

# Parent Handbook

## For the Ipswich Family YMCA

### School Age Program



**Christine McClory**  
Childcare Director  
Ipswich Family YMCA  
978.312.4012

[mcclorec@northshoreymca.org](mailto:mcclorec@northshoreymca.org)

### **Statement of Purpose**

All programs of the YMCA of the North Shore are designed around the organization's 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
- Academic achievement
- 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 & Care, Northeast Regional Office, 360 Merrimack Street, Building 9, 3rd floor Lawrence, MA 01843

Phone: 978-681-9684; Fax: 978-689-7618 . Parents may contact EEC for information regarding the School Age program's regulatory compliance. The program is mandated to uphold all of the Department's rules and regulations pertaining to school age child care licensing. Our school age programs operate during the school year. All summer day camps are licensed through the Department of Public Health.

### **Intake Procedure**

Each parent must first contact the School Age Director or Site Coordinator, at which time they will be encouraged to meet with the program administrator to receive the center's enrollment packet. All policies are available upon request. Forms will need to be up-dated yearly. The School Age program will schedule an orientation meeting for all parents at the beginning of each school year.

**Program Plan**

The School Age Programs offer children, ages 5 years old to 14 years old, a variety of culturally enriched and diverse activities which may include homework assistance, arts and crafts, sports, games, outside play, swimming, and field trips. On all field trips, children are escorted and supervised by YMCA staff. A detailed schedule of activities can be found on the Parent Information bulletin board at each site. A sample schedule of activities may include:

After School Program: 3:00 PM-6:00 PM      Full Day Program: 8:00 AM – 6:00 PM

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
3:00-3:15	Arrival/Snack	Arrival/Snack	Arrival/Snack	Arrival/Snack	Arrival/Snack
3:15-4:15	Choice 1	Choice 1	Choice 1	Choice 1	Choice 1
4:15-5:15	Choice 2	Choice 2	Choice 2	Choice 2	Choice 2
5:15-6:00	Game Room	Choice 2	Choice 2	Choice 2	Choice 2

**Hours of Operation**

All YMCA School Age Programs operate throughout the school year and are open Monday to Friday from 3:00 to 6:00 PM. On early release days, the programs will open immediately upon the dismissal of school. On designated school closures, selected holidays and vacation weeks the program will operate from 8:00 AM to 6:00 PM.

**Attendance**

To ensure the safety of your child, please call the YMCA After the Bell Phone at 978-312-4008 to report all absences for any reason by 12:00 PM. The YMCA main office opens at 5:45 AM for messages.

**Contact Numbers**

Ipswich Childcare Director      978-312-4012  
 Site Coordinator      978-479-4969  
 Main Office      978-356-9622

**Holidays**

**CLOSED:**

Memorial Day  
 July 4<sup>th</sup>  
 Labor Day  
 Day Before School Opens  
 Columbus Day  
 Thanksgiving  
 Day after Thanksgiving  
 Christmas Eve Day (12/24/12)  
 Christmas Day (12/25/12)  
 New Year’s Eve Day (12/31/12)  
 New Year’s Day (1/1/13)

**Holidays/Vacation Weeks**

**OPEN:**

Martin Luther King Day  
 Presidents Day  
 Good Friday  
 Patriots Day  
 Veteran’s Day  
 December Vacation Week  
 February School Vacation  
 April School Vacation

**FEES AND PAYMENTS:**

**Essex Elementary**

1:00 - 5:00 PM	\$35 / day
1:00-6:00 PM	\$40 / day
3:00-5:00 PM	\$20 / day
3:00 - 6:00 PM	\$25 / day
Snow/Vacation Days 8:00am - 6:00pm	\$45 - Members \$55 - Community

**Ipswich Public Schools**

2:00 - 5:00 PM	\$25/day
2:00 - 6:00 PM	\$35/day
3:00-5:00 PM	\$20/day
3:00-6:00 PM	\$25/day
Snow/Vacation Days 8:00am - 6:00pm	\$45 - Members \$55 - Community

Late Fee: \$40

A minimum of 2 days per week enrollment is required. The YMCA can not deduct days missed from your fee. Your fee pays only 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 expected**. The daily rate is blended to take into account early release, open and closed days.
- On holidays and teacher professional days where the YMCA is open, payment is expected.
- Vacation weeks rates include admission fees and transportation fees to all field trips planned for the week. **Payment is still expected whether or not your child attends.**
- The YMCA offers a 10% discount if you have more than one child that will attend the program. Financial Assistance is available to those who qualify. Contact the program administrator to apply for access – 978.356.9622.
- There will be \$25.00 service fee on all returned checks. The YMCA reserves the right to ask parents to pay with money orders.
- All overdue accounts will be sent to a collection agency.

The first week's payment is due before the first day of enrollment. All payments must be made at least weekly, before services are rendered. Parents who fall behind on their payments will receive an Advanced Termination of Services Notice. Parents will have two weeks to bring their account current the first time payment is late. The YMCA reserves the right to send accounts into collections. A two-week written notice is required when withdrawing your child from YMCA child care programs.

#### **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 open. 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 (DCF) 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.
- Snow Day operating hours will be 8:00 AM –6:00 PM.
- Should a snow day fall on your child's service day, the parent will be required to pay their regular fee regardless of attendance.

- For those children receiving transportation services, **NO Transportation will be provided if school is canceled.**
- In the event of early school dismissal, the children will be transported to the YMCA. In the event of the YMCA needing to close early, all parents will be contacted.

**Snow Day Public School Delayed Opening**

In the event the public schools announce a one or two hour delay, the YMCA will be open regularly scheduled hours. Should conditions make it necessary to delay the opening of YMCA child care centers beyond 8:00 AM, the front desk will provide with the information. Please call 978-356-9622.

**Child Care Closure**

If in the event of a declared state of emergency by the Governor of Massachusetts, the YMCA may be closed all day. This information will be available by contacting the YMCA's front desk. Please visit the YMCA's website [www.northshoremca.org](http://www.northshoremca.org) or the YMCA Facebook Homepage to learn more information about weather closures.

**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**

The Ipswich Family YMCA does not provide snack. If a child arrives to the program without food, the YMCA will provide a snack and notify parents.

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. A nutritious lunch should include something from all four food groups. We suggest the following items for your child's snack or lunch:

<u>Sandwich</u>	<u>Beverage</u>	<u>Fruit/Vegetables</u>	<u>Desserts</u>
Cheese	100% Fruit Juice	Orange slices	Crackers
Chicken	Milk	Apple	Yogurt
Peanut Butter		Pear	Cookies
Jam/Jelly		Banana	Muffins
Lean Cold Cuts		Cut up grapes	Pudding
Tuna Fish		Peach	Jello
Bagel/Cream Cheese		Dried Fruit	Fruit Snacks
		Raisins	Rice Cakes
		Carrot Sticks	Cheese Sticks

**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 likely hood 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). If a TOY item is brought to the center, we cannot be responsible for it.

### **Technology Policy**

We ask that children refrain from bringing personal electronic devices to the YMCA After School Program. Such devices include cell phones, gaming gear, i-pods, mp3 players, Nintendo DS, PSP and other hand held electronic devices. The YMCA staff may designate a time/day when hand held electronic devices are permitted. Please only use and carry these items at the designated times. If the staff sees a child with any of these devices, they may be taken and returned when the parent arrives for pick up.

### **Health Care Policy**

The YMCA of the North Shore has worked with our health care consultant, Frank McDermott, MD. 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 Child Policy**

YMCA Child Care directs its sick care policy toward three concerns: children's well-being, parent's needs, and the well being of all the children and staff of the education program.

If an illness prevents the child from participating comfortably in activities or creates a greater need for care than the staff can provide without compromising the health and safety of other children or if a child's condition is suspected to be contagious then the child will not be able to attend the program. The following guidelines will assist the parents in determining whether or not to keep their child home.

When a child can't attend the program:

There are a few illnesses for which children need to be excluded from the program due to the health risk they pose for other children and staff. If the child has had a contagious illness, he/she may return to child care after being evaluated by a physician and considered to pose no serious health risk to him/herself or others. Written documentation from the physician is required to return to the program.

The time after beginning treatment and returning will vary depending on a specific disease and should be discussed with the child care staff.

A child will be excluded from coming to the center when a child is too ill to participate in their usual activities, is vomiting, has diarrhea, has head lice, and/or has signs or symptoms of infectious disease including:

1. Skin rash
2. Fever of 100 degrees or higher
3. conjunctivitis
4. Repeated vomiting
5. Measles, mumps, chicken pox, rubella
6. persistent cough
7. diarrhea
8. pinworms
9. hepatitis

The center will notify parents should their child be exposed to a contagious illness, in accordance with the Division of Communicable Disease Control, Department of Public Health.

### **When Your Child Becomes Ill at the Center**

He/she is made comfortable in a location where she or he is supervised by a familiar caregiver and away from others to reduce their exposure to communicable diseases. The parent/guardian is called and told of the symptoms of illness and will be asked to pick child up.

### **When Your Child is Ready to Return (or mildly ill and non-contagious)**

- Bring in all prescription and non-prescription drugs with your pediatrician's signature and complete an authorization for medication form. Medication will only be administered in accordance with the medication and drug administration policy.
- Assist staff members in planning your children's day by describing what the "sick schedule" was like: nap times, foods eaten, type of play or restrictions.
- Plan to allow for a flexible schedule the first day back as your child may need a shorter day.

- Call the staff members frequently to "check in" on your child's status.
- Talk with your child about what their limitations are (no swimming, no running in the gym) in order to limit disappointment.
- School Age children who are absent from school because of illness may not attend the after school program.

#### **LIST OF REPORTABLE DISEASES**

The diseases listed below shall be reported to the Board of Health in the community where the case is diagnosed by telephone or in writing within 24 hours,. In addition, all epidemics, as defined by the Board of Health, of any disease, including those which do not appear in this list of reportable diseases, shall be reported to the local Board of Health. Any case of an unusual illness thought to have public health implications will be reported. The local board's responsibility upon receipt of a report is set forth in Massachusetts regulations 105 CMR 300.110 and 300.130.

anaplasmosis	Monkeypox or other pox virus
Animal bite	Measles (Rubella)
Anthrax	Melioidosis
Botulism	Meningitis: bacterial, viral, other
Babesiosis	MRSA
Brucellosis (Undulant Fever)	Meningococcal Infection (without meningitis)
Chagas Disease	Norovirus
Campylobacteriosis	Pertussis (Whooping Cough)
Cholera	Pneumococcal disease, invasive
Cryptococcosis	Plague
Cryptosporidiosis	Poliomyelitis
Cyclosporiasis	Psittacosis
Dengue	Q fever
Diphtheria	Rabies
Enteroviruses	Reye's Syndrome
Encephalitis (specify type, if known)	Rheumatic Fever
Epidemic Staphylococcal Pneumococcal disease, invasive	Rickettsial Disease
Ehrlichiosis	Rickettsialpox
Glanders	Typhus
Group A Streptococcus, invasive	Rocky Mountain Spotted Fever
Infection of Newborn (onset within 39 days after birth)	Rubella (German Measles)
Foodborne Intoxications:	SARS (Severe acute respiratory syndrome)

a. botulism	Small Pox
b. Mushrooms/other poisonous vegetables or animal products	Shiga toxin producing organisms Shigellosis (Bacillary Dysentery)
c. Mineral or inorganic poisons such as arsenic, lead, etc.	Typhoid fever Toxic Shock Syndrome
d. Staphylococcal	Toxoplasmosis
Hanta virus	Trichinosis
Hemophilus influenza, invasive.	Tetanus
Hemolytic uremic syndrome	Tularemia
Hepatitis A (IgM+ only) Salmonellosis (including paratyphoid fever)	tuberculosis
Influenza A infections	typhus
Kawasaki Disease Typhoid fever	Varicella (chicken pox)
Legionnaires' Disease (Legionellosis)	Viral hemorrhagic fevers
Leprosy (Hansen's Disease)	Vibriosis
leptospirosis	VISA
Listeriosis	VRSA
Lymphocytic choriomeningitis	West Nile
Lyme Disease	
Malaria	

### **Medication and Drug Administration Policy**

Medication will only be administered under the following guidelines

- 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 confiscated and parents/guardians will be notified, unless arrangements have been made and documented for an older, school age child to carry an epi-pen or inhaler.

- Physician's Consent

The label on a prescription medication container 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. Medication will be administered according to the directions on the original container, unless the child's licensed health care practitioner gives alternative written instruction.

- 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.

- Storage and Administration

Medication is to be handed to a staff member by the parent/guardian upon arrival at the center. All pills will be counted and documented. Both parent/guardian and center staff will sign the medication sheet showing agreement for the number of pills received. Medication must be stored in their original containers and labeled with the child's name, the name of the drug and the directions for its administration and storage. All medications except epi-pens and inhalers are secured out of reach of children and under proper conditions for sanitation, preservation, security (particularly for class D drugs) and safety. In the event that a medication needs to be refrigerated, it will be kept on a shelf designated for medication or in a staff refrigerator when it exists. In any case, it will be made inaccessible to children. Any unused or outdated medication will be returned to the parent when no longer needed (with the number of pills returned documented and signed by both center staff and parent/guardian.) If return to the parent is not possible or practical the medication will be destroyed and the destruction witnessed and documented.

If pills need to be split, this will be done by the parent before the medication is transferred to program staff. No more than a thirty day supply of medication will be accepted by program staff.

All medications will be administered by staff that have successfully completed the EEC on-line training. Any staff administering medication will be observed administering medication annually by supervisor to ensure he/she is practicing the FIVE RIGHTS: right child, right medication, right dose, right time, and right method with documentation. Staff will maintain a written record of the administration of any prescription or non-prescription medicine to each child which will include the time and date of each administration, the dosage, the name of the staff member administering the medication and the name of the child. The completed record will be made part of the child's file. This does not apply to topical non-prescription medications that are not applied to open wounds, rashes, or broken skin.

**Staff shall not administer the first dose of any medication to a child except under extraordinary circumstances and with parental consent.**

Full-day programs plan to meet children's medicinal needs as ordered by their physician. For non-prescription medications, a physician may give a standing order listing the medication(s), dosage and criteria for administration. The order is valid for one year from the date it was signed. If possible, parental permission will be obtained before non-prescription medication is administered to insure that the child has not just had it at home or that it is otherwise contraindicated. The parent will be notified in writing each time the medication is administered.

Topical Medications

Written parental/guardian consent with criteria for administration will be accepted for topical medications to be applied to unbroken skin. Parents need to send the medication in original container; medication will not be administered in a manner contrary to printed product directions without physician's written consent.

If the use of insect repellent has been recommended by the Department of Public Health due to a concern about insect borne illnesses such as EEE or West Nile Virus, then a product containing DEET should be used. However, such products will not be used on infants less than two months old.

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. A physician's order will be required. Application of medication to wounds, rashes or broken skin will be logged in the medication administration record.

Topical medications such as sunscreen, insect repellent, 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.

### School Age Programs:

All medication, except inhalers or inhalers, will be administered by a staff member. Upon written authorization of a parent and the child's health provider (7.11 (3b)), the child may be permitted to administer his/her own medication. Documentation of this will be done using an Individual Health Care Plan form.

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 are 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. In such cases, the center will have a back up supply of the medication.

### Medication Errors and Emergencies:

A medication error includes any failure to administer medications as prescribed for a child, including failure to administer the medication within appropriate time frames (defined as plus or minus a half hour from specified time), in the correct dosage, in accordance with accepted practice and to the correct student.

When an error occurs, parents/guardians will be notified immediately. Errors will be documented and kept within the child's file and reported to EEC. Errors will also be logged in the center's injury log and reviewed by the Health Care Consultant. In the event of an emergency resulting from a medication that threatens the well being of the child, the medical emergency procedures will be followed.

### Epi-Pen Policy

The care of children whose existing medical condition necessitates the usage of an epi-pen must follow the Commonwealth's Medication and Drug Administration Policy previously stated. An individual Health Care Plan stating specific existing conditions under which to administer the epi-pen (i.e. allergy to bee stings) and signed by parent and physician must be provided to the program before the child can attend.

Any programs with a child who may have to use an epi-pen will post a picture of the child and specific directions for administration of the epi-pen on the allergy and medication list. All staff will be made aware of the need for the epi-pen. In addition, the program will assign a staff member to directly monitor the child's activities. This staff member will be responsible to carry the pen during **all** of the child's activities. In the event of an emergency the designated staff will first administer the pen and then dial 911 to transport the child to the nearest medical facility. If a second staff is present, that staff will dial 911 while the pen is being administered. Even if the child appears out of danger, he/she **must** be transported by ambulance to the nearest medical facility for evaluation.

Parent/guardians will be called after the 911 call has been made and told where to meet their child. An incident report must be completed for the parent's signature. A copy will be made for the parents and one copy will be placed in the child's permanent record. Administration of the epi-pen will be included in both the incident log and the medication administration log.

A new epi-pen must be provided before the child may return to the program.

### Transportation Policy

All vehicles used to transport children must meet state and federal registrations and inspections. The drivers of the vehicles must be appropriately licensed to drive those vehicles.

All YMCA vehicles used to transport children have federally approved safety seats and/or seat belts. Each child is in his/her own safety seat or belt. Two or more children are never in the same belt. In a sudden stop or crash, having two children buckled together can result in serious injuries. Children that are under eight years old and/or 57" must be in a car seat when transported in vans.

The number of children transported will never exceed the number of seats in the vehicle. Neither children nor adults are transported in a cargo area of the vehicle.

Children under 12 years of age will not ride in the front seat if the vehicle is equipped with air bags.

Vehicles that are used daily are checked daily. The driver conducts a check to ensure that the vehicle is working well, and there is nothing in the vehicle that could harm the children.

Drivers stay alert to changes in the vehicle while driving. Unusual odors, sounds, or vibrations can be warning signals for breakdown.

Children are never left unaccompanied in a vehicle. No child will be released to persons not designated by the parent in writing. If there is not an authorized person at home, the child will not be released but returned to the center.

Sharp, heavy or potentially dangerous objects will be securely restrained. They can become deadly projectiles in a sudden stop or accident.

Young children are loaded and unloaded only when pulled up to the curb, side of the road, or in a driveway.

Children must remain seated when the vehicle is in operation, and will not put their arms or heads out of the vehicle windows.

All program vehicles are equipped with first aid kits, emergency equipment, including a seat belt cutter, and emergency information for each child riding in the vehicle.

Drivers will be informed of any information that may assist them in transporting a child, including but not limited to any medical or behavioral issues.

Children will not be regularly transported for periods longer than 45 minutes one way (7.13(5i)) (this limit may be relaxed for field trips if appropriate for the age and activity level of the group)

Drivers are responsible for supervising children during loading, transporting and unloading and must communicate with parents/guardians and the director in a proactive manner.

The driver must have a cell phone or other means of making emergency calls available on the vehicle during transport.

The program will notify EEC immediately of any accident involving the transportation of children when such transportation is provided or contracted by the YMCA of the North Shore. (7.04(15m))

### **Transportation Plan**

#### **Children Using YMCA Transportation to Program Site:**

In most cases, the YMCA provides a staff person to monitor children at school until a vehicle arrives. However, when there is no YMCA staff person present, the YMCA Child Care Staff will not be responsible for children at the school until a YMCA vehicle arrives. The YMCA provides a bus monitor for those children who ride the bus to their program site. A list of children attending the Ipswich Family YMCA School Age program will be given to the principal. YMCA vehicle will wait no longer than 5 minutes for children then must proceed to the next stop. Attendance is taken in the vehicle. All unexplained absences are reported to the Site Coordinator immediately upon arrival at program site. Children who leave the school grounds prior to the YMCA vehicle arriving are not the responsibility of the YMCA staff member.

#### **Children Walking Home from Program to an Alternate Activity Unsupervised:**

With parental consent, a school age child will be allowed to leave the YMCA program site for alternate activities. Parents will be required to fill out off-site permission forms which include specific activity, dates and time of departure, address, method of transportation, where the child should return to and acknowledge their responsibility once their child leaves the YMCA after school program. Parents will also acknowledge that once a child leaves the YMCA site the YMCA Child Care staff is no longer responsible for the child. Children who are permitted by their parents to walk to their afterschool program site are responsible to check in upon arrival. Child Care staff will follow up with the school office if the child has not arrived 15 minutes after the close of school. The YMCA is not responsible for the child until s/he arrives and checks in with a staff member.

### **Plan for Supervision for Students walking to and from Outdoor Public Playgrounds**

Weather permitting; children enrolled in the School Age Programs and during holiday/vacation week programs will walk to public playgrounds for outdoor activities. Two staff will accompany the children, one will lead the group and one will follow at the end. A portable cellular phone will be available to use in case of any emergency.

### **Field Trip Procedures**

#### **Instructions For planning a Field Trip and Prior to Arrival**

1. Permission slips must be obtained. If a permission slip is not signed and handed in, the child will not be allowed to attend. Verbal permission **will not** be accepted in lieu of a written permission slip.
2. Staff will visit the site to ensure that it is an appropriate venue for use by the group.
3. Before departure for the field trip destination, staff must call ahead. The purchase order or check must be in hand. Lastly, staff must set up the area for the field trip and check for hazards.
4. Children's medication(s) must be taken in a lock box to accompany staff. Epi-pens and inhalers must be kept in a secure yet quickly accessible location.
5. Staff must wear a current year staff shirt.
6. Emergency information on all children is taken on the trip.
7. The attendance list is carried on the trip.
8. Parent/guardian authorization for ongoing scheduled trips is valid for one year unless withdrawn in writing.
9. Each staff member must have a list of children that he/she will be responsible for during the trip. Children should either pair up or staff should assign child buddies.

#### **During the Trip**

1. Information including the phone number and destination of the trip, arrival and departure times, and list of children on the trip is left at the center.
2. When visiting an area staff will conduct a safety check prior to children's involvement.
3. Each child must carry on his/her person the name, address and telephone number of the program while s/he is off the premises in the care of the program.
4. Head counts should be done at the following times:
  - a. Before leaving camp/center area
  - b. On the bus/van upon departure camp
  - c. Throughout the day
  - d. When moving from one area of the venue to another
  - e. On the bus/van upon departure from field trip area
  - f. Upon return to the camp/center.
5. In the event of a missing child, the person in charge must be informed immediately and emergency procedures will be followed.
6. One staff should follow the planned transportation (bus/van) in his/her vehicle.
7. During the bus/van ride, staff may not use a Walkman, cell phone, or other personal technology devices.

8. Staff should sit in the aisle so they are available in the event of an emergency. One staff will be assigned to the last seat of the bus and one staff to the front of the bus. The staff in the front will be the first to exit the vehicle and count children as they exit the bus. The staff in the rear will be the last to exit the vehicle and look for children/items left on the bus.
9. In the event of a medical 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.  
Should injury to a child occur on a field trip and require medical attention, a copy of the injury report should be attached to the signed permission slip and returned to the director.
10. A staff person will carry a first aid kit. The kit will include some coins for pay phones, a cell phone, and a list of emergency numbers, and child medications if necessary.
11. **Children may not enter bathrooms alone at any time.** Staff must be at the doorway of the bathroom for school age groups and must supervise the pre-schooler by sight and sound. If the child needs personal assistance, staff may never be alone with child.
12. Staff must lead (be in front of) the group of children at all times. If there is a second staff member available, he/she should follow at the end of the line.
13. In the event of vehicle breakdown, staff will call the administrator and await instructions for transportation.

### **AQUATIC FIELD TRIP GUIDELINES**

#### **Instructions Prior to Arrival:**

1. Calls to swimming areas must be made in advance of field trip to assure certified lifeguards are on duty.  
NO BEACH GUARDS - NO SWIMMING
2. Only beaches, ponds, and pools with adequate certified safety personnel ON DUTY will be considered for YMCA of the North Shore visits.
3. Beaches and ponds with severe undertows, rip tides or low tide shelf drop-off are prohibited.
4. Beaches and ponds in close proximity to heavy traffic are prohibited unless a fence separates swimming area from road.
5. Site Director, or designee must be present at all Aquatic Field Trips (this person is NOT to be included in the child/staff ratio). Site Director, or designee will have the responsibility of coordinating the site activity.
6. Cellular phones and YMCA Emergency Procedures and Safety Practices MUST accompany Field Trips.
7. No groups are allowed on Aquatic Field Trips without a CERTIFIED NORTH SHORE YMCA LIFE GUARD present. This person must not be included in the staff: child ratio.

#### **Instructions Upon Arrival At Site:**

1. An inspection of proposed staging area is to be conducted prior to children leaving buses. Attention is paid to the area being used by groups, specifically looking for unsafe items like trash, glass, medical waste, etc.
2. Select a staging area away from the general public.

3. Mark off staging and swimming areas with cones and ensure children do not leave that site without a staff member.

#### **Instructions Regarding Use of Swimming Area:**

1. All participants must be swim tested prior to the trip. Non-swimmers will be clearly marked and made to stay in water below shoulder height.
2. The deep water test will begin in the shallow end and will include a minimum of 25 yards without touching the bottom or side and treading water for 2 minutes.
3. Swimming to MID BODY ONLY (belly button height) at beaches and ponds.
4. Staff attire must be appropriate for swimming rescue, or non-swimming area. Females will wear one piece suits and males will wear shorts style suits.
5. All staff will be assigned a specific task in relation to swimming area. Non swimmers will be accompanied by a staff person in the water.

\*FOR BASIC SAFETY TIPS FOR POOLS, BEACHES, AND PONDS REFER TO THE YMCA OF THE NORTH SHORE AQUATIC FIELD TRIP GUIDELINES PACKET.

#### **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 of 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.

#### **PLAN FOR EVACUATION AND DRILLS**

##### **Site Evacuation**

Emergency plans for evacuation are posted in every activity room. In the event of fire, explosion, or other similar emergency, saving lives is the first priority. When there is an emergency which requires evacuation, the following steps are taken.

1. In the event of an immediate emergency to evacuate: fire, explosion, chemical spill, the staff closest to the alarm will sound the alarm to notify everyone in the building.
2. Staff will lead the children out of the building using the exit routes previously posted in each activity area. Head counts, cross-checked with attendance will be taken to ensure all children are accounted for. Staff will bring first aid kits with them.
3. The Director and/or lead teacher will check for stragglers to make sure everyone is safely out of the building. Emergency information (and cell phones where available) will be carried.

The Director and/or lead teacher will call the fire department after leaving the building. The director will then inform the administrator.

### **Evacuation Drills**

Evacuation drills are to be held every month in our child care programs and will be documented in a log with time, date, and effectiveness of drill.

All sites will post evacuation routes and procedures from each activity area.

In the event of evacuation the Director and/or Lead Teacher and the teaching staff will walk with children away from the building. Each classroom will have a designated destination.

A notebook with emergency numbers will be taken by the staff. Phone numbers will also be located on the main server at the YMCA. Parents will be notified by the Director and/or Lead Teacher by telephone when appropriate such as if children cannot return to building and must be brought to another location.

### **PLAN FOR EMERGENCIES**

In the event of an emergency that does not warrant immediate evacuation of the site, directors will contact administrators to decide if the site can remain open based upon the following criteria. If the children have to be evacuated, parents will be notified as to the location of their children. Evacuations will follow the evacuation plan.



### **FLOODS**

Procedure: When notification is received from the Civil Defense or other emergency center that certain roads, bridges, or rivers constitute a danger or hazardous condition, it shall be the responsibility of the staff to notify the parent in the event of eminent or actual floor disaster.



### **LOSS OF WATER**

Procedure: In the event of loss of water, potable water will be brought in or if necessary, the program will be closed and parents will be notified.



### **LOSS OF ELECTRICITY**

Procedure: In the event of electrical power loss, the center will remain in operation up to half of the normal operating day if the following conditions exist: generator lighting is available during non-daylight hours or the room temperature does not drop below 65° Fahrenheit. All sites must have a non-electrical phone. A cellular phone may suit this purpose.

### **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
5. Release Form

#### **Maintenance of Records**

1. All records must be legible, dated and signed by the individual making the entry. All information must be updated yearly.
2. Any conferences, phone calls, correspondence, notes, etc. relating to a child must be written up and filed under appropriate heading.
3. 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. 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.

1. A parent shall, upon request, have access to his child's records at any time.
2. A permanent written log will be maintained in each child's record indicating any persons to whom information has been released.
3. 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 Massachusetts Department of Early Education and Childcare 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 Office 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 Massachusetts Department of Early Education and Childcare, 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 has 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 cannot. The YMCA of the North Shore YMCA will begin a parent advisory board to further include parents in decision making about the program.

### **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. Midway through the school year the staff of the School Age program will prepare progress reports for all children in the program. One copy will be given to the parent/guardian and another copy will be placed in the child's file.

### **Parent Communication**

In order to best care for your child, on going communication is imperative. 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 and if the issue is not resolved call the Executive Director at 978.356.9622 x 1301

### **Unauthorized Activities**

YMCA After School 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**

All 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.

### **Child Guidance Plan**

Keeping every child safe, happy and engaged is our primary goal. We seek to help children become confident and independent, to learn the give and take of social situations and to be part of a large group. That work starts with making sure each child feels safe and welcome in our environment and feels good about him/herself. We work on self help skills and problem solving skills, including peaceful conflict resolution. As within the framework of a family, children in our program are coached to work out difficulties with peers, and to handle frustrations in socially acceptable ways. Educators set the stage as children begin in the program by explaining that he/she works to keep everyone safe. Expectations are made clear that we use words to express anger or act it out in safe ways. It is the role of the care giver to teach these skills and to act as the facilitator in guiding children to cope with angry feelings.

Educators shall define and encourage positive behavior for the children through discussion and demonstration in large and small group settings and with individual children as situations warrant. Educators shall create opportunities for children to practice the desired behaviors, and praise those behaviors whenever they are observed. Children shall be recognized for positive contributions to the group. Behavior which is co-operative and supportive shall be praised and pointed out to the group as a whole.

Our program spaces are arranged to encourage active learning and independence. The daily schedule offers both group and independent activities and time to relax. It is kept consistent so the children know what to expect. Transitions are announced ahead of time. Children shall be offered activities designed according to their interests and which direct their energies into constructive pro-social endeavors. Educators shall be observant and aware of the direction which children's impulses are taking them and redirect or coach the child's handling of disagreements.

When unsafe or harmful behavior is exhibited by a child, the educator will guide the child away from the group if safety warrants. The educator will help the child calm down and will discuss the incident focusing on how the child felt and how he can better handle those feelings in the future. Educators will model calm behavior and problem solving and shall not argue, threaten, or berate the child for his/her behavior.

Parents will be made aware of concerns about behavior by the staff. Specific instances of concern will be documented on an incident report and sent home to parents.

In keeping with the Massachusetts EEC regulations, we strictly prohibit:

Spanking or other corporal punishment of children

Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks;

Depriving children of outdoor time, meals, or snacks; force feeding children or otherwise making them eat against their will, or in any way using food as a consequence;

Disciplining a child for soiling, wetting or not using the toilet, or using any other unusual or excessive practices for toileting; Confining a child to a swing, high chair, crib, playpen or any other piece of equipment for an extended period of time in lieu of supervision; and excessive time-out. Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.

### **When concerns arise**

Sometimes, despite educator interventions, a pattern of behavior is noted which threatens the emotional or physical safety of a child or his classmates. In that case, staff will address the concern with parents and create a proactive plan to help the child. Addressing the concern must include the following steps.

- Observe child
  - Note circumstances when behavior occurs
    - Who s/he is with
    - Time of day
    - Area in which problem occurs
    - Activity he is involved
- Consider all aspects of child's life
  - Changes in the home or at school, dealing with loss, new people joining the family, the absence of a familiar educator, witnessing or being a part of upsetting events, or not having consistent limits and schedules would all potentially impact a child's ability to cope with program space rules and routines.
- Staff and parents shall share observations and knowledge of child at home and at school to gain insight into child's behavior.
- Children are most at ease when staff and parents support each other's rules and limits. Even if school rules are different from the rules at home, parents can reinforce the thought that school rules need to be followed.
- Focusing on a specific behavior, parents and staff will prepare a clear message for the child that includes an action message describing the behavior desired.
- Consequences for not following the expectations are also to be made clear. Rewards for meeting expectations may be considered but be cautious about using material rewards. Rather, focus on ways to create a feeling of pride or accomplishment in the child. Behavioral changes are long lasting when the behavior results in the child feeling good about him.
- Consider whether changes to the environment would be helpful. Accommodations may be changes to the room arrangement, more individual attention for the child, a shorter day or a shorter week. If time is required to make the necessary accommodations, it may be necessary to have the child stay out of the program until the accommodations are in place.
- If staff and or parents feel that existing resources are inadequate to meet the child's needs, accessing additional support services will be explored including, but not limited to any of the following:
  - mental health agency
  - DCF to request support for family,
  - public schools for evaluation for special education needs
  - Child Care resource and referral agency for information on other placements

- EEC funding source for information on flex pool funds for children with disabilities or a mental health diagnosis.

**Dealing with Dangerous Behaviors**

When a child loses control, staff uses what they know about the child’s temperament, habits, and the circumstances of the day to help him calm and regain control. The educator must always act in the interest of all the children in the program. If a child behaves in a way that places himself or others in harm’s way, the educator may remove the child from the dangerous situation. The educator may only supportively hold a child long enough to remove him from the danger.

If the behavior threatens or causes injury to the child, another child and/or staff person, parents and program staff must discuss whether this is an appropriate placement for the child. Some indicators that continued attendance in the program may be ill advised are:

- The child’s behavior is so intense that it is likely the child will be isolated and ostracized by other children if it continues.
- There is a serious possibility of harm to the child, other children, or staff and it has become extremely difficult for this child and or other children to learn and grow in the program.
- The child’s behavior consumes much of the staffs’ time and energy.

**Exclusion from the program**

If, despite every effort of accommodation and individualization for the child, concerns for safety continue, the parents and/or the center director may conclude that this program is not an appropriate setting for the child. In that situation, program staff will help the parents find an alternative placement.

**PLAN FOR PREVENTION OF ABUSE AND NEGLECT**

All employees are mandated reporters. Every day in Massachusetts, ninety children are involved in reports of possible child abuse or neglect. Child abuse happens in each of our communities - urban, suburban and rural. It happens in families of all incomes - low income, average and wealthy. The following explains what child abuse/neglect can be, why parents are potential abusers, possible causes of abuse, and who should be contacted.

**ABUSE AND NEGLECT:**

**HAPPENS WHEN PARENTS:**

- are under stress
- are isolated
- without support
- feel that their failures outnumber their successes
- keep frustrations in until they boil over

**CAUSES CAN BE TRACED TO:**

- economic hard times
- unemployment
- acceptance of violence as a way of dealing with problems

**WHO YOU SHOULD CONTACT:**

-follow the reporting procedures as outlined in following pages and found within the Child Care Policy.

**Policy for Reporting Abuse and Neglect**

**Child Abuse:**

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

**Child Neglect:**

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

**Mandated Reporter:**

All YMCA staff are 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.

All reporting procedures in this policy will be followed. Failure to report a suspected abuse/neglect situation could result not only in a dangerous situation for the child, but also potential termination of employment of the staff person(s).

Reporting Procedures:

A. When a case of possible abuse/neglect is seen or suspected, 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 to 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 Executive Director of Child Care Services immediately.
3. Since the YMCA of the North Shore is the designated "reporter" under the Law (Chapter 119, Section 51A), the Executive Director of Child Care Services is assigned as the approved staff person to review each incident, completing the review within 24 hours. The Executive Director of Child Care Services will immediately notify the Protective Unit of the Department of Children and Families regarding any suspected child abuse. EEC will be notified immediately whenever a 51A is filed.

Appropriate program staff will be made aware of the suspected abuse/neglect on a need to know basis to allow for further documentation. Documentation should make note of verbal cues from child as well as other signs.

B. Policy for Reporting Institutional Abuse and Neglect

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 Executive Director of Child Care Services and the Director of Staff Development.
3. The Executive Director of Child Care Services 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.
4. Since the YMCA of the North Shore is the designated mandated "reporter" under the Law (Chapter 119, Section 51A), the CEO's designee is assigned as the approved staff person to review each incident within 24 hours and to immediately 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 DSS.
5. In the case that allegations have been cleared by both DCF and EEC, the employee may return to work in a position that does not allow any direct contact, monitored or unmonitored, with children. The employee will be allowed to return to work in the EEC licensed program only after the investigation has been closed by EEC.
6. In the case that allegations are substantiated, the situation will be reviewed with the Local Executive, CFO, CEO, Director of Staff Development and the Executive Director of Child Care Services 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.

***In the event that an employee is accused of abuse/neglect outside of work, the staff person must notify the Staff Development Office within 5 days and the above steps will apply.***

**Policy for Reporting Abuse or Neglect by a Staff Member**

**When a parent or guardian raises concerns involving unusual, sensitive issues, which may result in investigation for alleged abuse or neglect and/or filing a report:**

1. The staff or volunteer involved must inform the Program Director who will inform the Local Executive before leaving work.

2. The staff or volunteer involved will complete an Incident Report stating his/her version of the incident before the end of his/her tour of duty on the same day.
3. Incident Reports will be signed by the Program Director and passed on to the Local Executive within 24 hours.
4. The Local Executive will notify EEC, Staff Development, and the C.E.O.
5. The Program Director will contact the parent or guardian to discuss concerns with the Local Executive present.
6. If discussions do not resolve the concerns, the parent will fill out an Incident Report. If accusations occur, reporting procedure "B" will follow.

**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/YMCA Van Driver will:**

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 taxi cab be used to transport the family home or to another safe location.

If the authorized person becomes belligerent or aggressive, the School Age director, van driver, and/or the Child Care Director 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

When teaching staff have a concern about a child's developmental progress in any domain: cognitive, socio-emotional, fine or large motor, a first step is to present concerns to the center director. Concerns may arise based on screening results, teacher observations, or child and/or parent statements. The teacher(s) and director and other program staff as appropriate will review the teacher's documentation and the child's file and take steps to determine if there are alternative approaches and strategies that should be instituted in the classroom. Should these alternate approaches fail to address the concern, a discussion with parents shall be arranged.

The YMCA of the North Shore will refer parents to appropriate social, mental health, educational, and medical services for their child should the child care staff feel that an assessment for such additional services would benefit the child.

The Child Care Director/Child Care Case Manager will maintain a list of current referral sources in the community for children in need of social services. This list will include the contact person for Chapter 766 and Early Intervention Programs referrals.

### **Referring to Community Resources**

Parents are encouraged to talk to staff about any concerns they may have about their child. Parents are provided with information about typical development. The Childcare Director or designated staff person may contact a parent if he/she has concern(s) regarding a child. The Childcare Director, teacher and parent will arrange a time to meet to discuss the concern and review the evidence collected. The parent will be provided with a written report summarizing any observations related to the concern and will be briefed on staff efforts that have been made to accommodate the child's need.

If it is determined at the parent /staff meeting that among the group we do not have the resources to provide the child with the service he needs, parents and staff shall work together to secure services from available community resources.

The Childcare Director will offer assistance to the child's parent in making a referral. Parents will be encouraged to call for or request in writing an evaluation for their child from appropriate agencies. The Childcare Director may, if the parent provides written permission, contact an agency to begin the referral process. The parent may also give permission, in writing, for the center staff and service agency to share information on an ongoing basis. The Center Director may write the request letter for the parent to sign.

### **Follow Up**

The director and parent will work cooperatively to monitor progress in the referral and assessment process, monitoring SPED timelines, calling for results when necessary, and making sure appointments are kept.

If it is determined that the child does not need or is ineligible to receive services, the staff will continue to review the child's progress every three months to determine if another referral is appropriate. A strengths based approach will continue to be used. Parents and teacher will establish goals for the child and a plan to attain them.

A parent has the right to appeal a LEA decision that a child does not need services. A parent also has the right to secure an independent educational evaluation which is done by a qualified professional not employed by the school system. The LEA may pay for some or all of the cost of the Independent Education Evaluation if the family is income eligible.

If it is determined that the child should receive services, the YMCA staff will familiarize themselves with the IEP/IFSP and plan curriculum designed to help the child reach the stated goals.

When a child receives services parents will be encouraged to invite service providers to conferences and other parent/staff meetings so that the service provider can become a part of our team planning next steps for the child. Additionally, YMCA staff will attend meetings if the parent chooses to invite them.

Written records of referrals, including the initial referral meeting, observations, and contacts with service providers will be maintained in the child's file at the center by the teacher or other staff person designated by the director.

### **Making Sure the Center Can Meet The Child's Needs**

As a child with a special need enrolls in our center, parent and center director will collaborate to make sure the needs of the child can be met in the center environment. In making this determination, the center director may ask the parent for written permission to speak with or obtain written records from the child's service providers such as Early Intervention, LEA, a physician or therapists. Accommodations such as staff training, furniture arrangement, or the creation of an individual health plan may be made. Accommodation plans will be put in writing. If the accommodations a child needs would cause an undue burden the center may need to decline to accept the child.

The center will notify the parent in writing of such a decision. The parent will be informed that s/he may request an EEC review of the program's decision. The parents will be provided with a list of other child care options.

### **Transitioning**

Transitioning into the center will include a tour and an invitation for parent and child to visit the classroom in which the child will enroll. Training will be arranged for staff on medicine administration or other care routines with which they are not familiar. The parent will be asked to provide the center with an individual health care plan signed by the child's physician if the child has medical issues that require special knowledge or care on the part of center staff.

When a child moves from one room to another within the center, the child and the parent will be provided with opportunities to visit the new classroom. Educators from the sending and receiving rooms will confer on the strengths and needs of the child.

Transitioning out of the center to school or another center will be managed by parent and center staff such that the child is aware of the move and questions about the move are anticipated or answered as they arise. Every effort will be made to make sure the child has a realistic picture of his next school and that he feels comfortable and confident about the move. Center staff will complete a summary of the child's progress and developmental level. At parents' request, staff is available to meet with parent and/or staff from receiving center.

A full list of referral agencies is available upon request.