

FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# New Rochelle YMCA

## Y Kidz Club Childcare Family Handbook

50 Weyman Avenue  
New Rochelle, NY 10805  
914-632-1818  
[www.nrymca.org](http://www.nrymca.org)

WHERE CHILDREN FLOURISH...

# WELCOME LETTER

Dear Y Kidz Club Families,

Welcome to the New Rochelle YMCA's Y Kidz Club! We are thrilled to have your family join our Y community. Elementary school years are an exciting time for children as they grow, explore, and develop new skills. Our Y Kidz Club afterschool program is designed to support children in grades Kindergarten through 5<sup>th</sup> with fun, engaging, and enriching activities that foster learning, creativity, and social development in a safe and caring environment.

At the New Rochelle YMCA, we are committed to providing a high-quality after-school experience that helps your child build confidence, friendships, and essential life skills. The Y Kidz Club is a place where children can explore their interests, discover new talents, and engage in physical, social, and academic activities that complement their school day. Our team works to create an atmosphere of trust, respect, and fun that encourages children to grow, learn, and thrive.

This handbook is designed to give you an overview of the Y Kidz Club program, including important policies, procedures, and guidelines to help ensure that your child's experience is safe, enjoyable, and rewarding. Inside, you will find details on program structure, schedules, tuition, billing, health and safety protocols. We want you to feel confident and informed about the care and educational experiences your child will have with us.

Please take a moment to review this handbook, as it addresses many common questions. Should you need further clarification or additional information, please feel free to reach out to our staff or program administrators. We are here to support your family and ensure your child has a positive and fulfilling time at the Y Kidz Club.

Please note that this handbook is subject to change, and families will be notified in writing of any updates to policies or procedures with thirty (30) days' notice.

We're excited for the year ahead and look forward to a fun-filled afterschool program where your child will learn, grow, and make lasting memories. Thank you for entrusting us with your child's after-school care and development.

Sincerely,  
The Y Kidz Club Team

## **Table of Contents**

<b>Section 1:</b>	<b>Program Mission Statement, Philosophy and Goals</b>	<b>4</b>
<b>Section 2:</b>	<b>General Program Information</b>	<b>7</b>
<b>Section 3:</b>	<b>Enrollment for Kidz Club</b>	<b>11</b>
<b>Section 4:</b>	<b>Daily Procedures</b>	<b>16</b>
<b>Section 5:</b>	<b>Health &amp; Safety</b>	<b>19</b>
<b>Section 6:</b>	<b>Tuition, Refunds &amp; Other Financial Considerations</b>	<b>26</b>
<b>Section 7:</b>	<b>Program Components</b>	<b>29</b>
<b>Section 8:</b>	<b>Family Involvement</b>	<b>35</b>
<b>Section 9:</b>	<b>Acknowledgement of Receipt &amp; Understanding</b>	<b>37</b>

## **SECTION I: PROGRAM MISSION STATEMENT, PHILOSOPHY, AND GOALS**

### **STATEMENT OF PURPOSE**

The purpose of the Y Kidz Club After School Program is to provide high-quality, safe, and nurturing care while supporting the academic, social, emotional, and physical development of children from kindergarten to 5<sup>th</sup> grade. The New Rochelle YMCA is committed to creating a welcoming environment where children can grow, learn, and explore after the school day ends. Our program provides a structured yet fun atmosphere that promotes creativity, skill-building, and personal growth, while also offering families a reliable childcare solution that supports their needs.

### **EDUCATIONAL PHILOSOPHY**

We believe that children learn best in an environment that honors their unique developmental needs and interests. By providing positive, individualized attention and carefully planned activities, we strive to help each child grow in their own way.

At Y Kidz Club, children interact with others in a positive, supportive atmosphere that encourages the development of social skills and emotional intelligence. We facilitate a variety of group activities, as well as opportunities for children to have time for free play, reflection, and conversation. Through these experiences, children build relationships, resolve conflicts, and learn to express and manage their emotions.

We believe in providing a physically and emotionally safe environment for children, where they can develop trust in their surroundings. Our staff is dedicated to ensuring a secure environment, while also teaching children about safe behaviors and fostering a sense of responsibility for their actions. Our professional caregivers model empathy, respect, and kindness, creating an atmosphere where children feel cared for and valued.

Curiosity is at the heart of learning, and we encourage children to explore their interests through engaging and developmentally appropriate activities. Our program is designed to foster cognitive, social, emotional, and physical growth. We use hands-on activities to help children expand their skills and understand the world around them.

Children are naturally eager to develop independence, so we provide opportunities to help them build self-confidence and autonomy. From problem-solving challenges to taking responsibility for their belongings, children learn essential life skills that prepare them for future success.

We also emphasize the importance of community and encourage children to work together, share, and participate in service-oriented projects. By fostering a spirit of empathy and cooperation, we aim to help children develop meaningful connections and a sense of belonging within the program.

At Y Kidz Club, we see ourselves as an extension of your family. We work closely with parents to ensure that each child's needs are met, and we encourage ongoing involvement in your child's afterschool experience. We believe that family engagement strengthens a child's foundation for learning and emotional well-being, and we welcome communication and collaboration with families at all times.

## GOALS FOR THE PROGRAM

To provide families with a safe, affordable, and nurturing afterschool experience that promotes the physical, emotional, and academic growth of their children.

To collaborate with families, school personnel, and the community to support the development of the whole child.

To intentionally plan and deliver activities that are engaging and developmentally appropriate, based on best practices in child development.

To help children develop a love for learning and provide them with the tools they need to succeed academically and socially.

To offer opportunities for children to explore new interests, engage in creative activities, and develop leadership and problem-solving skills.

To promote the values of the YMCA—caring, honesty, respect, and responsibility—through everyday interactions, program activities, and intentional character-building experiences.

To help children learn about health, wellness, and personal responsibility, promoting a positive lifestyle and encouraging healthy habits.

To provide opportunities for cognitive development by:

- Provide an intellectually stimulating environment with diverse, age-appropriate materials and activities.
- Facilitate structured group activities and individual projects that encourage skill mastery, critical thinking, and problem solving.

To provide opportunities for creative development by:

- Offer opportunities for creative expression through art, music, drama, dance, and play.
- Foster creativity by encouraging independent thought and group collaboration.

To provide opportunities for socioemotional development by:

- Encourage social skills development through group play, teamwork, and collaborative activities.
- Promote conflict resolution, empathy, and respect for differences through guided discussions and role-playing.
- Provide opportunities for leadership, decision-making, and taking responsibility for one's actions.
- Promoting the goals of the New Rochelle YMCA and incorporating values such as caring, honesty, respect and responsibility.

To promote physical health and personal wellbeing by:

- Provide opportunities for gross motor development through organized physical activities, games, and outdoor play.
- Incorporate wellness activities that promote personal hygiene, healthy eating, and fitness.
- Strengthen connections between the program, families, and the community through regular communication and family events.
- Support families by providing resources and information to enhance their child's development both in and out of the program.

## GOALS FOR THE CHILDREN

- To feel safe, valued, and respected as individuals.
- To enjoy a positive and engaging afterschool experience that promotes learning and fun.
- To develop a strong sense of self, recognize their accomplishments, and understand their strengths.
- To foster a love of learning and discovery, particularly in reading, writing, and school-related activities.
- To understand and practice the core YMCA values: caring, honesty, respect, and responsibility.
- To form healthy, trusting relationships with peers and adults, developing effective communication and social skills.
- To practice conflict resolution, empathy, and respect for differences.
- To build self-help skills, socioemotional awareness, independence, and personal responsibility for their actions.

## SECTION II: GENERAL PROGRAM INFORMATION

### LOCATION AND CONTACT INFORMATION

The Kidz Club is held at two different sites: one is offered at the New Rochelle YMCA located at 50 Weyman Avenue, New Rochelle, NY while the other is offered at Daniel Webster Elementary School at 95 Glenmore Drive, New Rochelle, NY.

Holiday Camps (ie. Veteran's Day; February Mid-Winter Break; etc) are held at the New Rochelle YMCA located at 50 Weyman Avenue, New Rochelle.

### IMPORTANT PHONE NUMBERS

NRYMCA:	914-632-1818
Webster Location:	914-661-8932
Childcare Office:	914-224-7504
Childcare Registrant:	914-661-8928

### PROGRAM ADMINISTRATION & CONTACT

Office Hours: Varies between 9:00 AM-6:00 PM. Contact for questions related to programs, center schedule/calendar, summer camp and holiday camp inquiries, and other relevant information.

#### **Tanisha Miller**

Site Manager at the Main Branch

NRYMCA: 914.632.1818

[tmiller@nrymca.org](mailto:tmiller@nrymca.org)

#### **Marie Alphonse**

Site Manager at Webster

Webster: 914-661-8932

[AAlphonse@nrymca.org](mailto:AAlphonse@nrymca.org)

#### **Brianna Fornasari**

Child Care Assistant Manager and Child Care Registrant

NRYMCA: 914.661.8928

[bfornasari@nrymca.org](mailto:bfornasari@nrymca.org)

To meet with an administrator, please email to schedule an appointment. Families are encouraged to have open, ongoing communication with program administrators.

### **New Rochelle YMCA Contact**

Jennifer Ryan Safsel, Chief Executive Officer

[jryansafsel@nrymca.org](mailto:jryansafsel@nrymca.org)

Lisa Teddone, Chief Financial Officer

[lteddone@nrymca.org](mailto:lteddone@nrymca.org)

## LICENSING CONTACTS

<b>NYS Office of Children &amp; Family Services (OCFS)</b>	<b>1-845-732-5207</b>
<b>State Central Clearance (SCR) Child Abuse &amp; Maltreatment</b>	<b>1-800-342-3720</b>
<b>Poison Control</b>	<b>1-800-222-1222</b>
<b>Emergency Personnel</b>	<b>911</b>

## PARKING

The New Rochelle YMCA provides a parking lot available to families for free. Additionally, there is a public parking lot adjacent to the Y's parking lot for a fee.

## HOURS OF OPERATION

The New Rochelle YMCA is open year-round seven days a week. The Kidz Club programs are offered September through June. Office hours vary between 8:30AM to 6:30PM at the 50 Weyman Avenue branch and by appointment at the Webster location.

Our after-school students should arrive immediately after school at the main entrance. Be sure to sign your child in with the counselor in the front or at the main desk if you are providing transportation. Students arranged to be picked up at Jefferson Elementary School will be picked up and escorted to the Y. A counselor will be in the front of the New Rochelle YMCA welcoming students being dropped off by bus transportation; they will escort students to the program.

## CALENDAR

Dates the center is closed may vary slightly from year to year. The Site Manager will issue a center calendar annually to enrolled families and will notify families in advance in writing of any additional center closings throughout the year. All YMCA After School Programs operate according to the New Rochelle Public Schools calendar. However, there may be some minor differences. The center has its own calendar that can be shared with the families. Special camps are available during the summer months, holidays, and school vacations. To learn more contact Ms. Brianna Fornasari for additional information at [bfornasari@nrymca.org](mailto:bfornasari@nrymca.org).

## PROCEDURES FOR INCLEMENT WEATHER

### SCHOOL CLOSINGS AND DELAYS

The following factors will be considered which relate to the health and safety of children:

- Weather Conditions (both existing and predicted)
- Driving, traffic, and parking conditions affecting facility
- Actual occurrence or imminent possibility of any emergency condition that would make the operation of the center difficult or dangerous.
- Inability of teaching staff to report to work, which might result in inadequate supervision of children.

### After School Program: Kidz Club

Kidz Club will be canceled when the City School District of New Rochelle has a school closing. The NRYMCA does not offer full day childcare for Kidz Club participants when the *public schools are closed for inclement weather or other emergencies*.



However, the Y does offer full day childcare when school is closed for holidays as well as childcare for half days. These programs are an additional fee. Dates of school closing and half days are:

Rosh Hashanah	Yom Kippur	Election Day
Veteran's Day	Holiday Recess	MLK
Lunar New Year	Mid-Winter Recess	Eid-Al-Fitr
Spring Recess	Columbus/Indigenous People's Day	

Half Day 2025-2026 school year:

Nov 26; Dec 3; Dec 10; Jan 27; Mar 19; June 24, 25 & 26

## **Holiday Camp Programs**

In the event that Holiday Camp must be canceled due to inclement weather or any other emergency, the NRYMCA will determine and announce the closure and/or delay on the website, via email, and/or phone call. Every effort will be made to avoid closure; however, our primary consideration will be the safety of the children.

## **EARLY DISMISSALS**

### **\*Holiday Camps**

In the event the center will dismiss early due to inclement weather, families will be notified via email, text and/or phone message. Families are requested to confirm the message was received. Every effort will be made to give at least a 2-hour notification period to pick up your child before the center closes.

For example, if the center needed to close at 3PM, families will be notified by 1PM. It is important to arrange for pick up options for your child before the center's closing time in consideration of staff (many of whom commute) to arrive home safely. Late fees will apply at a rate of \$1 per minute per child from the center's announced early dismissal closing time.

### **\*After School Programs**

In the event that the City School District of New Rochelle has an emergency early dismissal, all Kidz Club programs will be canceled. Families will be notified immediately via text, email and/or phone message.

## **NOTIFICATION**

The administration will send an email notifying families of center closings, delays, or early dismissals. Please check your email frequently to stay up to date. If you would like any additional family members or authorized pick up persons to be added to the email distribution list, please email a request to the administrator. The notification will also be posted on our website, [www.nrymca.org](http://www.nrymca.org).

## **ENTRANCE TO THE CENTER AND SECURITY**

### **Kidz Club and Holiday Camps:**

All outside doors to the NRYMCA are locked. The only entrance to be used is the main entrance located on 50 Weyman Avenue.

All families will enter/exit through the main doors and security checkpoint. Families must

sign out their child.

## **TRANSPORTATION**

The NRYMCA does not provide bus transportation for children to and from the center. We do provide walking transportation from Jefferson Elementary School. Mode of transportation to and from the center is the parent or caregiver's responsibility. Please be sure to follow New York State Laws regarding vehicle safety. For more information on NYS Child Safety Laws, please visit <https://dmv.ny.gov/more-info/safety-restraints>.

The City School District of New Rochelle may provide transportation from the school to the NRYMCA; however, these arrangements are the responsibility of the family. Once approved, if a child does receive bus transportation, a counselor is available to receive your child from the bus. The number is 914.576.4230.

## **PEST CONTROL**

In accordance with the requirements of Section 390-c of the SS Law and Sections 33-0101 and 33-1005 of the Environmental Conservation Law the NR YMCA Facility treats the entire facility monthly for pests.

## SECTION III: ENROLLMENT for UPK, KIDZ CLUBS and HOLIDAY CAMPS

### ENROLLMENT/ADMISSIONS

The center accepts children ages 5 to 12 years of age for the Kidz Club and Holiday Camp regardless of ethnic, religious, gender, economic, special needs, disabilities, or racial backgrounds. We accept, respect and support the uniqueness of each child and family we serve.

### OPEN ENROLLMENT

The Kidz Club is a school-based program that runs from September to June. Families are welcome to enroll their child(ren) in the program year-round at any monthly entry point based on availability. During the summer months, summer camps are available for children 3 years old fully potty-trained to 15 years of age.

Holiday Camps are programs that are either weeklong or for a single day. Enrollment to these programs must be in advance of the program start date. Campers must be 5 to 12 years of age.

### START DATE

Upon enrollment, once the deposit (Registration fee for Kidz Club/Holiday Camp) is given, families are required to commit to a start date. The family is committed to this date. If space is available earlier, the child may be able to start the program earlier by request. However, families may not delay their start date as the child's spot has been reserved for that date. Should families push back their start date, they will be charged full fee from the original start date given upon enrollment.

### SECURED PLACEMENT

For NRYMCA families registering their child/ren months in advance of their actual start date, the registration fee and deposit must be paid for the first month at registration.

Fees are due on the 1<sup>st</sup> of the month for monthly payments (Afterschool).

Fees are due on Thursdays for weekly programs (Summer Camp).

### CHILD'S SCHEDULE

When enrolling a child in the program, once the deposit is given, families are required to provide the child's schedule in advance, i.e. 5 days, M/T/W/TH/F, etc. and are committed to those days. Between the time of enrollment and the child's start date, families may not modify the child's schedule by changing or reducing the number of days, as the days have already been reserved for the child.

### TEMPORARY BREAK IN CARE (Vacations, Siblings Birth, Etc.)

If you choose to temporarily remove your child from the program you will be required to pay 50% of your monthly fees for each month your child is out of the program to hold your placement.

**(Note the fee to hold your placement is non-refundable/nontransferable and is not applied to the month you return).** A written request must be received by the latest the

15<sup>th</sup> of the prior month before the break in care. Temporary breaks in care must begin at the start of the month and end on the last day of the month and cannot last more than 3 months (consecutive or staggered) in a 12 month period.

## REQUIRED DOCUMENTS

In order to enroll, the following documents must be completed in full and submitted to administration per NYS OCFS:

DOCUMENT	NOTES
NRYMCA Afterschool Application	Swimming Permission, Social Media Policy, Homework Agreement
Health Assessment/Child's Last Physical/Immunizations	Required for all children; must be current, meaning within the last 12 months
Financial Agreement & Handbook Acknowledgments	
Parent Code of Conduct	
Credit Card Draft Form	
Medication Administration Form (IHP)	For those children requiring emergency medicine for Allergies, Asthma, etc.,
IEP/Special Needs Documents	If your child has an IEP or a 504 Plan please submit with your enrollment documents. All relevant parties must work together to ensure the child is supported.
Behavior Policy	

## CONFIDENTIALITY

All information in children's files shall be considered privileged and confidential. This information will be accessible only to appropriate staff, personnel from the NYS OCFS, and child care professionals for collaborating and reporting purposes. Any family wishing to see their child's file may do so by contacting the Site Manager. While original documents must be kept on file at the center, families are welcome to request a copy of their child's file.

## PROTECTING OUR CHILDREN'S CONFIDENTIALITY

It is natural that parents have an interest in their children's classmates, playmates and counselors. At times, situations develop that causes concern to parents and/or counselors. If you have a concern that directly relates to your child's well-being, please speak to the administration immediately.

Please do not ask staff members about other children in our program. Please do not directly address a child that you have concerns with. By discussing other children our staff will violate their confidentiality, undermine trust and diminish the NRYMCA's mission to provide a safe environment for our entire community.

It is especially detrimental to healthy development and the emotional state of children when

unpleasant conversations are conducted in their presence. It is inevitable that every community will face challenges.

During these times, it is vital that adults communicate privately to promote a positive outcome for all.

## INTERNET POLICY

The Center has a Facebook and Instagram page and regularly posts photos and videos of the children's learning experiences at the center as well as center announcements. It is a fun way for families to be engaged and see the exciting happenings at school throughout the day. Children's names shall not be included in the posts. When children are participating in an off-site activity, such as a holiday camp field trip, the children's whereabouts shall not be posted for security purposes. If any parent/guardian does not want photos/videos of their child posted on the page, they may note it on their child's enrollment agreement under the photo release section and should bring it to the administration's attention.

## TECHNOLOGY USE

Technology when used properly can be a tool for learning. At the Y, technology will only be used to increase access to learning opportunities in the program. Technology will be integrated to enhance an activity. Activities will be limited to structured times of use and will not exceed 1 hour for Kidz Club. Examples of activities: Yoga for kids, learning games, music and movement, etc. Technology use at the center will only be used to promote children's learning and healthy development.

Special Events: At times, staff may use a video/movie in conjunction with a special event planned for the children.

## ITEMS TO BRING

The table below shows a list of items to bring for your child upon and throughout enrollment. Please be sure to label all of your child's belongings including containers, bottles, cups, and clothing (first & last name on a tag or sticker). Staff will notify families as to additional items your child may need depending on their program. For special activities such as field trips or certain enrichment activities, the site manager will notify you via email and/or in person of items to bring for your child.

### **Holiday Camp**

What does my child need for the program?

- Morning snack
- Lunch
- Swim wear (**bathing suit, towel, crocs, goggles, swim cap\***) **Swim caps can be purchased at the front desk.**
- Optional: Extra change of clothes (**Please label bag and all clothes with child's name**)

### **Kidz Club**

What does my child need for the program?

- Pencil/Pen for Homework
- Positive attitude
- Only healthy snacks are provided. Consider your child's appetite for healthy snacks and plan/pack accordingly as students are often hungry after school.

## TOYS FROM HOME

We supply our programs with plenty of developmentally appropriate toys and materials. Toys from home can be a source of conflict between children and may result in the toy being lost or damaged. We ask for parents/guardians to support our decision to prohibit toys from home being brought to the program. We ask that you do not bring in play weapons, violent action figures, or war toys. The program will not be responsible for any toys or personal items that are lost or broken.

## CLOTHING

Children should wear clothes to school that are comfortable. For Kidz Club participants, they should allow for easy movement for active play as well as be appropriate for outside play.

For those in our holiday camp programs, clothes should also be easily removable and easy for changing to and from swim. Clothes should also be appropriate for the weather. Please keep this in mind when dressing your child each day.

Girls wanting to wear dresses or skirts may do so, but please put shorts over the underwear.

Footwear must be appropriate for active play such as running and climbing on play equipment. Please do not send children in shoes with no backs, open toes or dress shoes without rubber soles.

When the weather is cooler, children should always have a jacket available to go outside. When it snows, children must wear hats, mittens, snow pants, and boots for outside play. We go outside even in winter weather for shorter periods of time to allow the children fresh air and outdoor play.

## NON-MEDICATED OINTMENTS

Parents/Guardians must complete authorization forms in order to bring any ointments, creams, or sunscreen to be administered at the program.

## FOOD GUIDELINES

The foods children eat have a substantial impact on their health, wellbeing, learning, and development. Therefore, the NRYMCA encourages families to send nutritious breakfast, snacks, and lunches.

We believe children will try new foods not familiar to them if they see their friends and counselors eating it too. Counselors encourage children to try all foods served but children will not be forced to eat things they do not want.

BREAKFAST: Y Kidz Club and holiday camp does not provide breakfast for children. Summer camp does.

SNACKS: Morning and afternoon snacks should be nutritious items such as fresh fruit, yogurt, wholegrains, milk, veggies, and cereals. It should be a quick snack with a drink. Remember that we are a **nut-free program, so please do not bring peanut products**. Also, no glass containers.

LUNCH: Parents are required to pack a healthy lunch for their child during holiday camps.

Summer camp provides a nutritious lunch for all children.

Please be mindful when packing food for your child; refrain from sending foods that are potential choking hazards for children. Foods such as grapes, hot dogs, and carrots etc. should be cut into small pieces which are safer for children to consume. It is the responsibility of the family – not the staff – to cut children's food into small, bitesize and safe pieces.

To ensure compliance with NYS and to ensure the safety of all children in our program, all food items must be labeled with first and last names. We do not heat up food in any of our childcare programs. Food may be sent in a thermos if you prefer warm food. We do not use a microwave oven to heat any food. Please provide appropriate utensils and drinks every day.

The NR YMCA follows HEPA guidelines for Healthy Eating and Physical Fitness.

## **SPECIAL OCCASIONS**

Birthdays and other celebrations are special days at the program and we enjoy celebrating them with the children. Families should speak with the Kidz Club Site Manager at least THREE days in advance to make arrangements for their child's special day. Families are welcome to send in a special treat for the party. Treats should be child-size (i.e. "mini cupcakes" instead of regular sized cupcakes). Families are encouraged to send foods such as fruit or frozen yogurt or other creative/healthy snacks. Families must provide all nutritional labels so staff may check the ingredients for children who may have allergies.

Birthdays are celebrated after homework time at the Kidz Club. Depending on the activity of the day, it may be celebrated either before or after the scheduled activity.

## **ALLERGIES/NUT FREE ENVIRONMENT**

If your child has any food allergies, please notify the administration as well as the child's staff. Food allergies should also be noted by the child's doctor on the child's health assessment record submitted at the time of enrollment. An Individual Plan of Care must be developed by the child's parent/caregiver, the child's physician, the administration, and/or the center's consultants for all children who have allergies. Each room has an "Allergy List" posted containing information on children who have allergies or chronic illnesses. The "Allergy List" has the child's name, any allergies or health conditions they have, and medications they have at the center so that all staff who may be supervising children in each classroom are aware of all children's allergies and health needs. All staff receive a certification in caring for children with allergies. While the NRYMCA is not a nut-free center, rooms that have children with a severe nut allergy are nut-free rooms making our YKidZ Club, holiday camp, and summer camp nut-free programs. There are many "peanut-free" peanut butter substitutes such as soy nut butter, sunflower seed butter, etc.

## **SECTION IV: DAILY PROCEDURES**

### **ARRIVAL**

When arriving at the Center, parents/guardians (or parent/guardian designate) must accompany the child into the center. (For students escorted from Jefferson Elementary School and/or dropped off by school bus, we will sign in your child when we take charge of them.)

Upon arrival, parents/guardians (or parent/guardian designate) must:

- Sign your child in, including the time and your signature. (Sign in/out iPad/sheets are located at the main entrance.)
- Advise staff of any special instructions for the day or any concerns, news, or changes that may affect the child's behavior and wellbeing.
- Inform staff and administration if someone other than the parent/guardian will be picking up the child from the center; ensure the alternate pick-up person has been authorized by the parent/guardian in writing to pick up.
- Inform staff and administration if the child's pick up/drop off schedule is drastically different than usual.
- Inform administration of any medication administered to your child prior to attending the center.
- Leave a phone number where you can be reached during the day if it differs from the number on file.

### **ATTENDANCE**

For the Kidz Club, attendance is taken immediately upon arrival.

If a child will be absent, it would be appreciated if the administration is given prior notification via email or phone call. If you pick your child up from school, please notify the Site Supervisor. If your child is not coming on a regular day, please notify the Site Supervisor. If your child does not attend school or is picked up for an appointment, they can be dropped off at the program later that day. We do not deduct days missed from the program fees and cannot substitute days for those missed. When you enroll, you are reserving the time, space, staff and supplies for your child, whether your child attends or not. We do not substitute missed days for other days.

### **CHILDREN'S CELL PHONES**

While we know that parents rely on cell phones as a connection to their children, they also are a distraction in our programs. We ask that the don't use their cell phones during the program. Parents can contact their children through the NRYMCA phone number as needed. Excessive use or abuse of the cell phone will not be tolerated, and the child may be asked to leave the cell phone in his/her bag or refrain from bringing it to the program.

### **DEPARTURE**

When picking up your child from the center, parents/guardians or an authorized pick-up person must sign the child out of the center each day and note the time. Parents/Guardians or authorized pickup persons must enter the center in order to pick up their children.

Staff are not permitted to walk children out to the parking lot for pickup in order to maintain supervision of other children in the lobby. We will sometimes send information home with your child in their backpack.



The staff will become very familiar with your child's family and/or regular authorized pickup persons. However, in the event that a new or substitute staff is supervising your child, they are required to ask to see a photo ID of the parent/guardian or authorized pickup person in order to release the child. Although parents/guardians or regular authorized pickups may have picked up in the center many times, there may be a situation where a new or substitute staff has never met the person picking up and will ask to see a photo ID. We ask that you please understand and cooperate with this process should it occur as this is to keep all children in our care safe and ensure they are being picked up by authorized persons. This is a mandatory security measure that staff are required to do.

## **NON-CUSTODIAL PARENTS**

Parents must provide a copy of any custody order that prohibits or restricts the non-custodial parent from picking up and/or visiting their child. The parent must provide the legal documentation to the Site Manager as well as a photo of the non-custodial parent that will be kept in the child's main folder. It is the parent's responsibility to inform the non-custodial parent that they will not be allowed to pick up their child. If the non-custodial parent attempts to pick up their child, staff will calmly remind the non-custodial parent of the program's release policy and direct them to please leave until the order is terminated. If necessary, the police will be contacted. The parent will not have access to the child.

## **AUTHORIZED PICKS-UPS OTHER THAN PARENT/GUARDIAN**

Families may designate additional authorized individuals to pick up their children on the enrollment application. There is no limit to the number of authorized individuals a parent/guardian may list, and families may add or remove persons from the authorized list at any time throughout the year. Designees must be at least 18 years old.

In order to keep all children in our care safe, children may not be picked up from the center by anyone other than the parent/guardian unless they are authorized in writing to do so. In the event of an emergency or last-minute situation, a parent/guardian may add another authorized individual to the pickup list. However, the parent must notify the center in writing of the change. Parents may send an email notifying the child's counselor and administration, fax a note, write in the person's name/phone number at drop off on the child's enrollment form, or send the child with a note to school. Even if the child recognizes or knows the adult, counselors are not permitted to release the child without parent/guardian written authorization. If such a situation occurs, the child will remain in the care of the center until an authorized individual arrives or parent authorization is received in writing. Authorized individuals must present photo identification (such as a driver's license) to the counselors before they will be allowed to pick up the child from the program. It is the parents' or guardians' responsibility to let authorized designees know that they will be asked to present a photo ID in order for staff to release the child into their care.

## **LATE PICK-UP PROCEDURES**

Kidz Club ends at 6:30PM at the Y and 6:00PM at Webster Elementary School . Parents/guardians should pick up children early enough to have time to gather their child's belongings, talk to the child's counselor, etc. so they may exit the program on time.

We realize unavoidable situations may arise such as emergencies or unexpected traffic. In the event you will be late picking up your child, we ask that you call and notify the program with as much notice as possible. At least two staff will remain onsite in the event of a late pickup.

If the parent/guardian has not called by the designated closing time, staff will attempt to

contact the parent(s)/guardian(s). If we are unable to reach anyone, staff will call the child's emergency contacts and other authorized pickups after 5 minutes. If the family and emergency contacts cannot be reached within a reasonable time (7:00 PM for Kidz Club), staff will contact the local police department and the Department of Children and Family Services. If the child is removed from the center by anyone other than the parent/guardian, parent/guardian contact will be attempted. A note will be left at the entrance of the program to notify families of the child's location (i.e. authorized pick up person, police station, etc.) if no contact was made.

Families who consistently pick up their children late from the center will receive a letter reminding them of the late policy. If parents/guardians have difficulty in picking up their child on time on a consistent basis, it may be helpful to make other pick-up arrangements for your child such as carpooling with another family or arranging a family member, neighbor, or back-up babysitter to pick up your child. When children are often picked up late, it requires extra staff members to stay late and can cause conflicts for staff and their own personal obligations. If late pickups continue even after a policy reminder is sent and/or other arrangements are made, parents may be asked to withdraw their child and find other childcare options that better meet the needs of the family's schedule.

### **LATE PICK-UP FEES:**

Families who pick up after their designated pick-up time will be allowed one late pickup per year without being charged a late fee. After this one-time courtesy, families who pick up students after their designated pick-up time (6:00 PM for the Kidz Club at Webster Elementary School; 6:30PM for the NRYMCA site) will incur a late fee **of \$1 per minute per child**. The late pick-up time will be determined by the staff cell phone. The parent/guardian or authorized pick-up person will be notified of the late pickup time/amount to be charged and will be asked to sign a late pickup form. The late pickup fee will be automatically drafted from the credit card on file or billed to your account.

### **ABSENCES/SCHEDULE CHANGES**

If you are dropping off or picking up your child significantly later/earlier than usual, or if your child will be absent for the day, we ask that you please notify administration as well as your child's staff. This will help us in scheduling and staffing the center appropriately. We appreciate your cooperation in this matter. When children will be absent for an extended period of time (i.e. vacation), families are asked to give at least **two weeks' notice**.

When children are absent, regardless of the reason (including when the center is closed), tuition will not be credited or deducted from the child's tuition.

### **Non-school Day Childcare (holidays, vacation weeks and half day childcare)**

For the convenience of the families in our program, the NR YMCA offers holiday camps when school is closed for school-age children, ages 5 to 12. For an additional fee, the Kidz Club provides childcare when school is not in session at the YMCA site, including half day programs.

Space in these programs is limited. Reach out to the childcare office at [childcare@nrymca.org](mailto:childcare@nrymca.org) for more information.

## **SECTION V: HEALTH AND SAFETY**

### **GENERAL HEALTH AND SAFETY PRECAUTIONS**

Our center is continuously monitored for health and safety standards. Weekly, the center Site Manager conducts a walkthrough of the center and addresses any health or safety concerns with staff. In order to prevent illness of staff and children, we engage in the following recommended childcare hygiene practices:

- Children are taught and assisted with proper hand-washing techniques.
- Staff and children wash their hands when they enter the room, after toileting, nose blowing, coughing in their hand, touching any bodily fluids, before and after they play in a sensory table, after any contact with an animal, after touching garbage, and before eating and serving meals and snacks.
- Tables are disinfected before and after meals and snacks.
- Toys and equipment are cleaned and disinfected daily/weekly and as needed.
- Toilets and sinks are disinfected daily and as needed.
- Liquid antibacterial soap is provided for hand washing.
- Hand sanitizer is used throughout the day.

### **UNIVERSAL PRECAUTIONS**

NRYMCA staff use universal precautions when exposed to blood and blood-containing body fluids and injury discharges of all children. All persons exposed to blood or blood-containing body fluids and tissue discharges shall wash their hands immediately with soap and warm running water. Single use disposable gloves shall be worn if there is contact with blood-containing body fluids or tissue discharges. Hands shall be washed with soap and water after removal of gloves. Gloves shall be discarded in plastic bags. For spills of vomits, urine, feces, blood or other body fluids, NRYMCA staff shall clean and disinfect the affected area. If running water is not immediately available when outdoors or on field trips, soap and water based wet wipes may be used. When running water becomes available, hands must be washed immediately with soap and running water. Disinfecting hand sanitizers may not replace the use of soap and water when washing hands.

### **BUILDING SAFETY**

Any and all renovations at any of our sites such as painting, carpeting, tiling, or renovations that result in dust flying about will not be done while there are children or adults present. These types of renovations will be conducted over a weekend, an evening after closing, or during extended center holiday closings or shutdowns so that windows can be opened and proper ventilation and clean up has been achieved prior to children and adults entering the space.

### **REQUIRED HEALTH RECORDS AND IMMUNIZATIONS**

#### **CHILD PHYSICALS AND IMMUNIZATIONS**

All children are required to have a current physical form on file conducted within the last year per NYS regulations. All immunizations and physicals must be kept up to date (conducted within the last year.) Families will be sent a reminder notice approximately 30 days in advance of the expiration of a child's current physical by the center's Site Manager/Health Consultant. Children who do not have current physicals on file or up to date immunizations will be excluded from the center after 30 days from the date of the physical's expiration and will not be able to return until the center has documentation that medical attention has been obtained. This policy will be strictly adhered to as required by both state

and local health licensors.

## ILLNESS/EXCLUSION POLICY

The first time that a child is enrolled in a childcare center, it is common for them to become ill often as they adjust to being around groups of children. Although staff make much effort to disinfect all areas and encourage hand washing often, children in group childcare settings often become ill. It is not uncommon for children to have 8 – 10 illnesses a year.

Parents/guardians are strongly encouraged to arrange backup childcare for those inevitable days when their child will be too ill to attend the center.

Should the child become too ill to participate in regular center activities or if the child's condition is suspected to be contagious, the parent/guardians will be called to pick the child up within one hour. If the parent cannot be reached, emergency contacts will be called to pick up the child. If possible, the child will be isolated from the group until he/she is picked up so he/she may rest in a comfortable, quiet area. Counselors will complete an illness/incident report for any children who are sent home due to illness. Parents/Guardians or designated pickup person will be asked to review and sign the illness/incident report at pickup. Families are required to have someone available to contact by phone/email and be able to pick up their child in the event of an illness or emergency. For example, for parents who are often away on business trips or work in the city, a backup sitter, nanny, grandparent, or neighbor should be available to call and pick up if such circumstances arise. If the child is suspected to have something contagious, the child is required to visit their pediatrician. If it turns out not to be contagious, the parent must provide a note from the doctor stating that the child does not have a case of (illness/disease) and is free to return to school.

Our Health Policy is based on State Licensing Regulations and will be enforced by the staff in efforts to keep all children, staff, and families at the center healthy and to control the spread of illness. Children with fevers, vomiting, or diarrhea may not return to the center until they have been symptom free for 24 hours without the use of Tylenol/Advil or other medications. In the event a child may be feeling better, or a doctor's clearance note has been received, the child still must refrain from attending the center for 24 hours as they may still be contagious. Any child who has been prescribed medication from a physician will be required to be on the medication for 24 hours before returning to school, so the child may be monitored for side effects. Children enrolled in after school programs who were sent home from school or did not attend school due to illness may not attend YMCA after school programs. We appreciate your cooperation in following these guidelines in the best interest of both the ill child and the other children and staff in the center.

Children will be excluded from center for at least 24 hours if they exhibit one or more of the following symptoms:

- Fever greater than 100.00 degrees or has had one during the previous 24 hours
- Undiagnosed rash\*
- Vomiting
- Diarrhea
- Serious pain
- Green or yellow discharge from eyes
- Severe nasal congestion
- Persistent chest or bronchial coughs
- Other obvious signs of communicable illness such as head lice\*\*, chicken pox, conjunctivitis (pink eye), Coxsackie, strep throat, etc.

\*An undiagnosed rash must be examined by a doctor and a diagnosis should be provided.

The doctor must provide a clearance note stating the diagnosis and clearance that the rash is not/no longer contagious. The doctor should also note when the child may return to the center and fully participate in center activities without putting other children at risk of the spread of rash, illness, or infection.

**\*\*Children with lice will be excluded from the program until treatment has begun. All nits must be removed from a child's head. Hair with nits can fall off and onto another child, although the child has been treated. Children may return once the lice have been treated and there are no nits on their head.**

In addition to the symptoms, the center reserves the right to exclude children from the program if they are observed to be not well by the staff, the Site Manager and/or the Health Consultant. It is important that the child has time to rest and recover if they are not feeling well. The center is not equipped to care for ill children. Likewise, it is also the center's responsibility to prevent the spread of illness to other children and staff.

If a child is diagnosed with something contagious or if a child is absent three or more days due to illness or other health reasons, a doctor's note to return to the program must accompany the child when they return to the center. The doctor's note must provide not only a return date, but also a diagnosis. If a doctor's clearance note is not received, the child will be unable to attend the program. Similarly, if a child has not waited the required number of days following diagnosis and treatment, the child will be unable to remain at the center. If your child is not well enough to participate in the regular daily activities (outside play, playing in groups, enrichment classes, swimming lessons etc.), he/she is not well enough to be at school. The child should stay at home until he/she is well enough to fully participate in the regular daily schedule and activities. Accommodations to exclude children from specific activities that the rest of the class is participating in will not be made.

If your child is diagnosed with something contagious, we ask that you notify the center immediately so other families can be notified. The name of the child who was diagnosed will remain anonymous to other families. The center will send out a "Health Alert" to families via email or memo when other children in our center are diagnosed with something contagious. Signs and symptoms of the disease, mode of transportation, period of communicability, and control measures for the center and home will be made available. The center will obtain advice from local health authorities for health information, or contact our Health Consultant, if needed.

## **ADMINISTRATION OF MEDICATIONS**

The NRYMCA **does not** administer any prescription medications except those for medical emergencies like Asthma, Allergic reactions, etc.

For any child who requires emergency medicine, an "Individual Health Plan" form must be completed and signed by a parent/guardian, staff and Site Manager. This form can be obtained by contacting the administration.

Medication must be sent in the original pharmacy container (including the box, if applicable) labeled with your child's name, the name of the medication, and directions for the administration of the medication. This applies to non-medicated items related to administering medication such as inhalers used for the administration of asthma medication.

All medications and medication forms should be brought to the attention of the Site Manager first who will review with the administration and/or Health Consultant before being stored in your child's classroom/program.

All medications will be stored out of the reach of children but easily accessible by NRYMCA staff. Staff will bring medications with them for any off-site activities including outside play.

Medications for chronic illnesses and medical conditions such as asthma or food allergies must remain at the center and may not be passed back and forth between home and school. Parents/Guardians should obtain a second prescription to remain at the center. For example, if the child requires an EpiPen or inhaler, the parent/guardian must provide an EpiPen or inhaler and aero chamber to remain at the center in addition to the ones kept at the child's home. For children enrolled in holiday camp programs, families must provide medication that remains with YMCA staff in addition to medication they may have at the child's school; the YMCA does not have access to the medications kept at the school. Medications should never be transported via a child's backpack. If a child's doctor requires medications on site, the child may not attend the program without the medication and proper authorization forms.

All unused medication will be returned to the parent/guardian or destroyed if not picked up within one week following the end of the program. Families are responsible for replacing expired medications with a current prescription and authorization form. The expiration of the medication order is noted by the child's physician on the authorization form and is usually one year. If a child's medication and authorization forms expire, the child will be excluded from attending the program until a current prescription and authorization is obtained.

Policies regarding medication administration are mandated by state and local licensing authorities and are strictly adhered to.

### **NON-PRESCRIPTION MEDICATIONS/OINTMENTS**

An authorization form is required for topical, non-prescription items such as sunscreen, ointment (free of antibiotic, antifungal, or steroidal components), lotion, and petroleum jelly. Please see the Site Manager to provide written permission for staff to apply these items. Such items should be labeled with the child's first and last name by the parent/guardian with a permanent marker.

### **SERIOUS ILLNESS/INJURY PROTOCOL**

All illnesses and both major and minor injuries are reported to the administration and are treated at the center by the staff. We strive to have all staff be trained and certified in Pediatric CPR/AED/First Aid. There is always a staff trained in CPR and First Aid on duty at the center. Staff who are certified will handle minor medical injuries and administer First Aid as needed. Depending on the nature of the injury or illness, families will be notified by phone or at pick-up time. The center may attempt to consult with the child's physician for guidance if deemed necessary. An incident report will be completed for all injuries and illnesses and signed by the staff. Families will receive a copy of the incident report; the original report will remain in the child's file at the center.

In the event of a medical emergency or major injury, if necessary, emergency medical care will be arranged, and the child will be transported to New Rochelle Hospital or another hospital as deemed necessary by medical personnel. If ratio allows, the child will be accompanied by a staff member. A staff will simultaneously notify parents by phone. If parents cannot be contacted, other emergency contacts will be called.



## **EMERGENCY PROCEDURES**

### **MEDICAL EMERGENCY PROTOCOL**

In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child's physician/dentist. If neither is available, the program's medical consultants will be contacted. For extreme emergencies, 911 will be called first, then the parent. The child will be transported to New Rochelle Hospital or another hospital as deemed necessary by medical personnel. If ratio allows, the child will be accompanied by a staff member. A staff will simultaneously notify parents by phone.

An ambulance will take the child and a staff member to the nearest hospital as long as ratios permit. The child's registration form containing the emergency information will be brought with them. A staff member will notify the family or alternate pick-up person to meet the child at the emergency room.

In the event a child becomes ill while at the center, parents will be notified, and the child will be moved to a designated area where the child will be comfortable. A staff person will remain with the child at all times.

### **BUILDING EVACUATION PROTOCOL: RELOCATION**

If for any reason the NRYMCA Site is deemed unsafe, children will be moved to an alternate site. Families will be notified by email and phone. (Sites will be changed as needed.)

- Kidz Club / Holiday Camp will walk to Home Depot across the street.
- Webster Kidz Club will walk to Holy Family, 83 Clove Road, New Rochelle.

### **WEATHER/NATURAL DISASTERS PROTOCOL**

When severe inclement weather arises during the day, families will be called to request prompt pick up of their child. In the event of a tornado or hurricane, children will be moved to the center hallways away from windows and doors or to the basement. In the event of snow, sleet, or other severe winter weather conditions the center may dismiss early or close. In the event of a natural disaster, we will follow instructions given by the local town officials. If children need to be removed from the building due to unsafe building conditions (storms, fallen wires, etc.) the center will follow the "Building Evacuation Procedures" described above. If any loss of power or heat occurs for more than an hour, families will be contacted and asked to pick up their children immediately.

### **FIRE EMERGENCY PROTOCOL**

In case of a fire, children and staff will exit the building from the nearest door and will gather outside the facility, at a safe distance from the building. Fire drills are held on a regular basis so that all staff and older children are aware of procedures. Depending on the extent and location of the fire, children may be moved to a safer location. Families will be notified by email and phone as soon as possible.

### **INTRUDER IN THE BUILDING PROTOCOL**

In the event there is an intruder in the building that could potentially cause harm to anyone, an announcement will be made over the phone system to alert all staff of the intruder's whereabouts specifically in the building and 911 will be called. Staff will

immediately lock and barricade doors, shut off the lights, and get out of view from the door. Staff will hide children in the room and protect the children to the best of their ability. Staff have been trained in how to handle these situations. Two shelter-in-place drills are conducted each year.

## **PICK-UP SAFETY**

In the event that a person arrives to pick up a child and staff believes that there is cause for reasonable concern (alcohol smell, smell of drugs, etc.), the person will be asked to call someone else to pick up the child. If an alternative person cannot come and the person leaves with the child, the police will be called immediately.

## **SUPERVISION OF CHILDREN**

Keeping children safe is our number one priority. Adequate and attentive supervision is essential in order to keep children safe. The following ratio will be followed at all times:

Kidz Club/Holiday Camp: 10:1

In general, at least 2 staff members will be present at all times at the program. Children are carefully supervised in all areas, whether inside the classroom, outside at play, in the bathroom, or in another area of the center. Staff station themselves and rotate among areas in the room or play area so they are able to visually supervise all children in the room. When a child goes inside to use the restroom outdoors, a staff member will accompany the child. Children are never allowed to travel from outside to inside by themselves. If at any time you have a concern about adequate or safe supervision, please bring your concerns to the Site Manager. Staff will never be 1:1 with a child as it goes against our supervision policies.

## **CHILD ABUSE AND NEGLECT**

Children need a safe, nurturing environment to grow and learn at both home and school. If children's minimum needs for good nutrition, medical care, clean and appropriate clothing, shelter, appropriate discipline, intellectual stimulation, and feeling of importance are not met, they cannot grow and develop appropriately. Should a family have difficulty meeting those needs, they are encouraged to ask for help. The center serves as a bridge for families between other community organizations and can help connect the family to community resources that can help. In instances in which a child's needs are not being met consistently, the staff and/or the Site Manager will talk to the parents/guardians about helping them meet the child's minimal needs. Despite these efforts, if the child's needs are not being met, staff are required as mandated reporters by New York State Law to file a report with OCFS.

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our center. If the child's physical safety is endangered or staff suspects any type of abuse or neglect, whether it is physical, sexual, emotional, verbal, or educational, staff are required to file a report with OCFS as mandated by New York State law.

## **DEFINITION**

Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision) · Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth) · At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).



Child Abuse is defined as a child who has had:

- Non-accidental physical injuries inflicted upon him
- 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 neglect is defined as a child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally or morally
- Allowed to live under circumstances, conditions or associations injurious to his/her well-being

## **STAFF RESPONSIBILITIES**

As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk. Mandated reporters must report orally to SCR/OCFS (State Central Registrar & Office of Children and Family Services) or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report. Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect. All phone calls to OCFS/SCR shall be documented and kept on file at the Center. A copy of all statements from staff and OCFS shall also be kept on file.

The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. The administration will protect the child, including immediate notification of a parent or guardian via phone and/or email, once there is an allegation of abuse or neglect of a child in our program. Any staff member accused of abuse or neglect may be immediately removed from his or her position until OCFS's investigation is completed as well as our own internal investigation conducted by the CEO. Based on these findings, the New Rochelle YMCA will take the necessary disciplinary steps. The New Rochelle YMCA will not share specific details regarding corrective action as we are required to maintain employee privacy.

## SECTION VI: TUITION, REFUNDS, & OTHER FINANCIAL CONSIDERATIONS

### TUITION / FEES

Tuition fees vary according to the program your child is enrolled in: Holiday camp or Kidz Club either at the YMCA main location or at Webster. It also varies based on the number of days per week your child attends the center. Current tuition rates are included in your registration packet and are available at the YMCA. Tuition rates are subject to change on an annual basis. Families will be given a thirty (30) days' notice of any tuition increases. Tuition fees are calculated on an annual basis and billed on the first of each month. Payment is drafted automatically by credit card (MasterCard, Discover, VISA, or AMEX). If the payment is declined, an automatic \$30 fee will be applied when an attempt to redraft fees is made.

Tuition is based on 10 months for Kidz Club at the Y or at Webster. Tuition is divided into equal monthly payments. Adjustments or prorated tuition are not applicable for illness, vacations, and closings due to inclement weather. Once you have paid your child's tuition for the month, you are financially committed to that time frame. There is no exception to this policy. Any change of tuition becomes effective on the first of the following month.

Fees for Holiday Camps are paid in full and in advance of camp.

### TUITION PAYMENTS UNDER EXTENUATING CIRCUMSTANCES

#### **Tuition Payments Due to Catastrophic Event or Public Health Emergency (Pandemic)**

Under normal situations, families are expected to pay tuition regardless of whether your child attends the program or not. Tuition payments secure a space for your child and allows us to pay for our expenses, which includes staff salaries. In the event that the program is closed due to a sudden catastrophic event, including but not limited to: weather-related emergencies, terrorism, or public health emergencies such as a pandemic, tuition will be expected as follows:

- For the first month of each catastrophic event or Public Health Emergency, families will be charged full tuition. Months will not be prorated.
- Closure beyond 1 month: Tuition will be billed at 50% per month thereafter.
- If the program will be closed in excess of 3 months or more: A re-assessment of tuition billing will be conducted. Parents will be contacted.
- **Emergency Hold Policy:** If the program reopens and you are not comfortable with returning, contact the Site Manager in writing to request your space be temporarily held. The *Temporary Break In Care* policy will apply. (See below)
- **Deposit/Cancellation:** if you are on a temporary break in care and then decide to leave the program your deposit will be forfeited.
- **Tuition Scholarships:** If personal circumstances prevent you from meeting your tuition contractual obligations, you may contact the Site Manager to request a scholarship form. This form will allow you to request discounted tuition and/or flexible payment options.

## TEMPORARY BREAK IN CARE (Vacations, Siblings Birth, Emergencies etc.)

If you choose to temporarily remove your child from the YMCA program you will be required to pay 50% of your monthly fees for each month your child is out of the program to reserve your placement. (Note the fee to reserve your placement is non-refundable/non transferable and is not applied to the month you return). A written request must be received by the latest the 1st of the prior month before the break in care. Families are allowed 1 temporary break in care per 12 month period. This **Temporary Break in Care** cannot exceed 3 months (including summer months) and must start on the first day of the month and end on the last day of the month. **Any family that request a hold/temporary break in care and fails to provide 60 days written notice that they are withdrawing from the program or does not return to the program will forfeit their deposit.**

## LATE FEES

If tuition fees are not paid by the 5th day of the month, tuition will be considered not paid. A late payment charge will be applied. Payment must be received immediately by check, or credit card. If tuition fees are not paid by the 15th day of the month, the child may be unable to attend the center until full payment is made. The Registrar or Site Manager will notify families whose balance is past due. If you are having trouble making payment, please speak with the Site Manager in order to create a payment plan. Payment plans are only used in exceptional circumstances as determined by the discretion of the Site Manager and YMCA finance department.

## ABSENCES

When your child enrolls in the center, you are reserving the time, space, staffing, and provisions for your child whether the child attends or not. Your tuition pays only for direct operating costs such as staff, snacks, and materials which all must be available for your child whether or not they are in attendance. Therefore, we regret that we are not able to deduct tuition fees due to absences for any reason, including illnesses.

## VACATIONS

Families will not receive tuition reimbursement or credits for vacations or when the child is absent for an extended period of time for any reason. Tuition is still due while a child is on vacation/absent as the child's spot is still being reserved. Families may not withdraw and re-enroll their child due to vacation or traveling. However, parents may use the Temporary Break in Care Policy.

## SCHOOL CLOSINGS/HOLIDAYS

Tuition is calculated on an annual basis. Therefore, when the center is closed due to inclement weather, emergencies, professional development days, holidays/holiday breaks, or other center closings, tuition fees will not be refunded or credited.

## FINANCIAL ASSISTANCE

While the YMCA is a charitable organization, tuition fees are essential for running our high-quality childcare program. The NRYMCA aims to serve all families, regardless of ability to pay. We will be happy to help you in the process of applying for financial assistance through the YMCA, which comes from the generous donors in the community. Scholarships are not necessarily guaranteed for all applicants. If you find you are faced with financial hardship, please contact the Child Care Registrant to find out if your child can qualify for a scholarship.

## REFUNDS

**Refund and cancelation policy for each program varies. Please refer to the chart below:**

<b>Kidz Club</b>	To ensure the highest quality of experience for all campers and to maintain the necessary student-to-counselor ratios, we require that all camp fees be paid in full no later than one week prior to the start of the camp session. Without full payment, your registration is not complete, and your spot in the camp cannot be guaranteed. All payments made are non-refundable. This policy is in place to cover the costs of hiring counselors and securing resources, which are committed well in advance of the camp session. We cannot accommodate refunds or transfers for any reason once payment has been made. By registering for our holiday camp, you acknowledge and accept this non-refundable pre-payment policy. Any returned or disputed payments will be subject to a \$30 service fee per occurrence. Unpaid balances past 30 days will be forwarded for collection. Unpaid balances past 30 days will be forwarded for collection. Cancellations must be made in writing or by email to the childcare office at <a href="mailto:childcare@nymca.org">childcare@nymca.org</a>
<b>Summer Camp</b>	Cancellations, changes and refunds may be made prior to May 15th for a full refund (less the non-refundable \$75 registration fee) in writing; the withdrawal must be sent directly to the YMCA located at 50 Weyman Ave, New Rochelle. Cancellations and refunds after May 15th through May 31st will be honored, less the 25% initial deposit for the week(s) canceled. No refunds will be issued after May 31 regardless of your registration date, vacation, dismissal for behavior, or illness. A \$30 service fee per occurrence will apply for any returned or disputed payments. Unpaid balances past 30 days will be forwarded for collection. Cancellations must be made in writing or by email to the childcare office at <a href="mailto:childcare@nymca.org">childcare@nymca.org</a>
<b>Holiday Camp</b>	Cancellations, changes and refunds may be made 1 week in advance (less the non-refundable registration fee) in writing; the withdrawal must be sent directly to the YMCA located at 50 Weyman Ave, New Rochelle. No refund will be issued once camp has started. A \$30 service fee per occurrence will apply for any returned or disputed payments. Unpaid balances past 30 days will be forwarded for collection. Cancellations must be made in writing or by email to the childcare office at <a href="mailto:childcare@nymca.org">childcare@nymca.org</a>

Deposits & Registration Fees are nonrefundable/nontransferable should a family decide not to enroll their child in Y programs as it is used to hold the space for the child and prevents other families from enrolling.

Regardless of the childcare program, registration fees are not refundable.

## SECTION VII: PROGRAM COMPONENTS

### KIDZ CLUB (SCHOOL AGE CHILDCARE (SACC))

The Kidz Club Program strives to create an atmosphere where children can socialize, prosper, learn and enjoy themselves in a safe, constructive environment. The NRYMCA Kidz Club programs are state licensed after school programs dedicated to strengthening both individual and family life. Kidz Club programs are committed to the provision of quality, affordable childcare. Programming is not merely custodial or recreational but provides daily activities and relationships that offer children the opportunity to more fully develop physically, socially, emotionally and intellectually. Activities include: Monthly themes, sports, art, swimming (at the Y site) drama games, special events & activities, enrichment, etc.

#### **SAMPLE KIDZ DAILY SCHEDULE** (schedules at different sites may vary)

3:00PM	Students begin to arrive.
3:30PM	CATCH Program in the Gym
4:15PM	Snack
4:30PM	Homework help/ Quiet activities (reading, coloring, etc.)
5:00PM	Activity Block: STEM, Art's & Crafts
6:00PM	Activity Block: Outdoor; Gym; Board games
6:00PM Webster Elementary School OR 6:30PM NR YMCA site	Dismissal

#### **SAMPLE HOLIDAY CAMP SCHEDULE**

8:00 am - 9:00 am	AM CARE IN MPR: Sign in/ Gym
9:00 am - 10:00 am	Multi-purpose Room: Morning Snack and/or Table Games- (Board/Card Games), LEGOS, Sensory Toys
10:00 am - 11:00 am	GYM: CATCH GAMES/PARACHUTE GAMES
11:00 am - 12:00 pm	Multi-purpose: STEM- Rain Cloud in a Jar
12:00 pm - 1:00 pm	Multi-purpose Room: LUNCH
1:00 pm - 1:45 pm	PLAYGROUND (Rainy Day Option: Floor Hockey in Studio/Board Games in MPR)
2:00 pm - 2:45 pm	Swimming
3:00 pm - 3:30 pm	Multi-purpose Room: SNACK
3:30 pm - 4:30 pm	Multi-purpose Room: Arts & Crafts with Heidi
4:30 pm - 5:00 pm	Multi-purpose Room: Sensory bin/ Coloring pages

### **KIDZ CLUB (SACC) / HOLIDAY CAMP QUALIFICATIONS**

- Annual review of program and emergency policies and procedures All Kidz Club counselors must complete the following requirements in order to supervise children:
- Two Letters of Recommendation
- Extensive background check
- Fingerprints submitted to OCFS (upon hire and every 5 years)
- State background check conducted by OCFS which covers State and Federal
- A Medical Statement (Physical) completed by a physician ensuring the staff does not have a medical or emotional illness or disorder that would interfere with or jeopardize a staff's ability to render proper care for children
- A Negative Tuberculosis Test
- Child Abuse Prevention Training
- Child Abuse and Neglect Prevention Training
- First Aid certification (completed every 2 years)
- At least 15 hours of ongoing Professional Development annually

### **BATHROOM POLICY**

Staff will take children to the bathroom periodically and as needed. Children are required to follow the "rule of three" which means students must have at least two buddies when they need to leave the classroom to use the bathroom.

Please note that the Department of Public Health recommends that clothing soiled by feces not be handled or rinsed due to risk of contamination. Therefore, although it is not pleasant, soiled clothing will be sent home in a plastic bag without removing or cleaning feces from the clothing if your child has an accident.

### **OUTSIDE TIME**

Taking children outdoors is a healthy, integral part of our daily schedule and curriculum. Children benefit from active outdoor play by releasing energy, exercising for a healthy lifestyle and developing large muscle coordination. The center has a backyard which is enclosed by a fence.

Administration is always notified when the children are going outside. The staff/child ratio outside is the same as indoors. Staff will always bring a first aid kit, a walkie, a cell phone, and the emergency contact list when the group goes outside.

Generally, children participate in routine outdoor play when the temperature is above 32 degrees. When the temperature is below 32 degrees and the conditions are not extreme, outdoor activity will be limited to about 20 minutes. Even during winter months, it is important for the children to get fresh air outside. Cold air does not cause illness; illnesses are more common in the winter because people are more apt to congregate indoors making the spread of viruses/germs more likely to occur. If the temperature is extremely hot, cold, humid, etc., outside time may be shortened or eliminated for the day in the best interest of the children's health and wellbeing. This decision will be made at the discretion of the Site Manager and staff after checking the weather.

If the weather service or public health authorities issue an alert and deem the air quality unhealthy or warn of a hazardous situation, children and staff will not be allowed outside to play that day. In the event of inclement weather, staff will take children to the indoor play area so they may still participate in active play and experiences aimed at strengthening their gross motor skills and exercise. When it snows, children will usually still go outside; families should prepare proper outdoor clothing for snowy days.

Families who wish for their children to wear sunblock and/or bug spray outside during warmer months should apply it on in the morning before dropping off their child to the center.

Children must come to school with the appropriate clothing for the seasons:

**WINTER MONTHS:** Children must have a heavy jacket, snow pants, snow boots, hat, and mittens/gloves.

**SUMMER MONTHS:** Children should wear comfortable, light clothing and sneakers.

**SPRING AND FALL MONTHS:** Children should wear weather appropriate clothing and have a light jacket or sweatshirt to be prepared for cool mornings and warmer afternoons.

## ENRICHMENT ACTIVITIES

One of the components that makes the NRYMCA an exceptional program is the variety of enrichment activities offered at the center. Various extracurricular activities are integrated into daily schedules at no additional cost. All children are able to participate in enrichment activities. These activities allow the children to develop many different skills such as balancing, self-awareness, self-control, rhythm and coordination, listening and following directions, gross and fine motor skills, mindfulness, and the ability to swim. Enrichment activities may vary or change over time depending on a variety of factors including interest, instructor/program availability, etc.

## FIELD TRIPS

Field trips are an excellent way for children to learn and explore outside of the classroom setting and to reinforce skills and knowledge they have learned in the classroom through hands-on experiences.

Field trips are offered in holiday and summer camps that are beyond our local community. For these trips, parents will be informed in advance and required to submit consent forms for the trip/transportation.

If a parent/guardian does not want their child to attend a field trip, the parent/guardian may opt to not bring their child to school that day or to drop them off after the group returns to the center after the field trip. Refunds will not be provided for voluntary absences due to field trips, as they are a component in our program.

## FIELD TRIP SAFETY

Staff bring children's emergency contact information, permission slips, cell phones, and a first aid kit along with them on all field trips. They also bring children's medication and health information with them for children who have allergies, asthma, or other health conditions. Staff assume regular, attentive supervision of children on field trips. Face counts are taken prior to, during, and returning from all field trips based on attendance for that day. Regular center ratios are maintained. When possible, an extra staff member will accompany those going on a field trip for added supervision and in case of an emergency. Staff review safety expectations with children



prior to the field trip. It is appreciated if families can also remind their children of the importance of staying with their class and following directions prior to the field trip.

## **GUIDANCE AND POSITIVE DISCIPLINE**

Socioemotional learning and development in young children is as essential as academic and physical development. During their childhood, children are establishing a foundation of important skills and development such as self-awareness, showing empathy, communication skills, self-regulation, moral concepts, self-control, conflict resolution, self-expression, developing relationships, and learning to identify and verbally express emotions and feelings.

The NRYMCA implements positive discipline to guide children's socioemotional development. The center aims to teach children skills that enable them to learn and understand appropriate and positive behavior. Staff establish clear expectations for children that are developmentally appropriate given the child's age and development. The three general expectations that the NRYMCA adheres to center-wide are: (1) take care of yourself; (2) take care of your friends; and (3) take care of your environment. When children meet these expectations and practice positive behavior, counselors positively reinforce the behavior such as giving verbal praise or intangible/tangible rewards.

## **GUIDANCE AND POSITIVE DISCIPLINE FOR SCHOOL AGE CHILDREN**

Clear and consistent guidelines are presented to children so that they are aware of their responsibilities and can be held accountable for their behavior. Children whose needs, abilities and values vary are treated in such a way that recognizes these differences. We encourage children to develop self-control and handle conflicts in a peaceful and effective way. Discipline will be administered as soon as possible and will be consistent with the severity of the problem. Should there be an infraction of the rules, the following consequences will occur:

- Verbal warning is given: Explain why behavior is inappropriate.
- Time Out: This is a time to refocus and redirect.
- Verbal communication between Site Manager and parent.
- Parent conference with the Site Manager, followed by a written summary of the meeting.
- If inappropriate behavior continues, program suspension for one week.
- Prolonged disruptive and unacceptable behavior will result in the dismissal from the program.

Any child that does not respond to the consequences and/or leaves the group and/or is verbally or physically abusive toward the staff may be suspended from the program for a period of time fitting the severity of the incident. Any child that is disruptive to the point that interferes with the daily operation of the program may be asked to leave the program permanently.

It is the Kidz Club Program's goal to educate the students. Inappropriate behavior is seen as a chance to educate a student about appropriate behavior. In some rare cases, children are quite aware of appropriate actions and knowingly choose inappropriate behavior. It is our belief that children need to be aware of their role within their community and if their actions take away from the community, they will be asked to give something back to their community. The assignment follows natural consequences. **Example:** A student writing on desks will be asked to clean the desks, a student acting inappropriately in the gym will be asked to take a break from the activity and reflect on their behavior, etc.

**Rewards:** We feel it is just as important to reward positive behavior as it is to correct negative behavior. We try to "catch them being good" and acknowledge the behavior with a positive word, a smile, or perhaps a small reward. Don't be surprised if we stop



you in the middle of pick-up to tell you something wonderful your child has accomplished. Please feel free to work it the other way as well, we are always interested in hearing great stories about our students.

## **UNACCEPTABLE FORMS OF DISCIPLINE**

Counselors will never use any type of physical or harsh type of punishment to discipline a child, including hitting, spanking, pinching, hair pulling, pushing, or any other measure that produces physical pain, nor will counselors threaten to use physical punishment. Any instance of such discipline is grounds for immediate termination. There is a zero tolerance policy in regards to child abuse and neglect. Staff will not use physical restraint, unless such restraint is necessary to protect the health and safety of the child or other people.

While counselors may at times take away certain program objects, activities, or privileges as a consequence if the child is exhibiting unsafe, harmful, or inappropriate behavior, counselors will never threaten or withdraw children's needs such as food or drink, rest, or bathroom privileges. Inappropriate language including cursing, profanity, or derogatory language will not be used by the teaching staff. Staff will provide continuous supervision during disciplinary action; at no time shall a child be unsupervised. Counselors will not use humiliating, corporal, neglectful, or frightening punishment. Similarly, if any of the aforementioned disciplinary actions are exhibited by parents/guardians in the center or staff are made aware of these actions used in the home, all staff in the center are mandated reports and as such, are required to notify SCR of any abuse, neglect, or suspected abuse/neglect of a child.

## **CHALLENGING BEHAVIORS**

If a child in the program harms another child, the counselor will first attend to the child who is hurt, and then proceed with the other child. The counselor will inform both families of the incident. Sometimes, when a child gets hurt several times during a short period of time, families may request to know the name of the child and/or the child's parent/guardian involved in the incident. However, because confidentiality is a keystone of our program, we will not disclose another child's name or information to the other family. Both the State Office of Early Childhood and the National Association for the Education of Young Children recommend this practice. Accident/Incident reports are completed for every incident that involves first aid or other care or for serious behavior incidents. Families review and sign incident reports and may have a copy at their request.

The NRYMCA defines unacceptable behavior as:

- Inflicting physical or emotional harm on another child or staff member (hitting, punching, biting, kicking, etc.)
- Using abusive language or threatening the wellbeing of another child or staff member.
- Throwing or pushing furniture or equipment that can cause harm to self or others.
- Purposefully leaving an area and adult supervision.
- Consistently not following the program's rules and expectations of appropriate behavior.

When children exhibit unacceptable behaviors, counselors will use the aforementioned techniques of positive discipline. Counselors will communicate concerns regarding a child's behavior with the child's family and seek to align strategies at school and home. For consistency, it is important for families to reinforce positive behavior with their child (when developmentally appropriate) so that the child is receiving the same guidance at home and at school. If inappropriate behaviors continue despite efforts and various strategies, staff will consult with the Site Manager, and/or other resources. If the challenging behaviors continue, the

Site Manager will meet with the child's family to discuss the issue and develop an Individual Behavioral Plan (IBP). The IBP will address the behaviors and what techniques and strategies the staff and family will implement in attempts to modify the child's behavior. If needed, other resourceful consultants may attend the meeting in the best interest of the child. The NRYMCA will make every effort to support the child and the family. This may include referring the family to Early Intervention for an evaluation or other community agencies.

## **TERMINATION OF CARE**

If a child continues to harm themselves or others and/or consistently does not follow the program's expectations of appropriate behavior despite interventions, support, referrals to other agencies, and creating and implementing an IEP, the family may be required to withdraw the child from the program. Likewise, a child whose needs cannot be met in a group setting; who has needs which the center cannot provide for; who has health problems that can jeopardize the health/safety of other children in the program; or, when the center does not have the specialized staff who can best support the child; the child may be required to withdraw from the center. The program is responsible for the safety of all staff and children in the program. If a child is exhibiting harmful behaviors continuously towards others, we are neglecting our duty to the other children and staff. The NRYMCA wants the best quality care and education possible for all children; if this cannot be provided by our center for a particular child, or if the safety or quality of care and education of other children are consistently in jeopardy due to the child's behavior, the center will support the family in finding a program that can best support the child's needs. When possible, families will be given two-week notice to make other childcare arrangements. In exceptional cases, the parents/guardians may be required to remove the child from the program immediately at the discretion of the administration.

## **CHILDREN WITH SPECIAL NEEDS**

The NRYMCA welcomes children of all abilities and provides an inclusive educational environment. Families must communicate the needs of their children with the Site Manager and staff so that we may provide the best, individualized care and education for your child. Specific health or behavioral concerns, conditions, special diets, or allergies must be recorded in the child's health history upon enrollment and brought to the attention of the administration and child's counselors.

If a child has an Individualized Education Plan (IEP) or a 504 Plan, it must be shared with the child's counselors and administration. They will be active participants in the transition plan and IEP process to assure that a coordinated effort is made to continue services for the child once the child is enrolled in the program. The center will coordinate services with the family and will form linkages with service providers to ensure that services are being provided on site for the individual needs of the child. The NRYMCA will make every attempt to accommodate therapists and other special services for children as long as it does not cause undue hardship on the child's classroom. If the parent fails to share this information and negative behaviors arise that compromise the safety of other children and staff, the Site Manager may direct that the child is withdrawn from the program and will not be eligible for refunds of deposit or care fees.

If the center is unable to meet the needs of a child enrolled at the center for any reason, the center will assist the family in finding a facility that will better serve and meet the child's needs.

Please keep in mind that the New Rochelle YMCA is unable to provide individualized 1:1 support within our program as it would go against our supervision policies. Staff must always maintain a minimum ratio of 1:2 at all times. Given our programs operational limitations, a 1:1 must be provided externally if necessary for the child's growth and success within the program. This can be provided through the City School District of New Rochelle based on the child's IEP.

## **SECTION VIII: FAMILY INVOLVEMENT**

The NRYMCA believes family involvement in their child's education from a young age sets a foundation for both educational and socioemotional success. Therefore, we encourage family involvement as much as possible and in a variety of creative ways. Family involvement is an extremely important component in a child's success and education. Children tend to have less behavioral problems, better academic performance, and are more likely to complete higher levels of education when their family is engaged and present in their school and education. The YMCA ELC recognizes this fact and seeks to provide many opportunities for family members to be involved in various center activities, advocacy, and events. The following are ways to be engaged and involved:

### **COMMUNICATION WITH STAFF & ADMINISTRATORS**

The following are effective methods of communication with administration:

Families may call the NRYMCA and ask to speak with their child's head counselor. A message will be left for the counselor/Site Manager and they will return the call as soon as possible. Families are also encouraged to email the Site Manager as well. If something urgent arises that needs to be addressed immediately, families should contact the Front Desk or the Site Manager immediately (refer to page 6 for telephone numbers.)

When a child sustains a minor injury during the day, staff will notify them of the incident at the end of the day while more serious incidents will be shared via phone.

Families are welcome to make an appointment to speak with the Site Manager. The Manager's office hours vary in order to be available for families at different times during the day, therefore parents/guardians wishing to meet with them are encouraged to email to set up an appointment.

Center newsletters are distributed via email several times throughout the year to share center news and upcoming events.

Annually, families are also asked to fill out a program evaluation or directly asked for feedback. This will help the NRYMCA to use the results of the findings to make improvements to the center going forward and to better serve the children and families in the program.

### **FAMILY EVENTS AND ACTIVITIES**

Several times throughout the year, the NRYMCA hosts special events for children and their families. We encourage family members to join as many events as they can. Families will be notified via email and/or a flier of upcoming family events. At times, we will request parents/guardians to RSVP/sign up so we may account for all attendees and plan accordingly.

Events are expected to vary from year to year and may change and/or evolve over time. These are great opportunities to engage with your child's school, build relationships with Y staff, and form special bonds and memories with your child. Some examples of events:

Kidz Club: Family Night; Healthy Kids Day; etc

### **FAMILY SUPPORT AND COMMUNITY RESOURCES**

The NRYMCA works in collaboration with a number of community agencies to support the diverse needs of families in the program. While the day-to-day emphasis is on the positive growth and

development of the child, the program also serves to support and nurture the wellbeing of the family. Our linkage with community agencies provides families with easy access to resources such as parenting support services, adult education and job training, child nutrition, and health and wellness. We serve as a bridge for families with community resources.

Families are encouraged to request assistance for community services or resources at any time. Program staff will also suggest services to families who are struggling with issues that have a negative effect on the family or child's wellbeing. If a referral for services is requested to be made, a family will be referred only with written consent of the parent. All information shared between agencies is confidential. Referrals will be made in respect to the family's cultural or language needs. To request more information, please speak to the center administration.

## **FAMILY AND STAFF CODE OF CONDUCT**

At times, emotional or upsetting situations may arise for various reasons. To maintain a positive and professional environment at our center, all family and staff are asked to adhere to the following guidelines: Y staff and families are expected to:

- Always address each other in a calm and respectful manner
- Contact the Site Manager immediately if a situation becomes difficult to manage
- Refrain from the use of threatening, cursing, insulting, inappropriate, or abusive behavior or language

If a family member is having trouble controlling their behavior, they will be asked to leave the center. If the behavior escalates and the staff or others feel threatened or in danger, it is the absolute last resort to call the authorities. A meeting will be set up with the Site Manager and all parties involved to discuss and find a resolution for the issue at hand. If the issue is not resolved, the center reserves the right to ask the family to withdraw the child from the program at the discretion of the Site Manager. This is outlined in the Parent Code of Conduct.

## **BABYSITTING & OTHER SERVICES POLICY**

In order to protect both YMCA employees and families, the National YMCA of the USA prohibits YMCA staff from babysitting children currently enrolled at the NRYMCA. Please do not place staff in an uncomfortable position by asking them to babysit, tutor or teach. This includes siblings. Families that approach staff may be asked to leave the program.

## **GRIEVANCE PROCEDURES**

We take pride in providing children with a safe, healthy, and educational environment. If you have any concerns regarding your child, a counselor, the program, or any other issue, please speak with Assistant Site Manager. If you do not feel that your concerns are resolved, please contact the Site Manager. If you continue to have concerns and feel your concerns are still not resolved, you may contact the CEO. We will make every effort to resolve any concerns you may have regarding the care of your child within our regulations. We will also make sure that a translator is present if needed.

## SECTION IX: ACKNOWLEDGMENT OF RECEIPT AND UNDERSTANDING

Thank you for taking the time to read through the New Rochelle YMCA Kidz Club Parent Handbook. The information provided in this handbook is essential for maintaining a safe, supportive, and enriching environment for all children in our program. We believe that the partnership between parents and the YMCA is key to the success of your child's experience in our program, and we appreciate your commitment to ensuring that all policies, procedures, and guidelines are followed.

By signing below, you acknowledge the following:

- ☐ **Receipt of the Parent Handbook:** You confirm that you have received, read, and understood the contents of the Parent Handbook, including but not limited to information on the YMCA Kidz Club program, safety protocols, behavior expectations, drop-off/pick-up procedures, and any other policies set forth by the New Rochelle YMCA.
- ☐ **Understanding of Program Policies:** You agree to comply with all rules and regulations outlined in the handbook regarding your child's participation in the YMCA Kidz Club program. This includes, but is not limited to:
  - Attendance and schedule policies
  - Behavioral guidelines and consequences
  - Health and safety protocols
  - Drop-off and pick-up procedures
  - Emergency response procedures
  - Payment and billing terms
- ☐ **Commitment to Open Communication:** You agree to keep the lines of communication open with YMCA staff and to notify the program coordinator of any changes regarding your child's health, behavior, or other pertinent information that could affect their participation in the program.
- ☐ **Parental Responsibility:** You understand that it is your responsibility to ensure that your child adheres to the program's rules, arrives on time, and is picked up promptly at the designated time. If there are any changes to your contact information, custody arrangements, or any other important details, you will inform the YMCA immediately.
- ☐ **Authorization for Emergency Care:** You give consent for YMCA staff to seek medical attention for your child in case of an emergency, and for them to administer basic first aid when necessary. You understand that in the event of a medical emergency, every effort will be made to contact you or your designated emergency contact.
- ☐ **Permission for Photos and Media:** You understand that the YMCA Kidz Club program may take photos or videos of children participating in activities for promotional or educational purposes. You agree to the use of such media unless you provide written notice to the program director requesting exclusion from such activities.
- ☐ **Non-Discrimination and Inclusion:** You acknowledge that the New Rochelle YMCA Kidz Club program is committed to providing an inclusive and welcoming environment for all children, regardless of race, ethnicity, religion, gender, or disability.

By signing this form, you confirm that you have reviewed the full content of the Parent Handbook, understand the policies and procedures outlined, and agree to adhere to these guidelines for the duration of your child's participation in the Kidz Club program. If you have any questions or concerns regarding any of the information in the handbook, please do not hesitate to reach out. We are here to help!

**Parent/Guardian Name (Print):** \_\_\_\_\_

**Child's Name:** \_\_\_\_\_

**Signature of Parent/Guardian:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Thank you for being an active and involved part of our YMCA community! We look forward to a wonderful experience together as your child participates in our Kidz Club program.