



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BRIGHT FUTURES AHEAD



2021 - 2022
PARENT HANDBOOK
CHILDCARE PROGRAMS NORWICH FAMILY YMCA



August, 2021

Dear Parents and Guardians,

Thank you for choosing the Norwich Family YMCA to be the provider of care for your child(ren). It is of the utmost importance to us to create environments that are safe, positive, engaging, and fun for all individuals who participate in our programs. We are honored to have the opportunity to provide this service for the community and we are excited to have you and your family join us.

In this handbook you will find information about our school age childcare programs including fee schedules, program locations, hours of operation, and program policies and procedures. With this document, we would like to promote communication between our staff and your family and help to answer any questions that you may have about our programs.

For the 2021 – 2022 school year, the Norwich Family YMCA is offering Fun Club, full day childcare, After School Programs for the Norwich, Oxford, and Greene School Districts, Early Morning Program for the Norwich City School District, and Snow Day Fun Clubs. All of our school age childcare programs are licensed through the New York State Office of Children and Family Services. In addition to our school age childcare programs, we offer a counselor in training program for students in 7th – 10th grade. In this program, students have the opportunity to act as mentors as they assist the staff in the daily operations of the program. This program is limited to our Norwich site at this time.

In our programs, the children will be able to experience a variety of age appropriate activities that allow for self-expression, creativity, physical recreation, and experiential learning. We instill the core values of respect, responsibility, caring, and honesty and we provide opportunities for character building and self-growth. Our childcare programs are run by experienced and well-trained staff. They are required to take comprehensive training regarding the provision of quality and safe childcare.

We are looking forward to more fun and adventures in our YMCA Childcare Programs. We thank you for entrusting us with the care of your loved one(s). We are honored and excited to go through the new school year with them.

For more information please do not hesitate to contact me. My contact information can be found below.

Sincerely,

Kelly Reppert
Youth Development Director
Norwich Family YMCA
68-70 North Broad Street
Norwich, NY 13815
607-336-9622 ext. 1028
kreppert@norwichymca.org
www.norwichymca.com



FEE SCHEDULE 2021 - 2022

If your child attends our program 3, 4, or 5 days a week they are considered full-time.

If they attend 1 or 2 days a week they are considered part-time.

The payment prices and schedule are as follows.

Norwich Early Morning Program

| | |
|------------------|-------------------|
| Full-Time | \$70.00 per month |
| Part-Time | \$40.00 per month |
| Daily | \$10.00 per day |

Norwich After School Program

| | |
|-------------------|--------------------|
| Full -Time | \$110.00 per month |
| Part -Time | \$70.00 per month |
| Daily | \$12.00 per day |

Fun Club and Snow Days

\$25.00 per day

Greene After School Program

| | |
|--------------------|--------------------|
| Full – Time | \$120.00 per month |
| Part – Time | \$80 per month |
| Daily | \$15 per day |

Monthly payments from September-June are due the 15th of every month. If payment is not made by the 15th of the month a \$10 late fee will be applied. We accept MasterCard, Visa and Discover cards. Contact the Billing Coordinator at the YMCA 607-336-9622 ext. 1027 for more payment information.

Schedule Change – Two week written notice is required.

Fees

All payments/fees are non-refundable and non-transferable.

Childcare payments are due by the 15th of the month in which services are provided and are not reduced for weeks containing holidays or school closures due to inclement weather. Parents whose payments are late will be charged a \$10 late fee, unless other arrangements have been made with the Billing Coordinator. If payments are three months or more delinquent, we reserve the right to remove your child from the program. Parents are responsible to pay for any days that their child attends beyond their regularly scheduled days.

Late Fee

A \$10 late fee will be applied to all past due accounts. Any account is considered past due if payment is not received at the YMCA Front Office by end of business day on the 15th of the month.

Financial Assistance

The Norwich Family YMCA financial assistance policy states that no person will be denied membership or program participation solely because of inability to pay fees. Financial assistance applications are available on the website and at the

YMCA Front Desk. Financial assistance is granted based on available resources of the YMCA. It is our intent that all individuals contribute toward membership and/or programs fees.

Site Locations and Program Hours of Operation

Fun Club and Snow Days

Norwich Family YMCA, Norwich, NY

7:00 am – 5:30 pm

After School Program

Norwich Family YMCA, Norwich, NY

Greene Intermediate and Primary Schools, Greene, NY

School Dismissal – 5:30 pm

Early Release

Norwich Family YMCA, Norwich, NY

School Dismissal – 5:30 pm

Early Morning Program

Norwich Family YMCA, Norwich, NY

7:00 am – Bus Pick Up

Program Start/End Date

Based on Applicable School District calendar

Program Closed: Labor Day, Thanksgiving Day, Black Friday, Christmas Eve and Christmas Day, New Year's Day, and Memorial Day.

We reserve the right to notify parents if program will be closed on additional days pending school availability and emergencies (ex. power outages).

Inclement Weather Policy

The childcare program runs consistent with the individual school districts. Weather conditions may alter program delivery schedules. When weather conditions close school before the normal starting time, we will run full day childcare. If school is delayed, the morning program will run with the same time delay. If all after school activities are cancelled, the program will run, but parents will be encouraged to pick up their children immediately after school dismissal (Norwich only). Please listen to local radio stations for closing information.

Age Range of Children Served

Our program is designed to meet the developmental needs of children in Pre-Kindergarten through 6th grade. There are also opportunities for 7th-10th grade students through the Counselor-In-Training program at the Norwich cite. Contact the Youth Development Director for more information.

Staff Ratios

We maintain a 1:10 staff to child ratio and 1:8 staff to child ratio, if Pre-K children are in the program, as per the NYS Office of Children and Family Services.

Daily Activities

The After School Program provides children with developmentally appropriate activities that will enhance your child's confidence, enrich his or her social and physical development, and encourage self-expression.

Healthy combinations of individual and group activities are planned daily. Children are encouraged to give their input on what activities they would like to do.

Arts and crafts, games, homework time, snack, wellness components, and outside time are some of the daily activities that your child will have the opportunity to participate in at the site.

Daily Schedule

The daily schedule can be made available for your information.

Schoolwork Assistance

Children are provided with daily opportunities for schoolwork time. We will do our best to assist children with schoolwork, but we cannot guarantee completion.

Daily Snack

We offer nutritious snacks that consist of at least two of the following components: milk, juice or fruit, bread or cereal, fresh fruits and vegetables, meat or meat alternative.

All snacks we offer are planned in advance. A weekly snack calendar is available upon request.

***If your child has any allergies or requires a special diet, we ask that you please note it on your registration form**

Sack Lunches

You will be required to provide your child with a bag lunch for Enrichment childcare. These lunches should be nutritious, ready to eat (no warming necessary), and should not include soda or glass containers. Children should have their lunches with them upon arrival to the program. Please find attached information on healthy food choices.

Children with Special Needs

The Norwich Family YMCA will request and review information given by the parent related to the child's participation in the program. Specific accommodations required to meet the child's needs in the program, which would include change or modification in the child's participation in regular activities, will be reviewed. In addition, identification of any special equipment, materials, ramps or aids will be discussed. If such accommodations will cause undue burden on the Child Care program, the parents will be notified in writing.

YMCA Mission

The YMCA's mission is to put Christian principles into practice through programs that build a healthy spirit, mind and body for all. We accomplish our mission through programs that promote social responsibility, healthy living and youth development.

We believe that all kids deserve the opportunity to discover who they are and what they can achieve, under the guidance of adults who care about them and believe in their potential. Whether helping toddlers learn their first words or preparing high schoolers for college success; getting kids excited about sports or local government; making memories at camp or afterschool – we help young people form healthy habits, develop their skills and build strong relationships. Our intent is to nurture social-emotional, cognitive and physical development through holistic youth programming, experience and supports.

We want:

- Youth in Y programs to demonstrate improvement in the skills needed for successful living
- Youth in Y programs to demonstrate improvement in academic proficiency, from birth to career
- Y's to incorporate a holistic approach to development in their youth-serving programs
- Y's to advocate for making youth development a priority at the local, state and national levels.

Behavior Management Policy

YMCA staff will use positive behavior management techniques that are developmentally appropriate and adhere to the Four Core Values of **Caring, Honesty, Respect, and Responsibility**.

Behavior Management Techniques

YMCA staff will:

1. Involve the children in the development of the "house rules."
2. Maintain consistent behavior expectations and reinforce the Four Core Values: Caring, Honesty, Respect, and Responsibility
3. Guide children by setting clear, consistent, fair limits for program behavior.
4. Use natural and logical consequences.
5. Redirect children to a more acceptable behavior or activity.
6. Use positive reinforcement, including a positive behavior recognition program.
7. Make eye contact and listen when children talk about their feelings and frustrations.
8. Guide children to resolve their own conflicts through the use of conflict resolution skills.
9. Use effective praise that is immediate, sincere, and specific.

10. Modify and structure the environment to attempt to prevent problems before they occur.

Behavior Management Action Steps

1. "Personal Time" – removal of child from a situation for up to 5 minutes, depending on the age of the child, so they can regain control of their behavior.
2. Verbal or written communication to parent/guardian regarding child's behavior.
3. Disciplinary Notice:

A child's behavior may result in the child being given a disciplinary notice. Two disciplinary notices are considered warnings.

Three disciplinary notices in any school year will result in the suspension of the child. The Site Director or Program Director will arrange a meeting with parent(s)/ guardian to discuss the child's behavior.

If the child is reinstated and receives a fourth disciplinary notice during that school year, the Site Director and/or Program Director will suspend the child immediately and indefinite termination from the program may result.

4. Behavior Action Plan/Improvement Plan.
5. Suspension – Serious behavior problems will result in immediate suspension, and you will be responsible for picking up your child immediately.
6. Termination – Our program cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include but is not limited to the following:
 - Behavior that requires constant attention from the staff.
 - Behavior that inflicts physical or emotional harm on other children, staff members, or self.
 - Behavior that abuses the staff and/or ignores or disobeys the rules.

If a child cannot adjust to the program setting and behave appropriately, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program expectations.

Custody Issues

In the unfortunate event of a difficult/dangerous custody situation where a court order is in place, please contact the Youth Development Director as soon as possible to set up guidelines regarding the release of your child. You must have a copy of any court documents regarding the restriction of release of children in our care.

Parents/guardians are responsible for resolving any issues that may arise from their child's participation in our programs. The YMCA will not get involved in disputes. A child may be removed from the program until the parents/guardians are able to resolve the differences.

Removal of Child from Program

There are times when it is necessary to remove a child from the program. Reasons for removing a child from the program:

- Non-payment of fees.
- Child is unable or unwilling to conform to program, rules, and program guidelines and/or all reasonable alternatives for behavior management have been exhausted.
- Immediate withdrawal for blatant disregard of rules or extreme disruptive behavior by child or parent/guardian.
- Custody situations that involve parents that are unable to resolve differences as it relates to the YMCA program.
- School suspension – Please note that should your child be suspended from school, your child is also not permitted to attend the afterschool program for the duration of the suspension. This is in cooperation with the local school district of the site.

Intoxicated Adult Policy

YMCA staff will encourage any adult who appears intoxicated to call an emergency contact or a taxi to transport the adult and child home. If an adult chooses to leave, the YMCA staff will document the license plate number and call police.

Late Pick-Up Policy

On unexpected occasions when a parent is late, the YMCA has established these firm policies:

- Parents must call the YMCA staff to let them know what time they will expect to arrive or to inform them of alternate transportation arrangements.
- Parents will be assessed a late fee of \$10 for every 15 minutes past the closing time. The clock at the child care site will be used to determine the fee charged. A late fee charge will be added to the parents' bill.
- In the event of consistent tardiness, a meeting will be convened to discuss possible alternatives.
- In the event that the YMCA does not receive a prior phone call from the parent, the following procedures will be immediately implemented:
 - A YMCA staff member will contact parents for instructions.
 - If contact cannot be made, a YMCA staff member will call the emergency contact list to arrange pickup. (Parents will be assessed a late fee of \$10 for every 15 minutes past the closing time).
 - If one hour late from official closing time and contact cannot be made to the child's parents or emergency contact people, a call will be placed to the Child Protective Services to report an abandoned child. Staff members will then follow instructions given by Child Protective Services as to what further arrangements are necessary.
 - Parents will be informed to contact Child Protective Services for further instructions.

Staff Relationships with Children Outside of YMCA Programs

Staff is not permitted to be alone with children they meet at the YMCA. This includes all forms of communication (phone calls, e-mails, instant messages, text messages, social media, etc.).

Babysitting, sleepovers, and inviting staff members to a child's home are prohibited unless one of the following conditions exists:

- Staff and child's family have a relationship that predates the staff member's employment or volunteering with the YMCA.
- Staff and the child's family have a relationship that predates the child's enrollment in the YMCA program.
- Staff and the child or child's family are related.

If you have an existing relationship with a YMCA staff, you must contact the Youth Development Director, so that appropriate disclosures and documentation can be completed.

The YMCA does recognize that there may be occasions when children ask a staff member to attend their sporting event, dance recital, etc. This is permitted as long as it is a public event and the child and staff member are never alone.

Staff is **never** to transport children in their personal vehicles.

Attendance Policies

The Norwich Family YMCA Child Care Programs request that if a child is to be absent from a program, the parent must contact the Site Director at least two hours prior to the child's normally scheduled arrival at the program. The parent will be contacted in the event that the child does not arrive at the YMCA program and previous notice has not been given. **If a child does not attend school on any particular day for any reason, they may not attend the before or after school child care program.** If a child is absent their scheduled day, the parent is still responsible for payment of child care services.

Program Withdrawal – Parents **must** fill out the Program Withdrawal Form (attached to the Handbook) if you are removing your child from any childcare program. A two week notice is required prior to withdrawing your child from the program.

School Suspension – Please note that should your child be suspended from school, he/she will not be permitted to attend the afterschool program during the time of suspension.

Drop-off and Pick-up Policies

Once your child is dropped off or picked up, a staff member will sign the attendance sheet indicating the time of arrival/departure and the individual picking up the child. Please do not leave until you are sure that your child has been signed in or out accordingly. **For the safety of your child, the staff cannot release any child to an individual that is not on the child's application form.** Please list everyone possible. **ID is required by everyone** until faces become familiar to staff.

Please see the Youth Development Director to add an adult to the registration form to prevent any pick-up problems. Additions to the list MUST be made in person. Remember that only the parent/guardian that signed the registration documents can alter the forms.

Making Changes to the Registration Documents

The parent/guardian that completes and signs the registration documents is the only one authorized to make any changes/deletions/additions, etc. to the information on the documents.

Clothing and Personal Belongings

Children at the YMCA program 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. Please ensure children are dressed properly for cold weather.

Please be sure your child does NOT bring items of value to the YMCA program (ex. electronic equipment, jewelry, etc.). Cell phones must be kept in backpacks. **Items from home are not allowed in our childcare programs and will be kept in your child's book bag.**

The YMCA is not responsible for items lost, broken, or stolen during program hours. Articles that are left behind at the end of the day will be placed in the Lost and Found. Please ask staff if you are looking for a lost item.

Health and Safety

The health and safety of the children in our care is our top priority. Even so, young children are often testing their physical limits making injuries inevitable. Parents/Guardians will be informed of any minor injuries not needing medical attention through an accident report provided by the YMCA staff.

In the event of a medical emergency or accident requiring a doctor's treatment, we will contact the parent/guardian immediately and emergency personnel if necessary. Emergency medical personnel will take the child to the emergency room via ambulance if the situation warrants immediate measures. A YMCA Site Director will accompany the child until the parent/guardian arrives.

Insulin/Inhalers/Epi-Pens

Children are allowed to keep insulin, inhalers or epi-pens in their backpacks or with them while attending the program with appropriate doctor authorization.

Such medications, with a doctor's note, are to be given directly to the Site Director. Parents are required to fill out the state medical health form in addition to any doctor's waivers. We recognize the need for immediate access and therefore do not keep these medications locked, as we do with all other forms of medication, but they are out of the children's reach.

Sick Children

To ensure the well-being of all children, please be considerate. Any child showing or developing symptoms such as fever of 100 or higher, other COVID symptoms, rash, diarrhea or vomiting will be isolated from the group and provided with an area to rest. YMCA staff will contact parents/guardians for arrangements to be made for immediate pick up.

Contagious Conditions

If a child has a confirmed case of a contagious illness/condition, s/he must be kept at home and the condition reported to the Site Director. At the discretion of the Site Director, parents/guardians may be asked to submit a doctor's statement prior to a child returning to the site. The following conditions are examples but not limited to:

- Strep throat
- Chicken pox
- Hand, foot, mouth disease
- Impetigo
- Lice

Head Lice

If head lice is detected while your child is attending the program, the child will need to be picked up immediately.

A child with head lice is allowed to return to the program after treatment. Evidence of treatment includes no lice or nits, clean hair and scalp, and a note from the parent or physician stating the treatment used.

Emergency Procedures

YMCA staff are trained and prepared to activate emergency procedures in the event of severe weather, fire and/or other emergency conditions that require building evacuation or other immediate safety measures. In the event of such a situation, parents/guardians will be contacted for early release. Following the notification of an emergency, staff will remain calm and account for all children, bring the children to a safe location, and take attendance after arriving to said location. When relocation is necessary due to the nature of the emergency, the following are sites where the children will be taken until they can be picked up by a parent/guardian:

Primary Relocation Site Norwich: Broad Street United Methodist Church

Primary Relocation Site Greene: Immaculate Conception Church

Program Regulations

Our School Age Child Care programs follow the regulations mandated by the Office of Children and Family Services (OCFS). The OCFS regulations are posted at your child's childcare site and can be made available for your information.

How to Report Child Maltreatment

Child abuse and neglect is a growing issue in today's society. There are ways that you can help stop child maltreatment if you suspect or know that a child is being abused or neglected. There are state child neglect and abuse reporting numbers. Any law enforcement office or local Child Protective Service office can be contacted. The Child help National Abuse Hotline is 1.800.4.A.CHILD (1.800.422.4453). Professional crisis counselors are available 24 hours seven days a week. All calls are confidential. The hotline offers crisis intervention, information, and referrals to emergency, social service, and support resources. Anyone can report suspected child abuse or neglect. When a report is made Child Protective Services will review the information to determine if an investigation is needed. The CPS workers can help parents and other caregivers get services, education, and other assistance as needed. This information is provided to you by the Child Welfare Information Gateway. You can visit their website www.childwelfare.gov for additional information.

How to Report a Problem

Open communication is vital. We are here to support you and your child(ren) as participants in the YMCA childcare programs. We encourage you to report any issues to the Youth Development Director at 607-336-9622 ext. 1028. Phone calls will be returned within 24 hours Monday-Friday.



WITHDRAWAL NOTICE

THE NORWICH FAMILY YMCA REQUIRES A TWO WEEK NOTICE FOR WITHDRAWAL OF A CHILD FROM THE AFTER SCHOOL PROGRAM.

I, _____, would like to advise that my child(ren),
_____, will no longer be attending the After
School Program effective _____.

Reason for withdrawal

Signature _____ Date _____

For Office Use Only

Date Received _____ By _____
Initials

Notes:



Acknowledgement of YMCA Parent Handbook 2020-2021

Child(ren)'s Name(s): _____

I/we, _____, have received and reviewed the YMCA Parent Handbook 2020-2021 and agree to abide by the contents described therein.

Sign

Date

Sign

Date