs.**

**Inclement Weather Policy**

In the event that the public schools are closed due to snow, the YMCA will operate for a full day with the following exceptions:

- If the weather situation is extremely hazardous, the YMCA Branch Executive will determine whether or not the centers will open.
- Closings will be posted on our website [www.northshoreymca.org](http://www.northshoreymca.org) and emailed to parents who sign up for our parent email.
- Snow Day operating hours will be 9:00 AM – 5:00 PM to allow for the safe travel of staff.
- All programs will report to the Cape Ann YMCA on Middle St. in Gloucester.
- Should a snow day fall on your child's service day, the parent will be required to pay their regular fee regardless of attendance.
- If a snow day falls on an unscheduled day, but you need child care, there is a fee of \$35.00 for the day.
- Children should bring lunch, snacks, bathing suit, and towel.

**Snow Day Public School Delayed Opening**

In the event the public schools announce a one or two hour delay, the YMCA will be operate during after school hours. For those enrolled in the Before School Program we will open according to the delay – if school is delayed by one hour, the program will begin one hour later as well. If school is delayed by two hours, the program will begin two hours later.

**Child Care Closure**

If in the event of a declared state of emergency by the Governor of Massachusetts or Mayor of Gloucester, the YMCA may be closed all day.

**Clothing**

Children at the YMCA are active and involved. They should wear clothes that are comfortable, practical and wash easily. All belongings should be labeled with the child's name. The YMCA is not responsible for lost or damaged clothing. Please ensure that your child is dressed properly for cold weather – hats, mittens, warm jacket, snow pants and boots.

**Snack and Lunch**

***WE ARE A PEANUT FREE PROGRAM***

All YMCA Child Care programs provide a PM snack each day. Snacks consist of milk or juice, cookies, crackers, fruit or vegetables. The snack menu is posted on the parent information board.



Parents must provide a nutritious lunch and AM snack on full days during school vacation weeks, teacher workshop days, and snow days. Each child’s name should be marked on its lunch box/bag. Children **WILL NOT** be allowed to use the vending machines. A nutritious lunch should include something from all four food groups. Please do not pack heat ups, as we do not have access to a microwave oven. We suggest the following items for your child’s snack or lunch:

**Recommended Healthy Food Choices for Children’s Lunches and Snacks**

<b>Sandwich</b>	<b>Beverage</b>	<b>Fruit/Vegetables</b>	<b>Desserts</b>
Cheese	100% Fruit Juice	Orange Slices	Crackers
Chicken	Milk	Apple	Yogurt
Bagel/Cream Cheese	Soup	Pear	Cookies
Jam/Jelly		Bananna	Muffins
Lean Cold Cuts		Grapes	Jello
Tuna Fish		Peach	Rice Cakes
Salad		Raisins	Cheese Sticks
		Carrot Sticks	Pudding
		Celery Sticks	Dried Fruit
			Fruit Snacks

**Glass bottles will not be allowed at the program for safety reasons.**

**What NOT to bring to Child Care:**

Children may be asked as a part of their program to share a toy or book on show and tell activity days. Check your parent information board for those specific dates. Please label the object and encourage your child to share it with the other children. If a child should bring a toy/object from home, s/he will be asked to keep it in their backpack until it is his/her pick up time. This will decrease the likelihood of arguments, or the possibility of loss and the disruption of program schedule.

**THANK YOU FOR YOUR COOPERATION AND UNDERSTANDING IN THIS MATTER!**

The YMCA strongly promotes **NON-VIOLENT PLAY AND BEHAVIOR**. It is our mission to teach children that problems and arguments can be solved in a peaceful manner. **THEREFORE, NO TOY GUNS, WAR TOYS, AGGRESSIVE FIGURES, DISRUPTIVE GAMES, ETC. ARE ALLOWED AT ANY TIME.**

The YMCA staff does its best to return all belongings to the rightful owner. We have many children to care for, so items can and will be misplaced. If this occurs, please notify a staff member and/or your child's teacher/group leader at once. Each center keeps a lost and found box, be sure to check there for missing items. Remember to label everything with your child's name so there is no confusion when one or more children have the same belonging(s).

**TECHNOLOGY POLICY**

We also ask that children refrain from bringing personal electronic devices to the YMCA after school program. Such devices include cell phones, gaming gear, ipods, and mp3 players. The YMCA staff may designate a time at their site when games



and electronics are permitted. Please only use bring during these special event days. If a staff sees a child with these items they may be taken and returned once the parent arrives for pick up.

### **Health Care Policy**

The YMCA of the North Shore has worked with our health care consultant, Deb Hadley, R.N. to ensure the health and safety of all program participants. A copy of the full policy is available upon request from your site coordinator. All emergency telephone numbers will be posted by each telephone at all school age sites.

### **Mild Illness and Sick Policy**

**TO ENSURE THE SAFETY OF YOUR CHILD, PLEASE REPORT ALL ABSENCES FOR WHATEVER REASON TO THE PROGRAM SITE. YOU MAY ALSO CALL THE YMCA MAIN NUMBER AT 978-283-0470 OR THE SITE TELEPHONE AS EARLY AS 5:30 AM AND LEAVE A MESSAGE.**

- YMCA employees cannot give fever reducing medication to child without a written doctor's note.
- Children who are absent from school may not attend the after school program.
- A child who vomits at school and is sent home MAY NOT come to after school care that same day.
- Normal colds occur frequently in children. Children with VERY MILD symptoms such as a CLEAR runny nose or SLIGHT cough may be in the center. Please remember that a child must be well enough to play outside.
- During school vacation week and/or holidays, if your child has a temperature of 100 F or greater, is vomiting, or does not feel well enough to participate in programs, please keep your child home.

Although we understand that it is difficult for a parent to miss work, in many cases it is not in the best interest of the sick child and/ center community to have the child in attendance. Child Care staff tries to be reasonable when determining whether or not a child is sick and may not attend the program or should be sent home from the program; however, we do adhere strictly to the health policies outlined in this handbook. This policy will not work without total cooperation between child care staff and parents.

- Children who do become ill while at child care will rest in a quiet place, supervised by a designated staff person, and separate from the other children. The parent will be notified.
- Parents are expected to pick their child up at the after school program site within 45 minutes of the phone call.

## **Medication and Drug Administration Policy**

Medication will only be administered under the following guidelines (**NO EXCEPTIONS CAN BE MADE**):

### **Written Consent**

Medication, will not be administered to a specified child, prescription or non-prescription, without written consent of both physician **AND** parent/guardian. Any medications found with children will be taken from the child and parents/guardians will be notified.

### **Physician's Consent**

The label on the medication will be accepted as the physician's written order, but a note from the physician is required for all other medications. The label must indicate that the medicine is for the specific child, specify the dosage to be given, the number of times it is to be administered per day, the number of days the medicine is to be taken and it must be dated within the period that the medicine is being administered.

### **Parental/Guardian Consent**

An Authorization Medication Form will be provided for the parent/guardian to fill out for the specified child. Each form must be completely filled out, signed and dated. No deviations in the dosages will be permitted unless by authorized written order of the child's physician. All pills must be counted by YMCA staff and the parent and both must initial paperwork to verify amount of pills received.

### **Topical Medications**

Written parental/guardian consent with criteria for administration will be accepted for topical medications. Parents need to send the medication in original containers; medication will not be administered in a contrary manner to printed product directions without physician's written consent. Insect repellants that contain Deet ingredient should not be applied to the skin. Topical medications, such as petroleum jelly, diaper rash ointments and anti-bacterial ointments, that are applied to wounds, rashes, or broken skin must be stored in the original container, labeled with the child's name, and used only for that child. Application of medication to wounds, rashes or broken skin will be logged in the medication administration record. Topical medications such as sunscreen, bug spray, and other ointments which are not applied to open wounds, rashes, or broken skin may be generally administered to children with written permission from parents/guardians.

All medication, except inhalers, will be administered by a staff member, or upon written authorization of a parent, the child may be permitted to administer his/her own medication, under the supervision of a staff member.



With written parental consent and authorization of the physician, children who have asthma may carry their own inhalers and use them as needed, without the direct supervision of a staff member. The center will ensure that all staff is aware of individual children who have asthma and use their own inhalers. Children will tell a staff member when the inhaler is taken so staff may record the administration.

### **First Aid**

An adult trained in health care policy, emergency procedures, first aid and CPR will be at each after school program site at all times. A First Aid Kit will be maintained at each site. The First Aid Kit will be taken on off-site trips. Only staff holding a current certification in first aid may treat an injured child. An injury requiring more than simple first aid especially head or eye injuries will result in immediate contact with the parent. If the parent cannot be reached, the Site Coordinator and/or the Program Administrator will decide upon appropriate action. A written report will be given to the parent, a copy will be kept in the Injury Log at the site, and a copy will be given to the YMCA of the North Shore's representative in charge of Insurance.

### **Allergies**

Any allergies to food, chemicals, or other materials should be listed on the child's information form. This information will be placed on a master list and posted in the classrooms. All staff will be informed of children's allergies and instructed to avoid these products. Please inform director if additional accommodations need to be made.

### **Emergency Procedures**

#### **Medical Emergency Procedures**

In the event of an emergency, the staff will call 911 and/or prepare to transport the child to the nearest hospital, while another staff member will contact the parents. When there is time and if practical, the child's doctor and parents are notified before a child is taken for treatment. Every effort will be made to send a staff person with the child if the parents cannot be reached, the emergency contact person listed in the child's records will be contacted. All emergency numbers are posted by telephone and are located within first aid kits. Emergencies which required transport may include, but is not limited to, excessive pain or bleeding, loss of consciousness, eye or head injury, broken bone, shortness of breath abdominal pain or swelling.

### **Field Trips and Usage of Off Site Facilities**

The following steps are taken in the event of a field trip:

1. First-aid kits are carried by staff. The kit will contain a list of emergency numbers.
2. Field trip permissions slips and emergency information on all children are taken on the trip. No child will be allowed on a trip without parent/guardian authorization. Parent/guardian authorization for ongoing scheduled trips is valid for one year unless withdrawn in writing.
3. Destination of the trip (with phone number), arrival and departure times and attendance of children on trip is left at the center.



4. Children are assigned to staff members who will monitor their activity at all times through head counts, buddy and attendance checks.
5. When visiting an area staff will conduct a safety check prior to children's involvement. Staff will walk in front of their assigned group to circumvent danger. Children will be monitored when using public restrooms.
6. In the event of an emergency, the child is taken to the closest hospital and the parent/guardian and/or the emergency back-up person is notified. Emergency procedures will be followed. The child's emergency information will accompany them.
7. The aquatics field trip procedures are to be followed when an activity involves water.
8. In the event of vehicle breakdown staff will call the administrator and await instructions for transportation.

### **Transportation Policy**

The transportation policy has been developed to ensure that children are kept safe whenever they are being transported during program time. The following rules have been established to support and maintain this policy:

- **CHILDREN ARE NEVER LEFT ALONE IN THE VEHICLE.**
- YMCA child care staff shall not permit the number of children riding in a hired vehicle to exceed the number of seats at any time.
- **Children are to remain seated until the engine is turned off.**
- Children shall be required to keep their arms, head or any other body part inside the bus, and not out of the windows.
- Children shall be loaded and unloaded only when the vehicle is pulled up to a curb, side of a road, or in a driveway/parking lot.
- The driver of the vehicle shall release children only to persons designated by the parent/guardian in written authorization.
- Children shall not be transported for periods more than 45 minutes one way between their home and the location of the center.
- Neither children nor adults shall be transported in the cargo areas of vehicles.
- **ANY INAPPROPRIATE BEHAVIOR IN VEHICLES MUST BE REPORTED IMMEDIATELY TO THE SCHOOL AGE DIRECTOR.**
- Repeated infractions of any one or more rule will result in a parent-staff conference and possible suspension from transportation services.

### **Transportation Plan**

#### **Children Walking to Program Areas:**

At the Rockport site, the children will walk unsupervised from their classroom to the program area and will check in with the program staff. Kindergarten students will be supervised and walked to the program area by a teacher. At the Gloucester site, the children will walk unsupervised from the bus drop off area to the program area and will check in with the program staff. If a child is on the program attendance list and has not come to the program, the parent will be contacted. If the parent cannot be reached, emergency contacts will be called. Children who leave the program grounds prior to checking in with the YMCA staff are not the responsibility of the YMCA.



## **Children Walking Home from Program or to an Alternate Activity**

### **Unsupervised:**

With parental consent, a school age child will be allowed to leave the YMCA program site for an alternate activity such as CCD, Boy Scouts, Girl Scouts, Music Lessons, etc. The parent must state in writing the specific activity, time, method of transportation, and acknowledge their responsibility once their child leaves the YMCA after school program. Children may be granted permission to walk home from program site. Permission must be in writing that clearly states time of departure and address to where child should return. Parents will also acknowledge that once a child leaves the YMCA site the YMCA Child Care staff is no longer responsible for the child.

### **Field Trip Transportation**

During full day programs, the YMCA provides transportation to scheduled field trips. Transportation is usually in the form of a school bus. There is no charge for the transportation. Permission slips will inform parents of the trips. Field trip transportation may include but is not limited to walks, vans, and buses. A portable cellular phone will be available for use in case of any emergency.

### **Vehicle Arrangements in a Breakdown/Emergency Situation**

Should a vehicle fail to operate, or the driver of the vehicle deems the vehicle unsafe to transport children while away from the program site, safe, reliable alternate transportation will be arranged immediately. YMCA employees will ensure the safety of all children while awaiting alternative transportation. The vehicle driver or staff member will use their best judgment and training received as to when to evacuate a vehicle in a breakdown situation. Children will be quickly but safely moved (across road if necessary) to a secure location away from vehicle.

## **Parent/Guardian Rights**

### **Children's Records**

The center will maintain a written record for each child, which will include:

1. Child Information form
2. First Aid and Medical Authorization and Consent Form
3. Transportation Plan and Authorized Release Form
4. Field Trip Permission Form

### **Maintenance of Records**

1. All records must be legible, dated and signed by the individual making the entry.
2. All information must be updated yearly.
3. All reports will be kept in the child's file.
4. Records are retained for a period of at least five years after the child has left the program unless the record has been transferred to the parent.



### **Confidentiality and Distribution of Records**

Information contained in a child's record shall be privileged and confidential.

1. The program will not distribute or release any information to anyone not directly related to implementing the program plan for the child without the written consent of the parent.
2. A parent shall, upon request, have access to his child's records at any time.
3. A permanent written log will be maintained in each child's record indicating any persons to whom information has been released.
4. All records, whole or in part, must be signed out dated and entered in log.

### **Charge for Copies**

The program will not charge parents for copies of their children's records.

### **Amending the Child's Record and Transfer of Records**

A child's parent has the right to add information, comments, data, or other relevant materials to the child's record. The parent also has the right to request deletion or amendment of any information contained in that record. Such requests must be made in accordance with the following procedures:

1. A conference with the Site Coordinator or School Age Director is requested to make amendment request known.
2. Within one week after the conference, the parent will receive in writing, a decision and the reasons for the decision. If the decision is in the parent's favor, the record will be changed immediately.
3. Upon written request of the parent(s) the YMCA will transfer the child's record to the parent(s) or any other person the parent identifies when the child no longer is in care.

### **Availability of Information to the Department of Early Education and Care**

The YMCA will make available to the Department of Early Education and Care any information required to be kept and maintained under the previous regulations and any other information reasonably related to these requirements. Authorized employees of the department shall not remove identifying case material from the program's premises, and shall maintain the confidentiality of the individual's record.

### **Confidentiality**

As noted by the Department of Early Education and Care, 7.05 (19): Information in a child's record is confidential and will not be released without the written consent from the parent/guardian. A parent/guardian may have access to his/her child's files at reasonable times.

The YMCA of the North Shore Child Care employees are expected to respect the rights of all children and parents we serve. It is the YMCA policy to keep documentation of all events, situations, and or discussions we have with our consumers. This documentation is confidential and is not to be shared written or orally with anyone.

### **Parent/Guardian Visits**

The YMCA's many years of experience with parent-child and family programs has proven that shared experiences between children and parents at a very young age



build a foundation for positive relationships and communication in the years to come. Without parental involvement in child care programs, raising successful children is endangered. There is never any attempt to exclude parents/or legal guardians from the program. They are welcome at any time, and an appointment is never required. We do not believe that a child care program should deprive parents of full participation in their child's growth and development. Support systems such as parent trainings and referral networks are offered and activities that involve total family participation is planned.

### **Parent/Guardian Input**

You are always encouraged to make suggestions about the program. We cannot always implement the suggestions but we would be more than happy to share why we are not. The YMCA of the North Shore does have an active parent advisory board to further include parents in decision making about the program. Should you wish to be involved in our advisory board, please contact our School Age Director to join.

### **Parent Conferences/Reports**

Staff must bring any special problems or significant developments to your attention as soon as they arise. Likewise, please inform the staff of any developments with or surrounding your child so that we can better care for your child. Upon request staff is available for parent conferences.

### **Parent Communication**

In order to best care for your child, on going communication is imperative. Upcoming early release and holiday program flyers, newsletters, and other pertinent information will be available on the desk near the sign out sheet for your convenience. Please remember that we want to hear any comments, concerns or compliments that you may have. If you do not feel that a problem can be handled at the site please call the School Age Director. Should you need further assistance, you are welcome to contact the Executive Director of the Cape Ann YMCA (978) 283-0470.

### **Unauthorized Activities**

YMCA Afterschool programs do not permit children to participate in any activities unrelated to the direct care of the children without the written, informed consent of parent(s) or guardian(s). Unauthorized activities are defined as, but are not limited to fundraising and publicity, including photographs and participation in mass media.

### **Observation, Research, and Experimentation**

YMCA child care programs do not conduct research, experimentation, or unusual treatment involving children with out written, informed consent of the parent of each child involved in each occurrence. In no case, shall the YMCA allow a child to be harmed during research and experimentation or unusual treatment.

YMCA child care programs do allow at appropriate times, high school/college students to observe children as a part of his/her course requirements. During these observations, there is no interaction between the observer and the child and no identification of the group or individual child occurs. Observation is also used as



a tool to assess a child's behavioral/social development in the program. Observation for this type of issue is conducted by the YMCA Child Care Counselor/Case Worker upon request from the child's teacher. Parents will be informed of the observation in writing prior to its occurrence. Research and experimentation activity is different from program evaluation or data collection for the purpose of documenting services of the program that do not identify individual children. In fact, YMCA child care programs encourage all parents and guardians to complete a general program evaluation, once per year, in order for the YMCA to assess the quality and content of our services.

### **Behavior Management Plan**

The YMCA Afterschool Behavior Management policy is based on the safety and respect for others and ourselves, both personal and property. Positive reinforcement and guidance will be consistent and based on the understanding of the individual needs and development of the child. Rules are constantly explained and reinforced with the children. The children are encouraged to work out minor disputes by themselves, according to their abilities. Potential major disruptions are intervened upon as quickly as possible by YMCA staff. Diversion techniques are used as well as mediation between all parties concerned. Our YMCA will focus on positive discipline, using group incentives, based on the YMCA's four core values Character Development values of honesty, caring, respect, and responsibility.

Repeated infringement of the rules or disruptions by a child will result in a short time-out. This will be followed by a talk with a staff member about better ways to handle difficult situations. If the child is uncontrollable and creates a problem for the safety of other children, the child will be escorted to the Site Coordinator and/or School Age Director.. An incident report will be filled out and given to the parent. The parent will be expected to read the report, sign it, and then bring a copy home. The original will be kept in the log book and a copy will be placed in the child's folder.

Progressive methods of discipline approved for YMCA child care are as follows:

**Step 1:** Talk through the problem with the child. The child is encouraged to suggest alternative solutions and assist in implementing. A verbal warning may be given to the child and consequences for continuance of their behavior.

**Step 2:** A time out or removal from activity. Staff will safely remove the child from the activity. The YMCA staff will ask the child to sit down and then help him/her return control of him/herself. After a time out (one minute per year of age) or when the child is calm, staff will ask why s/he was removed from the group. The child will be provided an opportunity to resolve the situation by talking with staff and peers. After the conversation, the child will be returned to the activity.

**Step 3:** The child will be brought to the site coordinator. A parent will be contacted to discuss the situation. Upon pick up the staff and parent will meet to discuss the problem and staff will provide a written report, detailing the situation and efforts made by staff to resolve the situation. The child may receive



suspension from the YMCA for up to a week, depending on the circumstances. The site coordinator will notify the School Age Director.

After school staff will **IMMEDIATELY** contact parents when these situations warrant:

1. Physical fighting with another child
2. Habitual use of Swearing/Foul Language
3. Hitting and/or Kicking a staff member/visitor
4. Inappropriate physical touching of staff member/another child/visitor
5. Leaving the program area
6. Repeated infringements of after school policies

**Step 4:** If the behavior continues once the child returns from suspension, a child receive another suspension from the program and may not return until a meeting is held between child, parent and School Age Director. All documented prior incidents will be reviewed and the child will be placed on a behavior plan according to their developmental needs and level. At this time, a decision will be made to determine if the program is able to meet the child's needs.

**Step 5:** Should future incidents occur, the YMCA School Age Director/other designated staff may recommend the child is unable to return to the after school program and give the family two weeks notice. If the child's behavior is severe and endangering the safety of the other children and staff, the YMCA reserves the right to stop care effective immediately. Any fees paid in advance will be returned on a prorated basis. You can feel free to consult the School Age Director regarding any problems in your child's adjustment to our after school program.

Please note: The YMCA is unable to hold a child if he/she is putting him/herself in a situation where they could harm themselves or another child. Should any situation arise where this occurs, the parent will be contacted for immediate pick up and the child may be terminated immediately from the program.

The following is a list of behavioral policies adopted by the YMCA:

1. Corporal Punishment shall not be used, including spanking.
2. No child shall be subject to cruel/severe punishment, humiliation, or verbal abuse.
3. No child shall be denied food as a form of punishment.
4. No child shall be punished for soiling, wetting, or not using the toilet.
5. No child shall be forced to remain on the toilet or in soiled clothing.

### **Children with Disabilities**

All YMCA After School programs will accept applications for any child with a disability. The School Age Director, with parental permission, will obtain information related to the child's participation in the YMCA's program in order to make the best judgment of the program's ability to serve the need(s) of the child. Information will be obtained from the local Education Agency and/or other health and service providers. Parents should submit a copy of the child's IEP to the School Age Director.



Once all relevant information is received, the School Age Director and parent(s) will meet to discuss specific accommodations, if any, that will be required to meet the child's need(s). In writing, these may include, but are not limited to:

1. Any change or modifications in the child's participation in regular center activities;
2. The size of the group to which the child will be placed and the appropriate staff/child ratio;
3. Any special equipment, materials, ramps, or aids needed for the child.

Once the YMCA and the parent decide that the After School program is able to serve the child's need(s), the YMCA will:

1. Receive parental permission to participate in the development and review of the child's program plan in cooperation with the local Education Agency and/or other health and service providers.
2. Inform, in writing, the appropriate administrator of Special Education that the YMCA is serving a child with disabilities.

Should the YMCA determine that the accommodations to serve the child would cause an undue burden to the program, the parent will receive written notification within 30 days of receipt of authorized information. Written notification will state the reasons for the YMCA's decision. Reasons may include, but are not limited to:

1. The nature and cost of the accommodations need to provide care for the child at the program;
2. The ability to secure funding or services from other sources;
3. The overall financial resources of the YMCA;
4. The number of persons employed by the child care center;
5. The effect on expenses and resources, or the impact otherwise of such action upon the YMCA.

In addition, the notification will advise parent that they may contact the Department of Early Education and Care and request a review of the YMCA's decision. The YMCA will maintain a copy of the notification in its file system.

It shall be noted: The accommodations related to the toileting needs of a child with a disability who is not toilet trained shall not be considered an undue burden per EEC regulation 102 CMR 7.10 3(b).

### **Plan for Prevention of Abuse and Neglect**

Staff is trained in the YMCA of the North Shore's Child Care Policy and must sign the Employee Code of Conduct.

According to Massachusetts law, no one who makes a report of child abuse or neglect will be held liable in any civil or criminal action by reason of the report if it was made "in good faith".



## **POLICY FOR REPORTING ABUSE OR NEGLECT**

### **Child Abuse:**

Is the damage to a child for which there is no “reasonable” explanation. Child Abuse includes non-accidental physical injury, sexual molestation, an emotional abuse.

### **Child Neglect:**

Is the failure or inability to provide a child with adequate food, clothing, shelter, medical care, supervision, emotional stability, supervision or other essential care.

### **Mandated Reporter:**

All YMCA staff is legally required by the Commonwealth of Massachusetts to report any suspected situation to the YMCA Executive Director of Child Care Services and the appropriate Local Executives immediately.

### **Reporting Procedures:**

- A. When a case of possible abuse/neglect is seen, regardless of where that abuse/neglect may have taken place:
  1. YMCA staff and/or volunteers are to immediately inform the Program Director, who will confirm the facts reported and the condition of the child. The Program Director will inform the Local Executive.
  2. The Local Executive will request the Program Director and the staff involved complete an incident report with the date, time, and specific details observed; including type and location of physical marks. This report must be submitted to the appointed contact for the YMCA of the North Shore immediately.
  3. Since the YMCA of the North Shore is the designated “reporter” under the Law (Chapter 119, Section 51A), the appointed contact for the YMCA of the North Shore is assigned as the approved staff person to review each incident and within 24 hours notify the Protective Unit of the Department of Children and Families regarding any suspected child abuse.
  4. Appropriate Program staff will be made aware of the suspected abuse/neglect on a need to know basis to allow for further documentation.
  
- B. In the event the reported incident or suspicion involves an employed staff person or volunteer, the steps below will occur within 24 hours:
  1. The Program Director will immediately inform the Local Executive.
  2. The Local Executive will inform the appointed contact for the YMCA of the North Shore and the Director of Staff Development.
  3. The appointed contact for the YMCA of the North Shore will inform the C.E.O.
  4. The Program Director and/or the Local Executive will contact the staff member or volunteer concerning suspicions and will suspend



- that individual from all duties until all allegations have been cleared or substantiated. Suspension of employed staff will be without pay.
5. Since the YMCA of the North Shore is the designated "reporter" under the Law (Chapter 119, Section 51A), the appointed contact for the YMCA of the North Shore is assigned as the approved staff person to review each incident and within 24 hours notify the Protective Unit of the Department of Children and Families regarding any suspected child abuse. In the case that the staff person is employed in an EEC licensed program, EEC will be contacted immediately following DCF.
  6. In the case that allegations have been cleared by both EEC and DCF, the employee may return to work. In the case that allegations are substantiated, the situation will be reviewed with the Local Executive, CFO, CEO, Director of Staff Development and the appointed contact for the YMCA of the North Shore and the employee may be terminated.
  7. Staff and volunteers may not contact children or parents involved in an alleged child abuse/neglect incident without permission of the Local Executive.

### **Substance Abuse Policy**

The YMCA of the North Shore Child Care Programs reserve the right to determine whether or not an authorized person is competent to take a child home or receive a child at home without placing the child at risk. In the rare event that an authorized person arrives under the influence of alcohol or any other illegal substances, either at a YMCA child care facility or at the YMCA van, the following procedures have been established:

#### **School Age Director or Site Coordinator:**

1. Suggest to the authorized person that another authorized person on the contact list be called.
2. Suggest to the authorized person that a YMCA van or taxicab be used to transport the family home or to another safe location.

If the authorized person becomes belligerent or aggressive, the School Age director and/or the Site Coordinator must consider the possibility of injury to the child, the other children, the staff, and other consumers of YMCA services and by state law will be required to:

1. Call the police at 911.
2. Otherwise prevent the authorized person from taking the child until the police have arrived.
3. Child will be removed from the authorized person's presence until the police have arrived.

The intent of this policy is not to embarrass, humiliate, or harass authorized persons. Its sole purpose is to protect your child(ren) whom you have entrusted to our care. The YMCA of the North Shore Child Care programs reserve the right to deny access to program services to persons who abuse this policy,



All parents/guardians will be required to sign this policy as a part of the registration process. It is also the responsibility of the parent to inform any and all authorized persons, whom may transport their child, of this **STRICT** policy.

### **Referral Plan**

Child Care employees with direct care positions will have responsibility for observation and documentation of any concerns of a child. These include but are not limited to:

Educational Delays	Vision	Gross Motor
Emotional	Hearing	Economical
Physical	Speech	Behavior
Dental	Fine Motor	Social

If staff has a specific concern about a child's behavioral and/or social adjustment, the staff member will request an observation from the Case Manager or School Age Director. The behaviors will be observed, recorded, and reviewed before an outside of YMCA referral is recommended. The YMCA Child Care Case Manager or School Age Director will refer parents to appropriate social, mental health, educational and medical services for their child should s/he feel that an assessment for such additional services could benefit the child.

A parent meeting will be set up to discuss the program's concerns and reason for an outside of YMCA referral. The Child Care Case Manager/ School Age Director will then provide the parent with a written statement including the reason for the recommendation of the referral for additional services, a brief summary of the program's observations related to the referral, and any efforts the program may have made to accommodate the child's needs. The program will offer assistance to the parent in making the referral and shall have written parental consent before any contact is made. The program will maintain a written record of any referrals, including conferences with parents as well as the results.

A full list of referral agencies is available upon request.

## **Suspension/Termination Policies and Procedures**

A child may be suspended and/or terminated from child care under the following circumstances:

### **CHILD**

- Any verbal and/or physical abuse by CHILD towards fellow students, staff, volunteers or other parents and visitors
- Consistent disruptive behavior
  - Includes but not limited to interruption of
    - group enrichment time
    - homework time
    - activity time
- Bullying other children or making other children feel uncomfortable to attend program
- Inappropriate physical touching
- Excessive or inappropriate foul language
- Destroying YMCA or other's property
- Stealing
- Physical, emotional or sexual abuse toward self, other children or YMCA staff
- Threats to possess or possession of weapons
- Violation of YMCA transportation policies and rules
- Leaving Program Area causing staff to child ratio to be jeopardized
- Failure to comply with YMCA technology policy.

### **PARENT**

- Non-payment of Child Care fees
- Late payment of Child Care fees or break in re-payment agreement
- Late Pick Up by parent or authorized person (more than three times)
- Refusal to bring child to a referral agency when requested to do so for additional help OR Parent unwilling to follow up with a referral agency or refusal to continue to meet with and work with provider
- Verbal and/or Physical abuse by PARENT toward staff, volunteers, other parents and/or other children
- Violation of the Substance Abuse policy
- Failure to submit Individual Education Plan, Individual Improvement Plans or disclose special accommodations to the YMCA in advance of scheduled start date

It is not the YMCA's policy to suspend or terminate children from our child care services quickly. The YMCA will work with you and your child to address the issue(s) prior to making a difficult decision to suspend or terminate child care services.

**Suspension procedures are:**

1. Immediate phone call to parent to discuss offending issue.
2. Conference held with parent and Site Coordinator.
3. Incident Report is given to parent to sign. A copy is given to parent and placed in child's file, and the original is placed in the Incident Log book.
4. A referral for additional services is recommended as appropriate.
5. Suspension will be made for following day.
6. Suspension will be as short as a day or as long as a week. (At discretion of Site Coordinator/School Age Director)
7. If suspension of one week does not relieve the problem, termination may follow. After every procedure has been implemented and worked on and suspensions continue to occur for the same situation termination will follow.

**Termination procedures are:**

1. Parent Conference with School Age Director.
2. Written notice given to parent detailing reasons and efforts made to correct problem.
3. A list of referrals to other child care centers/programs given to parent.
4. Parents are given two week notice whenever possible. However, THE YMCA RESERVES THE RIGHT TO TERMINATE SERVICES IMMEDIATELY WITHOUT NOTICE WHEN THE HEALTH, SAFETY AND WELL BEING OF OTHER CHILDREN AND STAFF IS THREATENED OR IMMINENT.

**PLEASE NOTE:** IF A CHILD IS TERMINATED FROM SCHOOL AGE CHILD CARE DUE TO BEHAVIORAL PROBLEMS, THE CHILD WILL NOT BE ABLE TO REGISTER FOR ANY OF THE YMCA OF THE NORTH SHORE YOUTH PROGRAMS, INCLUDING SUMMER CAMP.