



## **BEFORE AND AFTER SCHOOL CHILD CARE**

At YMCA Buffalo Niagara, we strive to meet the needs of our families while providing a quality experience 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 SITES**

All of our sites are licensed through the New York State Office of Children and Family Services (OCFS). Please check [YMCABN.org](http://YMCABN.org) for specific program 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 STAFF**

YMCA hiring practices meet and exceed licensing requirements. All YMCA Before and After School Child Care staff complete a rigorous interview as well as several thorough reference checks. Prior to hiring, staff must successfully complete a Comprehensive Background Check through NYS OCFS. In addition, all staff are required to successfully complete YMCA Buffalo Niagara's New Employee Orientation, Child Abuse Prevention, and Bloodborne Pathogens trainings at the start of their employment. They then participate in over 15 hours of training each year.

## **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 program routine includes physical activity, counselor led activities such as crafts, homework help, and opportunities for free play. All students are expected to participate in the program routine to the extent of their ability.

## **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. 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. It is the responsibility of the primary parent to be available by phone in case of an emergency or incident during program hours. Please notify the Program Director if an alternate person should be contacted in lieu of the primary parent. It is the responsibility of the parent to update contact information (phone number, etc.) in their YMCA account in the instance that the number changes.

## **DROP OFF/PICK UP**

Only those authorized on your child's registration may pick up your child from the program. Parents are responsible to add adults who are permitted to pick up their child to the child's Authorized Pick-Up list through their YMCA account online.

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.
- Children will not be permitted to walk or bicycle home.
- Please call the program's Site Cell Phone 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 Child Care Executive Director and local Child Protective Services Agency will be notified.

A late pick-up will result in monetary fees and if repeated, may lead to dismissal from the 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 circumstance a site's transportation plan changes, the YMCA will notify you in writing before the change occurs.

## **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 a 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. Children are asked not to bring candy to the program and are strictly prohibited from sharing any food without approval from the Y staff.

### **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.

### **Lunch**

If enrolled in the Half Day program, all children need to bring a lunch. Please avoid foods that need refrigeration or warming.

### **Dinner**

Some locations do serve dinner or a "super snack" (large portion, 5 component, healthy snack) through the Child and Adult Food Care Program. Please check with your site director to see if your location serves dinner.

## **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. Treats provided for celebrations must be purchased from a grocery store or bakery.

## **HEALTH AND SAFETY**

### **Incidents**

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. You will be notified about any 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.

### **Illness**

Be sure to call the YMCA Site Cell Phone 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 without the use of medication. 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 program, we will notify you immediately and encourage you to consult your family doctor. We report major outbreaks to our local health authorities.



## Medication

While in our care, children may require emergency medication. Emergency 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 date. 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 completed, provided, and approved by the Program Director prior to the child starting the program and emergency medication being onsite:

- Written Medication Consent Form
- Individual Allergy and Anaphylaxis Emergency Plan
- Individual Health Care Plan for Child with Special Health Care Needs

These forms can be found on our website: <https://www.ymcabn.org/programs/child-care/after-school-care>

## Toileting

All children enrolled in a Before or After School Program must be able to use the toilet and perform toileting tasks on their own. Staff are not permitted to be alone with any child but are able to use verbal prompts from outside of the bathroom to help coach the children through the toileting process if needed. If a child soils themselves and is unable to clean and change themselves, the parent or guardian will be contacted immediately, and they will need to come to the site within one hour and either change and clean the child or sign them out for the day.

## 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.

## CHILD ABUSE PREVENTION

All YMCA Buffalo Niagara 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 childcare Program Director or Program 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.

## BABYSITTING

YMCA staff and volunteers are not permitted to babysit children in the YMCA programs outside of program hours and spaces at any time. Please assist us by not requesting staff to babysit for your family.

## EMERGENCY 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 you 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. 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 parents to inform them as to where the children and staff have been evacuated to. 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 running water
- Earthquake or other natural disaster
- Fire
- Inclement Weather

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.

## BEHAVIOR MANAGEMENT

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. Our first step in 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 remove a child temporarily or permanently.

The safety and well-being of each child in our care is our number one priority. When behavior expectations are not met, YMCA staff will implement our behavior management policy to help correct the undesired behavior. We require collaboration with the parent/guardian to address behavior in the context of our program.

## Extreme Behavior Issues

In extreme cases, a child's behavior may warrant immediate suspension or expulsion from the program. Such cases include the use of profane or abusive language or any aggressive behavior which threatens or causes physical harm to other participants or staff. 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.

## 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. YMCA staff are not permitted to escort children back to their classrooms during program time to pick up left items.

## PERSONAL ELECTRONICS AND TOYS

The YMCA program is focused on social and recreational activities where students can connect with their peers, and this is best done in a screen-free environment.



## Cell Phones and Smart Watches

Students are not permitted to use cell phones or smart watches during program time. If they have their phone or smart watch with them during the school day, it should be off and stored during YMCA program time. 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 devices. Taking pictures with a cell phone or other devices is strictly prohibited. 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 YMCA Site Cell Phone is only for business and emergency use. We encourage parents to communicate all needs to their child prior to coming to our site; however, if you need to contact your child during program times, you must do so by calling the YMCA Site Cell Phone.

## Chromebooks

We understand that some students are issued Chromebooks by the school district for educational purposes, but these devices are not permitted to be used during YMCA program time. If a student needs to complete an assigned homework task on a Chromebook, YMCA staff must be able to verify that it is assigned homework and be able to provide adequate supervision of the student while they are on their Chromebook. We do not permit students to play games on their Chromebooks, even those with an educational purpose.

## Personal Toys and Items from Home

In collaboration with the schools, we are asking that children leave their personal toys at home. The YMCA is not responsible for lost or stolen items brought into the program.

## 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 based on staffing and OCFS license capacity.

Enrollment is completed online at <https://www.ymcabn.org/programs/child-care/after-school-care>

## TUITION

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. There are two tuition options:

*Part-time: Children registered to attend 1-3 days per week*

*Full-time: Children registered to attend 4-5 days per week*

Days registered must remain consistent week to week for the entirety of the registration period. If you are looking to change the scheduled attendance days, please submit written notification to the Child Care department using the email address [childcare@ymcabn.org](mailto:childcare@ymcabn.org) or by calling (716) 565-6000 ext. 120. Change requests can only be made for the upcoming month of service, not for the current month's registration, and are subject to availability.

## BILLING SCHEDULE

Upon registration, you will be asked to provide a checking account or credit card for automatic draft. This form of payment will be drafted on the 15th of each month for the upcoming month of service. Deposits are due at the time of enrollment and will be credited to your first month's payment. To qualify for the member discount, the registrant must be an active member in good standing at the time of registration, and throughout the school year. If you have any concerns or questions regarding billing plans or payment, please contact the Child Care Administration team at (716) 565-6000 ext. 120 or [childcare@ymcabn.org](mailto:childcare@ymcabn.org).

## LATE PICK-UP FEE

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.



## RETURNED EFT OR CREDIT CARD DRAFTS

If an EFT or credit card draft is returned to the YMCA, a fee of \$20.00 will be assessed.

## 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.

## TERMS OF AGREEMENT

If you want to cancel your child's enrollment, please submit written notification to the Child Care department using the email address [childcare@ymcabn.org](mailto:childcare@ymcabn.org) or calling (716) 565-6000 ext. 120. Program cancellation submissions must be received prior to drafting for the upcoming month's registration. We reserve the right to end your child's enrollment for the following reasons:

- If you pick up your child after the program closes on three consecutive days.
- If you fail to pay your fees on a timely basis for two consecutive months.
- If there are disciplinary problems with your child that put other children or program staff at risk physically and/or emotionally.
- Parent/Guardian is abusive or threatening to staff or program participants.

## HALF-DAYS

The YMCA after school program does not include care on half-days. In certain districts, we are able offer an alternate program option for families who require half-day care for the school year. Registration for the half-day program must be completed online at the start of the school year or by the 15th of the month prior. Please refer back to our website for additional information regarding registration for the half-day program.

## VACATION CLUB

YMCA Branches may run vacation club programming for students when school is not in session throughout the year. Days available will be noted on the YMCA website. Refunds will not be given for absences on a vacation club day. Refunds will only be issued if notice is given one week before the start of the vacation club day. Multiple absences from vacation club days may result in an inability to sign up for future dates.

## YMCA ACCESS FOR ALL

As a non-profit organization, the YMCA is committed to providing equitable opportunities for people of all income levels to access healthy living and youth development programs. Participants requesting financial assistance for our childcare programs, please visit our website for more information.

## NEW YORK STATE OFFICE OF CHILDREN AND FAMILY SERVICES

The State Office of Children and Family Services maintains a toll-free complaint line for complaints about day care programs. Call this number during normal working hours and a staff member will take the information. The Office is empowered to investigate any possible violation of childcare 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.

## PROGRAM PARTICIPANT REQUIREMENT

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.

## PAYMENT SUMMARIES

Payment history summaries for tax purposes will be available on your YMCA Daxko account. Our tax identification number is: 16-0743231.