

# School Age Parent Handbook 2010/11



Offered to you by the  
Greater Holyoke YMCA



# WELCOME

Thank you for choosing the Greater Holyoke YMCA's School Age program. We are looking forward to serving your needs for quality child care.

This is a Parent Handbook for the Greater Holyoke YMCA School Age program. This program is one of many programs offered here by the YMCA to children and families of the Greater Holyoke community.

We seek your help and cooperation in this process. We ask that you read this Parent Handbook and assist us and our program by following its contents. This handbook will answer many of your questions and may put to rest any concerns. We have an "Open Door" Policy for parents, we encourage you to visit the program whenever it is in session.

If you have any questions, please feel free to contact the School Age Director or any member of the School Age staff.

## **Statement of Purpose**

The mission of the Greater Holyoke YMCA is to provide member and program participants throughout the Greater Holyoke area a variety of quality programs, services and opportunities to improve the quality of life; spiritually, mentally, and physically without regard to race, creed, color or national origin.

Programs and activities are designed to allow our youth to develop fully through physical and social interactions. Through curriculum based activities we foster individual growth, self-discipline, independence and self-confidence.

## **Objectives**

The Holyoke YMCA School Age Program serves youth age 5 –13 years of age. We view our programs' objectives to be the following:

- Provide Academic Enrichment
- Grow personally
- Build Character
- Improve personal and family relationships
- Appreciate Diversity
- Become better leaders
- HAVE FUN!

## **Staff**

The School Age program places primary emphasis on the selection of staff quality by skill, personal warmth, humor and experience to help achieve personal growth. Carefully selected staff serve as directors, and counselors, and are supplemented by program specialists. All staff are trained in CPR and First Aid.

## **Registration**

Parents and guardians must register their child through the YMCA. All necessary paperwork must be completed and updated prior to enrollment.

Registration forms are available at the front desk. Please speak to the School Age Director or any member of the School age program for further information.

## **Site Locations and Hours**

### **Holyoke Sites:**

- **YMCA**                   **3:00 pm – 6:00 pm**
- **Sullivan**               **3:00 pm – 6:00 pm**

### **South Hadley:**

- **Plains** (This site offers a Before-School program)  
**6:30 am – 9:00 am**  
**2:45 pm – 6:00 pm**
- **Mosier**               **3:00 pm – 6:00 pm**
- **SH High**           **2:30 pm – 6:00 pm**  
(serves Middle School children)

## **Children's Files**

The children's files, which provide important information about allergies and other medical concerns, are transported by the Site Director on every field trip.

## **Program Content**

Programs and activities are designed to allow our youth to develop fully through physical and social interactions. Through curriculum based activities we foster individual growth, self-discipline, independence and self-confidence.

There shall be a schedule posted daily or weekly at the site for parent's to view.

## **Snack/Lunch**

A nutritious snack and drink will be provided each day to all children. Please notify us if your child has any food allergy.

## **What to bring and what not to bring**

It is our policy that children leave toys and games at home. This includes; cards, electronic games, personal music players and all other items similar to this. If an item is brought to the program, we cannot be responsible for it.

## **Transportation**

Transportation from the site to home is the responsibility of the parent. Transportation for all field trips shall be provided by school buses or vans.

In an emergency situation, the parent shall be immediately notified and asked to transport a child for medical care. If the parent cannot be reached, a person designated as such on the child's information form shall be notified. The parent may give permission for a designated staff person to transport the child and meet the parent at the medical facility.

In serious or life-threatening situations, the staff person in charge may elect to call for an ambulance or transport the child immediately to a hospital and notify parents and the program administrator from there.

## **Absences**

If your child will be absent on any day, please contact the program site phone or the YMCA at 534-5631. When leaving a message please include: your child's name and which site they attend.

Y Site	534-5631, ext.121
Sullivan	246-0458
Plains	246-0805
Mosier	246-0804
SH High	539-1030

If a child is scheduled to attend After School and we have not received a phone call, we will be contacting you for more information.

## **Authorized Release**

The After School program will release a child only to persons authorized and identified on the child's application form. **THE CHILD MUST BE SIGNED OUT EVERYDAY!**

The staff reserves the right to ask for identification. In the event a relative or friend not identified on the application needs to pick up a child, parents should provide, if possible, advance written notification; a telephone call from parents or legal guardian(s) must always precede the arrival of the unauthorized person. Identification from this person is required before the child will be released.

If only one parent has custody of the child and the other is not authorized to pick up the child, the parent must instruct the YMCA of this fact, and must provide the School Age Director with a certified copy of the court order confirming that one parent does not have visitation rights.

\*If a parent or guardian arrives to pick up a child while under the influence of drugs and/or alcohol, the YMCA reserves the right to refuse release of the child.

## **Children's Records**

The following forms must be filled out completely by the parent/guardian to be placed on file prior to the child's first day of After School:

- Child's information form, including emergency medical care consent form
- Parent handbook agreement form

All information in your child's file remains confidential and will not be released to anyone not directly related to the program without written consent from the guardian/parent.

## **Fees**

The fees charged for the School Age program are printed in this handbook. These fees reserve a space in the program for your child, whether or not your child attends, and pays for the cost of operating and staffing the program. The fees are **not pro-rated** for weeks with a Snow or Holiday closure, the full-week vacation weeks(December, February and April) are not billed to private pay parents if the child is not registered for that week. Payments are to be made on a weekly or bi-weekly basis unless a monthly arrangement has been made with the School Age Director. We strongly encourage families to set up an EFT payment schedule to avoid leaving checks and the delay in the processing of payments. A child may be terminated due to non-payment.

### **Weekly Fees:**

<b>After School</b>	<b>Before School (South Hadley)</b>	<b>Before/After School Combined (South Hadley)</b>
2 days \$28/wk	2 days \$18/wk	2 days \$38/wk
3 days \$42/wk	3 days \$27/wk	3 days \$57/wk
4 days \$56/wk	4 days \$36/wk	4 days \$76/wk
5 days \$65/wk	5 days \$40/wk	5 days \$90/wk

\*These fees reflect funding received from the United Way of Pioneer Valley that is used to subsidize the actual cost of the program.

\*For all 5 days per week options there is a \$10 discount for each additional child in a family.

**Please understand that you are required to pay your regular weekly fee regardless of holidays or absences.**

### **Vacation/ Full Day/ Early Dismissal Day Fees**

There are full day programs available at Plains and the Holyoke YMCA for when schools are closed for a full day or vacation weeks. These programs run from 7:30am- 6:00pm. Children need to bring a lunch but will be provided with an afternoon snack and drink. The fees for when schools are closed or have a scheduled early dismissal are as follows:

Full Day or Vacation Days- \$32 per day, \$26 per day for Family Members of the YMCA

Early Dismissal Days if not a regularly scheduled day- \$15

### **Late pick-up fees**

*All children must be picked up by 6:00 p.m. No exceptions!* If an emergency should arise and you find you will be late picking up your child, please call the program site and let us know ahead of time.

Parents will be assessed a \$5 late fee for the first 15 minutes they are late. Thereafter, a \$1 per minute fee will be charged. Late fee is payable on the same day. When a child is late being picked up more than two times a month, he or she may be considered for dismissal from the program. Action taken on this policy is the discretion of the School Age Director.

### **Health Care Policies and Infectious Control**

Staff will take extra special precautions when children who are ill are diagnosed at the Center and when children who are mildly ill remain at the Center.

Children who exhibit symptoms of the following types of infectious diseases, such as gastro-intestinal, respiratory and skin or direct contact infections, may be excluded from the Center if it is determined that any of the following exist:

- ❖ the illness prevents the child from participating in the program activities or from resting comfortably;
- ❖ the illness results in greater care need that the child care staff can provide without compromising the health and safety of the other children;
- ❖ the child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness;
- ❖ diarrhea;
- ❖ vomiting two or more times in the previous 24 hours at home or once at the center;
- ❖ mouth sores, unless the physician states that the child is non-infectious;
- ❖ rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease;
- ❖ purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment;
- ❖ tuberculosis, until the child is non-infectious;

- ❖ impetigo, until 24 hours after treatment has started or all the sores are covered;
- ❖ head lice, free of all nits or scabies and free of all mites;
- ❖ strep infection, until 24 hours after treatment and the child has been without fever for 24 hours;
- ❖ many types of hepatitis are caused by viruses. The symptoms are so alike that blood tests are needed to tell them apart. In the U.S. the most common types of hepatitis are A, B, and C. Types B and C are spread through blood and other body fluids. Type A, is spread through contaminated food and water or stool (feces). Fact sheets are available from the state Department of Public health. [www.state.ma.us/dph](http://www.state.ma.us/dph)
- ❖ chicken pox, until last blister has healed over.

A child who has been excluded from child care may return after being evaluated by a physician, physician's assistant or nurse practitioner, and it has been determined that he/she is considered to pose no serious health risk to him or her or to the other children. Nevertheless, the day care center may make the final decision concerning the inclusion or exclusion of the child.

If a child has already been admitted to the Center and shows signs of illness (for example: a fever equal to or greater than 100.5 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc.), he/she will be offered their mat, cot, or other comfortable spot in which to lie down. If the child manifests any of the symptoms requiring exclusion (as listed above) or it is determined that it is in the best interests of the child that he/she be taken home, his/her parent will be contacted immediately and asked to pick the child up as soon as possible.

When a communicable disease has been introduced into the Center, parents will be notified immediately, and in writing by the Program Director. Whenever possible, information regarding the communicable disease shall be made available to parents. Program Directors shall consult the Child Care Health Manual for such information. DPH must be contacted when there is a reportable communicable disease in your program.

### **Medication Policy**

Any medication, whether prescription or non-prescription, will be administered only under the following guidelines:

- Both prescription and non-prescription medication, will be administered only when authorized by parent/guardian in writing, which indicates that specified medication is for the specified child.*
- Prescription medication will not be administered unless it is in the original container with the label stating child's name and directions for use.*
- Non-prescription medication can only be administered with written notification from the child's pediatrician. This form is available in the Youth building at the YMCA on 160 Beech St.*
- A child who has asthma and uses an inhaler may administer his/her own medication upon written authorization by parent/guardian.*

There are written records kept of all medication given and they are maintained in a central medication log. If there is no written authorization from the parent, we will not dispense any medication to any child. Authorized medication forms will be provided for all medication to be administered. Each form must be filled out completely, including parent/guardian signature and date, prior to medication being given to the child.

### **YMCA Behavior Management**

It is the goal of the YMCA to provide a healthy, safe, and secure environment for our before and after-school participants. The YMCA teaches the core values of caring, honesty, respect, and responsibility. Children who attend the program are expected to follow the behavior guidelines and to interact appropriately in a group setting.

The YMCA Before and After-School program has the following behavior guidelines:

- People are **RESPONSIBLE** for their actions, their belongings and the supplies/space we use while participating in YMCA programs.
- We **RESPECT** each other and our surroundings.
- **HONESTY** will be the basis for all relationships and interactions.
- We will **CARE** for ourselves and those around us.

When a participant of the program does not follow the above guidelines, we will take the following steps:

- 1.) Staff will redirect the child to a more appropriate behavior.
- 2.) If the behavior occurs again, the child will be reminded of the behavior guidelines as well as rules of the site. When necessary, further discussion will take place between the child and staff handling the situation.
- 3.) If the behavior persists, the staff person will document the situation and the parent/guardian will be notified. This written documentation will include what the improper behavior was, what provoked the problem (when possible), and the corrective action taken. Staff will work with a child and parent to develop a Behavioral Contract, when appropriate, to give a child some tools or strategies they can use to better deal with any situations that are upsetting them. The Behavioral Contract is used to help avoid any future suspension or termination of the child.
- 4.) If the behavior continues a suspension may occur. When a suspension has been issued, contact between the parent/guardian and the Site Administrator may need to happen before the child can return to the program. Schools will be notified if a child is suspended; therefore he/she will not be allowed to take the bus to the program or to walk to the program for programs that are held at the child's school.
- 5.) If at this time the participants behavior does not improve, the child will be subject to termination from the before and/or after-school program.
- 6.) If at anytime the child's behavior threatens the immediate safety of that child, other children or any staff, the parent/guardian will be notified and expected to pick up the child **IMMEDIATELY**. In this situation the child will be expelled from the before and/or after-school program.

### **Suspension and Termination**

The following behaviors are not acceptable and may result in the immediate suspension of the participant for the remainder of the current day and up two days afterwards at the discretion of the Director of Child Care Services:

- Endangering the health and safety of children and/or staff members and volunteers.
- Stealing or damaging YMCA or personal property.
- Leaving the program without permission.
- Continuous use of profanity, vulgarity, or obscenities.
- Acting in a lewd manner.

If any of these behaviors persist, staff may suspend the child a second time before termination. Extremely violent/ threatening behavior or behavior wherein a child is seriously injured or YMCA property is damaged can result in **immediate termination**. It is the YMCA's goal to help children find ways to express and deal with difficult situations and to function well in group settings with their peers. If the staff feel a child cannot remain in our program they will work with parents to find a more suitable program for their child as well as give referrals to outside agencies that may be able to help through an evaluation, diagnostic or therapeutic services.

### **Child Abuse Policy**

This policy is made available and explained to all parents, staff and volunteers who interact with children of the YMCA programs. It is the intent of the program to protect children from abuse and/or neglect.

Our staff is mandated by the Commonwealth of Massachusetts to report any cases of abuse/neglect to the School Age Director, who has the responsibility to notify the Department of Children and Families. This includes reporting parents who appear to be under the influence of drugs or alcohol.

The School-Age Director will always discuss a report personally with parents.

### **Licensing Authority**

The Dept. of Early Education and Care, known as DEEC, is our state licensing agency, which ensures quality programming. The DEEC stops into our programs frequently throughout the year to make sure we are meeting or exceeding all state regulations.

## **Greater Holyoke YMCA Child Care Holiday/Approved Closure Schedule July 1, 2010 – June 30, 2011**

-Monday	July 5, 2010	Independence Day
-Monday	September 6, 2010	Labor Day
-Monday	October 11, 2010	Columbus Day-professional development
-Thursday	November 11, 2010	Veterans Day
-Thursday	November 25, 2010	Thanksgiving Day
-Friday	November 26, 2010	Thanksgiving Break
-Friday	December 24, 2010	Christmas Break
-Friday	December 31, 2010	New Year's Day Break
-Monday	January 17, 2011	Martin Luther King's Day
-Monday	February 21, 2011	President's Day-professional development
-Monday	April 18, 2011	Patriot's Day
-Friday	April 22, 2011	Good Friday
-Monday	May 30, 2011	Memorial Day

\*These are days the YMCA does not offer a program!