



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



TIME TO



EXPLORE

LET'S GO!

YMCA of Central New York

School Age Child Care Family Handbook

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WELCOME TO THE YMCA SCHOOL AGE CHILD CARE PROGRAM

Thank you for choosing the YMCA School Age Child Care Program (SACC). The YMCA is committed to making a positive impact on the lives of the children and youth while directly supporting the schools they attend.

WHO WE SERVE

The YMCA of Central New York serves several school districts throughout the area. Please contact your local Y to find out if your school district is served by one of our programs.

YMCA OF CENTRAL NEW YORK BRANCHES

Downtown YMCA

340 Montgomery Street, Syracuse

Manlius YMCA

140 West Seneca Street, Manlius

Northwest Family YMCA

8040 River Rd., Baldwinsville

Hal Welsh East Area Family YMCA

200 Towne Drive, Fayetteville

North Area Family YMCA

4775 Wetzel Road, Liverpool

Southwest YMCA

4585 West Seneca Turnpike, Syracuse



OUR MISSION

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

WHO WE ARE

The YMCA is a nonprofit organization governed by a Board of Directors that is made up of concerned and interested local community leaders. The Y is supported solely by those who choose to join and take part in the many programs offered as well as those who choose to make voluntary contributions.

STRENGTHENING COMMUNITY

Joined together by a shared commitment to nurture the potential of kids, promote healthy living and foster a sense of social responsibility, members and staff believe that lasting personal and social change can come about only when we all work together to invest in our kids, our health and our neighbors.

OUR COMMITMENT

At the Y, we work side by side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive. That's why we offer financial assistance to families who need help paying for membership or programs.

Our Annual Giving Campaign raises money for financial assistance to ensure that nobody is turned away due to an inability to pay. To apply for financial assistance or to make a donation, visit the Y today or go to www.ymcacny.org. We handle all applications confidentially.

NYS OCFS LICENSING

Our program is governed by the Office of Child and Family Services. We adhere to all the State of New York Licensing Regulations, Policies and Procedures. If you have any questions regarding OCFS regulations please contact your SACC Director.

OUR CURRICULUM

The YMCA SACC program reinforces our core values in a caring atmosphere. Children build confidence and trust by making friends, taking part in group projects and activities where fair play, teamwork and responsibility are emphasized.

Y Values

Caring
Honesty
Respect
Responsibility



OUR STAFF

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of the staff. Recruiting, selecting, training and supporting the staff are essential, interrelated process in ensuring the success and integrity of the children's programs. Staff are hired based on experience working with children, educational background and the ability to positively represent our four core Y values. Our staff receives medical clearances, background checks and reference checks through YMCA and OCFS agencies.

YMCA MEMBERSHIP

Every child enrolled in our school age program is eligible for an discounted Family or Family-of-2 membership. If you already have a Family membership at the time of enrollment, please contact your member services team to begin receiving your reduced rate.

ENROLLMENT

Applications for enrollment are accepted without regard to race, religion, sex, ability, gender/gender identification, sexual orientation or national origin.

Registration

Open registration begins each year on the 3rd Wednesday of February for the upcoming school year. To register online, please visit www.ymcacny.org. A \$50 non-refundable, non-transferrable deposit per program is required at the time of registration. Any registration fees received after August 1st will have an additional \$20 non-refundable application fee. Fees vary and will depend on the school site. The SACC office requires 3-5 business days to process your registration before your child may attend.

Special Needs and Inclusion

The YMCA shall accept into the program all children who are able to participate within the regular activities and guidelines as part of a group with a ratio of 10 children to 1 staff. The YMCA will not exclude any child with a disability from the full and equal enjoyment of its services, unless the child poses a direct threat to the health or safety of others in the program.

In accordance with the requirements of Title III of the Americans with Disabilities Act and applicable state disability law, the YMCA will not discriminate against any individual on the basis of disability. The YMCA will consider reasonable accommodations and/or modifications to its policies and procedures as necessary to allow children with disabilities an equal opportunity to participate in this program, unless the accommodations or modifications would pose an undue hardship or fundamentally alter the nature of the program.

PAYMENTS

SACC payments are due on the 1st of the month. Payments can be made through automatic payment, online using a credit card or bank account, or at the membership desk using check, cash or credit card. Access your online account to schedule or modify payments. You are responsible for updating your payment method prior to the due date if you receive a new card number or expiration date. No payments are accepted at our school sites. Half, Vacation, and Snow Days may be separate registrations.

DSS Payments

DSS payments are due on the 1st month for all weeks in the month. Before DSS parent-pay portions can be approved, the YMCA must receive a contract from DSS outlining the parent payment. If authorization is discontinued the parent is responsible for the full month's payment.

Late Pick-Up

Our program promptly ends at 6pm. Please arrange for an alternative pick-up person to pick up your child and notify staff immediately if you are unable to pick up by 6pm. If you arrive after 6pm, your card or bank account on file will be charged a \$15 late pick up fee per 15 minute interval. Late payment fees will be charged to your billing method on file and you will receive an e-mailed receipt. Excessive late pick-ups (more than 3) may result in suspension or termination of services. If your child remains at the site until 7:00pm with no contact from the parents/guardians the child will be turned over to the local authorities.

Late Payment

A late fee of \$20 per account will be assessed to you after the due date (1st of the month.) Late payment fees will be charged to your billing method on file and you will receive an e-mailed receipt. If full payment has not been made by the 15th of the month, your SACC services will be suspended. Excessive late payments (3 or more) may result in termination of your services.

Tax Statements and FLEX Reimbursement

You may access your full account, including record of registrations, payments, and tax statements on your online account at ymcacny.org/myaccount. Paper tax statements will not be mailed. You are responsible for maintaining your receipts for FLEX reimbursement. Please contact your SACC office if you need a reimbursement signed.

FINANCIAL ASSISTANCE

At the Y, we welcome everyone. We offer financial assistance to families who cannot afford SACC, membership or programs. To apply for financial assistance please contact your Y.

WITHDRAWING FROM PROGRAM

Withdrawals from Before and After School programs, Half Days and Vacation Days must be submitted in writing via e-mail to the SACC office by the 15th of the month in order to be removed from the next month's billing. Any cancellations received after the 15th will be processed the following month and families will be responsible for the next month's full fees. Monthly fees will not be prorated.

Refunds

The YMCA SACC program does not issue refunds or credits, unless overpayment of fees occurs or the program is cancelled. Refunds or prorates will not be given if your child is out of program for illness, suspended or terminated from the program or during a suspension period from school.

ATTENDANCE

To ensure your child's safety, if your child is absent from school, will not be attending our program that day, or will be arriving late, please call notify the site staff before the scheduled arrival time.

PICKING UP YOUR CHILD

Parents or caregivers must sign their child out each day. The sign out sheet is a record of your child's attendance. For your child's safety, only parents or people you designate as Authorized Pick-up/Emergency Contacts may pick up your child from the program. You may add additional people by submitting their name, phone number, and full address to your site. All pick-up people must be at least 16 years old.

Anyone, including yourself, will be asked to present a valid photo ID before signing a child out of program. We will deny access to anyone who is not listed as an Authorized Pick-up/Emergency Contact.

Contact Information Changes

If you experience a change of address, phone number or email, please submit your changes in writing to the SACC office at your local branch as soon as possible. In the event of an emergency, it is critical that we are able to reach you.

Divorce/Separation

If a non-custodial, biological parent arrives to pick up their child and they are not listed on the form (whether or not a court order is on file,) we will:

1. Call the parent/guardian listed on the registration form
2. Explain to the non-custodial, biological parent that we cannot release the child to them and explain the release procedures to the non-custodial parent.
3. Call the police to release the child to the police. The police will then confirm the identity of the non-custodial, biological parent.

This scenario can place all parties in a very difficult situation. Often times, the person who will have the most difficult time is the child. Please discuss these implications with the non-custodial parent, so that they will not show up at the site without prior arrangements. All court orders must be provided to the SACC office when updated to ensure appropriate information is at each site.

Concerns for Safety

Safety is our number one priority. If we have reason for concern regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes:

1. Parent/adult suspected to be "under the influence."
2. Parent/adult is abusive or threatening to the child, our staff, or any other persons present.

If there is a concern for the safety of our program participants, please contact the SACC Director IMMEDIATELY.

TRANSPORTATION

There are several school districts that provide transportation to and from the YMCA after school programs. Please contact the transportation department to ensure transportation is arranged for your child. Please contact your local Y program in order to find out more about transportation services.

YMCA staff are not permitted to transport children in their personal vehicles.

NO SCHOOL

Care is available for an additional fee on most scheduled full and half days off from school. These days are not included in your monthly fee. A \$5 non-refundable, non-transferrable deposit per day is due at the time of registration. The remainder of the fees are due on the 1st of the month of care. Written withdrawals must be submitted in writing via e-mail to the SACC office by the 15th of the month in order to be removed from the next month's billing. Families will be responsible for the next month's full fees if cancellations are received after the 15th of the month prior to the vacation or half days.

Remote Days

Remote Days may be provided at your Y branch or other location for students on a hybrid schedule. Remote Days are designed to provide your child the time and space to complete their virtual course-work. Our Y staff may be able to provide some guidance, but we will not be responsible for teaching lessons or monitoring individual progress. These full days will blend time for both virtual learning and engaging program including free play, games, crafts, and STEM activities. Participants should bring their own Chromebook, iPad, headphones, and print outs of any paper school work.

Vacation Days

Your Y branch may hold a Vacation Day during full days off during the school year. SACC participants receive priority registration for Vacation Days. Non-participants (children not currently enrolled in before or after school care) may be offered at select branches and will be available two weeks prior to the date of care. Non-participants must select the Non-participant rate during registration and complete the Non-participant registration form for the appropriate branch. If the non-participant rate option is not available online, please inquire with the SACC office.

Half Days

The Half Day program will operate from the time school dismisses until 6:00pm at the child's typical after school location. SACC participants receive priority registration for Half Days. Non-participants (children not currently enrolled in before or after school care) may be available two weeks prior to the date of care. Non-participants must select the Non-participant rate during registration and complete the Non-participant registration form for the appropriate branch. If the non-participant rate option is not available online, please inquire with the SACC office.

What To Bring On Half or Vacation Days

Your child will need a healthy bagged lunch, sneakers, a water bottle, and weather appropriate clothing. Some sites offer swim time during their day off programs. If this is the case for your local program, please pack a bathing suit and towel in a separate bag, if your child chooses to swim. Please label everything!

Snow Days and School Delays

Some SACC programs are able to provide care on days where school is cancelled due to inclement weather. Please refer to your branch's inclement weather plan for more information on how to register. Additional fees for snow days may apply.

Program Holiday Closures

The YMCA School Age program runs from the first day of school until the last day of school. Child care is NOT available on the following days:

- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Memorial Day

Emergency Closing Procedures

Depending on your school district and after school site, care may be available when schools close early due to an emergency or weather. Many, but not all, YMCA after school programs are able to remain open with only district after school activities are cancelled.

Please check your site's inclement weather plan for specific details.

HEALTH AND SAFETY

Illness

If your child becomes ill while in program, he/she will be isolated from the other children and you will be contacted to pick him/her up. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Pick up by an authorized person shall be within 30 minutes. Please review the Return to School/YMCA Program policy for when your child may return.

Lice

In the event that your child has live lice while at the site, we will call you to pick up your child within 30 minutes. Children may return if there are no live nits present after 24 hours.

Medication

If your child is required to take a medication during program, a written medication consent (OCFS document) must be completed by the child's physician and parent prior to starting program. We also are required to have the medication in the original box with the original prescription label. Medication forms and medications must match exactly and be provided prior to the start date of the program.

Medical Emergencies

If your child is injured during program hours, the staff member in charge will take all steps necessary to obtain emergency medical care as warranted.

In the event of a serious medical emergency, staff will provide first aid, contact parent/guardian immediately, contact emergency contacts if necessary and call 911.

Child Abuse Prevention

All YMCA staff are mandated reporters and required by law to report any suspicion of child abuse or neglect to Child Protective Services.

Dress for Weather and Play

Please dress your child in washable clothes that are appropriate for weather and daily activities. For the safety of all participants, sneakers are required to be worn for physical activities in the gym, field, or playground.

Emergency Drills

Each program will conduct a monthly evacuation drill, along with semi-annual shelter-in-place drills. Drop-off and pick-up during these drills are restricted. In the event a situation arises that is not a drill, families will be notified immediately of any change in location or situation.

Nutrition

All of our Y after school programs participate in the Healthy Eating and Physical Activity (HEPA) programs. Several of our Y programs also participate in Child and Adult Care Food Program (CACFP). We provide a healthy snack during our programs which represents a minimum of 2 food groups. Water is served with each meal as well. If your child would like to bring their own snack from home we would prefer it to be a peanut/tree nut free snack. During days off we ask you send a nutritious lunch that does not need to be refrigerated or re-heated.

If your child has any food allergies or special dietary needs please let us know on the back of your child's registration form.

HEALTH AND SAFETY: COVID-19

YMCA programs will follow all guidelines from the school districts while in the school buildings. Each school district has a slightly different approach, so please refer to the school district reopening guide or reach out to the SACC Administration for more details.

Mask Wearing

Participants and staff in YMCA programs are required to wear an approved face covering during program. Neck gators, buffs, and bandanas are not approved face coverings. Additionally, face shields may only be worn if paired with an approved face covering. YMCA staff will offer mask breaks periodically during program. Any person over the age of 2 picking up or dropping off a participant must be wearing a mask, even if you are not entering a building.

Physical Distancing

While in the YMCA branches or non-school locations, our school age child care programs will follow New York State OCFS and local Department of Health guidelines. Some schools will require more strict physical distancing guideline. While in school buildings, YMCA programs will follow physical distancing and supply sharing requirements as required by the schools.

Health Screenings and Illness

Staff and participants will be screened prior to arrival to each program (before school, after school, and/or full day.) Anyone entering the child care program must have answered "NO" to all questions. If someone has answered "YES" to any question, they will not be allowed to enter the program.

- 1) Is your temperature higher than or equal to 100.0 degrees Fahrenheit?
- 2) Have you had any known contact with a person confirmed or suspected to have COVID-19 in the past 14 days?
- 3) Are you currently experiencing *ANY* of the following symptoms? (Cough (new or worsening), shortness of breath (new or worsening), trouble breathing (new or worsening), fever, chills, muscle pain (new or worsening), headache (new or worsening), sore throat (new or worsening), new loss of taste or smell)
- 4) Have you tested positive for COVID-19 through a diagnostic test in the past 14 days?
- 5) Have you traveled to an area on the New York travel advisory list in the past 14 days?

If a staff or child develops symptoms of COVID-19 during the program time, the person will move to a designated, supervised sick area, and distanced from other participants. Parents, guardians, or other emergency contacts will be called for pick-up within 30 minutes. If a parent/guardian is not able to pick-up the child within 30 minutes, it is their responsibility to send an alternate person to pick up the child. At pick-up, a YMCA staff will dismiss the child from the sick area directly to an approved pick-up person for follow up with a health care provider.

Return to School/YMCA Program

In accordance with CDC guidance and the schools' Return to School plans, the YMCA school age child care programs will follow CDC guidance for allowing a student or staff member to return to school after exhibiting symptoms of COVID-19. This plan is subject to change based on CDC, Health Department, or specific school guidelines. Please contact your SACC office if you have questions.

A child may return to YMCA program when:

- 1) If they have been diagnosed with another condition and have a healthcare provider (physician, nurse practitioner, or physician assistant) written note stating they are clear to return to school -AND- the child is fever-free, without the use of fever reducing medication, for at least 24 hours. Documentation from the healthcare provider must be e-mailed to and reviewed by the YMCA SACC Administration before the child may rejoin the YMCA program.
- 2) If a person is diagnosed with COVID-19 by a healthcare provider based on a test or their symptoms or does not get a COVID-19 test but has had symptoms, they should stay at home until:
 - It has been at least ten days since the individual first had symptoms;
 - It has been at least three days since the individual has had a fever (without using fever reducing medicine) -AND-
 - It has been at least three days since the individual's symptoms improved, including cough and shortness of breath.

Note: If a person was placed in isolation by the Health Department, in addition to the above criteria, a release must be submitted and reviewed prior to return to school.

****All criteria is subject to change based on newly released guidelines from local and federal officials.**

HOMework

Each day during after school care and remote learning days, children are provided an opportunity to do complete schoolwork. While we do encourage children to do their homework, it is not mandatory. We are there to help, but we do not provide tutoring. If desired, please encourage or impress upon your child that homework must get done during program hours. You are welcome to send your child with a list of expected tasks. Our staff will encourage your child in accomplishing this.

If in a school setting, YMCA staff are not permitted to escort children back to their classroom during the program time to pick up left items.

TOYS AND ITEMS FROM HOME

To prevent the spread of illness, toys or other items from home are not permitted, unless it is a part of your child's specific learning or behavior plan. We are not responsible for lost or stolen items brought to the School Age Child Care Program. Please connect with your site coordinator or SACC Director if your child requires a comfort item or fidget to be successful in program.

ELECTRONIC DEVICES

Participants in our program may bring electronic devices including Chromebooks, iPads, or Kindles to complete schoolwork. Cell phones, iPods, or gaming devices are highly discouraged; however, if they bring it to program, to adhere to OCFS licensing policies, the device must be turned off and stored away. If your child is in need of a specific device per a physician please contact the SACC Director.

Please be sure any devices needed for schoolwork are **fully charged**. Your child is solely responsible for the storage and safekeeping of all devices. The YMCA is not responsible for lost, stolen or damaged items.

BEHAVIOR MANAGEMENT

Our first step in discipline is prevention. Our staff are trained to be proactive to prevent behaviors prior to the trigger.

- Staff will be proactive in preventing negative behaviors.
- Staff will address the behavior in a calm manner and redirect the child to a more positive behavior. Staff will discuss the occurrence and strategies implemented with the parents at pick up.
- If behaviors continue, staff will complete a behavior reflection with the child to encourage alternative strategies for a better outcome. Staff will share this with the parents .
- After 3 behavior occurrences, staff will request a meeting with the parent to discuss the next step. The staff, parents and child will determine an action plan to outline the steps everyone will take to create a positive experience.
- If behavior continues the child will be suspended for a minimum of 1 day.
- If behavior continues the child may be suspended for up to one month and the parents must meet with the SACC Director prior to child returning to program to discuss the action plan.
- If behavior continues, the child will be terminated from the program and all other YMCA programs for 12 months. After 12 months, the child may be reenrolled with a 3-month probationary period.

*The above steps can be bypassed based on severity of the actions and behavior.

ENDING CARE

We reserve the right to end your child's enrollment for the following reasons:

1. If you pick up your child after the program closes more than three times.
2. If you fail to pay your fees on a timely basis for two consecutive months.
3. If there are consistent disciplinary occurrences with you child that put other children or program staff at risk physically and/or emotionally.
4. If Parent/Guardian is abusive or threatening to staff or program participants.

FAMILY/CAREGIVER INVOLVEMENT

Parent support is critical to the success of the program. We have an open door policy and our families are encouraged to visit our program at any time. Please be respectful of the children's routines and program activities, as well as our staff's need to be with the children. We encourage you to schedule a time with your site coordinator/director to discuss your child's progress.

Newsletter

You will receive a monthly newsletter outlining important information about the YMCA before and after school programs, including upcoming special activities and days off.

Family Events

When safe, family events are held throughout the school year and provide an opportunity for families to spend time together, meet new friends and have fun.

PLEASE REVIEW ALL POLICIES WITH YOUR FAMILY AND ADDRESS ANY QUESTIONS WITH YOUR SACC OFFICE. ALL POLICIES IN THIS HANDBOOK ARE SUBJECT TO CHANGE AT THE DISCRETION OF THE YMCA SACC ADMINISTRATION.