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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, the program coordinator or you may contact us directly.

Sincerely,

Stephanie Fusco
Meriden-New Britain-Berlin YMCA
Program Director
sfusco@nbbymca.org
(860) 229-3787

MERIDEN-NEW BRITAIN-BERLIN YOUNG MEN'S CHRISTIAN ASSOCIATION, INC.

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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 15 for school age children. All staff are certified in first aid and CPR, Administration of Medication and EpiPen administration.

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HOURS OF OPERATION – (Monday-Friday)

Before Care: 7:00 AM until school begins (New Britain and Berlin)
6:45 AM until school begins (Meriden)

After Care: School dismissal until 5:30 PM (All towns)

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. 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. Complete the *Before & After School Program Registration Packet* (1 per child required). The packet is available to print from our website or printed copies are available at the YMCA front desk.
2. A **Youth Program Participant Membership for an annual fee** (per child) or a **Youth full Facility Membership for a monthly fee** or a **Family Program Participant Membership for an annual fee** (per family with 2 or more children).
3. A one-time 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.

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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-business days) 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 \$25.00 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. 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

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payment of future programs or membership with the YMCA. *Any exception made will be at the discretion of the Program 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.

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.

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 YMCA front desk.

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.

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PICK UP AND DROP OFF POLICY:

- All children **MUST** be accompanied by an adult to 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**

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 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 5:30PM). Two program staff ages 18 or over will remain on site.

If you know you are running late, please be courteous and call the site or program center 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 5:30PM. Habitual lateness can lead to suspension or removal from the program. Please be

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sure that you have listed emergency contacts/alternative pick up persons listed in the event of an emergency,

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 30 min past closing time without any contact from parent or family member (times do vary, please note all closing times) we will request assistance from the Police Department and the Department of Children and Family Services

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 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 who provides proof of such.

PROGRAM CLOSINGS:

The YMCA will be closed on the following holidays:

Labor Day
Berlin Fair Friday (Berlin programs only)
Thanksgiving & Day after
Christmas Eve & Christmas Day
New Year's Day

Good Friday
Memorial Day
Independence Day
Staff Training Days

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

We follow the Board of Ed school calendar – when there is no school, there is no before or after school.

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SCHOOL VACATIONS:

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

"VACATION FUN DAY":

Fun day care is provided on most school closings that are due to 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 school calendar. Our programs will run at the time of the half day dismissal until 5:30 PM.

SNOW DAY/CLOSING INFORMATION:

If schools are closed for snow: Please be sure to sure to check the news stations for your town. Depending on the severity of the weather, a Snow Day Club may be offered, separate registration and payment required.

WTIC 96.5 FM WTIC 1080 AM NBC 30 CT News
WRCH FM 100.5 FM WFSB – TV Channel Facebook.com

DELAYED OPENINGS AND EARLY DISMISSALS due to WEATHER:

If the **Berlin** schools have a delayed opening the before care program will start at **8:00 AM** until school begins.

If the **Meriden** schools have a delayed opening the before care program will start at **7:45 AM** until school begins.

If the **New Britain** schools have a delayed opening the before care program is **cancelled**.

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If schools call an **early dismissal** due to inclement weather, child care will be provided until **4:00 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.

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

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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. Program staff are trained annually on the abuse and neglect policies, prevention and detection of child abuse, neglect and reporting requirements as mandated reporters.

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: failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (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)

Staff Responsibilities:

As child care providers we are mandated by law to report **any suspicion** that a child is being abused, neglected or at risk.

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The procedures followed are:

1. An oral report is filed to the Department of Children and Families within 12 hours. 1-800-842-2288
2. A written report then follows within 48 hours (DCF 136 Form)

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 child 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. All records will be maintained.

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, COLD SORES, 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

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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.

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" forms, approved by the State of Connecticut, which is to be

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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 medications.

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

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

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- 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.

SPECIAL NEEDS:

If your child receives special services or additional accommodations while in school and may also need 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 15 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.

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.

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SUPERVISION POLICY:

Staff must be aware of how many children are in their care and where all children are, at all times. Staff to student ratio is 1:15. Children of any age are not allowed out of the classroom/program space without adult supervision. Trips to the bathroom are with staff and child, staff should be outside should be positioned outside able to hear child(ren). While supervising children within the program space, staff should position themselves so that they can see and hear all of the children and re-position themselves as children move about the room. No child is to leave a program space without a staff member. Staff should follow the Rule of 3 and never take a child on their own to another room or the bathroom. Staying in ratio, staff should take the number of children necessary to keep the ratio with the other staff, or at minimum have 2 children with them going to another area.

At least two staff members (or administrators) must be in the building at all times when children are present. If children remain after closing, two staff members (or administrators) must remain until the last child is picked up. The playground is considered an extension of the classroom with the same supervision standards and ratios. Staff members should know how many children are in their care at all times, and consider other supervision challenges which the outdoor environment presents. Staff should position themselves so that at least 2 areas of the playground can be viewed and are easily accessible. Staff should move about the playground, depending on where the children are at any given point in time, while continuing to interact with the children. Staff should consider individual children's needs, including high risk behavior. If there are areas that cannot be supervised by sight, they should be blocked off and inaccessible.

Staff will conduct a Head Count whenever a transition through a door or gate occurs. Staff will conduct periodic Head Counts throughout the program, in addition to those required during transitions.

DISCIPLINE/BEHAVIOR MANAGEMENT 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

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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** (staff encourages a “**talking out process**” where the goal is to acknowledge feelings and find solutions using the child’s ideas whenever possible), **redirection** (child may be asked to make another activity choice), **setting clear limits** that encourage the child to develop self-control (model positive behavior, positive reinforcement, the use of peer support and clearly defined rules. There will be **continuous supervision by staff** during any disciplinary action. We prohibit abusive, neglectful, corporal, humiliating or frightening punishment including but not limited to spanking, slapping, pinching, shaking, or striking a child. Prohibit physical restraint unless such restraint is necessary to protect the health and safety of the child or other people. The Meriden New Britain Berlin YMCA has a zero tolerance policy for abuse and neglect, which will be enforced should an allegation be made against a staff member abusing or neglecting a child.

DISCHARGE/EXPULSION POLICY:

Meriden-New Britain-Berlin YMCA reserves the right to cancel the enrollment of a child with or without notice for the following reasons:

1. Nonpayment or excessive late payments of fees
2. Not observing the policies of the before and after care program as outlined in this handbook
3. Disruptive behavior or damage to YMCA property
4. Physical, emotional, and/or verbal abuse of the staff by a parent or a child
5. This policy is not limited to the above reasons. If the before and after care program cannot meet the needs of the parent or child, the YMCA reserves the right to terminate a child(ren) from the program.
6. Consistent, disruptive or inappropriate behaviors which put children in harm’s way are not tolerated. Two (2) written behavior reports and or verbal conversations regarding these behaviors the YMCA reserves the right to terminate the child from the program.

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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.

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.
- 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.**

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 a 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

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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, teacher involved, Program coordinator, or Program Director
- If the matter is not resolved, please contact the Program Director (860) 357 - 6211.

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.

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

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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 (203) 514-9755.

HEALTHY FOOD GUIDELINES:

Berlin and Meriden: The YMCA will provide a nutritious snack for the children in the after care program. Snack is provided in accordance with the Child and Adult Care Food Program (CACFP) guidelines. It is the responsibility of the parent to notify the staff of any dietary restrictions or food allergies. There are required documents that will need to be completed by the parent so we may make the necessary food substitutions.

New Britain: 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 Whitson's, 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 Whitson's directly for food allergies or special diet restrictions.

EDUCATIONAL PROGRAM PLANS

- Each staff member will encourage the development of self-esteem, security, belonging, accomplishment, and self-expression.
- Provide children with opportunities that enable them to increase physical skills.
- Encourage children to join each other through play, sports, sharing and cooperation.
- Provide children with opportunities to pretend and be creative through centers, art, play, activity and music.
- Provide children with plenty of activities that are developmentally appropriate and enhance skills
- Here at the MNBB Childcare Programs our staff create activities that utilize age appropriate practices. The curriculum reflects the interests and needs of the children. Lessons and pre planned

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curriculum activities may or may not change depending on the interests of the children. The program utilizes both indoor and outdoor physical environments based upon children's interest, individual needs and learning styles. Learning experiences are relevant to the children's lives and cultural context.

- Our activities are play based and child centered and reflect a balance of both children initiated and staff initiated activities encouraging exploration and discovery. There are varied choices for children in materials and equipment that promote skills and support active engagement. Our schedules are predictable yet flexible to the individual's needs and include a time for quiet activities, include nutritious snacks and meals, provide time for toileting and cleanup as well as both individual and group activities. Moderate and vigorous physical outdoor activities for children developmentally able unless the child has a documented disability or delay

CLOTHING:

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

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 and electronic devices 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.

Administrative Oversight

The purpose of this Administrative Oversight Policy is to ensure that the childcare facility operates with high standards of safety, quality, and accountability, in compliance with all applicable laws and regulations. This policy outlines the roles, responsibilities, and procedures for

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administrative oversight to maintain a safe and effective childcare environment.

Administrative Oversight Responsibilities

Program Director:

- Oversee daily operations of the childcare facility.
- Ensure compliance with local, state, and federal regulations related to childcare.
- Implement policies and procedures in accordance with established best practices.
- Supervise the recruitment, training, and ongoing professional development of staff.
- Conduct regular evaluations of staff performance and the quality of care provided.
- Ensure that all staff are adequately trained in child protection, health, and safety protocols.

Supervisors/Lead Teachers:

- Monitor the implementation of daily schedules, activities, and curricula.
- Ensure that child-to-staff ratios are maintained according to regulatory standards.
- Provide guidance and support to staff members.
- Report any incidents or concerns regarding child safety or well-being.
- Maintain clear and open communication with parents and caregivers.

Administrative Staff:

- Assist in maintaining accurate records for children, including enrollment, attendance, health, and emergency contact information.
- Support the Facility Manager in maintaining compliance with regulatory standards.
- Assist with periodic audits of the facility's operations and safety standards.

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- Ensure that supplies and equipment meet the required safety and health standards.

Child Safety and Well-being

Risk Management:

- Conduct regular safety audits of the facility, including playgrounds, classrooms, and other common areas.
- Ensure that all equipment is safe, functional, and age-appropriate.
- Develop emergency protocols for medical, fire, weather-related, or other incidents.
- Ensure that all staff are trained in CPR, first aid, and emergency evacuation procedures.

Supervision:

- Children must be supervised at all times by qualified staff.
- Clear guidelines will be in place for staff to ensure that appropriate supervision ratios are maintained throughout the day, including during transitions and outdoor activities.
- Ensure that staff adhere to child supervision protocols when using equipment or during any field trips.

Staff Training and Development

Staff Recruitment and Hiring:

- All staff must undergo background checks, including criminal history and child abuse clearance.
- Staff must hold relevant certifications or be provided with on-the-job training specific to childcare, health and safety, and child development.
- New staff will be oriented to the facility's policies, including this oversight policy.

Ongoing Professional Development:

- Staff will participate in regular training programs, workshops, and certifications to enhance their knowledge and skills in child development, safety practices, and effective caregiving.

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- Supervisors will evaluate staff performance annually, offering feedback and identifying areas for improvement.
- Professional development plans will be created for each staff member to support their career growth.

Compliance and Record Keeping

Regulatory Compliance:

- The childcare facility will comply with all applicable laws, regulations, and licensing requirements for childcare services.
- Regular audits will be conducted to ensure compliance with child care standards, safety guidelines, and health regulations.
- The facility will maintain up-to-date documentation, including staff certifications, training records, child attendance records, incident reports, and licensing documentation.

Record Keeping:

- All required records, including staff records, child records, safety inspections, and incident reports, will be maintained in a secure and organized manner.
- Staff and child records will be confidential and only accessible to authorized personnel.
- Electronic records will be stored securely and comply with data protection regulations.

Incident Reporting and Follow-Up

Reporting Incidents:

- All incidents, including accidents, injuries, or any suspected cases of child abuse or neglect, must be reported immediately to the Facility Manager or Director.
- An incident report will be completed and maintained for each reportable event.
- The reporting staff member must also inform parents or guardians of any incidents involving their child.

Investigation and Resolution:

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- Each reported incident will be investigated promptly, and appropriate action will be taken to address the situation.
- If the incident involves potential child abuse, neglect, or serious harm, the facility will follow the mandatory reporting procedures outlined by local authorities.
- Follow-up procedures will ensure that corrective actions are taken and that any changes to policies or practices are implemented to prevent recurrence.

Parent/Guardian Communication

Communication with Parents:

- The facility will maintain open lines of communication with parents and guardians, including regular updates on their child's progress, activities, and any incidents.
- Any changes to policies, schedules, or other significant operational matters will be communicated to parents in a timely manner.

Parent Concerns:

- Parents are encouraged to voice any concerns or suggestions regarding the care and operation of the facility.
- The facility will provide a clear process for addressing parent complaints and concerns, ensuring that responses are timely, respectful, and constructive.

Policy Review and Updates

Policy Evaluation:

- This policy will be reviewed annually to ensure its effectiveness and relevance.
- Any updates or changes to local, state, or federal regulations will be incorporated into the policy as necessary.
- Feedback from staff, parents, and regulatory bodies will be considered during the policy review process.

Continuous Improvement:

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- The facility will continuously strive to improve its administrative practices through staff feedback, parent feedback, and self-assessments.
- Regular evaluation of operational procedures and training programs will help identify opportunities for improvement in service delivery.

FOR ANY FURTHER INFORMATION ON PROGRAMS AVAILABLE

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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.

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