



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



Southern District YMCA
Exeter Area YMCA | YMCA Camp Lincoln |
YMCA School Age Child Care

PARENT HANDBOOK
YMCA SCHOOL AGE CHILD CARE
2022-2023

Southern District YMCA

School Age Child Care Family Handbook

Serving:

Brentwood, Danville, East Kingston, Exeter, Fremont, Hampton, Hampstead, Kensington, Kingston, Newton, Seabrook and Stratham.

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Welcome! A MESSAGE FROM THE SDYMCA CEO.

Dear Parents:

We would like to thank you for making the Southern District YMCA your choice for quality childcare. We look forward to another exciting year and are glad that you and your family will be part of it! Our goal is to provide quality childcare to families in our community.

The YMCA Afterschool program is a “values” driven program that puts a strong emphasis on our core values of Caring, Honesty, Respect and Responsibility. We strive to provide every child with activities that encourage a healthy spirit, mind and body.

The key to our success is always our well-trained and caring staff who love to work with children. Strong communication between staff and parent/guardian is essential to ensure that your child is successful in our program.

Please take a moment to read through the Parents Handbook with your child. It will familiarize you and your child with our policies and procedures as well as explain details about payments, vacation and more. Once again, thank you for making the YMCA your choice for quality childcare.

Sincerely,

Kimberly Meyer
CEO Southern District YMCA

DID YOU KNOW?
The YMCA is the **largest provider of child care services in the US?** The Y has access to the best practices in the field of early childcare education. In 2012 the YMCA **led the nation in adopting healthy living standards**, including offering fruits and vegetables and water at snack time, increasing the amount of exercise in its Afterschool programs



OUR MISSION

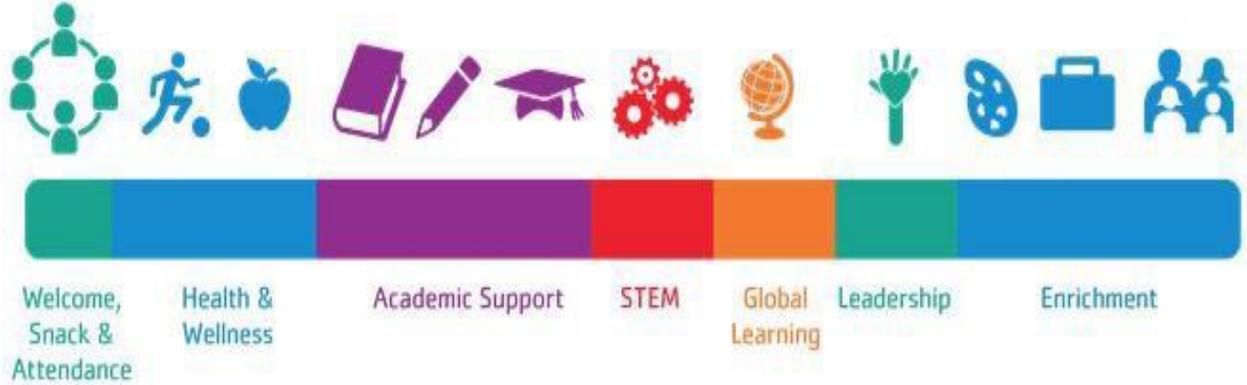
The Southern District YMCA (SDYMCA) fosters genuine connections, personal growth, and well-being for all through programs and services that focus on youth development, healthy living, and social responsibility.

Mission Statement

It is the mission of Southern District YMCA Camp Lincoln to put Christian principles into practice through programs that build healthy mind, body and spirit for all. It is in the spirit of the mission that the YMCA opens its doors to all people regardless of religious beliefs, race, age, ability or gender. SDYMCA uses a holistic approach to create programming that is caring, thoughtful and intentional. We seek to nurture each child’s mind, body, and spirit in a healthy environment.

Our programming includes:

- Positive relationships with other children, staff members, volunteers and community members
- Physical activity & outdoor play
- Fresh foods, whole grains and healthy alternatives
- Homework time during school year programming
- Invitations to learn and opportunities to enrich and expand experiences in school
- Enrichment opportunities focused on core content areas of STEM, arts, leadership development, team-building and community service, global inclusion, outdoor education, and social-emotional learning.
- Family events



AREAS OF FOCUS

- **Youth Development:** Providing children and teens the opportunity to cultivate the values, skills and relationships that lead to positive behaviors, better health and educational achievement.
- **Healthy Living:** With a mission centered on balance, the Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests, providing support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.
- **Social Responsibility:** giving back and providing support to our neighbors. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve.

BUSINESS CORNER

REGISTRATION

Before your child can attend programming with SDYMCA the following must have been completed:

- Online registration form available through www.sdymca.org
- Payment of \$50.00 per child, non-refundable and non-transferable registration fee to secure a spot for your child in the program. This fee is separate from the weekly program tuitions.
- Submit a copy of your child's current immunization history and proof of physical exam performed within the past 12 months.

The state of New Hampshire requires that a reliable telephone number be on file with SDYMCA for parents/guardians in case of emergency during program hours. SDYMCA requires that a minimum of two additional contacts be provided who are also authorized to pick-up your child(ren) in case of an emergency if you are unavailable.

New enrollments are set up on a weekly basis. All new enrollments must be completed by Thursday at 12p the week prior to the requested start date. This is to ensure the

enrollment has been processed in our billing/enrollment system and the appropriate paperwork can be delivered to the site location and staff prior to your child's start date.

Enrollment

All enrollment changes must be made in writing. Enrollment changes must be submitted in writing two program weeks in advance of the requested change.

Our traditional before and after school programs offer enrollment on a two-day, three-day, or full time (five-day) schedule for both before and after school. There is also a full time AM+PM schedule available.

Second/additional child discounts of 10% are offered on full time enrollment schedules.

22-23 School Age Child Care Rates

Traditional Before- and After-School Care	2 Day Rate (1-2 days)	3 Day Rate	Full Time (4-5 days)	2nd / 3rd Child (Full Time Discount)
AM only	\$36/week	\$52/week	\$77/week	\$69/week
PM only	\$46/week	\$68/week	\$98/week	\$88/week
AM & PM	N/A	N/A	\$124/week	\$111/week

*Program offerings are subject to change per district with changing school district plans and YMCA capacity to offer care.

Weekly enrollment rates are based upon 180 days of school and divided into equal weekly payments. There is no prorated fee for weeks including in-service days/holidays where there is no school. You will not be billed for school vacation weeks.

*Early Release and Delayed Opening fees are included in the above rates. If your child is regularly enrolled on a day which happens to be a scheduled early release, there will be no additional fee charged.

*No credit is given for absences, emergency or weather-related school cancellation days.

Payment Policies & Billing

Our school age child care programs operate on a weekly billing schedule. Payments are due in full each week in advance of the upcoming week of program. Payments are

drafted via automatic payments set up with a credit card or bank draft. Payment drafts for the upcoming week of program are run on Friday's the week prior. Payments are not accepted at the program site.

The parent who registers the child is responsible for full payment of the program. The bill will be addressed to the parent who signs the child(ren)'s registration form.

The weekly payment is based on enrollment and not the child's actual attendance. Your child may only attend on enrolled days. Absences will not be credited.

No credit will be given for emergency or weather-related cancellation days.

No credit will be given if your child is unable to attend due to quarantine or COVID-19 testing requirements outlined in our COVID-19 child screening policy.

Tuition will not be refunded if your child is asked to leave for behavioral reasons.

If payments become 14 days overdue, the child may be removed from the program until past due balance paid. Their spot will not be reserved if removed due to overdue payment. Re-enrollment is subject to availability.

A late fee of \$1.00 per minute per child is incurred for pickup that occurs after the scheduled program operation hours end time. This fee will be added directly to your account.

Withdrawal/Enrollment Changes

SDYMCA requires that all changes in enrollment, including withdrawals, must be submitted in writing two program weeks in advance of the requested change. Written notification can be submitted nicole@sdymca.org or a member of the SACC administrative team.

Initiated by the YMCA: Parents may be asked to withdraw their child(ren) from the program for the following reasons:

- Failure to make regular payments
- Chronic tardiness at pick-up time
- Determination by SDYMCA leadership that the needs of the individual cannot be met
- Behavior issues as outlined in this handbook

Tax Information

Our tax identification number is 04-3383996. SDYMCA provides billing statements in accordance with the programs billing policies defined above. Families are responsible to maintain necessary financial records for their child care expenses for tax purposes. End of year statements are not provided.

Absences/Alternate Dismissal Plans

During school year programming, if your child is absent from school you must contact the Site Cell Phone number for your child's program (listed on page one and on the SDYMCA Website). Leave a voicemail or text message informing site staff of your child's absence.

If your child is in school but will not be attending program on an enrolled day, it is your responsibility to notify the YMCA staff leaving a message on the site cell phone. YMCA staff are expecting **all** children on enrolled days unless otherwise notified.

SDYMCA program space is limited due to NH Bureau of Child Care regulations. Families are obligated to pay for enrolled days regardless of attendance. SDYMCA assumes responsibility for children as soon as (s)he has been signed into SDYMCA programs.

Late Pick-up

- Parents, or authorized person, must pick up their child(ren) before the end of our hours of operation
- A late fee of \$1.00 per minute is incurred after the hours of operation, which will be added to the family's account
- Staff will remain with the child and will contact the parent and/or emergency contact person to pick up the child
- If parents/guardians and emergency contacts cannot be reached within 30 minutes, the police department will be called as a last resort.
- Habitual tardiness may result in termination from the program.

SCHOLARSHIP INFORMATION

State Child Care Scholarship Program

SDYMCA is able to receive payment from the Department of Health and Human Services for child care services. To determine if you are eligible for state assistance, contact one of the DHHS District Offices:

Portsmouth District Office: 1-800-821-0326 or 433-8326

Salem District Office: 1-800-852-7492 or 893-9763

You may also apply through the DHHS website at nheasy.nh.gov.

Before billing can begin for your child, families must be linked with the "Southern District YMCA" separately for school year programming and summer camp. Families are responsible for having their case worker set up the link in their computer system. When SDYMCA has received confirmation of your eligibility, a contact will be established to identify the families' co-pay and tuition amounts. The state does not cover 100% of tuition. Families are responsible for remaining balances. If a family applies through the state of NH for employment related childcare assistance and has not been successful, or if the balance is still not manageable for the family, then SDYMCA Financial Assistance can be applied for.

Financial Assistance

SDYMCA serves all regardless of ability to pay. Through generous support of community members, foundations and grants, SDYMCA is able to provide financial assistance so families can participate in SDYMCA programs. Assistance is provided based on established need and program enrollment. It is important to completely fill out the Financial Assistance form. The following documentation is necessary to submit with the form:

- A registration form for SDYMCA Programs (online submission, or paper copy)
- At least 2 copies of your most recent paystub
- A copy of your most recent tax information
- Any state subsidy that you may be receiving
- A letter stating the family's benefit of program participation
- A Financial Assistance application, found here

Financial Assistance applications are reviewed on a rolling basis for school year programs and during the first week of each month (January through June) for summer camp. All information is kept confidential. Once the Financial Assistance Committee has made a decision, families are notified by e-mail. Financial assistance forms must be submitted annually to SDYMCA.

WEATHER RELATED CLOSINGS

SDYMCA utilizes school facilities to run programming. If the school closes for weather-related or other emergencies that render the school unsafe, the YMCA will follow the following closure policy:

- If school is cancelled for the day due to a weather-related emergency, the YMCA will not hold AM or PM program that day.
- If school calls a 2-hour delay due to weather, the YMCA will not hold AM program that day.
- If the school calls an unplanned emergency early dismissal, the YMCA will not hold PM program that day.
- If the school doesn't call an emergency early dismissal but cancels all after-school activities due to weather, the YMCA will still hold PM program but encourages an early pickup for the safety of our families and staff.



***The family is responsible to inform the school of other arrangements for its child if the program is not running.

***There will not be a tuition credit for a weather-related, or other emergency cancellation.

ACCREDITATION

SDYMCA School Age Child Care programs are licensed by the state of New Hampshire and adhere to best practice standards determined by YMCA of USA. All staff receive training in the childcare field and continue their professional development throughout the school year.

Daily Activities

Children need a safe place to play, learn and grow during out-of-school hours. School Age Child Care offers structured time for school age children to complete homework, participate in arts and crafts, and play group games. In addition, children have free time to make new friends, play outside, relax and have fun. Healthy snacks and/or breakfast are provided to participants every day. All children are welcome at School Age Child Care and we work with families to ensure the successful participation of all students. YMCA staff members look forward to talking with you about your

child's day, answering any of your questions and helping you get to know how your child spends their out-of-school time.

Enrichment Opportunities

School Age Child Care recognizes the unique opportunity to enrich children's learning opportunities. Programming is designed to encourage staff members to incorporate fun, hands-on activities that engage children in the joy of learning. Each day will include, program and educational based stations, character development, active play, health and wellness programming, STEM, 21st Century Skills, leadership development, social emotional learning, outdoor education, and arts and crafts.

BUREAU OF CHILD CARE LICENSING (BCCL)

The licensing authority for this program is the bureau of licensing and certification, child care licensing unit. Child care programs are required to post a copy of the statement of findings and corrective action plan for the most recent visit in a location which is accessible to parents and must maintain copies of the statement of findings and corrective action plan for the preceding visit and make them available for parents to review upon request. Statements of findings and corrective action plans are also available on-line at <http://childcaresearch.dhhs.nh.gov> or by calling the bureau at 603-271-9025 or 1-800-852- 3345, extension 9025.

During licensing, monitoring, and complaint investigation visits to licensed programs the department shall speak with children regarding the care they receive at the program if in the judgment of the licensing specialist the children's response would be valuable in determining compliance with licensing rules. Licensing staff are experienced in working with children and trained to interview in a manner that is respectful and nonleading. However, if you do not want your child interviewed, or if you wish to be informed prior to your child being interviewed you must give the family child care provider, center director, site director or designee, and update annually, a signed dated statement indicating your preference. The well-being of children is our concern. BCCL staff recognizes that interviewing young children is a delicate responsibility. Therefore, the licensing specialists will make every attempt to help any child they interview feel comfortable by being gentle, reassuring, sensitive and casual. They will spend time with the child and will consider the child's level of maturity and willingness to talk to us. The licensing specialists ask the teachers to introduce them to the children and briefly explain the licensing specialists' role. The licensing specialists ask open ended questions. They randomly select which children they will speak with and invite those children to tell the licensing specialists about their child care program. However, no child is ever forced to speak with a licensing specialist. If a child appears uncomfortable

about speaking or declines the licensing specialists' invitation, they select another child. No child is ever pressured to speak with a licensing specialist.

Generally, the children enjoy telling an interested person about their day at the child care program, and often, children who have not been selected ask the licensing specialists if they can talk to them. Bureau staff believes it is important to interview children when monitoring child care programs because children often provide us with valuable information about the care they receive as well as important child care activities that are unlikely to observe. The licensing specialists ask questions about meals, snacks, activities, teachers, fire drills, rest, rules that children must follow, and what happens if children don't follow those rules.

The School Age Childcare program is licensed by the BCCL, which means that state regulations and guidelines for this programming are followed for. Each program is visited annually by Licensing Coordinators and licenses are renewed every three years.

Staff to Child Ratio

The NH Bureau of Child Care Licensing require that specific ratios for staff to participant supervision is set and upheld. Ratios are based on participant's age and the programs environment. The NH Bureau of Child Care Licensing requires a staff to participant ratio of 1:15. SACC strives to have a ratio of 1:10.

NH LICENSING CHILD CARE STAFF QUALIFICATIONS

Site Director

A Site Director must be at least 20 years of age, have a high school diploma and at least one of the following:

- A bachelor's Degree in elementary education or recreation, awarded by a regionally accredited college or university.
- An associate's degree in early childhood education, awarded by a regionally accredited college or university;
- A total of 12 credits in early childhood education, human growth and development, education or recreation from a regionally accredited college plus 1000 hours of experience with children;
- Current certification as an educator by the NH department of education;
- Experience working with children totaling 2000 hours and one of the following:
 - Enrollment in at least 3 credits in elementary education or a related field; and
 - Within 12 months of hire the site director shall have completed at least 6 credits
-

Group Leader

A group leader shall be at least 18 years of age; have a high school diploma or GED and one of the following:

- Experience with school-aged children, totaling 600 hours;
- Documentation of at least 3 credits in elementary education or a related field awarded by a regionally accredited college or university; or
- Documentation that she or he is a certified coach.

Program Assistant

A Program Assistant shall be at least 16 years of age and work with children only under the supervision of a Site Director or a Group Leader.

YMCA STAFF

SDYMCA staff members know and show how to embrace the mission of the YMCA. Staff members practice positive role modeling by demonstrating the YMCA's four-character development traits of Caring, Honesty, Respect and Responsibility. Every staff member completes a rigorous hiring process.



Once references, education, and work experience documentation are verified, competitive applicants are interviewed. Certain candidates are invited to return for working interviews based on job function. Staff members submit background checks of the following: FBI fingerprint-based federal criminal records, NH State criminal records, the Division for Children, Youth, and Families Abuse and Neglect Registry, and the National Sexual Offender Registry. Staff members complete Redwoods Group online trainings prior to start of work which cover child abuse prevention, blood borne pathogen management, social media awareness, and sexual harassment prevention.

All staff members attend mandatory training prior to the start of the school year and learn about the YMCA culture, mission, and values and receive professional development trainings on pertinent topics such as bullying prevention, age-appropriate programming, and creation of healthy after school environments, positive behavior

management techniques, and compliance with necessary NH Child Care Licensing Regulations.

SDYMCA provides staff with professional development opportunities throughout the school year. New Hampshire Bureau of Child Care Licensing requires that all child care staff complete 18 hours of professional development training each calendar year. State licensing regulations can be reviewed by visiting BCCL regulations at: <http://www.dhhs.nh.gov/DHHS/BCCL/rules.htm>

During the school year, Site Directors attend monthly meetings to discuss successful after school strategies and discuss challenges as well. All staff are required to attend monthly meetings to go over quality and future programing.

HEALTHY INITIATIVES

5-2-1-0 Healthy Living Message & CATCH Kids Club

Southern District YMCA is an advocate of the 5-2-1-0 healthy living message and a member of the 5-2-1-0 Steps Up Coalition in our community. We educate staff, children, and families about the daily importance of eating 5 fruits and vegetables, limiting screen time to 2 hours or less, obtaining 1 hour of vigorous activity, and consuming 0 sugar-sweetened beverages. The YMCA encourages families to practice 5-2-1-0 at home and supports school wellness



committees in their efforts to create a healthy learning environment by incorporating this wellness message into academic life. Staff members are trained using aspects of CATCH Kids Club, an evidence-based after school program designed by the University of Texas to promote healthy physical activity and eating behaviors in school age children. For more information on CATCH Kids Club, visit www.healthynh.com.

YMCA Healthy Eating and Physical Activity (HEPA)

SDYMCA is committed to incorporating the Y-USA health promotion standards when appropriate in programming:

- Serve fruit and vegetables as part of every meal.
- Serve more whole grains and limit foods with added sugars.

- Serve foods low in saturated fats and containing no trans fats.
- Offer water and skim milk as the primary beverage of choice every day.
- Water should be offered at the table, not just available at a water fountain.
- Eliminate serving sugar-sweetened beverages (SSB) (soda, juice drinks, powdered juice drinks, iced teas and sports drinks).
- Include fun, moderate physical activity for all young people every day (30 minutes for afterschool programs; 60-90 minutes for holiday and vacation programs) and include outdoor activities whenever possible.
- Offer fun and vigorous (that causes sweating, breathing hard) physical activity as an option three times a week (20 minutes each time) outdoors whenever possible.
- No television should be included in the program. Encourage a two-hour limit on television at home.
- Family support and education

PROGRAM POLICIES

Student Dress Code

If clothing is inappropriate for school, then it may not be worn at program. Children should dress to participate in all program activities. Clothing should provide appropriate body coverage that allows all participants to feel comfortable. Clothing and footwear should allow for outside play. During the school year, SDYMCA programs follow the school's guidelines to decide whether to offer programming indoors or outdoors. If a participant is not dressed appropriately as outlined in this policy and at the discretion of program leadership, the participant will be asked to change in to clothes they brought, or in to clothes provided by the program.

Please send your child with appropriate attire for the weather each given day. The YMCA strives to include outside play in program each day, even during the winter months, unless unsafe to do so. Snow play is encouraged but only with appropriate attire- boots, gloves, hat, jacket, snow pants.

Electronics Usage

Like school policies, if a child brings a cell phone or other electronic device with them to program, it must stay in their back pack turned off and the ringer must be silenced. If a cell phone becomes a distraction, the program leadership may hold it in a safe place until a parent or guardian picks the child up from program. Program leadership uses cell phones during program hours for emergencies. Site cell phone numbers are listed on the website (sdymca.org) and on pg. 1 of the parent handbook. We do not allow use of electronics while at program.

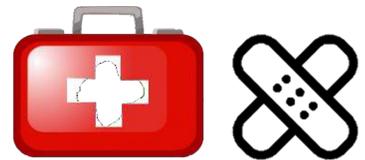


Authorized Releases

SDYMCA will release your child to persons authorized on his/her registration form. Staff members will ask for identification until they become familiar with the pick-up person. If a person NOT on the registration form needs to pick up your child, advance notification in the form of a written note must be provided. Staff will require identification from this person. Staff will not release children to an unidentified adult without identification and a written note.

SDYMCA is to be notified of any custody issues involving children who are enrolled in programming. A notarized, certified copy of the court order must be provided to program leadership to enforce pre-existing or new legal court orders.

MEDICAL POLICIES



Illness Concerns

SDYMCA follows school policies with regards to illness. If your child is, or otherwise would be, absent from school, has been vomiting, or has a fever over 100 degrees, they are unable to attend program. Children must be free of fever and other symptoms for 24 hours without medication to return to program. If a child becomes ill during the program, a parent will be called to come and pick up the child. If a parent cannot be reached, staff will contact persons authorized for pick-up on the child's registration form. Parents are required to notify SDYMCA whenever a child has been exposed to a contagious disease. In the case of communicable infections, the child must be treated with antibiotics for a minimum of 24 hours before attending the program.

Emergency Medical Attention

Parents will be notified immediately to pick up their child if an injury requires immediate medical treatment. Emergency situations will result in ambulance transportation with, or without, parent/guardian permission as per participant waiver signed at time of registration. Trained program staff will take the following steps if emergency contacts cannot be reached:

- A message will be left with the parent and emergency contact(s) that an ambulance has been called
- Program Leadership or her/his designee will accompany the child to the hospital and remain with her/him until the parent/guardian arrives
- A SDYMCA accident report will be completed for all injuries

Medical and Drug Administration

Prescribed medication will only be administered under the following guidelines:

- The parent must complete the Medication Authorization Form found on the website forms page (sdymca.org/forms).
- Medications will not be administered participants without the original script and written authorization from the parent. Non-prescription medication (i.e. Tylenol, cough drops) will not be administered unless accompanied by a doctor's note.
- Medication is to be given to a staff member upon the child's arrival to the program.
- All medication is kept secure in a locked area on-site of the programming, or in a "lock box" if program is going off-site
- All medication must be in its original container with the child's name, address and dosage instructions
 - All medications are administered by the program leadership or designate
 - Epi-Pens and Inhalers can be kept on the person as per state regulations. Site Directors will work with families to develop the best suited plan under state licensing and school procedures based on age, activities and usage.

Accommodations and Special Needs

All children with varying abilities are welcome at SDYMCA programs. If a child is assigned a 1:1 aide during the school day for any reason, an aide is required to accompany the child during any SDYMCA program. We are unable hire or provide aides.

Call program leadership to discuss accommodations for children requiring special considerations. To better suit the needs of any children with accommodations or special needs we are requesting copies of IEP, 504 or any other Education Plan.

Site directors and the YMCA administrative team works closely with each family to determine what additional individualized supports within reason can be provided to help all children succeed in our program, however SDYMCA reserves the right to dismiss a child from program if the needs of the participant cannot be met, or if the child's conduct is not in the best interest of program goals or the other participants.

Behavior Management Policy

SDYMCA supports all children using positive behavior guidance techniques. SDYMCA believes that engaging children in developmentally appropriate activities and providing positive social interactions are the best ways to promote positive behavior. Staff members actively supervise children during all aspects of the program in order to model and encourage desired behaviors.

It is understood that negative behaviors do occur. Staff members are trained to handle incidents by setting clear expectations and consistent consequences. In the event of ongoing behavior concerns, program leadership may create a behavior contract with the

participant and their parent/guardian with requirements to sign the contract. If the undesired behavior continues and further intervention is warranted, the participant may be suspended from the program with determination based on the severity of the offense and after review from the Director and Co-Coordinators. If the behavior continues after suspension, his/her case may be taken under review by the disciplinary committee and could result in termination from the program. At any time, you can request to see documentation of your child's behavior. There should be open communication between yourself and program leadership so that we can help every child be successful in the program. You may also request a meeting with the disciplinary committee to discuss your child's case.

Violent or threatening behavior, such as injuring a child or staff member or causing damage to YMCA, school and/or another's property can result in immediate suspension or termination from the program. If property is damaged by a child, their family may be required to compensate the YMCA for those damages.

If your child is terminated from a SDYMCA program, s/he may not use any other SDYMCA programs for the remainder of the school year, including but not limited to vacation camps, and in-service day trips. Program leadership does confidential reviews of disciplinary actions to ensure consistency and fairness within the organization.

Bullying

SDYMCA advocates for a "bully free" environment within all programs. School year programs follow the individual bullying policies that are in place at the corresponding schools. If staff members find that bullying has taken place, consequences will be tailored to appropriately address the nature of the behavior, the developmental age of the bully and victims, and the participant's history of behavior and performances. All measures shall be designed to correct the behavior, prevent other occurrences, protect and provide support for the victim, and take corrective action for the documented occurrences of bullying.

Weapons

For the safety of all program participants and staff, SDYMCA does not allow any potentially dangerous items to be brought into any YMCA programs. Possession or use of firearms and other dangerous weapons on YMCA grounds or in YMCA programs is strictly prohibited and is grounds for immediate termination from the program. SDYMCA reserves the right to inspect all packages, bags, backpacks, purses or suspicious clothing to assure compliance with this policy.

KEY CONTACT INFORMATION

Proudly serving the communities of

East Kingston, Exeter, Hampstead, Kensington, Kingston, Newton,
and Stratham

Administrative Offices

56 Linden St. Exeter, NH 03833
P 603-319-5940 F 603-642-4340
www.sdymca.org

Anthony Panciocco Director of Child Care Services

anthony@sdymca.org
P 603-319-5942

Nicole Fogarty Childcare Registrar

NicoleF@sdymca.org
P 603-319-5943

Melissa Hilfer School Age Program Coordinator

melissa@sdymca.org
P 603-319-5949

General program inquiries and questions can be sent to SACCinfo@sdymca.org

Southern District YMCA - Billing Policy

Dear Members,

This notice is to provide you with updated information about our billing services.

Effective September 1, 2021, in conjunction with internal efforts, the YMCA has introduced a new automated service to help manage payment returns. In addition to automated draft resubmissions, you may receive messages to update your account information on our behalf from Daxko Full-Service Billing.

As part of this automated service:

\$30 return fee will be added for credit card payments that decline/return for insufficient funds

\$10 return fee for all other credit card payment that decline/return due to other issues (lost, stolen, etc.)

\$25 return fee for ACH/bank account payments that decline/return

Two additional attempts will be made automatically to recover the original balance and the return fee. No additional return fees will be added by the Y to your account for additional returns on the same item.

As we cannot guarantee the ability to affect a time sensitive adjustment to your recurring draft date to avoid a returned payment, please anticipate the recurring payment for your Y services on the originally agreed-upon scheduled payment date and check your voicemail and spam/junk mail regularly as to avoid any accumulated fees that may occur.