



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

School Age Child Care

PARENT HANDBOOK Policies and Procedures

YMCA OF GREATER HARTFORD

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WELCOME

The YMCA of Greater Hartford is an Association of 12 YMCAs. Every day, we work side-by-side with our neighbors to make sure that everyone has the opportunity to learn, grow, and thrive.

OUR MISSION

To put Christian principles into practice through programs and services that build healthy Spirit, Mind and Body for all.

CAUSE – OUR MISSION IN ACTION

Strengthening the Foundations of Our Community through Youth Development, Healthy Living, and Social Responsibility.

How We Show Up

We strive to live our cause with purpose every day. We are:

Welcoming

We are open to all. We are a place where you can be, belong and become.

Genuine

We value who you are and encourage you to be true to yourself and others.

Hopeful

We believe in you and your ability to be a catalyst for good in the world.

Nurturing

We're with you in your journey to develop your full potential.

Determined

Above all else, we are on a relentless quest to make our community stronger, beginning with you.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

The YMCA of Greater Hartford is an inclusive organization open to all. We welcome all people regardless of ability, background, ethnicity/race, faith, gender identity or sexual orientation. The Y believes that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, grow and thrive.

2. STAFF

The YMCA child development staff is a group of dedicated professionals who are committed to providing a warm, caring and stimulating environment for your child. Staff is hired based on their education, experience and desire to work with young children.

Head Teachers in programs serving school age children are required to have either:

- 1) Twelve (12) credits in early childhood education or child development, elementary education, recreation, group social work or a related field from an accredited institution of higher education with program approval from the Board of Governors of Higher Education AND at least five hundred and forty (540) hours of documented supervised experience over a nine (9) month span of time working with unrelated children age five (5) to twelve (12) OR
- 2) A four (4) year college degree in elementary education, recreation, group social work or a related field from an accredited institution of higher education with program approval from the Board of Governors of Higher Education AND at least two hundred and seventy (270) hours of documented supervised experience working with unrelated children age five (5) to twelve (12).

These requirements are mandated by the Connecticut Office of Early Childhood and certificates are issued by Connecticut Charts-a-Course. All staff is required to attend ongoing training in areas such as recognizing child abuse, positive discipline, child development and more. A reference check, drug screen, criminal background check, finger printing, and Department of Children and Family review are completed on each employee.

2.1 STAFF RELATIONSHIPS

Staff Relationships with Program Participants and Families

YMCA staff is not allowed to babysit or provide other services to the children and families within our programs outside of the YMCA Child Development program. The only exception to this rule is if there was a pre-existing relationship prior to enrolling in the YMCA program, which should be noted by both staff and family at the time of enrollment. Staff that violates this policy is subject to discipline including potential immediate dismissal.

Likewise, YMCA staff is not allowed to communicate or socialize with program participants and families outside of the program. There can be no texting, calling, social media contact, and/or meeting at an outside venue (i.e., the mall, etc.). Staff that violates this policy is subject to discipline including potential immediate dismissal.

3. ENROLLMENT

To enroll in a YMCA of Greater Hartford's Child Development program, the following is required:

- All previous YMCA accounts must be in good standing and first payment will be confirmed.
- Registration forms must be completed in their entirety. Registration forms must be updated every year.
- A separate registration form must be completed for each child in a given family.
- A physical/medical form must be signed and dated by a physician, which includes up-to-date immunization information. Children are required to have an updated physical form annually before entering kindergarten and then as required by the town Board of Education policies.
- A "Medical Emergency Permission" form – giving staff trained in first aid/CPR permission to administer first aid/CPR and obtain care from a licensed physician or dentist if a medical emergency should arise.
- An "Emergency Transportation" form – giving permission to staff to have a child transported to a medical facility by police or ambulance.
- A minimum two day administrative processing time for paperwork before your child may start a program.
- The first 30 days will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first 30 days of enrollment, a two week written notice must be provided to the office when changing your child's schedule or when withdrawing from the program.

Important: *Forms are kept in the child's file on site

3.1 INCLUSION

The YMCA welcomes children with special needs. Parents and family are asked to identify any health concerns or special needs their child may have. Together, we will then be able to determine what accommodations the child may need to be successful in our program. We will do our best to accommodate these needs; however, if we are unable to meet said needs, we will work with each family in an attempt to find a solution.

"The Greater Hartford YMCA values and embraces diversity and is committed to the development of an inclusive environment that attracts, retains, and maximizes the potential of a diverse workforce, volunteers, membership, children and the families we serve."

3.2 ORIENTATION TO PROGRAM

Child Development Directors will send information to families starting the program with program rules and policies, day to day schedules, and other important information. Head teachers can provide new families with a tour of the facility and area upon request.

3.3 PAYMENT POLICIES

A deposit of 25% of the monthly payment is required. For School Age Child Development, the deposit will be applied to the month of June and is non-refundable. For all other child development programs the deposit will be applied to the first month of care.

All payments are due before the end of the first week of the month. If payment is not made before the end of the first week of the month, a late fee of \$5.00 will be assessed each day a payment is late, starting the Monday of the second week of the month. If your payment has not been received by the end of the second week of the month, your child will not be permitted to attend care UNTIL a payment plan is in place and signed by the business manager and primary guardian AND the balance and late fees are paid in full. All future payments must be set up on automatic draft payments from parent credit/debit account.

Accounts must be kept current. Accounts delinquent by more than 2 weeks may require dismissal of the child from the program.

The YMCA has financial assistance available for all families in need. If you are unable to make your monthly payment, please speak with the business manager or School Age Director at the YMCA regarding a financial aid application to help support the cost of care.

ALL PAYMENTS WILL BE MADE TO THE YMCA. No payments will be accepted at the YMCA program locations.

PAYMENT CONDITIONS

1. Fees are payable on a monthly basis. There will be no adjustments made for half days, snow days, or holidays. There is a two week written notice required for withdrawal of a child from a YMCA program. Failure to properly notify of withdrawal will result in charges.
2. There is no discount for the holidays or closings due to weather.
3. Failure to pay a family share or tuition for two consecutive weeks may result in dismissal of the child from the program.
4. Any parent/guardian having difficulties in making payments should consult the appropriate YMCA staff to apply for financial assistance based upon income and family size or to discuss the situation.
5. A late fee of \$1.00 per minute will be charged if children are not picked up by the program licensed time of closing. The State of CT has an "Abandoned Child Policy". If a child is not picked up within 1 hour of the Center's closing, and all efforts have been made to contact the parent/guardian or authorized emergency list persons, the YMCA is to assume the child has been abandoned, and providers must contact the CT Department of Children and Families (DCF) and the police to have the child picked up and brought to the local DCF office.

3.4 FINANCIAL ASSISTANCE

Financial assistance is made possible through donations to the YMCA's Annual Campaign. For more information, please contact the YMCA branch office. In addition, we require all participants who apply for Financial Assistance to also apply to Care 4Kids.

3.5 CREDIT/REFUND

- There is a non-refundable 25% deposit when registering a child.
- Full credit/refund if YMCA cancels the program.
- A credit/refund will be given for unused portion of program fee with a doctor's note, or if the child is removed from the program, or if the customer is dissatisfied.
- There will be a \$25 charge for returned checks.
- YMCA program credits are valid; there is no expiration date.
- Families must give the YMCA of branch at least 14 days written notice before withdrawing a child.

4. GENERAL POLICIES

Enrollment in the YMCA's Child Development programs constitutes an understanding that families will abide by the policies listed below:

4.1 MEALS AND SNACKS POLICY

A nutritious snack will be provided daily. All food is prepared, served and stored at temperatures that are approved according to USDA guidelines. Liquids and foods that are hotter than 110 degrees Fahrenheit are kept out of children's reach.

In programs that provide only a morning and/or afternoon snack, the menu will be posted and accessible to the family at least one week in advance. The morning and afternoon snack will be a "light" meal containing two food groups. All fruit and vegetable snacks will be washed prior to serving.

Water will be accessible and available to children at all times, including at the table during snacks and meals. Only water and unflavored low-fat (1%) or non-fat milk (for children 2 or older) will be provided, family style. We encourage children to eat the snacks provided by the YMCA and to not bring food from home. Please speak with the head teacher or child development director if you would like to discuss providing your child with their own snack. Sugar sweetened beverages are not allowed to be brought from home, including parties and holidays. If juice is served, it will only be 100% fruit juice and limited to 4-6 oz./ day.

Age Group	Breakfast	Morning Snack	Lunch	Afternoon Snack
School Age		8 AM		4 PM

FOOD ALLERGIES/SENSITIVITIES

It is the responsibility of the parent to notify the staff of any dietary restrictions or food allergies a child may be experiencing. Each child, with documented food allergies/sensitivities, must have a Special Care Plan on file for reviewed by School Age Director and Nurse Consultant.

**Please see the program's Head Teacher to see if the child's program provides food.*

4.2 ABSENTEE POLICY

If a child is going to be absent from a YMCA Child Development program, parents are asked to notify the YMCA as far in advance as possible by phone or in writing.

Except for prolonged illness, you will be charged the monthly rate. Instances of prolonged illness will be handled on an individual basis. If your child is absent for more than 3 days due to illness, a doctor's note will be required to return to the program.

4.3 SCHEDULE CHANGE POLICY

The YMCA office must be notified, in writing, two weeks prior the child's last day of the program or with any changes in schedule.

4.4 AUTHORIZED PICK UP LIST

When enrolling a child in a YMCA Child Development Program, families are required to provide the names of those individuals who are authorized to pick up and be responsible for their child. YMCA staff is not permitted to release children to anyone not designated by a parent or guardian on the authorized pick up list (enrollment form). If any changes need to be made to an authorized pick up list, the YMCA requires these changes be submitted in writing.

4.5 ARRIVAL AND DEPARTURE POLICY

According to the Connecticut Office of Early Childhood, daily attendance records for both children and staff must be recorded daily at the time of arrival and departure. Therefore, an authorized adult (YMCA staff, parent/guardian or individual authorized by the parent/guardian on the enrollment form), must document the time of arrival and/or departure each day. This policy will be strictly enforced.

4.6 LATE PICK-UP POLICY

Children must be picked up from the YMCA program by closing time. If an emergency necessitates that a child be picked up late, call the YMCA staff to update them beforehand.

A **\$1.00** per minute late fee will be charged for each minute a child remains at the program past the closing time, regardless of staff notification of the late arrival. Two staff over the age of 18 will remain at the program until all children are picked up. At least one of these staff members will have current CPR, CT Child Care First Aid, and Administration of Medication certificates.

If a parent or guardian has not called and all emergency contacts listed on the child's Emergency Contact sheet cannot be reached after one hour, the CT State Department of Children and Families requires the child care and education program to regard this situation as child abandonment. The YMCA staff will notify the local Police Department or the CT State Department of Children and Families. Please refer to section 4.34 on Child Abuse and Neglect.

4.7 CUSTODIAL DOCUMENTATION AND INJUNCTIONS POLICY

A copy of any court ordered custody decree or injunction that the YMCA is required to comply, must be kept on file at the YMCA. Families are required to disclose any court ordered information regarding the child upon registration.

4.8 PROGRAM CLOSING POLICY

The YMCA Child Development Programs will not operate on these specific holidays:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving
- Christmas Day

School Age Child Development programs will operate according to the local Board of Education School Calendar. Most branches will have programs that will cover days when school is closed for school vacation, snow/weather related emergencies or staff Professional Development. Contact your local YMCA branch for specifics.

4.9 RECORD KEEPING POLICY

In addition to current health records, the Program is required to keep accurate personal records for each child in the program. Changes in information indicated on the forms must be reported, in writing, to the YMCA immediately. Parents are asked to update their child's health and safety information, as needed, for School Age Child Development Program.

4.10 VACATION & TIME OFF POLICY

School Age Child Development monthly fees are based on 180 days of school and are divided by 10 months (September-June); therefore, fees are not discounted or prorated for shortened weeks due to holidays, Board of Education scheduled days off, inclement weather, participant vacation, or staff Professional Development.

4.11 COMPLAINT PROCEDURE

If you have a complaint, there are several ways to report it:

YMCA PERSONNEL

Most problems within a child day care are non-life threatening and can be resolved by:

1. Discussion of the problem with the Head Teacher.
2. Discussion of the problem with the School Age Director.
3. Discussion of the problem with the Executive Director
4. If the problem is not resolved you may contact YMCA Greater Hartford Association.

YMCA ETHICS POINT REPORTING

Visit www.GHYMCA.org and click on the Ethics Point Hotline option towards the bottom of the page. The page then allows you to file a report either by telephone or online.

OFFICE OF EARLY CHILDHOOD

If the problem is still not resolved, you may contact the CT Office of Early Childhood. In the case of an emergency, notify the Office of Early Childhood as soon as the emergency is under control.

CT Office of Early Childhood

450 Columbus Blvd, Suite 302, Hartford, CT 06103

860-500-4450 (inside the Hartford area) • 1-800-282-6063 (outside of the Hartford area)

All YMCA Child Development program inspection reports and compliance letters are available for parent inspection at the day care program or by contacting the CT Office of Early Childhood.

4.12 CHILDREN WITH SPECIAL NEEDS POLICY

The YMCA's Child Development Centers will provide appropriate programs, with reasonable accommodations, for children with special needs. Referrals to outside agencies will be made with the permission of a child's parent or guardian.

In an effort to collaborate with the family and school/community resources, the YMCA will look to support any and all educational plans that are in place to help the child succeed. Placement and/or programming will be determined at the Education Plan Meeting. If invited to the meeting, Child Development Director will represent the YMCA and will provide information to the staff with the parent's permission. In conjunction with the public school system and/or state agency, an Individual Educational Plan will be designed and implemented.

4.13 PROFESSIONAL CONSULTATION POLICY

The YMCA's Child Development Programs have agreements with Education, Dental, Social Service, and Health professionals (consultants). These professionals are available for the annual review of our written policies, plans and procedures; and review of our education programs. They are available to administration and staff for consultation regarding specific problems by phone and in person. These professionals also act as a resource person to staff and parents. The consultant will document their activities and observations in a consultation log that is kept on site for two years.

The YMCA Center Director or School Age Director will make the appropriate referrals if medical services for a child are needed.

****Please note: We are NOT responsible for costs associated with these or any other medical treatments or health care.***

4.14 TRANSPORTATION AND FIELD TRIP POLICY

The YMCA utilizes licensed school busses or certified YMCA vehicles, with state approved drivers, for its transportation needs, including field trips and emergency situations.

Upon registration, parents are required to give permission for the YMCA to transport their child as required. Prior written notice will be obtained for all field trips.

4.15 SWIMMING FIELD TRIPS AND SUPERVISION POLICY

When children are participating in swimming or wading as part of a program, whether at the facility or on a field trip, the following staff to child ratios, shall be maintained at all times with the children:

- all non-swimmers shall be clearly identified in a way that is visually and easily recognized by lifeguards and staff;
- for school-age children there shall be at least one (1) program staff member with every six (6) children.

The YMCA operator shall be responsible for assuring the supervision of the children at all times while the children are at the facility, indoors or outdoors, or on field trips. At no time shall a child be left unsupervised. A certified life guard will be present at any pool or waterfront.

4.16 OUTDOOR PLAY

Children will not go outdoors when the temperature is below 32F or when local authorities announce that the air quality is unhealthy.

During warm weather months:

Families should apply sunscreen BEFORE children come to the program for the day. If the sunscreen needs to be reapplied to your child before outside activities, a sunscreen application form will be required. Please fill out the form, sign it, and return it to the child's classroom teacher. This form is valid for one calendar year. Be sure to send in the child's sunscreen labeled with the child's name.

During cold weather months:

Children shall wear hats, gloves, boots and snow pants (as needed). Their clothing should be layered and dry. Staff will frequently check on children's extremities for warmth and dryness.

Water:

Water will be accessible to children at all time. Staff will ensure water is immediately accessible to children. Please make sure children are well hydrated before prolonged physical activity and on extremely warm days.

Insects:

For insect repellent, the permission sign off sheet is located at the bottom of the sunscreen application form. The insect repellent must be supplied by the parent and labeled with the child's name. Only repellents containing DEET are allowed. These will be applied to the child once daily and only with a valid permission form.

4.17 EMERGENCY EVACUATION PLAN

Emergency notification and parent/emergency contact numbers are located in each program space. Emergency evacuation maps are located in each program space with two evacuation routes. If the first route is inaccessible, then the second route will be used. Emergency evacuation drills are conducted monthly.

The Head Teacher in each class is responsible for taking attendance before and after an evacuation. They are also responsible for taking along the classroom attendance and first aid kit. The director or designated responsible person will check all program areas including classrooms, bathrooms and kitchen to ensure no one remains in the building.

Each YMCA site has its own evacuation plan. Please check with your child's program to find out the

meeting location in the event of an evacuation. Once all of the children are outside, the director or designated responsible person will ensure all are accounted for before children will be released to families.

In the event of a civil emergency evacuation, local police, fire, hospitals and radio stations will be contacted immediately to inform the public of the evacuation. YMCA officials will be responsible for informing the appropriate authorities. If the town instructs us to vacate the town, we will follow the town wide evacuation procedures as instructed. YMCA staff will make every effort to contact parents as soon as they are physically able to do so. If time permits, parents will be contacted prior to the evacuation. As the safety of the children and staff are paramount, notification may occur after any evacuation.

4.18 PROVISION FOR SHELTER

In the event that evacuation out of the building is not permissible, children and staff will relocate to a determined area indoors. Please contact the YMCA to learn where the determined area is located at your child's program.

Once children are safe and secure, the Director and/or designated staff will gather the appropriate supplies necessary for the evacuation.

In the event that emergency shelter is required, the children will be transported by local emergency vehicles to a designated emergency location.

4.19 EMERGENCY PHONE NUMBERS

Emergency numbers for children enrolled in our programs must be kept up-to-date. This is to ensure that staff members may be able to contact parents or guardians, at any time, in case of an emergency. Please notify YMCA staff on a timely basis.

4.20 ACCIDENT AND INCIDENT PROCEDURES

If a child becomes injured during program hours, the following steps will be taken by the staff:

1. Minor injuries will be treated on-site, in accordance with the accepted CT Child Care First Aid practices. The incident will be documented in the Child Day Care log and a report will be completed according to YMCA of Greater Hartford protocol.
2. Injuries requiring immediate further medical attention will be handled in the following manner:
 - a. A qualified staff will perform emergency first-aid.
 - b. Another staff member will dial 911.
 - c. A staff member will notify the parents and childcare director as soon as possible.
 - d. A staff member will accompany child to the hospital by ambulance, if parent is not present at the child care facility.
3. If immediate emergency medical attention is not needed, the procedure will be as follows:
 - a. A qualified staff will perform needed first aid.
 - b. Another staff member will notify the child's parents regarding additional steps to be taken.
 - c. If determined, a staff member will accompany the child to the hospital by ambulance, if parent is not present at the child care facility.
 - d. A staff member will report accident to senior branch staff.

4.21 FIRE EMERGENCY AND EVACUATION PROCEDURE

1. Staff will line children up at the designated area in the program space and follow the posted evacuation plan. If the exit is obstructed or inaccessible, escort children out the secondary designated exit.
2. Staff will take along attendance (sign in/out sheet), emergency contact book, first aid kit and cell phone.
3. Remove all children from the building and walk them to designated meeting area.
4. Take attendance to make sure all children and staff are accounted for.

5. A staff member must then contact the YMCA to notify the School Age Director. If a staff member does not have a cell phone to place the call, they are instructed to go to a nearby location and ask permission to use a phone.
6. In the event that the children must leave the site for the day, the YMCA will provide transportation to a designated emergency location where their parents will be contacted.

4.22 WEATHER

The YMCA reserves the right to close any and all Child Development Centers and programs, due to inclement weather, emergencies, or the inability to maintain State required staff to student ratios. If severe weather develops during the day, parents will be contacted and will be expected to pick up their children as soon as possible. If the parent or guardian is not able to pick up the child, it is the responsibility of the parent or guardian to arrange for the child to be picked up by an authorized person as determined by the child's pick-up list. The YMCA staff will only call persons on the child's authorized pick-up list if unable to contact the parent or guardian.

In the event of extreme weather conditions, the YMCA reserves the right to delay opening, close early, or close for the day. Staff will remain until the last child is picked up. An announcement will be made two hours prior to the start of a program. Our first priority is to provide care for families who need our services. The decision will be announced on channel 3, and local radio stations.

In the event of tornadoes or hurricanes, staff and children will remain indoors away from windows and doors.

4.23 UNIDENTIFIED GUESTS

All staff will ask, "Can I help you" when an unidentified person enters their Center. Staff will show and escort the guest, if possible, to the office for proper sign-in procedures. Staff will ask for identification and if they are not permitted to pick up the child they will be asked to leave the premises.

4.24 MISSING CHILD POLICY

If, at any time, it is discovered that a child is missing, an immediate search of the area will begin. The remaining children will gather in a designated area, with supervision by one staff person who should take attendance. The remaining staff will search the immediate vicinity, prioritizing the most dangerous areas first (i.e. water, busy streets). If the child has not been located in 10 minutes, staff shall call 911, notify the parents of the child and the YMCA Program Director.

At arrival time in the After School Age Child Development program, all children will be accounted for immediately upon arrival. If a child has not arrived, the following will be done:

- Call the YMCA office to determine if any absences have been reported by parents/guardians.
- Check with the school office to determine if the child was absent from school that day.
- Call the parent, if they cannot be reached call the emergency contact person.
- If all of the above steps have been followed and the child still has not been located, 911 shall be called and a missing child report will be completed, and the YMCA School Age Director shall be contacted.

4.25 MEDICAL REQUIREMENTS

The CT Office of Early Childhood requires that each child enrolled in a Child Development program have an up-to-date medical form signed and dated by a physician or physician's assistant, with the date of the last exam specified. This form is to be kept on file at the YMCA's Child Development program. A new Medical Form will be required each year on the date of the last physical for children 5 years old and under, and then as required by the local Board of Education. The YMCA cannot accept a child without the proper medical forms. When a child is overdue for any routine health service, parents/guardians must provide evidence of an appointment for that service before the child's entry into the program and as a condition of remaining enrolled in the program. If a child does not have a physician or health insurance, the YMCA staff can assist in locating those services.

4.26 CONTAGIOUS ILLNESS, RASHES, AND PARASITES

Parents are required to notify the Center whenever a child has been exposed to a contagious disease

or illness. This includes, but may not be limited to: Strep Throat, Pink Eye, Fifth Disease, Meningitis, Hepatitis, Ringworm, Impetigo, Lice, etc. If an outbreak occurs in the child’s program, YMCA staff will notify the parents by way of a written posting at the site, as well as a posting on the child’s classroom door. Information will be given to families explaining the symptoms of the outbreak or illness, along with suggested action to be taken by the parent or guardian of the child. Any child contracting a contagious illness must submit a doctor’s note stating when the child may return to the program.

If a child is absent due to an illness, they are not allowed to return to the Center until free from any of the following symptoms or infections:

SYMPTOM/CONDITION	EXCLUDED FROM THE CENTER UNTIL:
Temperature over 100°F with behavioral changes	No fever for one full day (un-medicated)
Vomiting	No vomiting for one full day
Two or more loose stools beyond what is normal for the child	When bowels have returned to the child’s normal. Stool should be contained in diaper or child should be able to make it to the bathroom in time.
Nasal secretions with behavioral changes	Until child is able to participate in activities
Rash with behavioral changes; with itching, oozing, pain	Rash is diagnosed & treated
Strep	24 hours of antibiotic treatment and fever free for 24 hours
Ringworm	May remain in center, but ringworm must be covered up
Impetigo	If lesions can be covered up and kept dry, there is no need to exclude prior to the end of the day. Then, the child may return after 24 hours of antibiotic treatment
Head Lice	May return after treatment
Chickenpox	6 days after onset of rash, or until all lesions are dried and crusted
Conjunctivitis (Pinkeye)	Per American Academy of Pediatrics, there is no longer a need to exclude for pinkeye unless the child is unable to participate in activities

If an illness prevents the child from participating comfortably in activities or creates a greater need for care than the staff can provide without compromising the health and safety of other children, then the child will be made comfortable in a location where she or he is supervised by a familiar caregiver. If the child is suspected of having a contagious disease, then until s/he can be picked up by the family, the child is located where others will not be exposed.

4.27 MEDICATION ADMINISTRATION POLICY

In compliance with Public Act 02-84, Child Development Program may not deny services to a child who has an allergy or a prescription for an automatic pre-filled cartridge injector (such as an epi-pen). The YMCA requests, however, that whenever possible, medication be administered to the child outside the program hours by the parent or guardian. Only those prescription medications that must be administered during the program day will be administered.

The YMCA Child Development Programs will provide staff trained in the administration of medications, including the use of automatic pre-filled cartridge injectors with a written order from a physician and signed by the parent or guardian. The YMCA requires that, at all times, at least one staff person in the YMCA program be certified in the Administration of Medication as mandated by the CT Office of Early Childhood (Section 19a-79-9). A parent/guardian has the option, and is welcome, to come to the center to administer medication personally.

All medications will be counted by two staff upon arrival each day, upon distribution to child, upon return to parent, or upon disposal, and will be stored in a double locked environment. Medication must be picked up upon termination of the medication order. The State of Connecticut Drug Control

Division will be contacted at (860) 713-6065 to destroy any controlled substance not picked up within one week following termination of a medication order.

In order to administer any medication, an Authorization for the **Administration of Medication by Child Care Personnel** for all types of medication (prescription and non-prescription) must be filled out and signed by the physician and by the parent. One form is required for each medication. This form must include the name of the medication, dose, method of administration, time of administration, reason for medication, dates of administration, expiration of medication, relevant side effects, potential allergies, prescriber's name and verification statement of prior use without adverse side effects.

Non-prescription medications include all types of over the counter medications (e.g. Tylenol, Advil, lozenges, cough drops, antibiotic creams, peroxide, etc.).

All medication must be in the original bottle or packaging and the prescription label must include:

- child's name
- name of medication must match the administration of medication form
- dosage/route of administration (mouth, inhalation)
- specific time/intervals to be given
- current date of order
- physician's name and telephone number
- individual measuring spoon as may be required with medication
- medication expiration date

Prior to the administration of any medication, at least one dose (two doses if antibiotic) must have been administered outside the program, without adverse side effects, even if taken before for another illness.

Trained staff will document the administration of medication on Medication Administration Record form maintained on site, upon completion of medication treatment order. Any unused medication will be promptly returned to parent after completion of treatment or will be destroyed within one week of termination of the order if not removed.

STORAGE AND HANDLING PROCEDURES FOR MEDICATION

All medications will be stored in a locked medication box while program is not in session. Rescue medications such as inhalers and epi pens will be unlocked and accessible during program hours in case of emergency. Controlled substances will be double locked at all times within the storage cabinet.

All staff handling medications of any kind will observe proper hand washing procedures both before and after application of medications. Gloves should be worn when administering medications. All application devices will be thoroughly washed after use or disposed of according to package or application directions.

Children's privacy will be respected at all times when administering medications.

INHALANTS

Inhalers will be cleaned after each use. Inhalers with spacers should be taken home weekly to be thoroughly cleaned.

MEDICATION EXCLUSION POLICY

The YMCA reserves the right to exclude certain types of medical applications including, but not limited to, needle injections and rectal routes of administration, except for emergency situations such as an epi-pen. Parents will be required to seek alternate means of administration of medications if these forms are required during operating hours of the YMCA Child Development programs.

4.28 SICK CHILD

If a child is ill with a temperature, diarrhea or vomiting during the program hours, the following steps will be taken:

1. The child will be immediately removed from the other children and placed in sight of a staff member at all times.
2. A staff member will make the child as comfortable as possible.
3. A staff member will attempt to contact the child's parent/guardian. If the child's parent/guardian cannot be reached the staff member will then call the authorized persons listed on the emergency form to pick up the child. It is requested that the child must be removed from the program within one hour of parent notification.

Other conditions warranting the child leaving the program include, but are not restricted to: a rash or other skin irritation, lice, severe pain in any body part or other signs of a contagious disease. This procedure is for the ill child's protection, as well as the protection of the other children and staff members in the program.

PARENT RESPONSIBILITY FOR SICK CHILD

A child that has had a temperature above 100 degrees (with behavioral changes) or has been vomiting must be cleared of symptoms for at least 24 hours before returning to the program (one full school day). If your child is out for 3 or more days, a doctor's note or a copy of the child's prescription will be needed to return to the program. The child must be on an antibiotic for the first 24 hours before returning to the program.

Parents must advise staff of any physical or emotional conditions for which the child is being treated, particularly when the child is using mood-altering medications. Other physical conditions that staff should be made aware of would be, but is not limited to, allergies, asthma, or any restriction of activities.

Parent should notify staff of any medications taken at home prior to arriving at center. This will be helpful to medical staff treating the child in the event of an emergency.

4.29 HAND WASHING POLICY AND PROCEDURE

Hand washing is critical to maintaining a healthy environment. All children and visitors are required to wash their hands upon entering program spaces. Parents will escort their child to the restrooms and assist in cleaning. Hand washing procedural signs are posted at each hand washing area.

Staff and children are required to wash their hands at the following times:

- Upon arrival for the day
- Before and after handling food
- Before and after giving medication
- Before and after playing in water/sand
- After toileting
- After handling bodily fluids
- After cleaning
- After handling pets
- Before and after participating in water play

The procedure to be used is as follows:

- Scrub hands with soap and water. Include between fingers and under and around nail beds and backs of hands.
- Rinse hands well under running water with fingers down so water flows from wrist to finger tips. Leave water running.
- Dry hands with paper towel.
- Use paper towel to turn off faucet.

4.30 TOY POLICY

A toy that a child has placed in his or her mouth or that is otherwise contaminated by body secretion or excretion is either to be (a) washed by hand using water and detergent, then rinsed, sanitized, and air dried or (b) washed and dried in a mechanical dishwasher before it can be used by another child.

Children that are enrolled in before and after school programs are not permitted to bring their own toys, including electronic devices, to the program, unless permission has been granted from both the YMCA program staff and the child's parent. Any and all toys brought in from home must be clearly labeled. The YMCA strictly enforces a "no trading" policy.

4.31 SAFE ENVIRONMENT POLICY

The YMCA maintains program facilities free from harmful animals, insects/pests and poisonous plants. Pesticides and herbicides, if used, are applied according to the manufacturer's instructions when children are not at the facility and in a manner that prevents skin contact, inhalation and other exposure to children. The program uses the techniques known as Integrated Pest Management (IPM) so the least hazardous means are used to control pests and unwanted vegetation. Board of Education is responsible for school age programs and child development directors connect with them as needed.

4.33 CHILD GUIDANCE AND DISCIPLINE POLICIES

The YMCA is committed to working with children and families to resolve challenging behavior issues. YMCA staff may work with supervisors, peers and outside consultants to find a solution that will help children develop positive behaviors. However, in extreme circumstances, YMCA administrators may ask a family to leave a child care program. In these cases, every effort will be made to provide families with advance notice and to help families identify community resources and alternate care arrangements.

For all age groups, if a behavior issue arises the staff will address the child or children directly following the YMCA policies of positive guidance and discipline techniques based on developmentally appropriate practice, including positive guidance, redirection and setting clear limits that encourage children to develop self-control, self-discipline and positive self-esteem. Children will be under the continuous supervision of staff during any disciplinary action. Staff will communicate any behavior issues to parents promptly and be available for discussion.

1. Staff will divert attention away from any activity that they disapprove of by substituting another play thing or leading the child to another activity.
2. Staff will offer children choices of activities/games they can participate in
3. Staff will set clear limits for children that are consistently enforced and are based on reasons children can understand.
4. Children will be given warnings when they have done something wrong. Warnings are necessary to allow children to know in advance what to expect, reduce resistance and ease transitions.
5. Staff will structure the environment in such a way to help reduce misbehavior and accidents.
6. Staff will redirect behavior. It is necessary at times to move a child away from a behavior by suggesting an alternative acceptable behavior.
7. Staff will model appropriate behaviors for children.
8. Staff will be aware when a conflict between children arises. Staff will engage children in helping to solve the problem by analyzing the situation and all possible solutions, and working with the children to pick one they all agree as the best one.
9. Staff will separate children if they are having difficulty getting along.
10. Staff will remain objective when there is a problem with a child.
11. Staff will give children positive attention, and will engage children in behaving positively.
12. Staff will encourage children to behave positively and to continue to behave in appropriate ways.
13. Staff will explain the consequences of misbehavior to all children, and will continually remind students of the consequences.
14. No child will be physically restrained unless it is necessary to protect the health and safety of the

child and others.

15. Head Teacher and staff will discuss positive guidance techniques with parents, and will review these techniques as needed during the period of the child's enrollment.
16. The parent/guardian will be required to pick the child up from the child development program when a child's behavior is deemed unacceptable and/or is a safety risk to self or others. When the parent(s)/guardian(s) have been called more than two times during one week to pick up the child and there has not been an improvement in their behavior, a meeting between the parent(s)/guardian(s), staff, and School Age Director will be held to develop a Behavior Management Action Plan.
17. If a child's behavior is determined by the School Age Director and Executive Director to be a danger to the child, to other children or to the staff in a program, parent(s)/guardian(s) will be required to withdraw the child from the program.
18. Staff will report actual or suspected child abuse or neglect, or imminent risk of serious harm of any child to the Department of Children and Families as mandated by section 17a-101 to section 17a-101e inclusive, of the Connecticut General Statutes. Connecticut General Statutes identifies professionals who, because their work involves regular contact with children, are mandated by law to report suspected child abuse and neglect. All YMCA employees are considered Mandated Reporters by the State of CT. Mandated Reporters are required to report abuse or neglect based on a reasonable cause to suspect, such as what is observed, what is told or said.

YMCA staff members may not physically or verbally abuse a child, nor may a child be physically restrained except when it might be necessary to protect the safety and health of the child or others. Staff members are prohibited to use abusive, neglectful, corporal, humiliating, or frightening punishment. All staff members receive training in guidance and discipline issues upon hiring and on a continual basis.

4.34 REMOVAL FROM PROGRAM

The determination to ask a family to leave a child development program is difficult, and may be disruptive to the program, staff and potentially to the family. We strive to provide the best possible care to everyone who has chosen our program. However, in the following circumstances, the YMCA may be unable to continue to provide child care:

1. Failure to provide complete, accurate and up-to-date paperwork.
 - GHYMCA Child development enrollment packet (updated annually)
 - State of CT Early Childhood Health Assessment form (updated annually)/State of CT Department of Education Health Assessment Record (updated according to Board of Education requirements)
 - For any medication to be stored and administered in a program, the YMCA requires appropriate paperwork signed by a medical professional. Any children with expired medication will not be allowed at the program until new medication is provided.
 - For any illness or disability requiring accommodation in a program—Specialized Care Plan (updated annually)
2. Failure to pay for child care services in a timely and consistent way.
 - Payment for the first month of child care is due before the child starts in a program
 - Payment for each month of care is due on the first of the month (for example, payment for January child care must be made on or before January 1st). Overdue accounts will be assessed a \$5 late fee each day a payment is late starting with the 2nd week of the month. If a payment has not been received by the end of the 2nd week, the child will not be permitted to attend the program until such time that the outstanding balance is paid in full.
 - The YMCA accepts reimbursement from Care4Kids. It is the parents' or guardians' responsibility to ensure that required documentation is submitted to Care4Kids. There may be delays in processing incomplete, inaccurate or late paperwork. If Care4Kids has not approved payment, or if a Care4Kids certificate has expired, parents or guardians are responsible for the full cost of care.
 - The YMCA strives to serve everyone regardless of ability to pay. Thanks to our generous donors,

our Annual Campaign raises money to provide financial assistance to those in need. If your family could benefit from our financial assistance program, please contact your School Age Director.

***Please Note:** In the case of missing paperwork or late payment, the School Age Director will contact the family through phone calls, emails and/or letters home and at the program. Families will be given one week to provide up-to-date paperwork or to make arrangements for payment. If the problem has not been resolved, the YMCA will be unable to provide care until the requirement has been met.

3. Failure to comply with Greater Hartford YMCA policies and procedures.

The YMCA strives to resolve disagreements and challenges in order to maintain strong, positive relationships with members and families. Under certain extraordinary circumstances, the YMCA may be forced to ask a family to leave a child development program. These circumstances may include: repeated late pick-up from program; excessive absenteeism from program; abusive behavior toward YMCA staff, volunteers, or other members.

4. Dangerous or disruptive behaviors

The YMCA is committed to working with children and families to resolve challenging behavior issues. YMCA staff may work with supervisors, peers and outside consultants to find a solution that will help children develop positive behaviors. However, in extreme circumstances, YMCA administrators may ask a family to leave a child care program. In these cases, every effort will be made to provide families with advance notice and to help families identify community resources and alternate care arrangements.

4.35 PARTICIPANT BEHAVIOR GUIDELINES

Disrespect toward staff or property or repeatedly injuring other children or staff will not be tolerated. If deemed unsafe behavior, a parent or guardian will be contacted in order to remove the child from the program. To ensure safety, the parents must remove the child from the program within one hour of notification. The staff and parents together will develop a plan to prevent future inappropriate behavior. If the behavior continues, the child may be suspended from the program for a determined amount of time or expelled entirely from the program. The following procedures will take place when a child's behavior is inappropriate:

1. The child will be given a verbal warning and redirected to another activity.
2. If inappropriate behavior continues, the child will be removed from the group until staff believes that the child is ready to re-enter the group safely. Whenever possible, unless staff determine that a child's behavior continues to be dangerous to themselves or to others, the period of removal from the activity will be limited to 1 minute per year of the child's age, up to a maximum of 10 minutes. Inappropriate behavior can be, but is not limited to, the following:
 - a. Biting
 - b. Kicking
 - c. Hitting
 - d. Swearing
 - e. Bullying
 - f. Flight Risk (running away from the program)
3. Whenever there is a serious concern about a behavior or discipline problem, the staff will verbally and in writing inform the child's parent or guardian. The staff and family will meet to develop plans to resolve the problem and regular reports will be given to the family on the child's progress.
4. The parent/guardian will be required to pick the child up from the child development program when a child's behavior is deemed unacceptable and/or is a safety risk to self or others. When the parent(s)/guardian(s) have been called more than two times during one week to pick up the child and there has not been an improvement in their behavior, a meeting between the parent(s)/guardian(s), staff, and School Age Director will be held to develop a Behavior Management Action Plan.
5. If the problem persists, a consultant, with parental or guardian consent, may be brought in

to assess the situation and an additional plan of action may be put into place. The child will be placed on an individual probation for a specified time period. Parents will be advised of the recommendations.

6. In the event that a recommendation is made for the child to receive an assessment from local health, education or mental health services provider, families are encouraged to share the results of these assessments with the center. The YMCA strives to work as a team with family, consultants and staff. The YMCA will facilitate observation time in the program if it is considered helpful. (Any costs relating to these services are the responsibility of the parent or guardian).
7. If the above actions have not resulted in improved behavior from the child, written notice will be given to the parent/guardian to remove the child from the program for a determined period of time. During this time period, the YMCA staff will continue to work with the parent/guardian and child on behavior modifications.
8. The YMCA strives to provide a safe and caring environment for all children. We reserve the right to remove a child from any YMCA program at the discretion of the Association Director of Child Development or designee if the child's behavior is determined to create a dangerous or unacceptable situation for him/her, other children or staff.

Parents or guardians must advise staff of any physical or emotional conditions for which the child is being treated. Any changes in a child's behavior (i.e. sudden aggressiveness or withdrawal) noted by the staff will be brought to the attention of the parents or guardians. Parents or guardians should make the staff aware of any problems that the child may be experiencing, in order for the staff to better understand and assist the child. This policy complies with federal and state civil rights laws.

4.36 CHILD ABUSE AND NEGLECT POLICIES

The YMCA has a responsibility to prevent any child enrolled in the center from being abused or neglected. To help ensure the safety and well-being of children, and in compliance with Connecticut General Statutes, the YMCA, shall make a report to the Department of Children and Families (DCF) and the CT Office of Early Childhood (OEC), when there is reasonable cause to suspect that a child is being abused, neglected or at imminent risk of abuse.

All YMCA staff is trained in the knowledge of mandated reporter responsibilities and reporting requirements, child abuse and neglect prevention techniques and detection methods, as well as the definitions of child abuse and neglect as defined below. All staff members are mandated to read and sign a comprehensive code of conduct to which they are expected to adhere.

No staff member is allowed to have any contact, including, but not limited to, babysitting, phone, email, or texting with any YMCA participants under 18 outside of YMCA programs and activities. Parents who have any concerns or questions with respect to these issues may contact the YMCA Child Development Program Director.

DEFINITIONS

CHILD ABUSE

Defined as any child under the age of eighteen who has had a physical injury or injuries inflicted upon him or her by a person responsible for his/her health, welfare or care or by a person given access to the child by the responsible person other than by accidental means, or has injuries which are at variance with the history given to them, or is in a condition which is the result of maltreatment such as, but not limited to, malnutrition, sexual abuse, sexual exploitation, deprivation of necessities, emotional maltreatment, cruel punishment or has been neglected.

CHILD NEGLECT

Is defined as any child under the age of eighteen who has been abandoned, is being denied proper care or attention, physically, emotionally or morally or is being permitted to live under conditions, circumstances or associations injurious to his or her well-being or has been abused.

CHILD AT RISK

Defined as reasonable cause to believe or suspect a child is in danger of being abused as opposed to believing that the abuse has actually occurred.

REPORTING REQUIREMENTS

1. All YMCA child development employees are considered Mandated Reporters and will make a report to CT-DCF and CT-OEC when a situation arises where there is reasonable cause to suspect that a child is being abused, neglected or in imminent risk of abuse by parent/guardian, YMCA staff member, or any other individual.
2. All staff persons and volunteers making a report in good faith are immune from any criminal or civil liability. A person required to report who fails to do so shall be fined not more than \$500. All staff are protected by law from discrimination or retaliation for reporting abuse or neglect.
3. A staff person must report a situation directly to the School Age Director. In the absence of the School Age Director, the staff member will follow the chain of command. A mandated reporter must make an oral report within 12 (twelve) hours of suspected abuse or neglect to the CT-DCF HOTLINE at 1-800-842-2288.
4. Within 24 hours of an oral report the mandated reporter must submit a written report to the CT-DCF and CT-OEC notifying them of the incident.
5. Requirements of oral and written reports:
 - i. The names and addresses of the child and his parents or guardians.
 - ii. The age and gender of the child.
 - iii. The nature of the child's injuries, maltreatment or neglect.
 - iv. The approximate date and time of injuries, maltreatment or neglect.
 - v. Any information concerning any previous injuries or neglect.
 - vi. The circumstances in which the injury, maltreatment or neglect came to be known to the reporter.
 - vii. The name of the person suspected of abuse, maltreatment or neglect.
 - viii. Whatever action, if any was taken to treat and assist the child.
6. A copy of all statements from staff and the DCF-136 shall be kept on file.

ADMINISTRATIVE POLICY AND PROCEDURE FOR STAFF

YMCA administration supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. YMCA staff who are named in an allegation will be placed on PAID administrative leave until the investigation has been completed. A meeting will be held with the employee, and at least one of the following: Center Director, School Age Director or Association Director of Child Development. The Association Director of Child Development will consult with the Human Resources Department to inform them of the allegation. If the internal YMCA investigation concludes that abuse may have occurred, appropriate actions will be taken, up to and including termination, depending on the situation. If the internal YMCA investigation concludes that abuse did not occur, the employee will be allowed to return to work with no documentation in their file.

ABUSE AND NEGLECT PREVENTION

1. Staff orientation on a yearly basis will include training on child abuse, neglect and mandated reporting procedures. Staff will be trained by CT-DCF personnel and/or local police.
2. Parent and Employee Handbooks will include policies and procedures on reporting child abuse and neglect.
3. CT-DCF phone numbers will be posted on the emergency phone list.
4. Resource materials will be kept on file.
5. All staff hired after staff orientation will be briefed on policies and procedures of reporting child abuse and neglect.

4.38 CONFIDENTIALITY

Confidentiality is practiced at all times. Information about children in the program will not be discussed among other parents or in the program in front of child/children. The YMCA will retain any information you share with us, to enable us to better meet your child/children's needs, in the strictest confidence. This applies to information you share in writing or verbally.

Every effort is made to keep information about children and families confidential. Children and families information is kept in a confidential location in the main office. Only staff members directly involved with the family are permitted to examine files and/or discuss file contents. Written consent must be obtained from Parent/Legal Guardian before program information can be transferred to other programs, schools, or agencies. Information gathered from other agencies or organizations about a child/family cannot be transferred and the family should be instructed to contact those organizations directly. All documentation about children/family can be given to parents who can review and distribute it as they see fit. Local and Federal agencies have the right to request to see a child's file at any time. All staff members are urged to handle content of files carefully and to place or replace documents properly.

Staff and volunteers must be professional and protect the rights and privacy of the children and families in regards to confidential matters.

All financial information will be kept confidential between the child development administration and the families. Information verifying your eligibility for this program may be released to funding sources upon their request.

All medical, behavioral or emotional information will be confidential between the staff and the Director.

5. SCHOOL-AGE CHILD DEVELOPMENT (SACD) PROGRAM

Our before and after school programs are designed to provide children with a safe and enriching environment, where they can develop to their fullest potential.

Along with the YMCA's four core values (Caring, Honesty, Respect, and Responsibility), the YMCA of the USA has developed four (4) goals for all YMCA School Age Child Development Programs:

1. Encouraging children to take an active role in the day-to-day operation of the program.
2. Offering activities that extend and enrich children's experience.
3. Providing choices every day for how children will spend time at the programs.
4. Encouraging children to make decisions that affect the program.

5.1 SAMPLE SACC AFTERNOON DAILY SCHEDULE

3:00-3:15	Arrival, Attendance and Announcements
3:15-3:30	Bathroom & Hand washing
3:30-3:45	Snack
3:45-4:15	Homework & Quiet Time
4:15-4:45	Physical Fitness Activities (large and small group games)
4:45-5:30	Daily activity such as arts & humanities project, service learning project, science experiment etc.
5:30-6:00	Free play & Clean up time

5.2 PROGRAM ACTIVITIES – FOR SACC PROGRAMS

A variety of activities are offered daily, both staff facilitated and child driven. All School Age Child Development Programs incorporate the following activity themes into their program schedule: Arts & Humanities, Character Development, Health, Fitness & Wellness, Homework Help/Quiet time, Literacy, Science & Technology, Multi-Cultural Learning, and Service Learning.

For details on activities for the SACD program, please visit Appendix 2 found at the end of this document.

6. PARENT INVOLVEMENT AND CONTACT

The YMCA staff is available by appointment to meet with parents as needed. This enables parents to meet with teachers, plan events and help evaluate the program. A strong home/program connection is important to building a good environment for your child. Parent participation is important as it enhances the programs and provides balance in the life of your child.

The facility will promote communication between families and staff by using written notes, as well as informal conversations.

6.1 NEWSLETTERS

Monthly newsletters will be sent home informing parents and guardians of daily activities, monthly happenings, and special events. Any parent that would like to add to the newsletter is encouraged to speak to the child's teacher or the School Age Director.

6.2 BULLETINS

Special notices and letters regarding children and/or parents will be placed at the sign out table, as needed. There is a special bulletin board specifically for CT State Licensing Information.

6.4 PARENT OPEN DOOR POLICY

The YMCA's Child Development Programs encourage parents to participate in activities with the children, and welcomes parents to visit the program during the day. Parents are welcome to eat lunch with their child, drop by and tell a story or share a family tradition. Parents are also encouraged to participate and chaperone field trips.

In addition, the YMCA strives to incorporate multicultural learning experiences. In the event that the YMCA Child Development Program is not parallel with your family's values and practices, please feel free to speak to a program teacher or the child development director at any time.

6.5 FAMILY RESOURCES

There is a Family Service area available at many centers with listed resources. The following consultants are also available and can do on-site evaluations and meetings:

- Education Consultant
- Social Service Consultant
- Health Consultant
- Dental Consultant

PROGRAM ACTIVITIES – FOR THE SCHOOL AGE CHILD CARE (SACC) PROGRAM

ARTS & HUMANITIES

Our art program offers a wide range of creative opportunities in fine arts, creative writing, music, dance, cooking, drama and much more.

CHARACTER DEVELOPMENT

Through a variety of activities, staff will encourage children to demonstrate the YMCA's Four Core Values of caring, honesty, respect and responsibility, as well as use the Developmental Assets Framework used to help influence young people to make wise choices

HEALTH, FITNESS & WELLNESS

In response to a call by First Lady Michelle Obama and the Partnership for a Healthier America (PHA), in addition to adopting the Healthy Eating Physical Activity (HEPA) Standards, the Y has committed to adopting new standards for nutrition and physical activity.

The standards will:

- Establish a minimum of expected physical activity for children of different ages enrolled in our programs;

- Define food and beverages offerings, including designating water as the primary beverage during snack times and offering fruits and vegetables as snack options;
- Limit the amount of screen time (watching TV, playing video games, using computers)

HOMEWORK SUPPORT

Managing and organizing the homework environment involves supporting students' homework completion by setting a predictable schedule for homework, establishing routines, and creating safe and productive spaces with easy access to materials.

LITERACY

Our staff will work to foster literacy through a variety means including book clubs, a newspaper club, story time, as well as continuously developing literacy skills within the other content areas.

SCIENCE & TECHNOLOGY

With an increasing focus on STEM learning, it is more important than ever to incorporate Science and Technology into aftercare programs. According to a report by the Afterschool Alliance, "high-quality STEM afterschool programs yield STEM-specific benefits such as improved attitudes towards STEM fields and careers, increased STEM knowledge and skills, and a higher likelihood of graduation and pursuing a STEM career". The report demonstrates that afterschool programs are playing a key role in engaging children and youth from diverse communities in STEM fields and careers."

SERVICE LEARNING

Service-learning, a teaching and learning strategy, integrates meaningful community service with internal learning objectives and reflection. The goal is to provide enriching experiences, teach civic responsibility, and strengthen communities. Service-learning takes traditional community service to the next level by transforming it into a learning experience with specific objectives. Service-learning aims to impact both those engaged in community service and the benefactors of the community service through reflection and intentional learning.

SOCIAL COMPETENCE & CONFLICT RESOLUTION

Social competence is improved during participation in after-school programs and extracurricular activities. In addition, conflict resolution is taught in order to teach children how to recognize dangerous situations, how to communicate in stressful scenarios, and how to calmly and successfully navigate through adverse conditions at school, at home, in the neighborhood and other locations. This is accomplished through creative staff and student-led role-play and theatrical activities.