



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA BUFFALO NIAGARA

BEFORE & AFTER SCHOOL CHILD CARE

Parent Handbook

YMCABN.org

YMCA BUFFALO NIAGARA MISSION STATEMENT

YMCA Buffalo Niagara is a charitable, community based organization committed to providing programs designed to build a healthy spirit, mind, and body for all.

BEFORE AND AFTER SCHOOL CHILD CARE

At YMCA Buffalo Niagara, we strive to meet the needs of our families while providing quality experiences for the children in our programs. When the school day is over, where and how children spend their time is vital to their growth and success in life.

OUR CURRICULUM

At the YMCA our curriculum provides a combination of active and engaging activities that support learning and are fun. We offer children the opportunity to discover their talents and aspire for healthy, happy lives. We work with parents, schools, and communities to support each child to grow in spirit, mind, and body. Our curriculum aligns with the Common Core Standards providing activities in curriculum components.

CURRICULUM COMPONENTS

- HEPA (Healthy Eating/Physical Activity)
- STEM (Science, Technology, Engineering, and Math)
- Literacy
- Global Learning
- Arts
- Homework Help
- Arts
- Character Development
- Service Learning
- College and Career Exploration

OUR STAFF

YMCA hiring practices meet and exceed licensing requirements. All YMCA Before and After School Child Care staff completes a rigorous interview and observation process as well as a several thorough reference checks. Prior to hiring, staff must successfully complete a criminal background investigation as well as additional background screenings to meet state regulations. In addition, all staff are required to successfully complete Buffalo Niagara's New Employee Orientation, Child Abuse Prevention, and Bloodborne Pathogens trainings prior to starting their positions. They then participate in over 15 hours of training each year in the areas of Literacy, Math, STEM, behavior management, working with children with special needs and more. If a staff member is going to be absent for an extended period of time, the YMCA will notify the parents in writing two weeks prior to the absence.

OUR SITES

All of our sites are licensed through the New York State Office of Children and Family Services (OCFS). Please check with your local Y regarding specific program hours and locations. The New York State OCFS regulations are available at each site. They are posted at the site or in the administrative bin. Ask your YMCA staff member for the exact location. You may also access them on the New York State OCFS website.

OUR GOALS

- To help children develop to their fullest potential physically, intellectually, socially, and emotionally.
- To deliver Before and After School Child Care in a safe, supportive, caring, and positive environment that supports school learning.
- To support and strengthen the family unit.
- To teach and instill healthy habits in children and families.

OUR RESPONSIBILITY

At the YMCA we strive to meet our goals for program delivery as well as to meet your family and child's needs and expectations, all while delivering a high quality, safe, and fun program. We welcome your questions and feedback and can be reached during normal operating hours should you care to reach us. We will adhere to the procedures outlined in this handbook.

PARENT/GUARDIAN RESPONSIBILITY

Your involvement with the YMCA Before and After School Child Care program and cooperation with its policies and procedures is essential. Please take some time to read and understand the policies contained in this handbook. Take every opportunity to talk with YMCA staff about your child and ask your child about the program each day. Staff are also available for individual parent conferences as requested. You may also help by volunteering your time and talents or by joining the branch's program committee.

DROP OFF/PICK UP

Only those authorized on your child's registration form may pick up your child from the program. Please refer to the following procedures for pick up:

- Photo I.D. is required. Your child will not be released to anyone without proper identification.
- The person picking up your child must be at least 18 years of age or older.
- To help our staff ensure your child's safety at all times, you must enter the Before and After School Child site to sign your child in or out whenever you drop off or pick up your child.
- Children will not be permitted to walk or bicycle home without a written consent signed by a parent/guardian.
- The YMCA must be notified in writing of any changes in people authorized to pick up your child.
- If drop-off and pick-up are subject to any court orders, you must notify and provide proper documentation to the YMCA for your child's file.
- Please call the YMCA if you know you may be late.
- If your child is not picked up by the site closing time (check with site for hours), staff will attempt to reach the parent/guardian. If YMCA staff members are unable to contact the parent/guardian, the emergency contacts listed on your child's registration form will be called and your child will be released to him/her. If no one is reached by 6:30 pm, the Executive Director, Association Duty Officer, and local Child Protective Services Agency will be notified.
- Late pick-up will result in monetary fees and may lead to dismissal from the program

VISITATION

You may visit your child at any time he/she is in attendance. All visitors are required to sign in and out and to state the purpose of the visit in our visitor log located at each site, as we do not allow strangers to observe children in our program.

TRANSPORTATION

Transportation to and from our site is the responsibility of each parent and/or school district. We cannot transport children in our personal vehicles. If in any circumstances a site's transportation plan changes, the YMCA will notify you in writing before the change occurs.

FIELD TRIPS

Field trips may be scheduled during program hours. We will notify you in advance when this takes place. We arrange field trip transportation by chartered bus to and from our program site. Staff cannot transport children in their personal vehicles.

SNACK AND MEALS

All of our sites follow the regulations set forth by the Child and Adult Food Care Program. We prepare menus for all snacks and meals and post them at our program site.

Snacks

Snacks represent minimum of two food groups with quantities appropriate for each age group. The food groups are grains & breads, meat & meat alternatives, fruits & vegetables, and milk. Water is served at every meal with an emphasis on serving family style. Water is also available and accessible at all times. If your child has a food allergy or special nutritional needs, please let us know.

Breakfast

If your child is enrolled in before school care, he or she may bring breakfast from home to eat at our site before school starts. Depending on the location, breakfast may be included. Please check with the Coordinator or Program Director.

Dinner

Some locations do serve dinner through the Child and Adult Food Care Program. Please check with your site director to see if your location serves dinner.

Lunch

On Half Days or Early Release days, all children need to bring a lunch. Please avoid foods that need refrigeration or are low in nutritional value, i.e., fried foods, foods high in sugar and saturated fats, such as chips, cookies, candy, fried chicken nuggets, etc.

Special Occasions

The YMCA sites may have celebrations during the program on special occasions. On those days, the YMCA will serve the regular snack and supplement with treats for the celebration. Homemade treats are prohibited. Snacks provided for celebrations must be purchased from a grocery store or bakery. Children are asked not to bring candy to the program and are strictly prohibited from sharing any food or candy without approval from the Y staff.

If a change in the food service to the program occurs, parents will be notified in two weeks before the change occurs.

HEALTH AND SAFETY

Illness

Be sure to call us or leave a voice mail message if your child is ill and will be absent from our program that day. For the health and well-being of all our children and our staff, please make sure your child is symptom-free for 24 hours. If your child becomes ill during our program hours, we will call you or an authorized person to pick up your child within one hour.

Communicable Diseases

If we notice a contagious illness affecting children in our site, we will notify you immediately and encourage you to consult your family doctor. We report major outbreaks to our local health authorities.

Lice

In the event that your child has lice while at the site, we will call you to pick up your child within one hour. Youth with active cases must receive treatment recommended by their health care professional before returning to the program.

Medication

While in our care, children may require medication. All YMCA sites are able to accept children that require the following emergency medications:

- inhaler
- nebulizer
- epi-pen
- Benadryl (when prescribed in conjunction with epi-pen)

The following forms must be provided prior to medication being onsite:

- Written Medication Consent Form – A mandatory New York State generated consent form must be signed by your health care provider and yourself before we can administer any medications (either ongoing or as needed). We recommend that you keep extra copies of this lengthy form at home, so in the event your child should become sick, you will have a copy to take to your health care provider to fill out upon completion of your child's health examination.
- Written instructions from your health care provider authorizing YMCA staff to administer such medication and specifying the circumstances, if any, under which the medication or prescription may not be administered.
- Medications must be in their original container with the child's complete name, the medication name, recommended dosage, time intervals, method of administration, and expiration.

If your child requires any medications not listed above, please contact the Program Director. The YMCA will make every effort to try to accommodate your child's needs.

Accidents

We want to ensure a safe environment for your child; however, accidents sometimes happen. We have staff certified in First Aid and CPR on site at all times. For minor things such as scraped knees, a bump or scratch, we will treat the incident and record it in our injury log. You will be notified about the minor injury and the type of medical attention that was given. In case of a serious medical or dental emergency, we will first call 911 for medical assistance, then notify you. If we cannot reach you, we will notify the person designated on your emergency form.

CHILD ABUSE PREVENTION

All YMCA Buffalo Niagara part-time and full-time staff are mandated child abuse and maltreatment reporters in New York State. If our staff suspect abuse or maltreatment of a child participating in our program they are required by law to file a report. In the event you suspect your child or someone you know is being abused or maltreated by a teacher, friend or family member, we can help. Please speak with the branch child care program director or Executive Director for guidance on documentation and reporting options. Reports may also be made anonymously by calling the NYS Child Protection Service System at 800-342-3720.

SWIMMING AND AQUATICS PLAN

If your child is attending an After School Program at one of our branch locations where swimming is an activity option, the YMCA must obtain written permission for your child to participate in aquatic activities. This permission is located on your child's enrollment form. See your Coordinator or YMCA Program Director for more information regarding aquatic procedures or safety considerations.

DISASTER PLAN

Each of our After School program sites has a well-defined plan for emergency and fire evacuation and we conduct fire drills each month. As part of the disaster plan we also conduct two Shelter In Place drills each year. The YMCA staff will notify in advance of the Shelter In Place drills. In the event the program is required to evacuate, children under the supervision of the YMCA staff will be brought to a secure nearby location. Children may or may not be required to board a bus to be transported. Please indicate on the Enrollment Form if you do not wish to have your child transported. The emergency situation may not make this request possible, but the YMCA will do all it can to ensure the safety of your child. In the event of an evacuation the YMCA staff will contact the YMCA Administrative Offices to inform them as to where the children and staff have been evacuated to. Once the children and staff are at the evacuation location, staff will attempt to contact all parents/guardians. Several relocation sites have been identified for each site. A list of these sites is available upon request. If at any point these relocation sites change all parents will be notified.

Emergency Closing Procedures

In the event of a natural disaster or other unforeseeable emergency, we may need to close. Unforeseeable circumstances could include:

- Loss of power affecting lights and heat/air
- No lights after dark
- No running water
- Earthquake or other natural disaster
- Fire

If school is closed in the morning due to any of the above or other unforeseeable circumstances, and the same conditions exist at our YMCA Before and After School program site, we will also close. If the closure occurs during our program hours, you will need to pick your child up immediately. The YMCA reserves the right to close sites based on a concern for the safety of the children.

Inclement Weather Policy

When weather conditions close school before the normal start of the day or before the normal end of the school day, Before and After School Child Care will also be cancelled and you are to follow the school's inclement weather policy. If you are unsure of a program cancellation, please contact your local YMCA. YMCA program cancellations are aired on local TV and radio stations. Some branches may also offer Vacation Club on snow days.

BEHAVIOR MANAGEMENT

Our first step of discipline is prevention. We provide clear, reasonable limits for children's behavior and maintain them. We reinforce positive behaviors and redirect negative behaviors. We help children recognize and identify their feelings as valid and acceptable. If a child's behavior is harmful to him/herself or to others, we will intercede.

We make every effort to communicate and solve individual behavior challenges; however, if a problem persists, we reserve the right to suspend a child temporarily or permanently.

Disruptive or disrespectful behavior toward other program participants or Y staff is cause for suspension or removal from the program. We encourage you to discuss concerns about your child's behavior with our site director. Safety is our number one priority. If severe safety issues arise, where children are harming themselves or others, this is grounds for dismissal from the program. We never use corporal punishment as a form of discipline. Additional copies of our behavior management policy are available upon request.

Bullying

The Y is committed to providing a caring, friendly, and safe environment for children in our care so that they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable. That is, any use of aggression with the intention of hurting another person (including, but not limited to, physical, emotional, verbal, sexual) is not tolerated. Serious incidents of targeted aggression are documented by YMCA staff and ongoing monitoring of the situation will occur. When attempts to change unacceptable behavior are unsuccessful, the consequences of repeated bullying may include suspension and/ or termination from the program.

Suspension/Expulsion from School

If your child is expelled or suspended from school, he or she will not be able to attend the YMCA Before and After School program for the duration of the suspension/expulsion.

HOMEWORK

Each weekday, we provide a quiet area for children to do their homework. While we encourage children to do their homework, it is not mandatory. We are there to help, but we do not provide extensive tutoring. It is up to parents to encourage and/ or impress upon their child that homework must get done. We cannot guarantee the completion of your child's homework. We encourage families to discuss the importance of good study and homework habits. Please let us know if your child is struggling with homework. We may have resources to help. YMCA staff are not permitted to escort children back to their classrooms during program time to pick up left items.

CELL PHONES

Youth in our YMCA Before and After School program may possess cell phones and electronic signaling devices, but to avoid disruption, the device must be turned off and unable to receive a signal during program hours. No child shall be prohibited from possessing or using a cell phone or electronic signaling device that is determined by a licensed physician or surgeon to be essential for the child's health. The phone at our site is only for business and emergency use. We encourage parents to communicate all needs to their child prior to coming to our site. Your child is solely responsible for the storage and safekeeping of devices, so that it is not visible during our program hours. Use of personal electronic devices is prohibited during program time. We are not responsible for lost, stolen or damaged devices. Taking pictures with a cell phone is strictly prohibited.

TOYS AND ITEMS FROM HOME

We strongly discourage participants from bring toys or other items from home. The YMCA is not responsible for lost or stolen items brought to our Before and After school locations.

ENROLLMENT

To meet New York State Office of Children and Family Services and YMCA guidelines, children must enroll in the Before and After School program before they can participate. Space is limited; early enrollment will guarantee your child's place. Enrollment takes two simple steps:

- Complete a YMCA Enrollment Form (a minimum of two business days prior to start)
- Complete and sign a Tuition Agreement form and pay a deposit if applicable.

Deposits will be credited to your first month's payment. If you enroll within ten days of the start of the program or during the program, you will not pay a deposit, you will simply register. Some sites may require an additional form if the site is using the Child and Adult Care Food Program.

Tuition Agreement Form:

There are two tuition options:

- Part-time: Children attend 1-3 days per week
- Full-time: Children attend 4-5 days per week

Our tuition is based on the price of the program for the year and then divided into 10 equal payments. Each month you will pay 1/10th of your total childcare bill, regardless of the number of school days actually occurring in that month.

Payment

When selecting a billing plan, the first option would be to provide a checking account or credit card for automatic draft. This form of payment will be drafted on the 1st of each month for the upcoming month. You may also pay with credit card, check, or cash at the branch. These payments must be made by the 1st of the month. If you have other concerns or questions regarding billing plans or payment, please contact your local YMCA branch.

Late Fees

A late pick-up fee of \$20 per child (for additional administration costs incurred by the Y) will be charged for children that are picked up after the site has closed. Please call if you know that you may be late. A phone call does not waive the late fee.

Refunds

All fees are charged on the basis of enrollment, not attendance. Refunds/prorates cannot be granted for absences due to illness or vacation. When you enroll, you are reserving time, space, staffing and provisions, whether or not your child attends. Refunds will not be given if your child is suspended or terminated from the program or during the suspension period from the school.

Cancellations

We must have a minimum number of participants to operate our program and reserve the right to cancel any program due to low enrollment. To avoid cancellations, we will make every effort to accommodate parents wishing to enroll their child and may combine programs that are not full. If we cancel a program, we will contact you at least two weeks in advance to inform you. If no alternative can be arranged, we will fully refund your registration and monthly fee or you may choose to credit your registration and monthly fee toward another YMCA program.

Terms of Agreement

If you want to cancel your child's enrollment or change his/her scheduled attendance days, please submit written notification using our change and cancellation forms at least two weeks in advance. You can get the forms at your local YMCA branch. If you need to make a change that is within two weeks, please contact the billing clerk to see if the change can be accommodated.

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 on three consecutive days.
2. If you fail to pay your fees on a timely basis for two consecutive months.
3. If there are repeated occurrences of absences without notification.
4. If there are disciplinary problems with your child that put other children or program staff at risk physically and/or emotionally.
5. Parent/Guardian is abusive or threatening to staff or program participants.

Half Days

If a half day falls on one of your regular days attendance you are automatically registered for that half day. There is no extra charge for half days. They are included in your tuition. If you are scheduled but do not wish to attend you should notify the YMCA. If you are not regularly scheduled and would like to attend, you must contact the YMCA and may be able to attend based on availability.

YMCA FINANCIAL ASSISTANCE

The Y strives to provide quality programs for all people, regardless of their ability to pay a required fee. Within its available resources, YMCA Buffalo Niagara will award partial financial assistance to those who qualify after completion of our confidential application process. A limited amount of assistance, available through the YMCAs Annual Campaign, is awarded based on need and our ability to fund the subsidy. It is our intent that all individuals contribute toward the membership and/or program fee. Contact your local Y for an application.

PROGRAM SATISFACTION SURVEYS

The YMCA welcomes and appreciates your feedback regarding our program. We strongly encourage you to participate in our online parent satisfaction survey which takes place once per year. Your feedback is critical to maintaining and improving the quality of the service we provide for you and your children.

OUR SHARED RESPONSIBILITY

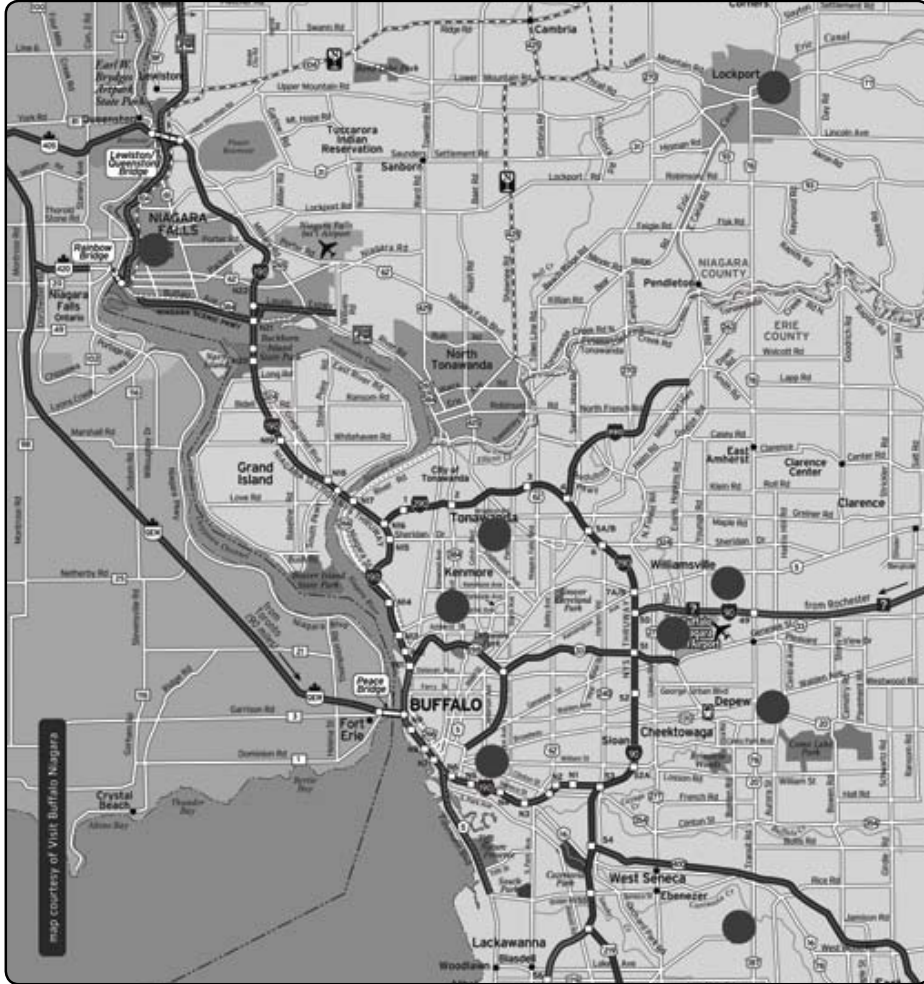
We hope that your child will come to our site each day appropriately dressed for the weather and daily activities. Outdoor activities are planned daily. For safety and fun, please see to it that your child wears shoes with rubber soles. We incorporate our values of caring, honesty, respect, and responsibility in all Y programs. Please help us by encouraging your child to help put away games, toys, supplies, and equipment before leaving each day.

New York State Office of Children and Family Services

The State Office of Children and Family Services maintain a toll-free complaint line for complaints about day care programs. Call this number during normal working hours and a staff person will take the information. The Office is empowered to investigate any possible violation of child care regulations. Your complaint will be investigated, and if it is substantiated, staff will work with the provider to correct any violations. If you wish to make a complaint, call (800) 732-5207.

YMCA BUFFALO NIAGARA LOCATIONS

YMCA Before and After School Child Care operates at more than 50 locations across Western New York in YMCA branches, local schools, and extension sites. If you have any questions regarding program locations, policies or procedures, please contact the YMCA Association Office or your YMCA branch.



FULL FACILITY BRANCHES

Delaware Family YMCA

2564 Delaware Avenue
Buffalo, NY 14216
P: (716) 875-1283
F: (716) 875-0305

Independent Health Family Branch YMCA

150 Tech Drive
Amherst, NY 14221
P: (716) 839-2543
F: (716) 839-2352

Ken-Ton Family YMCA

535 Belmont Avenue
Kenmore, NY 14223
P: (716) 874-5051
F: (716) 874-5054

Lockport Family YMCA

19 East Avenue
Lockport, NY 14094
P: (716) 434-8887
F: (716) 434-0227

Southtowns Family YMCA

1620 Southwestern Boulevard
West Seneca, NY 14224
P: (716) 674-9622
F: (716) 674-9522

William-Emslie Family YMCA

585 William Street
Buffalo, NY 14206
P: (716) 845-5440
F: (716) 845-5443

ADMINISTRATIVE OFFICES

Lancaster Family YMCA

11 West Main Street
Lancaster, NY 14086
P: (716) 684-2395
F: (716) 651-9745

Niagara Falls Family YMCA

1522 Main St.
Niagara Falls, NY 14305
P: (716) 285-8491

CAMPS

YMCA Camp Weona

4025 Poplar Tree Rd.
Gainesville, NY 14066
P: (716) 565-6008
F: (716) 565-6007

YMCA Camp Kenan

8571 Lower Lake Rd.
Barker, NY 14012
P: (716) 434-8887
F: (716) 434-0227

YMCA Camp Tahigwa

2432 Richley Rd.
Corfu, NY 14036
P: (716) 684-2395
F: (716) 651-9745

Eggert Road Program Center

3636 Eggert Rd.
Orchard Park, NY 14127
P: (716) 674-9622
F: (716) 674-9522

ASSOCIATION OFFICE

YMCA Buffalo Niagara

Association Office
301 Cayuga Road, Suite 100
Buffalo, NY 14225
P: (716) 565-6000
F: (716) 565-6007



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November 2017