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## **NEW BRITAIN SCHOOL AGE CHILD CARE PARENT HANDBOOK**

Welcome to the Meriden-New Britain-Berlin YMCA. We are an inclusive organization of men, women and children joined together by a shared commitment to nurturing the potential of children, promoting and fostering a sense of Youth Development, Healthy Living and Social Responsibility.

We are pleased you will be working with us to provide your child with an exciting childcare experience. Designed to meet the needs of the working family; our programs are meant to enhance the development of the children through social and education experiences, as well as provide a safe and nurturing environment at an affordable price.

Our staff are trained to meet the needs of the children in different age groups as well as fulfill the needs of the individual child. All staff attend YMCA trainings and uphold the YMCA philosophy and goals, as well as State of Connecticut requirements.

As with all our programming, the Meriden-New Britain-Berlin YMCA is open to all regardless of age, gender, religion, ethnicity, background or income level.

We ask that you review this parent handbook and help us by understanding and following the contents. If you have any questions, please feel free to speak with your child's Head Teacher or you may contact us directly.

Sincerely,

Donelle Daigle  
Meriden-New Britain-Berlin YMCAs  
New Britain Before/After Care  
Program Director  
[ddaigle@nbbymca.org](mailto:ddaigle@nbbymca.org)  
(860)357-2717

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## **YMCA CHILD CARE PHILOSOPHY**

In accordance with the YMCA's history of dedication to youth services, the YMCA's child care objectives are:

- To provide comprehensive child care programs based upon the fundamental factors of child development in physical, social and emotional growth.
- To create a comfortable environment that allows each child to develop self-confidence, self-discipline, and a good self image through the effective use of caring, trained staff.
- To assist the community with a proven, safe alternative for quality care and programming outside the home, thereby decreasing the instance of child neglect, injury and the inclination toward juvenile delinquency.
- To continually strive for program refinement for the benefit of the participants.
- To strengthen the family unit by increasing their ability to work and play together, improving communication among family members, and helping families improve their economic stability.
- To make every effort to provide support to those who cannot afford our fees

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## **YMCA CHILD CARE BEFORE and AFTER SCHOOL PROGRAMS**

The Meriden-New Britain-Berlin YMCA is committed to providing quality care. Ratio of child care staff to children is 1 to 10 for school age children. All staff are certified in first aid and CPR, Administration of Medication and EpiPen administration.

### **HOURS OF OPERATION – Monday-Friday**

Before Care	7:00 AM until school begins
After Care	school dismissal until 6:00 PM

### **MEMBERSHIP INFORMATION**

The Meriden-New Britain-Berlin YMCA is a place where families can play and grow together. As a child care participant we encourage you to upgrade to a family facility membership which will allow your family to utilize the Berlin, New Britain and Meriden facilities. Berlin offers fitness classes while New Britain and Meriden offer an indoor pool, fitness center, fitness classes and much more.

### **REGISTRATION:**

Upon registering parents must complete the following in order for their child/children to begin the program:

1. A registration packet along with a \$33.00 Individual (annual) Program Membership fee or \$66.00 Family (annual) program membership fee or become a Full Facility Member.
2. A \$30.00 NON REFUNDABLE registration fee
3. A completed medical form signed and dated by your child's pediatrician.
- A general health statement about any known medical or emotional illness or disorder that would currently affect the child's functional ability to participate safely in a child care setting; as well as proof of recent flu vaccine and a statement

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that the child has been screened for risk factors for tuberculosis and whether they have been treated for such an infection.

This is required by the State of Connecticut Department of Health and is the parent's responsibility to provide these forms and keep them current. Please note that if your child's medical form expires and is not updated, your child will be asked to leave the program until it is brought up to date in accordance with state laws and DPH. Credit will not be given while waiting for current medical.

4. A 48 hour period is necessary upon completion of the registration forms to allow for processing prior to start date.

**PLEASE NOTE ALL THE ABOVE MUST BE COMPLETED IN ORDER FOR YOUR CHILD TO BEGIN THE PROGRAM**

**PAYMENTS:**

Weekly tuition payments (based on 183 calendar days of school) are to be paid in full, one week in advance of the following week's care. Our programs require automatic payment and will require a payment method such as a debit card, credit card or checking account to be on file. Accounts will be debited on Mondays for the upcoming week. **Any declined or returned payments will be subject to a \$20.00 return fee and further collection by our Ecash system.**

Also, please note tuition is due regardless of your child's attendance. Credit will not be given for sick or vacation days. *\*\*You will not be charged the week of Winter Break or Spring Break\*\**

If you are having difficulty making payments please speak with the Program Director to arrange a possible payment arrangement.

**CARE4KIDS:** We do accept CARE4KIDS.

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### **SCHOLARSHIPS/FINANCIAL ASSISTANCE:**

Program participants will be required to apply for Care4Kids before F/A applications are accepted and reviewed.

Financial assistance is available for those who meet our income guidelines. The funding is made possible by the United Way; the YMCA Annual Campaign; and other special fundraising events and sponsors. Applications can be obtained at the Berlin YMCA at 362 Main St. or the New Britain YMCA at 50 High St. or online at [www.nbbymca.org](http://www.nbbymca.org)

### **INCOME TAXES:**

Please be advised that we can provide a year end child care statement for your child care expenses. **This statement must be requested.** Please allow 5-7 business days to process this request.

### **WITHDRAWAL FROM PROGRAM:**

Two weeks written notice is required prior to the last day your child will be attending the program. If written notification is not received, full payment will be expected and charged.

### **PICK UP AND DROP OFF POLICY:**

- All children **MUST** be accompanied by an adult into all YMCA programs.
- All children must be signed in and out at the start and end of each day.
- No child will be allowed to leave the program with anyone other than a parent or authorized pick up person.
- A photo ID will be required of **ANYONE** unknown to staff, so please keep this handy.
- If additional persons need to be added to your child's registration pick up form, please speak to the head teacher and contact the program director.
- **Please note NO child will be released to any persons under the age of 18**
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- If your child is picked up by someone other than a parent or authorized person, a note **MUST** accompany your child and a call to the program director be made. Notes brought in by the attended pick up person **WILL NOT** be accepted for safety reasons.
- If your child will not be attending the program due to illness, another event or vacation, parents are asked to notify the Berlin or New Britain YMCA. For the safety of our children and families, the YMCA child care staff reserve the right to prevent children from being released into a dangerous situation. This includes situations such as an adult picking up a child who the staff believes is under the influence of drugs or alcohol. **\*\*All YMCA child care staff are DCF mandated reporters.\*\***

#### **LATE PICK UP:**

- Parents are asked to be prompt when picking up their child.
- **A late fee of \$25.00 per quarter hour will be charged to families that pick up after the scheduled closing time (please note after care closes as of 6:00 PM).**
- If you know you are running late, please be courteous and call the site or phone so we can assure your child that everything is OK.
- Staff will contact parent(s), alternate pick up's listed and all emergency contacts in the event your child is not picked up by 6pm. **Habitual lateness can leave to suspension or removal from the program.**

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**LEFT CHILD POLICY:**

If a child is not picked up by the scheduled closing time, all telephone numbers listed on the child's emergency form will be called until someone is contacted. **If your child remains in our care 1 hour past closing time (times due vary, please note all closing times) we will request assistance from the New Britain Police Department and the Department of Children and Family Services.** A YMCA staff member will accompany your child if taken to the police station and stay until an authorized person is located to care for your child.

**CUSTODY ARRANGMENTS:**

If a child has a court order stating a legal parent is restricted from picking up the child; or there are conditional legal restrictions or circumstances for a particular child; the original court order (signed by a judge and also bears and official seal), **MUST** be brought to the Berlin YMCA Program Center office, where a copy will be made and placed in the child's file. Please note if this documentation is not provided, the YMCA staff cannot refuse release to the biological parent.

**PROGRAM CLOSINGS:**

The YMCA will be closed on the following holidays:

Labor Day	Good Friday
Memorial Day	Independence Day
Thanksgiving & Day after	Staff Training Days
Christmas Eve & Christmas Day	
New Year's Day	

**\*\*Days subject to change. Parents will receive at least 30 days written notification\*\***

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**SCHOOL VACATIONS:**

Please note our program follows the New Britain school calendar for all start, stop and vacations. Additional vacations following another calendar other than New Britain unfortunately cannot be accommodated.

**FUN DAYS:**

Fun Days are held at the New Britain YMCA, at an additional cost and are provided on most school closing days that are due to holidays or school vacations.

Hours of operation are 7:00 AM to 5:00 PM. Pre-registration and payment is required for these days. There will be a minimum number of children needed to be enrolled in order to provide care. *Please note ALL child care balances must be up to date in order to register for Fun Days.*

**HALF DAYS – (After Care):**

The YMCA will provide care on regularly scheduled half days that coincide with the New Britain school calendar. Our programs will run at the time of the half day dismissal until 6:00 PM.

**SNOW DAY/CLOSING INFORMATION:**

If New Britain schools are canceled: Please be sure to check the news stations for your town. Snow Club days are available in the event of a school closing. If the YMCA closes due to weather, there will not be Snow Club.

WTIC 96.5 FM

WTIC 1080 AM

NBC CT 30

WRCH FM 100.5 FM

WFSB – TV Channel

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### **SNOW DAY CLUB:**

The YMCA will offer Snow days that can be pre-purchased in December in order for your child to have care on a snow day/school closing. In the event there are no snow days, the payment will be applied to your child care tuition. Snow Club is held at the YMCA at 50 High St.

### **DELAYED OPENINGS AND EARLY DISMISSALS due to WEATHER:**

- If the New Britain schools have a delayed opening the **Before school programs** will be **CLOSED**.
- If New Britain schools call an early dismissal due to inclement weather, child care will be provided until 3:00 PM. We want to ensure all of our families and staff get home safely.

*Please note the Meriden-New Britain-Berlin YMCA reserves the right to make changes to the above if conditions deem necessary, every effort will be made to notify you of the changes.*

### **TRANSPORTATION:**

Parents are responsible for transporting their child to and from the before and after care programs at their designated school.

In the event of a field trip for Fun Days transportation will be provided by the YMCA school bus or van. Signed permission by a parent is required for a child to be transported by the YMCA.

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### **BUS/VAN RULES:**

1. Seat belts MUST be worn at all times.
2. Children MUST listen to directions from the driver at all times
3. All belongings are to remain inside backpacks
4. Back packs are to remain on the floor
5. Children are to face forward and remain seated at all times
6. No food or drink is allowed
7. Loud or abusive language is not allowed
8. Hands, arms and objects are to remain inside of the vehicle.

The YMCA reserves the right to terminate a child's transportation services at any time if the child is not following the rules and creating an unsafe environment.

### **CHILD ABUSE AND NEGLECT:**

The YMCA is required by Public Policy of the State of Connecticut to:

Protect children whose health and welfare may be adversely affected through injury and neglect; to strengthen the family and to make the home safe for children by enhancing the parental capacity for good child care; to provide a temporary or permanent nurturing and safe environment for children when necessary; and for these purposes to require the reporting of suspected child abuse, investigation of such reports by a social agency, and provision of services, where needed, to such child and family.

Any mandated reporter, as defined in section 17a-101, who in the ordinary course of such person's employment or profession has reasonable cause to suspect or believe that any child under the age of 18 years has been abused or neglected, as defined in section variance with the history given of such injury, inflicted upon such child or is placed at imminent risk of serious harm, shall report or cause a report to be made in accordance with the provisions of sections 17a-101b to 17a-101d.

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### **Definition of Child Abuse:**

- A child who has had non accidental physical injuries inflicted upon him or her.
- Injuries which are at variance with the history given of them.
- Is in a condition , which is the result of maltreatment, such as, but not limited to, malnutrition sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

### **Child Abuse includes:**

- Any non accidental physical or mental injury (ie: shaking, beating, burning)
- Any form of sexual abuse (sexual exploitation)
- Neglect of a child (ie: excessive belittling, berating or teasing which impairs the child's psychological growth)
- At risk behavior

### **Definition of Child neglect:**

A child who has been abandoned or denied proper care and attention physically, educationally, emotionally or morally. A child who has been allowed to live under circumstances, conditions, or associations injurious to his/her well being (CT Status 46b-120)

The procedures followed are:

1. An oral report is filed to the Department of Children and Families within 12 hours.
2. A written report then follows within 48 hours.

Upon receipt of such a report, DCF will then begin an investigation. If the investigation produces evidence of child neglect or abuse, DCF will then take measures necessary to protect the child and any other children being affected. In the event of serious danger or injury to the child, a child may be removed by DCF without consent of a parent.

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### **ILLNESS:**

Due to the close contact that children naturally have with one another, a sick child can easily infect others. To keep the children as healthy as possible, the YMCA follows state of Connecticut health guidelines. Please refer to these guidelines when your child becomes ill.

- ✓ **FEVER:** a child may return to the program when his or her temperature has been normal for 24 hours without medication. A fever is a temperature of 100.5 by mouth or 99.5 taken under the arm.
- ✓ **NASAL DISCHARGE:** if a child has yellow/green in color nasal discharge (even if no fever present) they should see a doctor and may return to the program with doctor's clearance.
- ✓ **CONJUNCTIVITIS:** the child may return to the program after 24 hours of antibiotic treatment
- ✓ **VOMITING:** child may return to the program 24 hours after the last episode without medication
  
- ✓ **DIARRHEA:** the child may return to the program 24 hours after the last episode without medication
- ✓ **SCABIES:** the child may return with written permission from the doctor
- ✓ **HEAD LICE:** the child may return after treatment and no visible signs of nits are present
- ✓ **IMPETIGO, COLDSORES, RASHES, ETC:** the child may return with written permission from the doctor
- ✓ **CHICKEN POX:** the child may return to the program 7-14 days after their initial outbreak, all pox must be dried

**If your child is too sick to go outside to participate in regular programming, please do not send them to the program. We are unable to provide the extra staffing to accommodate these requests. Please remember that your child MUST be 24 hours free of illness before he/she will be permitted back to the program.**

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**The YMCA reserves the right to deny care to visibly ill children or children that have not been out for the required amount of time. Also, in the event that your child becomes ill in any of our programs, parents will be contacted and must make arrangements to have that child picked up within 1 hour from the time of contact.**

**FIRST AID and EMERGENCY CARE:**

There will be at all times at least one staff member trained and certified in CPR and First Aid. In the event of small injuries, we will cleanse with soap and water, bandage the wound and apply ice when needed. If a child needs emergency treatment, YMCA staff will call 911, then contact parents and have your child transported to the hospital of choice (if possible) or nearest hospital. A staff member will accompany your child and stay with them until a parent or guardian arrives.

**ADMINISTRATION OF MEDICATIONS:**

The Meriden-New Britain-Berlin YMCA childcare programs are not required to administer medications to children. Since most medication prescriptions can now be given at home, the center prefers not to give medication. When other arrangements cannot be made, and in the opinion of the physician and or dentist is in the best interest of the child to receive a medication (over the counter) while in the program. Program staff and administration will follow all State and Federal regulations as outlined in section 19a-79-9a of the State of Connecticut Child Day Care Center Regulations. The type of medications which can be administered by staff and personnel will be limited to oral, topical, inhalant and injectable (the injectable must be a regulated system EIPEN). Prescriptions and over the counter medications to be administered at in the program MUST be accompanied by a fully completed " Authorization for the Administration of Medication" forms, approved by the State of Connecticut, which is to be signed by a physician and or dentist as well as the child's legal guardian. On the authorization form, the physician and or dentist must note the reason for the medication and any side effects that may occur. We must have certified staff on site that is specifically trained to administer

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medications. All Medication must be stored in the pharmacy prepared containers, labeled with the child's name, name of medication, strength, dosage, method of administration, and frequency of dosage, name of physician and date of original prescription. Children may not medicate themselves. All medication will be administered in accordance with the written directions of the physician and or dentist. Individual written medication administration records for each child will be maintained according to the State of Connecticut Daycare Licensing regulations for Child Day Care Centers/Programs. Personnel will keep all medications in a locked container in a cabinet or refrigerator if necessary. All unused medications will be returned to the parent or destroyed if it is not picked up within one week following the termination of the written doctors order, or expiration of the medication, whichever comes first. Medication administration errors, such as missed dosages, will be reported to the parent. All staff has First Aid, CPR and Medication Training Certificates. NON PRESCRIPTION

TOPICAL MEDICATIONS that are free of antibiotic or steroid components, medicated powders, insect repellents, and sunscreen protectants that are free of amino benzoic acid-PABA or its derivatives.

**DISCIPLINE POLICY:**

From time to time it may be necessary to discipline a child who continually exhibits a lack of respect or concern for the safety and well-being of his/hers peers and or staff. Discipline will addressed while the child is in the program unless it is a serious matter. Discipline may come in the form of positive guidance, redirection, setting clear limits that encourage the child to develop self-control, conversation with staff regarding behavior, time out, or removal from the activity.

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### **SUSPENSION:**

- A child may be suspended from the program **for a period of up to 5 days**. This action may be taken after the child has repeatedly ignored limitations, a discussion with the parent is had, and/or at the discretion of the Program Director.
- The length of the suspension will be at the discretion of the Program Director.

### **EXPULSION:**

- A child may be expelled from the program when all disciplinary actions, suspensions, and parent conferences have been held and uncontrollable, disrespectful behavior continues to occur.
- The Program Director will give 30 days written notification if a child is asked to withdraw from our program, in order to allow the parent ample time to find alternative childcare.
- **The YMCA reserves the right to expel immediately if deemed necessary due to a dangerous situation.**

### **COMPLAINT PROCEDURE:**

- From time to time, we know problems or concerns may arise. Please discuss these concerns with the site Head teacher, Program coordinator, or teacher involved.
- If the matter is not resolved please contact the Program Director (860) 357-2717.

### **CONDUCT POLICY AMENDMENT:**

As per Department of Public Health Regulations for Child Day Care Centers and YMCA policy: Staff shall not use abusive, neglectful, corporal, humiliating, or frightening punishment under any circumstances. No child shall be physically restrained, unless it is necessary to protect the safety and health of the child or others.

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### **MUTUAL RESPECT POLICY:**

The Meriden-New Britain-Berlin YMCA strives to treat all children, members and staff with mutual respect. It is therefore important that all members and guests behave in a manner that is consistent with a family environment as well as the YMCA's core values of ***caring, honesty, respect and responsibility***. Inappropriate behavior, such as intimidation, harassment and use of foul language will not be tolerated. These types of behavior are unacceptable and can lead to removal from our programs. **The YMCA reserves the right to immediately terminate services for failure to adhere to the mutual respect policy.**

### **PARENT INVOLVEMENT:**

1. You are welcome and encouraged to visit our programs with approval from the Head teacher.
2. Periodic parent meetings may be scheduled throughout the year to foster communication between parent and staff
3. Donations of crafts, materials, toys, games and furniture are welcome.
4. Suggestions are always welcome and appreciated.
5. If you have any questions or concerns please contact the Program Director at (860)357-2717.

### **HEALTHY FOOD GUIDELINES:**

The YMCA will provide a nutritious meal for the children in the after care program. Food is provided by Whitsons, the food service company of the Consolidated School District of New Britain. You are welcome to pack your own food/snack daily for your child, if he/she doesn't like what is served or has specific food allergies.

### **CLOTHING:**

Please make sure to dress your child appropriately during cooler weather, so they may participate in outdoor play (weather and temperature permitting). No flip flops or open toed shoes.

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**HELPFUL HINTS:**

Please do not allow your child to bring expensive items such as electronics or toys to our programs, for there is always the risk that something can get broken or lost.

Cell phones are prohibited in all YMCA child care programs.

The YMCA is not responsible for lost, broken or stolen items.

Please write your child's name on any backpacks, lunch boxes coats, etc.

**FOR ANY FURTHER INFORMATION ON PROGRAMS AVAILABLE**

Berlin YMCA (P) (860)357-2717  
(F) (860)828-7830

New Britain YMCA (P) (860)229-3787  
(F) (860)225-8063

Meriden YMCA (P) 203-235-6386

Website:  
nbbymca.org

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