



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

ENRICHING YOUNG LIVES

**SCHOOL AGE GROWTH & ENRICHMENT
PARENT HANDBOOK**

WALLINGFORD FAMILY YMCA

Updated on 8/30/2019

TABLE OF CONTENTS

Welcome	3
Our Mission, Our Vision, Goals	
Site Information & Hours	3
Transportation Forms	
Program Policies	4
Snack, Homework, Cell Phones, Items from Home	
Payment Policies	4
Returned Drafts, Draft Withdrawal, Financial Assistance, Absentee Policy, Program Withdrawal	
Inclement Weather & Y-Cation	5
Snow Days, Delayed Openings, Unexpected Early Dismissals, Camp Ulbrich Y-Cation	
Program Security	6
AM Drop Off, PM Attendance, PM Pick Up, Late Pick Up, Child Abuse Prevention	
Emergency Procedures	7
Emergency Messages, Emergency Contacts, Fire Drills, Fire Emergency Evacuation Plans, Medical Emergencies	
Health & Safety Policies	7
Health Requirements, Administration of Medication, Allergy Protocol	
Discipline Policy	8
Behavior Expectation, Behavior Management Policy	
Conclusion	10

WELCOME TO SAGE!

Welcome to the Wallingford Family YMCA's School Age Growth & Enrichment program for students in Kindergarten through 5th grade. We are happy you have chosen the Y for your child care needs. We hope that this program can help your child have many new experiences and opportunities to grow into a responsible youth. The staff here at the Y encourages you to take an active role in your child's before and/or after school care. We welcome you to speak with the qualified staff on site if you have any questions or concerns about your child's development and involvement in the program. The staff to child ratio is 1:10 and the program is licensed by the CT Department of Public Health.

OUR MISSION

The mission of the Wallingford Family YMCA is to strengthen the foundation of the community through programs, services & relationships that build a healthy spirit, mind & body.

We aim to be an effective resource & influential partner of the community by strengthening meaningful, caring relationships and promoting healthy, productive lifestyles for generations.

The Wallingford Family YMCA is a 501(c)(3) not-for-profit (charitable) organization.

OUR VISION

The Wallingford Family YMCA is part of a worldwide association of YMCA's based on Christian principles, inclusive of all people, that builds communities nurturing personal growth in spirit, mind and body. We develop, conduct and support programs and relationships which foster health lifestyles, strengthen families, develop responsible citizenship, environmental stewardship, build international understanding and cooperation, promote concern for others and respect for individual differences. Supported by volunteers, our YMCA encourages participation by men, women and children regardless of age, race, creed, socioeconomic condition or cultural heritage. The Wallingford Family YMCA promotes and ascribes to the core values of caring, honesty, respect and responsibility.

GOALS

The Wallingford Family YMCA believes that School Age Growth & Enrichment should provide opportunities and experiences that focus on a child's physical, social, intellectual and emotional development. We aspire to provide quality childcare, the support and strengthen the family unit, to help child to develop to their fullest potential, and to deliver a program in a safe, positive environment.

SITE INFORMATION & OPERATING HOURS

School Age Growth & Enrichment operates in all 8 Wallingford elementary schools and is based out of the school cafeteria. The program follows the Wallingford Public School calendar and therefore does not operate on holidays, school in-service days or during school vacations. Spaces are available on a first come, first serve basis and require pre-registration at the YMCA. While attending the program, children participate in a variety of activities including: assisted homework time, snack, active play in the gym and school playgrounds, table games, arts & crafts, community service projects and social interaction with peers.

The AM program starts at 6:45AM until the start of school, at which time all participants are dismissed to their respective classrooms.

The PM program starts upon dismissal from school until 6:00PM.

If you need to contact your child or the SAGE director, please use the numbers listed on the back of this handbook.

TRANSPORTATION FORMS

Parents of all students are responsible for filling out a transportation change form and submitting it to the Board of Education Transportation office prior to their child's first day. This form is available at the elementary school offices and at the YMCA Welcome Center. Completion of this form lets the schools system know that your child will be participating in our program and notes changes to their pick up/drop off schedule.

PROGRAM POLICIES

SNACK POLICY

SAGE provides both a morning and afternoon snack daily, according to State of Connecticut nutrition guidelines.

HOMEWORK POLICY

There is a required homework time for all children during the PM program. Those who do not have homework are asked to read quietly. The staff are available to assist the children with any homework questions during this time.

CELL PHONE POLICY

We understand that some children now carry cell phones for a variety of reasons. We ask that children keep their cell phones in their backpack or purse. In this way, parents can reach their children in an emergency, but the chance of the phone being lost, stolen or broken is greatly diminished. Each site also has a land line that parents can call at any time.

ITEMS FROM HOME

Activities and toys are provided for the children. Unless specifically stated, there will be **NO** games or toys brought from home, especially electronic ones. Some of these toys are very expensive items, and we would not like to see them lost or broken.

PAYMENT POLICIES

SAGE tuition is determined by dividing the yearly fee into 10 equal payments. Yearly fees are determined by the number of school days in the school year. Monthly tuition payments are done through an automatic checking or credit card bank draft. Drafts will take place on the 5th of each month. If a parent declines the draft payment option, payment is due by the 5th of each month. Payments made after the 5th will receive a \$25 late fee. Payment may be mailed or dropped off at the YMCA. Questions about payment policies and procedures can be directed to Tammi Mastroianni at 203-269-4497 x14 or tmastroianni@wallingfordymca.org.

RETURNED DRAFTS

There will be a \$25 service fee for any returned draft. The balance of the drafts and service fee will need to be paid to the YMCA Welcome Center within three (3) business days. Your child's spot in our program may be jeopardized if payment has not been made.

DRAFT WITHDRAWAL

A written two week notice prior to the 5th is required to stop your automatic draft.

FINANCIAL ASSISTANCE

Financial assistance is available through the YMCA and the State of Connecticut Care 4 Kids program. Applications are available at the YMCA Welcome Center.

ABSENTEE POLICY

Parents **WILL** be expected to pay tuition when their child is absent from the program due to illness. There will be **NO** credits to your account for vacations or other time away from the program. The only possible exception to this might be medical reasons. As a courtesy, please call and notify us if your child is to be out for any reason.

WITHDRAWAL POLICY

In the event that a child must be withdrawn from the program prior to the end of school, a withdrawal form must be completed with **TWO WEEKS NOTICE**. A voucher will be issued for any overpayment. The voucher is valid for one year and can be applied toward any YMCA program or membership.

INCLEMENT WEATHER & Y-CATION

SNOW DAYS

The School Age Growth and Enrichment program is closed when school is closed. Tuition **WILL NOT** be reimbursed for days that school is closed due to bad weather.

A Storm Club is available to all children enrolled in SAGE. Registration forms are made available in October at your school site and the YMCA. This program runs from 7:00AM-6:00PM and includes swimming, active play, arts & crafts and more. Participants are encouraged to pre-register as there are only 70 spots. The pre-enrollment price is \$90 for a block of 3 days. This fee is considered an insurance policy and is non-refundable. There is a drop-in rate of \$45 a day for those who are not pre-registered for the program. This will be a first come (and paid) basis. There is NO guarantee there will be a spot if our limit of 70 is reached. You must enroll your child 48 hours prior to a Storm Club day, otherwise, you will be charged the drop-in rate. If there are more than 3 snow days, anyone who enrolled will be able to purchase additional days at \$20 each.

In the case of severe weather, the YMCA may delay or close the facility altogether. In this case, Storm Club may be delayed, close early, or be cancelled. This information will be available on the YMCA website as well as on Channels 3, 6 & 30.

DELAYED OPENING

The SAGE program operates on the same delay system as the public schools. If there is a 90 minute delay, the program opens at 8:15AM. If there is a 2 hours delay, the program opens at 8:45AM. Only children officially enrolled in the program may attend.

UNEXPECTED EARLY DISMISSAL

In accordance with Board of Education policy, if school is dismissed early for weather related reasons, the SAGE Program at the school sites will not operate. If school is closed for this reason, it is the parent's responsibility to be aware of the early closing. YMCA staff will not notify parents on an individual basis. It is suggested that an alternative plan be in place as a precautionary measure. The YMCA is not responsible for children on these days.

CAMP ULBRICH Y-CATION

During school vacation days, the Wallingford Family YMCA offers Camp Ulbrich Y-Cation Days for children in grades K-8 that don't want to wait for summer to enjoy summer camp! Children attending Y-Cation Days enjoy a variety of fun activities from swimming, playing gym games, arts & crafts projects and much more. There is an additional fee for this program and it is not included in your SAGE tuition.

PROGRAM SECURITY

MORNING DROP OFF PROCEDURE

For your child's safety and state regulation compliance, parents **MUST** escort children into the program and sign them in.

AFTERNOON ATTENDANCE POLICY

Attendance will be taken within the first ten (10) minutes after school dismissal. Staff check the office for early dismissals or absences. If a child is absent from the program, Head Teachers will make every attempt to contact the parent(s) immediately. Parents are urged to contact the school site and leave a message as early as possible regarding absences so as to avoid any confusion or unnecessary concern.

If the child is a participant of another school program, such as Art Club, parents must notify the program staff and write a letter certifying that the child is allowed arrive late.

AFTERNOON PICK UP PROCEDURE

Parents are **REQUIRED** to sign their child/children out. Please remember to write a note informing staff if your child is being picked up by someone different. Parents must list all persons authorized to pick up their child from the program on the enrollment form. If staff does not recognize anyone picking up a child, they will ask to see identification.

The YMCA respects the rights of non-custodial parents. In the absence of a court order to the contrary, we will release a child from our program to a non-custodial parent. It is imperative that a custody document be submitted upon enrollment if necessary. If, for whatever reason, there is someone who is legally prohibited from picking up your child, we **MUST** have copies of court documents on file.

Should any person arrive to pick up a child who appears to be under the influence of alcohol or drugs, staff may have no recourse but to notify police of their concerns.

LATE PICK UP

The SAGE program ends promptly at 6:00PM. If you know that you will be detained, please notify the program so that can reassure your child and provide appropriate coverage. A \$1.00 per minute late fee will be charged per child for those parents who fail to pick up their child by 6:00PM.

The following steps will be taken in the event that a child has not been picked up by 6:10PM and we have had no contact with the parent/guardian:

1. YMCA staff will attempt to contact the child's parent/guardian.
2. YMCA staff will attempt to contact the other emergency contacts.
3. If the child has not been picked up by 6:30PM and no contact has been made, the YMCA staff may make the decision to contact the Wallingford Police Department for assistance. This assistance will come in the form of aiding the staff to locate the parents and/or in the form of contacting the Department of Children and Families to take custody of the child. **UNDER NO CIRCUMSTANCES WILL THE STAFF TAKE THE CHILD WITH THEM.**

CHILD ABUSE PREVENTION POLICY

The safety and well-being of all participants is of utmost concern to the Wallingford Family YMCA. All staff attends annual child abuse prevention training and we have a very detailed staff code of conduct to which all staff must adhere. This policy covers the required steps involved in the hiring, training and supervision of staff, appropriate conduct related to the supervision of children, reporting procedures of suspected abuses, responsibilities to parents and recommendations for good practices related to the above. A copy of this policy is available upon request. The SAGE Program is mandated by the State of Connecticut to report any suspected child abuse or neglect to the Department of Children and Families. **No staff is allowed to have any planned outside contact with a child in any YMCA program including, but not limited to, babysitting and social networking.** Parents should report any suspicious behavior or concerns to the SAGE Director.

EMERGENCY PROCEDURES

EMERGENCY MESSAGES

In the case of an emergency, please call the school site and leave a message for the staff. If you are unable to reach the program, you may also contact the YMCA Main Facility at 203-269-4497.

EMERGENCY CONTACTS

Please keep us informed of any changes such as telephone numbers, emergency contacts or release information. Every child **MUST** have at least two emergency contacts other than parents/guardians.

FIRE DRILLS

Fire drills will be held on a monthly basis as required by State of Connecticut licensing regulations. Both AM and PM programs will conduct separate drills at each site.

FIRE EMERGENCY EVACUATION PLAN

In case of a fire emergency at the, the children will be evacuated in accordance to the Emergency Fire Evacuation Plan. The Fire Evacuation Plan is posted prominently at each school site. The Head Teacher

will contact the Wallingford Fire Department and the SAGE Director will provide additional staff if needed, assist in notifying parents of the situation and remind them of the safe location to which their child has been moved.

MEDICAL EMERGENCIES

All SAGE staff are CPR/First Aid certified.

Minor Injuries – Staff will administer the appropriate first aid and notify parents by phone or in person. The parent must sign an incident/accident report, a copy of which will be submitted to the Executive Director of the YMCA.

Serious Injuries – In the event of serious injury, a staff member will call 911 and contact parent(s) or other authorized persons. A second staff member will stay with the injured child and administer what first aid is possible until an ambulance arrives. A staff member will accompany the child if transport by ambulance is necessary and a parent is not present. The child will be transported to MidState Medical Center, located in Meriden, CT. The SAGE Director will be notified in order to provide additional staff if or assistance as needed. In all cases, a follow-up call to parents will be made to check on the child's condition.

HEALTH & SAFETY POLICIES

HEALTH REQUIREMENTS

All children enrolled in a YMCA childcare program must be in a state of health that allows full participation in all program activities. It is our intention to help prevent the spread of infection and illness to other children. Therefore, if a child becomes ill or exhibits any of the following symptoms: fever (101°+), possible pink eye, suspected head lice, questionable skin rash, vomiting or diarrhea, the child will be isolated with supervision within the established program space while a parent is notified by telephone. **Parents or their designated emergency contact are required to pick up the child within one hour of notification.**

Any child having a recognized communicable disease (i.e. chicken pox, strep throat, scarlet fever etc) will need a doctor's note before they may return to the program. All children returning to the program must be symptom free and/or taking the appropriate medication for at least 24 hours prior to their return and be able to fully participate in scheduled activities.

As the presence or absence of a fever is in itself not always an accurate indication of a child's well-being, any child with an above normal temperature will be monitored for other symptoms and parents will be notified that the child is running a low-grade fever.

ADMINISTRATION OF MEDICATION POLICY

Children are prohibited from bringing any medication into the program. Please **DO NOT** send medication with your child to be self-administered. YMCA staff will administer only medications that have the written authorization from both the parents and the physician. An Authorization to Administer Medication Form is **REQUIRED** before a child may begin the program. Exact written doctor orders will be followed if the child has any symptoms of an allergic reaction such as: itching or swelling of lips, tongue or mouth, hives, itchy rash and/or tightness in the throat, hoarse or choking cough, nausea, abdominal cramps, vomiting or diarrhea, shortness of breath, repetitive coughing and/or wheezing, thready pulse, or passing out. While one staff member is administering medication, a second will be calling 911. All medications will be kept available to the child at all times. Each medication must have an individual medication record with it. Any time a medication is administered, a staff member will document usage. At all times at least one staff person will be trained by a registered nurse to administer medications.

ALLERGY PROTOCOL

- Any child with a known allergy will notify the YMCA upon enrollment or as soon as the allergy is made known.
- Documentation from the child's physician must be made available to the YMCA concerning and explaining the allergy, as well as what to do if a reaction occurs. This will be considered the personal action plan of each child.
- A list of what the child is allergic to will be made and posted in a prominent place. All staff and volunteers will be familiar with allergy lists and doctor's orders and will have periodic reviews to make sure any changes or issues are noted.
- If allergy is food related, we ask that parents provide all snacks for the child. If allergy causing items are on site, they will be removed. If necessary, the child will be seated slightly away from other children during snack, without segregating him/her. The tables will then be washed after snack with bleach mixture.
- We have a strict "no sharing of food" rule.
- All children in the program will be made aware of the allergy and we will discuss dangers without making the allergic child feel "different".
- If the situation warrants, we will also send home a simple, direct note to notify parents that a certain item will no longer be allowed on site.

Discipline/Behavior Management Policies

POSITIVE DISCIPLINE PHILOSOPHY

At the YMCA, we believe in the concept of "Positive Discipline." Through generous praise, encouragement and positive reinforcement, the motivation for most misbehavior can be eliminated. However, some discipline situations may arise. The teacher will discuss the situation with the child and any other children involved. If this does not work, the teacher will try to redirect the negative behavior. If the behavior persists, the teacher will then allow the child some time away from the activity.

Prevention is the most powerful tool for managing discipline in a large program. A program environment that encourages freedom of movement, choices of activity, and clear boundaries prevents behavior problems. Each program must set clear expectations, adults who model appropriate communication and problem-solving strategies, and activities that teach and encourage children to discuss problems and deal effectively with anger. A quality and well-run program has a team of staff members who are calm, use appropriate language, help children work through problem solving steps and use reflective and active listening techniques. There will be continuous supervision by staff during any discipline action. We specifically prohibit abusive, neglectful, corporal, humiliating or frightening punishment. Physical restraint is prohibited unless such restraint is necessary to protect the health and safety of the child or other people.

BEHAVIOR MANAGEMENT

To prevent discipline situations YMCA staff will do the following:

1. Children will be treated with respect and dignity.
2. Children will assist staff in developing the rules for the program.
3. Program rules will be posted so both children and parents can see them.
4. Staff will review the rules as needed with the group and individually.

The following techniques may be used to help modify children behaviors:

- Changing the setting Giving consequences
- Diverting attention Encouragement
- Giving choices Reinforcing positive behavior
- Giving reasons Appropriate humor
- Setting limits Using positives
- Redirecting behavior Warnings
- Encouraging better conflict resolution techniques
- Encouraging the use of words to express feelings

LOW-TOLERANCE BEHAVIORS

Low-tolerance behaviors include, but are not limited to the following:

- Biting
- Hitting an adult, teacher or staff in our program (aggressive and intentional)
- Risk of flight (attempting to run or running out of the classroom or program area, not to be confused with disassociating from a group or activity)
- Consistent profanity
- Physical harm to another child
- Threats of harm to self or others
- Continual disruption of class (when your child requires continual one on one attention and redirection throughout the day and is jeopardizing the quality educational programming of others).

The staff will use the discipline procedure outlined in the behavior modification section of this handbook and observe the child to determine what may provoke the inappropriate behavior. Parents are expected to cooperate with staff to help their child control the behavior. Because our goal is to develop, not dismiss, a child may be given an opportunity to correct the behavior after a consequence has been served. Limited chances may be given in low tolerance behavior situations.

Any instances of low tolerance behaviors will be documented and kept on file for review. A copy will be given to parents for signature. In the event of a serious threat of violence to children or staff, a director will determine appropriate steps of action. Directors will also determine future participation in the program.

Guidelines for behavior are just that – guidelines and not rigid rules. If staff believes that a situation exists that possess a direct threat of immediate physical harm to the child, to other children or to staff, the Director may make the decision to immediately suspend or to expel the child.

PAYMENT FOR EQUIPMENT DAMAGES

Parents will be held responsible for payment of replacement equipment or repairs to property that has been damaged by their child as a result of inappropriate behavior.

SUSPENSION POLICY

There are times in which a child's behavior is harmful verbally or physically to other children or staff in the program. At these times the following steps will be taken:

1. Staff will meet with the child and their family to develop a behavior agreement.
2. The agreement will address what steps staff have already taken to help the child with their negative behavior including behavior charts, incentive program or special privileges.
3. The agreement will also outline which behaviors will not be tolerated and consequences for continuing them. Suspension from the program will be determined by the Director.

Once a parent has been notified, the child should be picked up from the YMCA within one hour. If a parent is reached, but cannot pick up their child within one hour, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent is unable to be reached, the staff will begin to call people listed on the emergency contact form until arrangements can be made for the child to be picked up.

When possible, parents will be provided with two weeks' notice to make alternative care arrangements. The YMCA reserves the right to terminate without notice when the safety of children or staff is threatened by the attendance of a child.

DISMISSAL OF A CHILD

Children enrolled in our program begin with a 30-day probationary period. During this time staff will observe the child's behavior, emotional needs and their ability to adapt in a healthy manner to the structure of the program. If during this period the program cannot meet the needs of the child, parents will be required to remove the child from the program.

Parents will be required to remove a child from the program if:

- The child is not fully and independently potty trained.
- The child is a danger to him/herself, to the other children in the program, or to the staff.
- The parents refuse to follow the program policies as described in this handbook.
- The child cannot adapt in a manner that will encourage healthy growth and development or whose needs cannot be met with the resources available to the program.
- If special accommodation for the care of a child is made that:
 1. Can no longer be met with the available resources
 2. Is not consistent with the policies, program philosophy or practices of the YMCA

If a child is dismissed from our program, parents will be refunded any unused tuition.

CONCLUSION

The YMCA School Age Growth & Enrichment Program takes great pleasure in creating a safe, healthy, exciting and stimulating learning environment. Our staff takes great pride in the program they create and nurture. We applaud their dedication. We encourage you to contact the staff with comments, questions, concerns or praises about your child or the program. We hope that the SAGE program will be the first step in your child's involvement with the Wallingford Family YMCA. Thank you for letting us be a part of your family.

SAGE CONTACT NUMBERS

Cook Hill	203 284 1171
Highland	203 265 7777
Moses Y Beach	203 264 1255
Parker Farms	203 949 1501
Pond Hill	203 265 7776
Rock Hill	203 284 1562
Stevens	203 949 1511
Yalesville	203 294 9733
Tammi Mastroianni Child Care Billing	203 269 4497 x114
Emily Walter School Age Growth & Enrichment Director	203 269 4497 x130

WALLINGFORD FAMILY YMCA

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