FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Hockomock Area YMCA
School Age Child Care
Family Handbook

Association Office
300 Elmwood Street
North Attleboro, MA

Invensys Foxboro YMCA
67 Mechanic Street
Foxboro, MA

Bernon Family YMCA
45 Forge Hill Road
Franklin, MA

Hurley Family Branch
300 Elmwood Street
North Attleboro, MA

Welcome

Thank you for choosing the YMCA's School's Out Program for your child's before and after school care. To ensure your child has a successful year with us, it is important that we all work together and communicate so that your needs and those of your children are met.

This handbook is designed to help you and your child have a smooth transition into the program, supplying you with necessary information regarding policies, procedures and answers to the many questions you may have about our program.

The Parental Agreement can be found at the back of this Family Handbook. We ask that you become familiar with the policies and procedures in this packet and signify your understanding and acceptance of those policies and procedures by signing the agreement and returning it to the YMCA. A new Parental Agreement is required each year.

If you have any questions, please feel free to contact the School's Out Director or Site Coordinators anytime at the number listed in the back of this handbook.

Licensing Authority

The Hockomock Area YMCA School Age Child Care Programs are licensed by the Massachusetts Department of Early Education and Care (DEEC). Taunton Office, 508-828-5025 and Worcester Office, 508-798-5181.

General Information

Hockomock Area YMCA Program Mission

The Hockomock Area YMCA is a non-profit organization dedicated to strengthening the foundations of community through youth development, healthy living, and social responsibility.

Statement of Purpose

With an emphasis youth development, the School's Out program fosters holistic development in a nurturing environment to provide both affordable, quality child care and enrichment programming. We provide children with an opportunity to engage in activities, which benefit them socially, emotionally, physically and intellectually as a foundation to becoming healthy and strong adults.

Developmental Goals for School Age Youth

At the YMCA, we feel that in order for children to grow into happy, healthy adults, they must grow up feeling good about themselves and the world around them. The child's experience is focused on learning character and developmental assets through activities and enrichment programs that are fun, safe and developmentally appropriate.

Non-Discrimination Statement

The Hockomock YMCA and the School's Out Program shall not discriminate in providing service to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, disability, sexual orientation or marital status. Toilet training status is not an eligibility requirement for enrollment.

Administrative Organization and Staff Orientation

The School Age Department of the Hockomock Area YMCA is led by the Association Director of School Age who reports directly to the Associate VP of Child Care Services. This Director oversees the school age programs for the towns of Franklin, Foxboro, Wrentham, Bellingham, Mansfield and North Attleboro. This allows for consistency and quality throughout all of our programs.

The Site Director / Coordinator is responsible for the day-to-day planning and administration of all school age child care programs. The Site Directors/Coordinators report to the Association Director of School Age.

Group Leaders are responsible for the implementation of activities and direct care of the children. They report directly to the Site Coordinator. Each of our staff has completed thorough background checks and is hired based on experience working directly with youth. Assistant Group Leaders work at larger sites under the direct supervision of the Site Coordinator. Volunteers are welcome in our program and receive staff orientation as well as the appropriate background checks and EEC fingerprints.

Billing and Finances are the responsibility of the Finance Department. Site Coordinators will relay messages to parents from this office. Any questions regarding your bill or payment plans should be directed to the Finance Office. The last page of this booklet will give you the names and contact information for those positions.

Grievance Procedure

Should difficulties or differences arise between staff and family members, every attempt will be made to rectify the situation to each party's satisfaction. Meetings will be arranged upon request, first with Site Coordinator and then with the addition of the Multi-Site Director. If need be, the Association School Age Director will be brought in for consultation.

Staff Orientation and Training

All staff meets EEC requirements for School Age Staff. Each staff person is given an orientation to the policies and procedures for working in a licensed program prior to their first day. All staff is First Aid and CPR/AED certified. School Age Child Care maintains a 1:13 staff to child ratio. Our staff attends trainings as mandated by the Department of Early Education and Care.

Supervision and Group Management

Children will be supervised during all aspects of the program including transitions, bathroom trips and during classroom times. Designated staff will be assigned to children for each enrichment period. The staff to child ratio is a minimum of one staff person for thirteen children.

Program Days and Hours of Operation

The School's Out Program is open every day that school is open, on no-school teacher professional development days and most holidays. The program is closed on the following days: Thanksgiving, Christmas, New Years Day, Labor Day, Memorial Day, and Columbus Day. Regular weekly payments are due during these weeks unless holiday falls on a school vacation week. See your branch's websites for rates.

Franklin 7:00 a.m. opening 6:00 p.m. closing
Bellingham 7:00 am opening, 6:00 p.m. closing
Foxboro 7:00 am opening, 6:00 p.m. closing
North Attleboro, 7:00 a.m. opening 6:00 p.m. closing

Registration and Enrollment Procedures

Enrollment packets are available via email. Per request, email your site coordinator or the Association Director, alexd@hockymca.org. The child's guardian will be required to complete a registration packet before they attend program. Child's guardian must have approval from Site Coordinator before starting and have given your child's school notice of this change. Prior to registration and enrollment, we strongly encourage guardians to meet with the Program Director and Site Coordinator. In addition, we ask that you share with us at this meeting any therapeutic, educational, social or support services your child is receiving so that we can coordinate care to ensure your child has the best experience at our program.

Children must be registered for the same days each week for the entire school year. Changes in this schedule require a two-week written notice. Please note that verbal requests will not be honored.

Children's Records

The following information is required by EEC to be provided by the parent or legal guardian and included in the child's file:

- an application form completed by the parent/guardian containing the child's name, birth date, school, parent/guardian's name, current address, home phone number, and work or school address and phone number, and date of enrollment;
- pertinent social information on the child;
- written authorization from the parent/guardian for the child to participate in and be transported for field trips and other special activities;
- names of individuals to whom the child may be released.
- written authorization from the parent/guardian for emergency medical treatment form.
- Transportation Plan
- Documentation of custody agreements and court orders.

If the child has a chronic medical condition, a specific form will be provided to the sponsor for signature by the child's physician.

If your child has an IEP, please schedule a time to discuss with the Site Coordinator. It's essential that we have this information to coordinate an appropriate plan for your child.

In addition we keep in the child's file written reports of injuries, accidents, or illness occurring while the child is in the program and the treatment given. Behavior reports and parent communication notes will also be kept in the child's file.

Children's files are kept on site while the child is enrolled in the program.

Updating Records

EEC requires the enrollment packet; individual health care forms and medication authorizations be updated annually. Changes to authorized pick up individuals may be added to a child's file at any time. Authorization must be in receipt by us to make a change in this respect. The child's parent or guardian must make any changes or additions in writing and in person with their child's Site Coordinator. **No changes will be accepted over the phone or via email.** Please update your forms regularly.

Confidentiality

Information received from parents on enrollment forms is available to the administrative staff, the bookkeeper, and the teachers who work directly with their child. Our employees respect the confidentiality of written, verbal and observed information. Any information regarding an individual child is discussed with parents privately.

A parent is permitted to review records or medical logs containing information concerning their child upon written request. Parents who would like access to their child's file should submit written requests to the Site Coordinator. Please allow us two business days for copies of child records.

Child Orientation:

On the first day of the program, children will divide into small groups by grade level. Each child will be given a name tag and play games with their group to get to know each other. The children will also become familiar with the space with a tour of the program. Emergency procedures drills will be conducted monthly.

If your child joins the program after the first day, children are given a buddy to spend their first day with, take a tour of the program facility and get to know the other students under the supervision of staff.

Progress Reports/ Evaluations

The Program Administrator and Site Coordinators are always available for parent/teacher conferences upon request. Parents will receive written progress reports of the child's participation at the program at least one time during the academic year and a copy will be kept in your child's file.

Personal Items

Based on our philosophy and experiences with children in group settings, we believe toys from home do not have a place in our program. These items often get lost or broken. Personal items such as games, electronics, toys, etc. are not permitted at the School's Out Program. The Hockomock Area YMCA will not accept responsibility for any item that is lost, stolen or damaged at the program. If an item is brought to the program, we reserve the right to keep it in a secure location until the child is picked up at the end of the day.

Cell phone use by program participants for phone calls, texting or use of the Internet on personal phones/electronic devices is not allowed. If a student wants to call a parent from the program, use of the site phone is made available to all children. If a parent asks that a child be given permission to use his/her phone to contact the parent the call must be within the presence of a staff person.

Tuition Information and Policies

Blended Rates

Before and After School Care begins on the first day of school each year. The weekly blended rate is designed to allow parents to pay the same weekly fee for all childcare during the school year without adding extra payments for snow days, teacher conference days, early release days and holidays that fall on your child's regularly scheduled days. We also offer care on ½ days/ teacher professional development and holidays if they fall on your regularly scheduled day at no additional fee. Morning only participants are charged an additional add on fee. Those who do not have the day as a regular child care day may add on the additional day for an additional fee. You must sign up for care on no school days (except snow days) in advance at the child's site. We do not prorate care for holidays, religious observation, or days that you choose not to attend for personal reasons.

Vacation programs are optional. We offer care during the three school vacation weeks at the vacation rate. Preregistration is required for Vacation Programs. If you register, you must pay for the registered days. If you do not register, you will not be charged for the program.

Our Hockomock Area YMCA Branches in Franklin, Foxboro and North Attleboro provide multiple summer camp options ranging from traditional day camps, leadership training camps for teens, enrichment camps and much more. Please visit out camp websites at www.hockymca.org/camp

Financial Assistance

The Hockomock Area YMCA, through our annual Reach Out campaign, provides confidential financial assistance to any of our programs, activities, and services regardless of ability to pay. This effort helped to provide millions of dollars over the years to support those who cannot afford our memberships or programs. At the heart of our campaign lies a collective force of people helping people, a ground force of friendly neighbors who understand the sheer power behind a simple, generous act of kindness. The Hockomock Area YMCA also accepts child care vouchers and will work with community third party child care assistance programs.

Tuition **Payments**

Payments are due each Thursday for the following week of care. Guiardians do not receive an invoice or statement for child care services unless they request one. You may access your billing and receipt information via our website or our mobile app.

Guardians will be assessed a late fee of $25.00 if payment is not made on the Thursday prior to your next week of care. Your child's enrollment may be terminated if the sponsor fails to pay the balance or make a payment arrangement within two weeks of the due date. You will be notified in writing at the site or by email twenty-four hours prior to your end date.

Payments in the form of check or money order can be made at the branch. We have specific locked boxes by the front desk for such deposits. Please put your checks and money orders in the locked box. Do not forget to put your child's name on it. Please note which week of child care you intend to pay. **Cash payments are not accepted.**

You may also pay online if your child is a Hockomock YMCA member. Visit our website www.hockymca.org and follow these instructions:

- Click on "Program"
- Click on "Register for • Session" • will change according to the current session
- Click on "Online Transaction"
- Scroll to bottom of page to "Pay Outstanding Balances"
- Click on "Here"
- Enter your LOGIN and PASSWORD under "Registered User" tab and hit "Submit".

If you do not know your LOGIN AND PASSWORD, please contact the Member Service Desk of your home branch.

Sponsors will be required to pay for all registered days, whether or not the child actually attends on those days. This includes snow days, holidays and days missed due to illness. We do not make accommodations for your family's vacation. Our program's fees are the lowest possible rate because we plan to have your child every day of the year.

School Vacation weeks are optional and you will not be charged your weekly payment for those weeks unless you register in advance.

Withdrawals from the Program

A 2 week notice is required. Please note verbal requests will not be honored. All changes to your child's program schedule must be made before June 1st of each school year.

Other Fees

A minimum $15 late pick-up fee will be charged for each child picked up after the schedule closing time and an additional $1 per minute fee will be assessed after the first 10 minutes. Late pick-up fees will be charged to the credit/debit card on file. Excessive late pick-up's may result in termination from the program.

A late payment fee of $25.00 will be charged if your bill is not paid on Thursdays. We reserve the right to charge your on-card file this fee.

There is $25.00 fee for all returned checks. If more than two checks are returned, future payment must be made in cash at our member service desk, money order or EZ payment by credit card. Your bank may also assess a fee in addition to the YMCA's fee.

For help or questions regarding billing, please contact the billing department via email

North Attleboro, Wrentham, Foxboro- MonicaS@hockymca.org
Franklin, Bellingham- ChristineE@hockymca.org

Non-payment of other fees can result in termination of enrollment or prohibit you from registering for other programs at the Y.

Third Party Billing
Please provide the YMCA with a copy of your child care voucher. If your child care voucher expires and you continue to send your child to the program, you will be responsible for the full rate.

Tax Information
We are a 501(c)(3) charitable organization. Our Tax ID # is 04-2137749. Please keep track of your payments for income tax purposes.

Tuition Payment Inquiries and Receipts
Please call our billing office for billing inquiries, child care reimbursement forms, and receipt requests. They are able to print them within 24 hours of request. If you feel there is a discrepancy on your statement, see your Billing Administrator.

PROGRAM PLAN

The Hockomock YMCA After School Program supports children in a holistic approach. We see ourselves as a program that can support children in a variety of ways from allowing them to be physically active and educating them on making healthy nutrition choices to giving them experiences through enrichments to not only develop academically but to develop 21st Century Skills such as, creativity, innovation, communication, collaboration and teamwork.

SAMPLE DAILY SCHEDULE

BEFORE SCHOOL CARE

TIME	ACTIVTY
7am-8am	Arrival and Centers
8-8:30am	BOKS/Physical Activity
8:30-9am	Centers and Dismissal to School

AFTER SCHOOL CARE

TIME	ACTIVTY	ACTIVITY
2:45-3:15	Arrival & Small Group Activities	Healthy Snack
3:15-3:30pm	Group Meeting	
3:30-4:15pm	Homework	Centers
4:15-4:45pm	Physical Activity	
4:45-5:30pm	Enrichment 1	Enrichment 2
5:30-6:00pm	Centers and Dismissal	

CENTERS

The program day begins and ends with a variety of centers available for the participants to explore on their own. Each center falls into one of four categories, STEM, Physical Activity, The Arts and Music, Literacy and Poetry. These are children led activities where staff are available for guidance and support.

ENRICHMENTS/SPECIAL PROJECTS

Each day of the week is focused on an area such as nutrition, STEM/ Art, team building, global learning, ETC. Please refer your sites monthly newsletter for curriculum and projects for the month.

YMCA Program Classes

Children who attend our School Age Programs are invited to join programs sponsored by our Aquatics, Wellness, Gymnastics, Dance and Sports departments. All childcare participants receive 25% off the member rate of the classes.

Parent Education

Family Events

LIGHTS ON AFTERSCHOOL

Launched in October 2000, *LightsOn Afterschoo/* is the only nationwide event celebrating afterschool programs and their important role in the lives of children, families and communities. The Afterschool Alliance organizes *LightsOn Afterschoo/* to draw attention to the many ways afterschool programs support students by offering them opportunities to learn new things- such as science, community service, robotics, and discover new skills. The event sends a powerful message that millions more kids need quality afterschool programs.

NATIONAL SCIENCE DAY

The Hockomock Area YMCA joined YMCA's nationally in National Science Day. Through a grant the BASE programs received the supplies and curriculum to build rockets. By building these rockets the participants built STEM skills and enhanced their problem solving abilities and other 21st Century skills.

SITE FAMILY NIGHTS & PARENT'S NIGHT OUT

The Site Coordinators at each program plan and implement family nights throughout the school year. This is a key component in the staff building relationships with each family. Events run at the end of the program day and include dinner and activities such as a family game night, parents vs. kids physical activity or a family art project.

Physical Activity

We offer a variety of physical activities for our children. We ensure that all of our participants have at least 30 minutes of physical activity per day. All children take advantage of outdoor activities daily depending on the weather please make sure your child has the appropriate clothing for the weather.

Snacks

As part of our commitment to healthy children at the afternoon School Age program will receive an afternoon snack. A Fruit or Vegetable and a whole grain snack. Our Program complies with the USDA CACFP guidelines for serving

sizes, food preparation, storage and service. Serving sizes for fruit and vegetables is between ¼ and ½ Cup depending on age. To promote self-help skills along with social skills our snacks are served family style.

Beverages

Water is always available for our children. It is available in the classroom, it is served with snack and it is available while the program is outside doing physical activity. The YMCA does not serve any juice or sugar sweetened beverages.

Lunch

Families must provide their children with a healthy lunch on No School Days and Vacation Weeks. We ask that you refrain from sending in any sugar sweetened beverages, if you do send in Juice we ask that it is 100% Fruit Juice. We ask all parents to refrain from packing fried foods and foods high in sugar and saturated fats such as chips, cookies, gummies, fried chicken nuggets. Directors can provide you with ideas for Healthy Lunch ideas.

Celebrations

No outside food or beverages are allowed for celebrations. The Site Coordinators and Directors are happy to discuss other activities and ideas for special days.

The Hockomock Area YMCA is Proud to be a leader in Healthy Eating and Physical Activity
If you would like a copy of the full policies please see your Director.

Family Involvement and Responsibilities

Absences from Program:

It is a parent or guardian's responsibility to notify the YMCA if your child will not be attending the program for the day or an extended time. If your child will not be attending the Before or After School Program on a scheduled day, please notify your child's Site Coordinator/Director by 1:00 p.m. Messages may be left on the answering machine, available 24 hours a day. This will eliminate needless alarm by the YMCA staff and avoid time-consuming phone calls. Please do not call your child's school to leave messages for the YMCA.

Program Visitation, Communication and Feedback

Visitation

Parents/guardians are allowed and encouraged to visit your child's School's Out Site at any time your child is present observe, chat with other parents, or play with their children with or without notification to the staff. Parents are not allowed to be alone with children other than their own. We encourage you to share any questions or concerns with your Site Coordinator, program staff or the Program Director by phone, email or in person.

COMMUNICATION

FACEBOOK

All of our families are invited to our private facebook page. This is where Site Coordinators post pictures and activities of what is happening in the before and after school programs. Reminders about registration and information about special events is also provided.

REMIND

Remind is an online text messaging service that all of our parents are invited to subscribe to. This allows us to effectively communicate with the parents in an emergency or relay information about closings especially weather related information.

NEWSLETTERS AND SNACK CALENDARS

The Site Coordinators each send out a monthly newsletter with information specific to their site. Information about curriculum, children and staff spotlights, healthy snack recipes and the monthly snack calendar are all included. Each newsletter will also share enrichment calendars and curriculum.

PARENT CALENDAR

In September the School Age Department distributes a yearly calendar with important dates. Dates for special events and registration are included.

Parent Feedback

The YMCA is a community serving organization and we are very much interested in your comments, concerns, questions and feedback regarding our programs. Please talk to any site staff member. Parents will be given the opportunity annually to complete a formal survey about our program.

When your child arrives at home each day, discuss their day with them. Ask about the staff, the activities and the other children in the program. Ask about your child's likes and dislikes. As you receive feedback from your child, please keep us informed. We strive for open communication within our programs. With your and your child's feedback we can develop our program to further families' needs. In addition, parents are asked to evaluate our program through a survey in once during the school year and once during the summer.

Parents, who would like to speak to the Site Coordinator/Directors about their child's progress or needs, can schedule an appointment at their convenience to meet with staff.

A yearly survey is emailed to parents. It is through this feedback that we develop our continuous quality improvement plan each year.

Program Polices

Child Protection Policies

It is against the policy of the Hockomock Area YMCA and the School's Out Department for a staff member to have outside contact with children they meet in the YMCA programs and they should never be alone with the children outside of the YMCA. This includes babysitting, sleepovers or accepting invitations to their home.

This policy also extends to establishing contact with any program participant for non-related YMCA communications, including but not limited to email, instant messaging, text messaging, cellular/regular phone or other communication devices. Staff may not share their personal contact information with any participant in our program. Staff is not allowed to transport children in their own vehicles. Staff may not give gifts to individual children.

If you would like a full copy of our child protection policies, please see your Site Coordinator.

Child Release Policy:
It is imperative that parents and family remember to fill out the Transportation Plan and Authorized Pick Up section of the enrollment form. The YMCA will only release children to those persons listed as parents, emergency contacts or alternate pick up. Parents and others with permission to pick up should bring photo identification every time they pick up a child. Staff members change shifts frequently and may not know a pick up person or a parent. Your cooperation is necessary so that children are released to the proper person. The child's safety comes first at YMCA. If you have a concern that someone may show up to pick up or visit with your child that you specifically do not wish to have contact with, please notify your Site Coordinator in writing. Any restraining orders or custody orders relating to your child must be on file at the site.

Parents must update their pickup forms annually. Feel free to submit this form at any time to make changes to your pick up list. Any changes in Authorized Pick Ups should be made in person, in writing, to the Site Coordinator.

Sign In/Out The authorized person dropping off and picking up children must sign in and out each day in the sign out book.

Under the Influence
The YMCA reserves the right to determine whether an authorized person may not be competent to take a child home without placing the child at risk. In the rare event that an authorized person arrives under the influence of alcohol or any other substance, the YMCA established these firm policies:

1. That child will not be able to leave with that person
2. Additional authorized pick up will be contacted.

If the parent becomes belligerent, the Site Coordinator must consider the possibility of injury to the child, other children and center staff the Director will be required to call the police. The YMCA reserves the right to deny services to person(s) who abuse this policy.

Late Pick Up
Please call us if you suspect that you will be late. It helps us reassure your child that you are ok and on your way. In the event that a parent or guardian fails to pick up a child, the following steps will be taken:

- Qualified staff members will stay with your child.
- Attempts to reach parents and/or emergency contact people listed on the release form will begin fifteen minutes after close.
- A ½ hour after close, if we have been unable to make contact with parents or emergency contact people, a 51-A will be filed with the area Department Of Children & Families or the after-hours hotline per state regulation
- A ½ hour after close, your child may be transported to the YMCA branch or to the local police department.
- Children who are picked up late repeatedly may be subject to dismissal from the program. See Termination Policy.

Health and Wellness Policies:
The YMCA takes many precautions to avoid injury in our programs. For your child's safety, please send them each day with sneakers for active play indoors and outdoors.

First Aid Kits are located throughout the sites and are inventoried and restocked monthly. Emergency Medical Cards and First Aid Kits are taken on all field trips. *Our full Health Care Policy is available upon request.* Please speak to the Site Coordinator for a copy of this policy.

Infection Control Policy
All efforts are made to prevent infectious disease from the YMCA School's Out programs. Children and staff are required to wash hands before meals and snacks. Each site has a specific plan for disinfecting tables and toys.

If your child has been diagnosed with a communicable disease, please contact the Site Coordinator. It is important to notify other parents of the disease outbreak and we are required to notify the Department of Health. We will never use the child's name in the event of an outbreak.

Children diagnosed with a bacterial infection may not return to the program until twenty-four hours after the first dose of antibiotics was given and are feeling well enough to participate in activities. Children who have had a viral infection must have been feeling better for at least twenty-four hours. For contagious skin diseases, all scabs must be dry for nine days before returning to the program or have a note from the child's physician stating that the child is well enough to attend child care and poses no threat to others.

Children that become mildly ill while in the program:
Children that become mildly ill while in our program will be isolated from the other children and given a quiet space to rest. Children that exhibit any of the following symptoms, a fever of 100 degrees, are lethargic, vomiting or diarrhea, pink or drainage from the eye, abdominal pain, or are unable to keep up with the pace of the day, a parent will be contacted and required to pick up their child immediately.

Special Needs, Disabilities and Allergies
There is space provided on the enrollment form to note any special needs or allergies. An Individual Health Care Plan is required for all children with chronic medical issues. Please do not hesitate to discuss with the Site Coordinator. Allergies and Chronic Medical Conditions will be posted on the site's bulletin board in a way that provides access to staff and maintains the child's confidentiality.

Medications:
If your child needs medication at our program it is imperative that the proper forms and procedure is followed.
Please contact the Site Coordinator for a medication form. All medications, prescription and non- prescription must come in the original packaging. Do not send in medications in a plastic bag or expired bottle. Parents must fill out the form completely including the directions for administration and possible side effects. We cannot administer medication contrary to the directions on the packaging without written notification from a physician. Parents of children, who take medications for a chronic medical condition while in the program, must submit an individual health care plan. The Site Coordinator will keep all prescription and non-prescription medication in a locked box with the exception of oral inhalers, epi pens and sunscreen. They may be in the staff's possession at all times and may be administered with staff assistance.

Tooth Brushing Policy:
The Department of Early Education and Care requires that children be provided the opportunity to brush their teeth after meals. Please send along a toothbrush with your child's lunch. If you do not want your child to participate in this important ritual, please ask your Site Coordinator for a waiver form. If your child forgets a toothbrush, a disposable one will be provided.

Emergency Procedures:
Each site has posted emergency procedures to insure the safety of the children during emergencies. Each site is required by Department of Early Education & Care regulations to hold monthly fire/emergency drills. Please ask your coordinator for site-specific information.

<u>In the event of injury:</u>

- A First Aid Certified staff member will provide first aid.
- Parents will be contacted in the event the staff feels the child should see a physician for the injury.
- Parents must notify the YMCA in the event that their child is taken to a medical facility related to an injury at our School's Out program.
- An injury report will be completed and sent to sign out for parent notification.

In the event of a medical emergency:

- A First Aid Certified staff member will provide immediate first aid.
- A second staff person will assess the situation and activate emergency services by calling 911, if necessary.
- The Site Coordinator will notify the Association School Age Director as soon as the immediate situation is resolved.
- Parent will be contacted immediately.
- If the emergency requires ambulance transportation, a staff member will accompany the child and remain at the hospital until a family member arrives.
- Any serious injury will be reported to EEC as required.

SAFTEY POLICY

Vision/Goal: The Hockomock Area YMCA choses to be proactive in our approach to safety in all of our programs. Below are the guidelines we have created to address safety concerns, to ensure a safe and successful camp for all.

Absolutely no tolerance and immediate expulsion for the program if found a child is found with the following:

- Drugs
- Alcohol
- Vaping/smoking
- Weapons

Reasons for a parent meeting:

- Physical violence
- Threats of physical violence
- Destruction of property
- Profanity
- Leaving the group
- Other situations at the discretion of Hockomock Area YMCA staff

Purpose of a parent meeting:
To discuss a camper's specific situation

- Team present: Site Coordinator / Assistant Site Coordinator; Integration Team member and /or if appropriate
  - To determine next steps for camper's engagement including modified schedules as appropriate
- Items for consideration may include, but not limited to:
- Timeline for return
- Need for a shortened day as part of the success plan
- Parameters to measure success and readiness for return to camp / longer days
- Process and plan if there are a repeat situation or new behavior

To establish accommodations necessary to the camper's support to increase opportunities for success
To ensure the ability for all campers in the group to access learning opportunities

The Hockomock Area YMCA reserves the right to remove a camper for the remainder of the season, at any time, if safety is deemed to be of serious or ongoing concerns.

Child Guidance Policy

Character Development Values

Each child in the program is expected to grow developmentally in a socially diverse environment with other children. Children are encouraged to develop friendships and have fun. Our Character Development model helps children build a positive sense of self-worth while helping others to see him/herself as a unique and valuable person.

Our Character Development model helps staff and children identify their behavior and to think of positive ways of behaving and interacting. It is our expectation that staff will model these values, plan activities to teach these values, and develop rules of behavior with children based upon these values in their program. The four character traits emphasized in our program are:

Respect

To value the worth of every person, including yourself.

Caring

To be kind to others

To be sensitive to the well-being of others.

To help others.

Responsibility

To treat others as you would have them treat you.

To do what you ought to do.

To be accountable for your behavior and obligations.

Honesty

To tell the truth

To act in a way that creates a sense of trust in others.

To have integrity; making sure my actions match my values.

The children learn four program rules that align with our character values.

1. We keep our hands and body calm and safe
2. We are polite and friendly
3. We listen and follow directions
4. So that we can have fun.

The YMCA School's Out Program will provide a healthy and non-threatening environment for all children. At certain times, intervention is necessary. We realize that not all children respond to the same techniques and we will make adjustments as needed. In most cases, our plan will be as follows:

1. Talk to the child in the situation. This is a brief recognition that the incident occurred and the child will be reminded of the rule.
2. If the behavior continues, the child will be pulled aside and again reminded of the rule. We encourage children to help out their community when they have mistaken behavior in a way that takes up resources and extensive staff time. For example, children who write on the walls, clean the walls as a result.
3. If necessary the child will be given a short break from an activity. The amount of time depends on the situation; however, the time will never be longer in minutes than the number of years of age. Parents will be notified of short breaks at the end of the day with an incident report.
4. If the behavior continues, a parent will be contacted. An incident report will be filed. At the discretion of the Site Coordinator and or staff, the parent may be asked to pick up the child immediately. A parent conference may be held to develop a child-specific behavior management plan. See below for persistent and serious behavior problems.
5. If the behavior escalates and the child's emergency contacts cannot be reached, the child will be separated from the group and moved to a safe space.
6. Supportive holding is not an acceptable technique for behavior modification. The only time a child will by

physically restrained is in the rare event they are about to injure themselves or others, for example, about to run into traffic.

Persistent and Serious Behavior

The following behaviors have a zero tolerance policy and will result in immediate suspension from our program and may follow after parent meeting, with termination:

- Bringing any type of weapon or anything that could be used as a weapon.
- Verbal threats about having weapons or threatening the use of weapons
- Behaviors that endanger the health and safety of another person or property
- Child leaves the premises (runs away).

When a child's persistent and inappropriate behavior takes too much energy and attention away from the needs, safety, and wellbeing of other children, or causes continued disruption of program, the possibility of suspending the child from the program must be considered. The decision to send a child home is an important and difficult one to make and will be carefully considered and discussed before the action is taken.

Before termination or suspension parents will be asked to participate in a series of meetings to discuss potential strategies and solutions to the problem behaviors and create a plan for continued services. During these meetings, parents may be offered referrals for evaluation, diagnostic or therapeutic services. Additional staff training may be necessary to continue serving the child. The Director and Site Coordinator will work with parents to develop a behavioral plan that will foster continuity between home and the program.

1. Parents will be notified of the incident and may be called to pick up the child immediately. Parents will be provided with an incident report. Parents will receive warning, in most cases, that suspension is possible due to their child's behavior. A meeting will be held with the parent and Y staff to determine if additional resources are necessary for the child to continue in the program.
2. If the behavior continues after parent warning, the parent will be called to pick up the child immediately and the child will be suspended for the next program day. A third conference will be held to determine if parent follow up on referral has been completed and to see if other resources are necessary for the child to continue in the program.
3. If the behavior continues, the parent will be called to pick up the child immediately and the child will be suspended for the next three program days. A third conference will be held to determine if parent follow up on referral has been completed and to see if other resources are necessary for the child to continue in the program.
4. If the behavior continues, the parent will be called to pick up the child immediately and the child will be suspended for the next three program days. A fourth conference will be held to determine if parent follow up on referral has been completed and to see if other resources are necessary for the child to continue in the program.
5. Ultimately, the child's enrollment will be terminated if the behavior continues after the five-day suspension period and further resources necessary to keep the children safe in our program cannot be obtained.

Each incident will be documented and any suspension or termination of enrollment will be in writing.

Termination Policy

After documentation of certain incidents, the Program reserves the right to suspended and/or terminate child care services. When the health, welfare and safety of other children are at stake, the YMCA reserves the right to terminate childcare services immediately. The Director will notify parents immediately by phone upon termination.

Possible reasons for termination:

- Overdue fee payments (including late registration, late payment and returned check fees)
- Behavior as outlined in our Child Guidance Policy
- Chronic tardiness at pick-up time
- Chronic failure to inform YMCA of child's absences

Plan for referral for social, medical, mental health, educational services 7:**10 (17)(h)**
The Hockomock Area YMCA Childcare Programs shall use the following procedures for referring parents to the appropriate social, mental health, educational and medical services for their child should the center staff feel that an assessment for such a additional services would benefit the child.

Whenever any staff member is concerned about a child's development or behavior and feels that further evaluation should be done, he/she should report it to the Site Coordinator who will review the concerns with the School's Out Director. The School's Out Director will review the concerns with the Association School Age Director and the Integration Director. If all lead staff agree, the Site Coordinator will complete an observation report and review the child's record prior to making the referral.

The School's Out Director will maintain a list of current referral resources in the community for children in need of social, mental health, educational or medical services. The list shall include the contact person for Chapter 766 and Early Intervention Program referrals.

The Site Coordinator and School's Out Director will schedule a meeting with parents to notify them of the center's concern and prepares a current list of possible referral resources. At the meeting, the Site Coordinator or School's Out Director will provide a written statement including the reason for recommending a referral for additional services, a summary of the center's observations related to the referral and any efforts the center has made to accommodate the child's needs.

The School's Out Director will offer assistance to the child's parents in making the referral. Parents should be encouraged to call or request in writing an evaluation. The Center, with written parent consent, may contact the referral agency for them if the parents need extra support.

The School's Out Director shall inform the child's parents of the availability of services and their rights, including the right to appeal, under Chapter 766.

The School's Out Director will, with written parental permission, contact the provider who evaluated the child for consultation and assistance in meeting the child's needs at the center. If it is determined that the child is not in need of services or is ineligible to receive services, the center shall review the child's progress at the center every three months to determine if another referral is necessary.

Records of referrals are maintained in writing. Records of parent conferences and results are maintained in writing. A referral checklist is maintained in the child's file.

In addition, written notice will be made with parent permission with the Special Needs Director of the North Attleboro School Department advising that our program is serving a child with special needs, to promote a continuity of care between home, school and our program.

Community Resources/Referrals:

North Attleboro

Academic Achievement Center
https://www.aacsmart.com/after-school-care
Lucky Ducky Daycare
https://www.luckyduckydaycare.com/

Franklin-
Solutions- www.franklinlifelonglearning.com

Bellingham-

Weefolk Learning Center- (508) 966-1551

Mansfield-
Champs- (508) 261-7539

MASS Health	1-800-841-2900	
Department of Public Safety	1-800-223-0933	
WIC-Woman Infants and Children	1-800-942-1007	
SNAP Food Stamps	1-866-950-366	www.mass.gov/snap
Child At Risk Hotline	1-800-792-5200	
Massachusetts Poison Control Center	1-800-682-9211	
Massachusetts Suicide and Crisis Hotline	1-800-SUICIDE / 1-800-784-2433 1-800-273-	
Parental Stress Line	1-800-632-8188	
Safelink (Domestic Abuse Hotline)	1-877-785-2020	
Teen Helpline	1-800-252-TEEN (8336)	
Mass Legal Help	www.MassLegalHelp.org	

Good Neighbor Energy Fund	1-508-583-1896	www.magoodneighbor.org
Mass Dentists CARE	1- 800-342-8 747	www.massdental.org
Department of Early Education and Care	1-617-988-6600	www.eec.state.ma.us
PACE Child Care Works	1-508-999-9930	www.paceccw.org
Self Help lnc.(SHI) HEAD START	1-508-587-1716	www.selfhelpinc.org
Home Health and Child Care Services	1- 508-588-6070	www.hhcc.org
Child Support Enforcement	1-800-332-2733 / 617-660-1234	www.mass.gov/cse
Federation for Children with Special Needs	1-800-3 11-0688 / 617-236-7 210	

Integration Initiative

The Childcare Services inclusion specialist supports all of our early learning and school age programs. The role of our inclusion specialist can vary from family to family and from program to program. Families may benefit from better trained teachers and staff while others may receive more direct support such as providing behavior support plans, specific accommodations within the After School setting or coordination of resources.

For those children who may have Autism or severe ADHD and we identify that they are struggling socially or in large group settings the role of the Inclusion Specialist would be to provide additional supports and accommodations to make the child's experience more successful. The Inclusion Specialists role would be to: 1. meet with Y staff to identify any in program supports or accommodations that can be made such as creating visual schedules, small group settings, identifying peer role models etc. 2. Coordinate services between Early Intervention, School Systems and any private supports 3. Observe and provide direct support to the child and continue to communicate with the parents on any progress and/or challenges.

Prevention of Abuse or Neglect 7.11(4), 7.11(18)(al

The Hockomock YMCA shall protect children from abuse and neglect while in the program's care and custody. All staff members are mandated reporters and shall report suspected child abuse or neglect whenever he/she has reasonable cause to believe a child in the program is suffering from serious physical or emotional injury resulting from abuse inflicted upon the child, including but not limited to sexual abuse, or from neglect, including but not limited to malnutrition, no matter where the abuse or neglect may have occurred and by whom it was inflicted. The report shall be made either to the Department of Children and Families pursuant to M.G.L.c. 119, I 51 A, or to the licensee's program administrator or designee who will make the report.

The licensee's program administrator or designee shall notify the DEEC immediately after filing a 5 lA report, or learning that a 5 1A report has been filed, alleging abuse or neglect of a child while in the care of the program or during a program related activity.

The licensee shall cooperate in all investigations of abuse and neglect, including identifying parents of children currently or previously enrolled in the program; providing consent for disclosure to the DEEC of information from, and allowing the DEEC to disclose information to any person and/or agency the DEEC may specify as necessary to the prompt investigation of all allegations and protection of children. Failure to cooperate may be grounds for suspension, revocation or refusal to issue or renew a license.

The licensee shall develop and maintain written procedures for addressing any suspected incident of child abuse or neglect, which includes but is not limited to ensuring that an allegedly abusive or neglectful staff member does not work directly with children (in any program at the Hockomock YMCA) until the Department of Children & Families investigation is completed and for such further time as the Office of DEEC requires.

Transportation Policies

Riding the YMCA Van /Bus to and from school is a privilege and a convenience for all of our participants. We are asking all Parents and Guardians to review the following rules with their children.

- The participants are expected to listen to and show respect to the van drivers and monitors

- The participants are expected to follow the program rules while on the vehicle.
- They will wear their seat belts through the entire ride and stay seated until the driver/monitor tell them that it is ok to get up.
- The children are expected to talk quietly and keep noise to a minimum.

These rules are in place for the safety of the driver and for all of the children. Please note that if the rules are not following actions will be taken.

- 1st Incident - Verbal warning
- 2nd Incident- Written Warning
- 3rd Incident - Participant will be expelled from riding the van to and from school. The child will still be allowed to attend the program, but they will not be allowed to use any transportation.

Parking Lot Safety:

As a reminder to parents: Cars are not to be left running in the parking lot. No child should be left in a car unattended. Please drive safely and park in designated areas.

Inclement Weather Policies

The following summarizes information regarding cancellations and delayed opening procedures for the School's Out Program due to inclement weather.

When school is cancelled ..

The Branch Locations open at our regularly scheduled open time and will stay open until our normal closing time. AM only participants will be charged an additional add-on PM rate.

When school opening is delayed ..

The Before School Program will open at its regularly scheduled time is extended for the period until school opens.

When school is dismissed early due to weather...

Our sites will stay open until its normal closing time. In the event of an emergency a child may be transported to the Hockomock YMCA Branch, which will remain open until 6:00 p.m. Only children registered in the after school program for that day may attend. Parents are asked to consider the weather conditions and arrange to pick their child up from the program as early as possible. Parents will be contacted if the program will need to close early due to the weather and will need to arrange to have the child picked up by that time.

Severe Weather

If the weather becomes dangerous, the YMCA may close.

- Call the YMCA or your child's site.
- Check our website at www.hockymca.org
- If the program is already running, we will contact parents by phone to pick the children up early.

Thank you for joining the Hockomock YMCA's School's Out Program. Please feel free to call us at any time with further questions.