TIME TO EXPLORE

LET'S GO!

SCHOOL AGE CHILD CARE FAMILY HANDBOOK
YMCA of Central New York
# YMCA of Central New York

## School Age Child Care Family Handbook

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WELCOME TO THE YMCA SCHOOL AGE CHILD CARE PROGRAM

Thank you for choosing the YMCA School Age Child Care Program (SACC). The YMCA is committed to making a positive impact on the lives of the children and youth while directly supporting the schools they attend.

WHO WE SERVE

The YMCA of Central New York serves several school districts throughout the area. Please contact your local Y to find out if your school district is served by one of our programs.

YMCA OF CENTRAL NEW YORK BRANCHES

Downtown YMCA
340 Montgomery Street, Syracuse

Hal Welsh East Area Family YMCA
200 Towne Drive, Fayetteville

Manlius YMCA
140 West Seneca Street, Manlius

North Area Family YMCA
4775 Wetzel Road, Liverpool

Northwest Family YMCA
8040 River Rd., Baldwinsville

Southwest YMCA
4585 West Seneca Turnpike, Syracuse

OUR MISSION

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

WHO WE ARE

The YMCA is a nonprofit organization governed by a Board of Directors that is made up of concerned and interested local community leaders. The Y is supported solely by those who choose to join and take part in the many programs offered as well as those who choose to make voluntary contributions.

STRENGTHENING COMMUNITY

Joined together by a shared commitment to nurture the potential of kids, promote healthy living and foster a sense of social responsibility, members and staff believe that lasting personal and social change can come about only when we all work together to invest in our kids, our health and our neighbors.

OUR COMMITMENT

At the Y, we work side by side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive. That’s why we offer financial assistance to families who need help paying for membership or programs.

Our Annual Giving Campaign raises money for financial assistance to ensure that nobody is turned away due to an inability to pay. To apply for financial assistance or to make a donation, visit the Y today or go to www.ymcacny.org. We handle all applications confidentially.

NYS OCFS LICENSING

Our program is governed by the Office of Child and Family Services. We adhere to all the State of New York Licensing Regulations, Policies and Procedures. If you have any questions regarding OCFS regulations please contact your SACC Director.
OUR CURRICULUM
The YMCA SACC program reinforces our core values in a caring atmosphere. Children build confidence and trust by making friends, taking part in group projects and activities where fair play, teamwork and responsibility are emphasized.

Y Values
Caring
Honesty
Respect
Responsibility

OUR STAFF
The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of the staff. Recruiting, selecting, training and supporting the staff are essential, interrelated process in ensuring the success and integrity of the children’s programs. Staff are hired based on experience working with children, educational background and the ability to positively represent our four core Y values. Our staff receives medical clearances, background checks and reference checks through YMCA and OCFS agencies.

YMCA MEMBERSHIP
Every child enrolled in our school age program 5 days/week is entitled to a Complimentary Youth membership. Families are also able to upgrade to a Family membership at a discounted rate. If you already have a Family membership at the time of enrollment, please contact your member services team to begin receiving your reduced rate. Your reduced membership rate is valid only while enrolled in 5 day/week Before and/or After School Care.

ENROLLMENT
Applications for enrollment are accepted without regard to race, religion, sex, ability, gender/gender identification, sexual orientation or national origin.

Registration
Open registration begins each year on the 3rd Wednesday of February. To register online, please visit www.ymcacny.org. A $50 deposit per program is required at the time of registration. Any registration fees received after August 1st will have an additional $20 non-refundable application fee. Fees vary and will depend on the school site. The SACC office requires 3–5 business days to process your registration before your child may attend. A 15% discount is offered for any sibling registered in the same program.

Special Needs and Inclusion
The YMCA shall accept into the program all children who are able to participate within the regular activities and guidelines as part of a group with a ratio of 10 children to 1 staff. The YMCA will not exclude any child with a disability from the full and equal enjoyment of its services, unless the child poses a direct threat to the health or safety of others in the program.
In accordance with the requirements of Title III of the Americans with Disabilities Act and applicable state disability law, the YMCA will not discriminate against any individual on the basis of disability. The YMCA will consider reasonable accommodations and/or modifications to its policies and procedures as necessary to allow children with disabilities an equal opportunity to participate in this program, unless the accommodations or modifications would pose an undue hardship or fundamentally alter the nature of the program.
PAYMENTS
SACC payments are due on the 1st of the month. Payments can be made through automatic payment, online using a credit card or bank account, or at the membership desk using check, cash or credit card. Access your online account to schedule or modify payments. You are responsible for updating your payment method prior to the due date if you receive a new card number or expiration date. No payments are accepted at our school sites.

Payments for Half, Vacation, and Snow Days are due at the time of registration.

DSS Payments
DSS payments are due on the 1st month for all weeks in the month. Before DSS parent-pay portions can be approved, the YMCA must receive a contract from DSS outlining the parent payment. If authorization is discontinued the parent is responsible for the full month’s payment.

Late Pick-Up
Our program promptly ends at 6pm. Please arrange for an alternative pick-up person to pick up your child and notify staff immediately if you are unable to pick up by 6pm. If you arrive after 6pm, your card or bank account on file will be charged a $15 late pick up fee per 15 minute interval. Excessive late pick-ups (more than 3) may result in suspension or termination of services.

If your child remains at the site until 7:00pm with no contact from the parents/guardians the child will be turned over to the local authorities.

Late Payment
A late fee of $20 per account will be assessed to you after the due date (1st of the month.) If full payment has not been made by the 15th of the month, your SACC services will be suspended. Excessive late payments may result in termination of your services.

Tax Statements and FLEX Reimbursement
You may access your full account, including record of registrations, payments, and tax statements on your online account at ymcacny.org/myaccount. Paper tax statements will not be mailed. You are responsible for maintaining your receipts for FLEX reimbursement. Please contact your SACC office if you need a reimbursement signed.

FINANCIAL ASSISTANCE
At the Y, we welcome everyone. We offer financial assistance to families who cannot afford SACC, membership or programs. To apply for financial assistance please contact your Y.

WITHDRAWING FROM PROGRAM
Withdrawals from Before and After School programs must be submitted in writing via e-mail to the SACC office by the 15th of the month in order to be removed from the next month’s billing. Any cancellations received after the 15th will be processed the following month and families will be responsible for the next month’s full fees. Monthly fees will not be prorated.

Refunds
The YMCA SACC program does not issue refunds or credits, unless overpayment of fees occurs or the program is cancelled. Refunds will not be given if your child is suspended or terminated from the program or during a suspension period from school.
ATTENDANCE
To ensure your child’s safety, if your child is absent from school, will not be attending our program that day, or will be arriving late, please call notify the site staff before the scheduled arrival time.

PICKING UP YOUR CHILD
Parents or caregivers must sign their child out each day. The sign out sheet is a record of your child’s attendance. For your child’s safety, only parents or people you designate as Authorized Pick-up/ Emergency Contacts may pick up your child from the program. You may add additional people by submitting their name, phone number, and full address to your site. All pick-up people must be at least 16 years old.

Anyone, including yourself, will be asked to present a valid photo ID before signing a child out of program. We will deny access to anyone who is not listed as an Authorized Pick-up/Emergency Contact.

Contact Information Changes
If you experience a change of address, phone number or email, please submit your changes in writing to the SACC office at your local branch as soon as possible. In the event of an emergency, it is critical that we are able to reach you.

Divorce/Separation
If a non-custodial, biological parent arrives to pick up their child and they are not listed on the form (whether or not a court order is on file,) we will:

1. Call the parent/guardian listed on the registration form
2. Explain to the non-custodial, biological parent that we cannot release the child to them and explain the release procedures to the non-custodial parent.
3. Call the police to release the child to the police. The police will then confirm the identity of the non-custodial, biological parent.

This scenario can place all parties in a very difficult situation. Often times, the person who will have the most difficult time is the child. Please discuss these implications with the non-custodial parent, so that they will not show up at the site without prior arrangements. All court orders must be provided to the SACC office when updated to ensure appropriate information is at each site.

Concerns for Safety
Safety is our number one priority. If we have reason for concern regarding the safety of a child’s release to a parent or other adult, we may call the police. Cause for this course of action includes:
1. Parent/adult suspected to be “under the influence.”
2. Parent/adult is abusive or threatening to the child, our staff, or any other persons present.

If there is a concern for the safety of our program participants, please contact the SACC Director IMMEDIATELY.

TRANSPORTATION
There are several school districts that provide transportation to and from the YMCA after school programs. Please contact the transportation department to ensure transportation is arranged for your child. Please contact your local Y program in order to find out more about transportation services. YMCA staff are not permitted to transport children in their personal vehicles.
NO SCHOOL
Care is available for an additional fee on most scheduled full and half days off from school. These days are not included in your monthly fee. Fees are non-refundable and non-transferable unless written notice of cancellation is received 2 weeks prior in writing. Please note that there is a $5 non-refundable processing fee for each program cancellation.

Vacation Days
Your Y branch may hold a Vacation Day during full days off during the school year. SACC participants receive priority registration for Vacation Days. Open registration for non-participants will begin two weeks prior to the date of care. Additional fees may apply.

Half Days
The Half Day program will operate from the time school dismisses until 6:00pm at the child’s typical after school location. SACC participants receive priority registration for Half Days. Open registration for non-participants will begin two weeks prior to the date of care. Additional fees may apply.

What To Bring On Half or Vacation Days
Your child will need a healthy bagged lunch, sneakers, a water bottle, and weather appropriate clothing. Some sites do have a pool for their day off programs. If this is the case for your local program, please pack a bathing suit and towel in a separate bag, if your child chooses to swim. Please label everything!

Snow Days and School Delays
Some SACC programs are able to provide care on days where school is cancelled due to inclement weather. Please refer to your branch’s inclement weather plan for more information on how to register. Additional fees for snow days may apply.

Program Holiday Closures
The YMCA School Age program runs from the first day of school until the last day of school. Child care is NOT available on the following days:
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year’s Eve
- New Year’s Day
- Memorial Day

Emergency Closing Procedures
Depending on your school district and after school site, care may be available when schools close early due to an emergency or weather. Many, but not all, YMCA after school programs are able to remain open with only district after school activities are cancelled.

Please check your site’s inclement weather plan for specific details.

Emergency Drills
Each program will conduct a monthly evacuation drill, along with semi-annual shelter-in-place drills. Drop-off and pick-up during these drills are restricted. In the event a situation arises that is not a drill, families will be notified immediately of any change in location or situation.
HEALTH AND SAFETY

Illness
If your child becomes ill while in program, he/she will be isolated from the other children and you will be contacted to pick him/her up. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Pick up by an authorized personal shall be within 30 minutes. Children may return to program after being symptom-free for 24 hours, without the aid of medication.

Lice
In the event that your child has live lice while at the site, we will call you to pickup your child within 30 minutes. Children may return if there are no live nits present after 24 hours.

Medication
If your child is required to take a medication during program, a written medication consent (OCFS document) must be completed by the child’s physician and parent prior to starting program. We also are required to have the medication in the original box with the original prescription label. Medication forms and medications must match exactly and be provided prior to the start date of the program.

Medical Emergencies
If your child is injured during program hours, the staff member in charge will take all steps necessary to obtain emergency medical care as warranted.

In the event of a serious medical emergency, staff will provide first aid, contact parent/guardian immediately, contact emergency contacts if necessary and call 911.

Child Abuse Prevention
All YMCA staff are mandated reporters and required by law to report any suspicion of child abuse or neglect to Child Protective Services.

Nutrition
All of our Y after school programs participate in the Healthy Eating and Physical Activity (HEPA) programs. Several of our Y programs also participate in Child and Adult Care Food Program (CACFP). We provide a healthy snack during our programs which represents a minimum of 2 food groups. Water is served with each meal as well. If your child would like to bring their own snack from home we would prefer it to be a peanut/tree nut free snack. During days off we ask you send a nutritious lunch that does not need to be refrigerated or re-heated.

If your child has any food allergies or special dietary needs please let us know on the back of your child’s registration form.

Dress for Weather and Play
Please dress your child in washable clothes that are appropriate for weather and daily activities. For the safety of all participants, sneakers are required to be worn for physical activities in the gym, field, or playground.
HOMEWORK
Each day, children are provided an opportunity to do their homework. While we do encourage children to do their homework, it is not mandatory. We are there to help, but we do not provide tutoring. If desired, please encourage or impress upon your child that homework must get done during program hours. Our staff will do their best to assist in accomplishing this.

If in a school setting, YMCA staff are not permitted to escort children back to their classroom during the program time to pick up left items.

TOYS AND ITEMS FROM HOME
Toys or other items from home are strongly discouraged, unless it is a pre-planned “Toy From Home Day.” We are not responsible for lost or stolen items brought to the School Age Child Care Program. Please connect with your site coordinator or SACC Director if your child requires a comfort item or fidget to be successful in program.

ELECTRONIC DEVICES
Participants in our program may possess electronic devices including cell phones, iPods, or gaming devices; however, to adhere to OCFS licensing policies, the device must be turned off and stored away. If your child is in need of a specific device per a physician please contact the SACC Director.

Your child is solely responsible for the storage and safekeeping of devices, so that it is not visible during our program hours. We are not responsible for lost, stolen or damaged items.

BEHAVIOR MANAGEMENT
Our first step in discipline is prevention. Our staff are trained to be proactive to prevent behaviors prior to the trigger.

• Staff will be proactive in preventing negative behaviors.
• Staff will address the behavior in a calm manner and redirect the child to a more positive approach. Staff will discuss the occurrence with the parents at pick up.
• If behaviors continue, staff will complete a behavior reflection with the child to encourage alternative strategies for a better outcome. Staff will share this with the parents.
• After 3 behavior occurrences, staff will request a meeting with the parent outside of program time to discuss the next step. At said meeting the staff, parents and child will determine an action plan to outline the steps everyone will take to create a positive experience.
• If behavior continues the child will be suspended for a minimum of 1 day.
• If behavior continues the child may be suspended for up to one month and the parents must meet with the SACC Director prior to child returning to program to discuss the action plan.
• If behavior continues, the child will be terminated from the program and all other YMCA programs for a minimum of 6 months.

*The above steps can be bypassed based on severity of the actions and behavior.

ENDING CARE
We reserve the right to end your child’s enrollment for the following reasons:

1. If you pick up your child after the program closes more than three times.
2. If you fail to pay your fees on a timely basis for two consecutive months.
3. If there are consistent disciplinary occurrences with you child that put other children or program staff at risk physically and/or emotionally.
4. If Parent/Guardian is abusive or threatening to staff or program participants.
FAMILY/CAREGIVER INVOLVEMENT

Parent support is critical to the success of the program. We have an open door policy and our families are encouraged to visit our program at any time. Please be respectful of the children’s routines and program activities, as well as our staff’s need to be with the children. We encourage you to schedule a time with your site coordinator/director to discuss your child’s progress.

PAC Committee

Parents and community members are encouraged to participate in our Parent Advisory Committee (PAC) as a way to be actively involved in current issues and solutions. Contact your SACC Director to see if your program currently runs a PAC Committee.

Newsletter

You will receive a monthly newsletter outlining important information about the YMCA before and after school programs, including upcoming special activities and days off.

Family Events

Family events are held throughout the school year and provide an opportunity for families to spend time together, meet new friends and have fun.

PLEASE REVIEW ALL POLICIES WITH YOUR FAMILY AND ADDRESS ANY QUESTIONS WITH YOUR SACC OFFICE. ALL POLICIES IN THIS HANDBOOK ARE SUBJECT TO CHANGE AT THE DISCRETION OF THE YMCA SACC ADMINISTRATION.