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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
(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

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. **All participants in the before &/or after school program must be fully potty-trained.**

HOURS OF OPERATION – Monday-Friday

Before Care

7:00 AM until school begins

After Care

school dismissal until 6:00 PM



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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:

The following is required when registering for the before and/or after school program:

1. Complete the *Before & After School Program Registration Packet* (1 per child required). The packet is available to print from our website www.nbbymca.org or printed copies are available at the New Britain YMCA front desk.
2. A **Youth Program Participant Membership for a \$34.00 annual fee** (per child) or a **Family Program Participant Membership for a \$68.00 annual fee** (per family with 2 or more children).
3. A one-time \$30.00 NON REFUNDABLE registration fee (per child)
4. A current copy of the child's medical form signed and dated by your child's pediatrician, along with immunization records.
5. 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 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.

***A 48 hour period (2-days) is necessary upon completion of the registration forms to allow for processing prior to start date.**



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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 re-draft fee and further collection by our Ecash system.**

Also, please note weekly 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. The parent is responsible to submit all CARE4KIDS applications at the time of registration. Weekly payment for childcare fees will be scheduled as normal while waiting for approval from CARE4KIDS. Once a certificate for subsidy is received, the childcare account will be adjusted and any overage paid by the parent will be put on the registration account as a system credit, which can be used for payment of future programs or membership with the YMCA. *Any exception made will be at the discretion of the Branch Executive Director, and on a case by case basis.*

If financial assistance is necessary while the CARE4KIDS application is still pending, then the Program Director may approve a reduced weekly fee for care. This reduced fee will be scheduled weekly, and is temporary until the CARE4KIDS certificate for subsidy is received.

**temporary reduced weekly fee only available for the Aftercare (PM) and ComboCare (both Am & PM) programs.*

Please be advised that if the CARE4KIDS application was denied, any outstanding balance on the registration account is the parent responsibility. In addition if approved for CARE4KIDS and once subsidy is applied to the registration account, any remaining balance after all funds have been applied, is also the parent responsibility. If a payment plan is necessary, please contact the Program Director.



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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 online at www.nbbymca.org

INCOME TAXES:

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

WITHDRAWL FROM PROGRAM:

Two (2) weeks written notice (or email) 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.
- NO child will be released to any persons under the age of 18.
- 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.
- If your child is going to be picked up by someone other than a parent or authorized person, please provide a written note, send an email, or call the program director in advance. Notes brought in by the intended 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. Weekly tuition is due regardless of your child's attendance. Credit will not be given for any absences.



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FOR SOCIAL RESPONSIBILITY

- 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 (or every 15 min.) will be charged to families that pick up after the scheduled closing time (please note after school care closes promptly at 6:00 PM).**
- If you know you are running late, please be courteous and call the site 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 lead to suspension or removal from the program.**

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 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 ARRANGEMENTS:

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.



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FOR SOCIAL RESPONSIBILITY

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

SCHOOL VACATIONS:

Please note our program follows the New Britain school calendar for all start dates, end dates and vacations. Additional vacations following another calendar other than the Consolidated School District of New Britain unfortunately cannot be accommodated.

FUN DAYS:

Fun Days are held at the New Britain YMCA and are provided on most school closing days that are due to holidays or scheduled school vacations. Hours of operation are 7:00 AM to 5:00 PM. Pre-registration is required and payment is due at the time of registration. Fees are per day. There will be a minimum number of children needed to be enrolled in order to provide care. Discounts are not given for multiple days and no 2nd child discounts. *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 Club/CLOSING INFORMATION:

If New Britain schools are cancelled, our Snow Day 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 order for your child to have care on a snow day when schools are closed due to winter weather. There is a fee per day/per child purchased. In the event there are no snow days, the payment will be applied to your child care tuition. Snow Day Club is held at the YMCA at 50 High St. Time is 7am-5pm.

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:

Transportation is NOT provided. 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.

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.



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FOR SOCIAL RESPONSIBILITY

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.

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 childs 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



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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.

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 EPIPEN). 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 form*, 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.

All Medication must be stored in the pharmacy prepared containers, labeled with:

- child's name
- name of medication
- strength & dosage



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- method of administration
- frequency of dosage
- name of physician
- 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. Staff 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.

Other important information:

- One (1) *Administration of Medication form* is required for each medication the child will need to have on-site at the program.
- Each *Administration of Medication form* MUST also have an Independent Care Plan or YMCA Care Plan form. This provides specific guidelines for symptoms and administration of the necessary medication.
- A child may not start the program without the required *Administration of Medication form & Care Plan*, and needed medication that is to be on site.
- In the event that the child's medication prescription and/or *Administration of Medication form* has expired – the parent will be given 1 week to produce a replacement. If a replacement is not received within the 1 week time period, then the child's participation will be temporarily suspended. Participation will resume once the replacement is received & reviewed by the Program Director.



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SPECIAL NEEDS:

If your child will require special services or additional accommodations while participating in the before/after school program, please contact the Program Director so that we may discuss a plan to best serve your child's needs.

Our program operates with a ratio of 1 staff member for every 10 children.

Our goal is to meet the individual needs of each child within the structure of our program while maintaining a safe and healthy environment for all children and staff. However, we ask that parents are up front with any special behavioral, medical or educational needs of their child. The YMCA has an obligation to ensure the physical and emotional safety of each of the children entrusted to our care. It is essential that all information about the child's needs be available to staff from the beginning of the registration process, so that we can see if our program is the best fit for your child to be successful.

**Ultimately it is the parent's responsibility to be open and honest with us with regards to any special behavioral or educational programs or support that the child receives. Failure to inform us of such behavioral/education needs or support received will result in denial of or dismissal from participation in the before and/or after school program.*

Children who pose an actual direct risk of harm to others or who cannot be accommodated safely will not be admitted or able to continue in the program. Minimal monitoring and extra supervision are reasonable as long as it is not fundamentally different from the responsibilities that all child care staff have for safety and well-being of their program participants (Staff to child ratio of 1:10)

The YMCA is unable to provide one-to-one care for any child except on an intermittent basis, such as injuries, immediate disciplinary issues and certain personal care needs customarily provided to other children. As a partner with the Consolidated School District of New Britain, the YMCA will assist the parent in exploring opportunities of support available for any child with special needs.



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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 be 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.

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.

Dismissal from Program:

A child will be dismissed from the program when:

- All disciplinary actions, suspensions, and parent conferences have been held and uncontrollable, disrespectful behavior continues to occur.
- The child is a danger to him/herself, to the other children in the program, or to the staff.
- The parent fails to inform us at the time of registration of any behavioral/education needs or support that their child receives.
- If the child is not fully and independently potty trained.

When possible the Program Director will give 1 week notice 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 dismiss a child immediately if deemed necessary due to safety concerns for the child, staff or other participants in the program.**



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BULLYING STATEMENT:

With the influence of state guidelines, local school systems and community consultants, the Meriden-New Britain-Berlin YMCA defines bullying as follows:

Bullying is any obvious and premeditated act by a child or group of children directed towards another child with the intent to ridicule, humiliate or intimidate the other child while in a YMCA program or event. These acts are targeted towards the same child over continuous period of time.

Bullying behavior by any child at a YMCA program is strictly prohibited. This conduct may result in disciplinary action, including suspension and/or permanent dismissal from our YMCA program or programs.

Children and parents may report suspected acts of bullying to the YMCA Head Teacher at the before/after school program and/or YMCA Program Director. Any report of suspected bullying behavior will be promptly reviewed.

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 or ddaigle@nbbymca.org

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 and/or Program Director.
2. Periodic parent meetings may be scheduled throughout the year to foster communication between parent and staff
3. Donations of crafts, materials, toys, games 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 or ddaigle@nbbymca.org

HEALTHY FOOD GUIDELINES:

The YMCA, in partnership with the Consolidated School District of New Britain, provides a nutritious dinner for the children who participate in the aftercare program. The dinner is provided by Whitsons, the food service company of the district. Children will have a different hot and/or cold dinner option daily, in addition to a drink or fruit. You are welcome to pack your own food daily for your child, if he/she doesn't like what is served or has specific food allergies. Or parents can contact Whitsons directly for food allergies or special diet restrictions.

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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PERSONAL BELONGINGS:

Please do not allow your child to bring the following items to program:

- electronics
- toys
- Cell phones

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:	www.nbbymca.org

Disclaimer:

The CEO of the Meriden-New Britain-Berlin YMCA has the right to override any policy/statement/guideline within this parent handbook, in using his/her best judgement for the YMCA, its Staff and the member or family in question.