



**FOR YOUTH DEVELOPMENT<sup>®</sup>  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **YMCA SCHOOL AGE CHILD CARE PARENT HANDBOOK**

## **SCHOOL AGE CHILD CARE (SACC)**

*Proudly serving the communities of*

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

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**Kingston 603-988-4769**

**Danville 603-498-6143**

**Kensington 603-969-6227**

**East Kingston 603-957-1928**

**Newton 603-988-4296**

**Exeter 603-422-3782**

**Seabrook 603-988-6984**

**Fremont 603-988-4495**

**Stratham 603-957-1930**

**Hampstead 603-498-5893**

**Hampton 603-988-4560**

**Hampton Falls 603-422-3789**

# YMCA SCHOOL AGE CHILD CARE PARENT HANDBOOK

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## **IMPACT & MISSION (1-14-15)**

### **Community Impact Statement**

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 (CATCH kids club) & 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 such as STEM, Arts & Crafts, leadership development, community service, teambuilding, SEL, and more
- Early Release programming including karate, Zumba, Yoga, animal encounters, and more
- Family events

### **AREAS OF FOCUS**

**Youth Development:** Nurturing the potential of every child and teen. We believe that all participants deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

**Healthy Living:** Improving the nation's health and well-being. In communities across the nation, the Y is a leading voice on health and well-being. 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. As a result, millions of youth, adults and families are receiving the 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. The Y has been listening and responding to our communities' most critical social needs for 160 years. 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. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country

are empowering millions of people in the U.S. and around the world to be healthy, confident, connected and secure.

## BUSINESS CORNER

\*Please inform the Site Director or SDYMCA office of any changes in family contact information or enrollment immediately. All changes must be done in writing and submitted to the Administration Associate.

## REGISTRATION

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

- Online registration available through [www.sdymca.org](http://www.sdymca.org)
- Payment of \$35.00 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 monthly and program tuitions.
- 3 business day wait period for start date (see website for information chart)
- Submit a copy of your child’s current immunization history and proof of physical exam performed within the past 24 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.

## Enrollment

After the initial online registration has been completed and confirmed, all enrollment changes must be made in writing or by email. Submit changes and cancelations, including the effective date of the change, to the SDYMCA office by the 25th of the month to change enrollment for the upcoming month. All changes are subject to a \$10.00 change fee.

## School Age Child Care Rates

	<b>2 Day Rate (1-2 days)</b>	<b>3 Day Rate</b>	<b>Full Time (4-5 days)</b>	<b>2<sup>nd</sup> / 3<sup>rd</sup> Child (Full Time Discount)</b>
<b>Before</b>	<b>\$132/month</b>	<b>\$170/month</b>	<b>\$233/month</b>	<b>\$213/month</b>
<b>After</b>	<b>\$178/month</b>	<b>\$213/month</b>	<b>\$298 / month</b>	<b>\$254 / month</b>
<b>Before and After</b>	<b>N/A</b>	<b>N/A</b>	<b>\$361 / month</b>	<b>\$298 / month</b>

Monthly payments remain the same from month to month. Tuition rates have been divided into 10 equal monthly payments (September to June) based on the 180-day school year.

\*Early Release 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.

\*You will be charged for days enrolled. (Additional days must be preapproved through the office manager and will incur a fee)

## **Payment Policies & Billing**

Email addresses are required for the emailing of invoices by the end of each month. If families have not received an invoice by the 30<sup>th</sup>, they should contact SDYMCA office at 603-319-5940

- Payments are due by the 1<sup>st</sup> of each month
- Payment must be received by the 7<sup>th</sup> of each month. A \$20.00 late fee may be assessed on the 8<sup>th</sup> of each month
- Include the name of your child on the check
- 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
- Payments are not accepted at the site
- The following methods of payment are acceptable:
  - Credit Card
  - Check
  - Money Order
  - Bank Automatic Payment
- Payment can be submitted in the following ways:
  - Payments can be made online through the online account
  - Checks must be mailed to 56 Linden St. Exeter NH 03833
  - Monthly automatic credit card payments can be set-up during annual registration, or during the year with the Administration Associate

## **Withdrawal**

### **Initiated by parent**

SDYMCA requires that all withdrawals must be submitted in writing to the Administration Associate no later than the 25<sup>th</sup> of the month. Changes will go into effect the following month. Written notification can be submitted directly to the Administration Associate by mail or email.

### **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

## **Payment Issues**

Any check that is returned to SDYMCA by the bank will incur a charge of \$25.00 and must be replaced with a certified check or money order. If payment becomes 30 days overdue, your child may be removed from the program until the past due balance is paid in full.

## **Tax Information**

Our tax identification number is 04-3383996. SDYMCA provides monthly billing statements. Families are responsible to maintain necessary financial records for their child care expenses for tax purposes. Families can print out a payment history from their child(ren's) online account. End of year statements are not provided through the SDYMCA office.

## **Absences**

During school year programming, if your child is absent from school, you should contact the Site Cell Phone number for your child's program (listed on page one and on the SDYMCA Website)

If your child is in school but will not be attending program it is your responsibility to notify the staff by leaving a note at the school office, or by leaving a message on the site cell phone.

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 6:00 pm
- A late fee of \$1.00 per minute is incurred after 6:00pm, which will be added to the family's account
- We will first try to contact the parent and/or emergency contact person to pick up the child
- If parents/guardians and emergency contacts cannot be reached within one hour, the police department will be called as a last resort.
- Habitual tardiness may result in termination from the program.

## **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, or contact one of the following:

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](http://nheasy.nh.gov)

Before billing can begin for your child, families must be linked with the "Southern District YMCA" for school year programming. 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 contract 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.

## **Payment Plans**

Families can establish payment plans with SDYMCA to manage account balances. To learn more about establishing a Payment Plan, contact the Administration Associate.

## **Financial Assistance**

SDYMCA strives to serve 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)
- 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 how the family will benefit from program participation

Financial Assistance applications are reviewed on a rolling basis for school year programs. 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 for each new school year. If a family applies through the state of NH for employment related child care assistance and has not been successful, or if the balance is still not manageable for the family, then a SDYMCA Financial Assistance Application may be submitted.

## **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 program will not be held.

- **All-day School Cancellation:** No program at all
- **2-Hour Delay:** NO morning program, afternoon program is ON
- **Unplanned Early Dismissal from School:** No afternoon program
- **Cancellation of Afternoon Activities After a Full Day of School:** SDYMCA will still run programming, unless the school notifies otherwise.

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

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

## **Accreditation**

SDYMCA SACC programs are licensed by the state of New Hampshire and adhere to best practice standards determined by YMCA of USA. All staff receives training in the childcare field and continues their professional development throughout the school year.



## **Daily Activities**

Children need a safe place to play, learn and grow during out-of-school hours. SACC offers structured time for school age children to complete homework, participate in enrichment activities (STEM, Arts & Crafts, leadership development, team building, SEL, health & wellness), and physical activity. 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. School Age Child Care families are welcome to visit the program anytime. YMCA staff members look forward to talking with you about your child's day and answering your questions.

## **Enrichment Opportunities**

Enrichment opportunities include both character building activities daily as well as community service projects, guest instructors, and family nights. Each site engages in community-based projects and hosts family nights each year. Community Service projects are designed to empower youth in the community. Family nights provide a chance for families to interact with their children and our staff in a relaxed and fun atmosphere. During the year, special guests from the community are invited into the programs to lead enrichment activities with the children. Past guests have enthusiastically shared Zumba, karate, yoga, and art with the program. Parents and volunteers who have a special skill or hobby are invited to arrange times to share with the program.

## **BUREAU OF CHILD CARE LICENSING (BCCL)**

The School Age Childcare programs are licensed by the BCCL. Each program is visited annually by Licensing Coordinators and licenses are renewed every three years. State licensing regulations, statement of findings and corrective action plans can be reviewed by visiting BCCL regulations at: <http://www.dhhs.nh.gov/DHHS/BCCL/.htm> .

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. Children will remain with their class or group during these conversations with licensing staff, and at no time will a child be forced to speak with a licensing coordinator.

If licensing believes your child may have specific information regarding an alleged event at the program, and determines that it is best to interview your child separately and not with the group or class, please indicate at registration your preference among the following options:

- I give permission for child care licensing staff to interview my child at the child care program separately from his or her class or group
- I wish to be notified prior to child care licensing interviewing my child at the child care program separate from his or her class or group
- I do not give permission for child care licensing staff to interview my child at the child care program separate from his or her class or group

### **Staff to Child Ratio**

The NH Bureau of Child Care Licensing require that specific ratios for staff to child are upheld. Ratios are based on child(ren) age and the programs environment. The NH Bureau of Child Care Licensing requires a staff to child 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:

- Written documentation from or on file with the department that she or he was qualified and employed as a site director in a school age program on or before the effective date of these rules in 2017
- A minimum of an associate degree in child development, education, recreation or other field of study focused on children, awarded by a regionally accredited college or university
- Certification of successful completion of training as a recreation director plus 1000 hours of experience working with children in a license child care program, recreation program, or a public or private elementary school
- A total of 12 credits in child development, education, recreation, or other field of study focused on children, from a regionally accredited college plus 1000 hours of experience working with children
- Current certification as an educator by the department of education
- Experience working with children totaling 2000 hours and the following
  - Current certification as a para II educator by the department of education or
  - Both of the following:
    - Documentation of enrollment in a course for at least 3 credits in child development, education, recreation, or other field of study focused on children, through a regionally accredited college or university and a written plan on file for completion of at least 3 additional credits as specified and
    - Within 12 months of the date the individual begins working as the site director, documentation of successful completion of a total of at least 6 credits as specified shall be on file with the department

#### **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 child development, education, recreation or a related field awarded by a regionally accredited college or university; or
- Documentation that she or he is a certified coach.
- Written documentation from or on file with the department that she or he was qualified and employed as a group leader in a school age program on or before the effective date of these rules in 2017

### **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**

Every staff member completes a rigorous hiring process. Once references, education, and work experience documentation are verified, Staff members submit background checks to 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 trainings and mandated NH Health & Safety Trainings prior to start of work.

All staff members attend mandatory training which covers YMCA culture, mission, values, bullying prevention, age appropriate programming, positive behavior management techniques, and compliance with NH Child Care Licensing Regulations.

SDYMCA provides staff with professional development opportunities throughout the school year. The New Hampshire Bureau of Child Care Licensing requires that child care staff complete 20 hours of professional development training each calendar year.

### **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](http://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 (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. SDYMCA programs follow the school's guidelines to decide whether to offer programming indoors or outdoors.

### **Electronics Usage**

If a child brings a cell phone or other electronic device with them to program, it must stay in their back pack turned off or the ringer must be silenced. If a cell phone or other electronic device 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](http://sdymca.org)) and on page one of this handbook.

### **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 must be given. Staff will require identification from this person. Staff will not release children to an any unrecognized adult without identification and a notice from a parent/guardian.

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

### **Illness Concerns**

If your child becomes ill while at the program, you will be contacted and asked to pick up your child immediately. For this reason, we ask that you keep your emergency information updated. In the case of

communicable infections, the child must be treated with antibiotics for a minimum of 24 hours before attending the program.

You will be called if:

- Your child has a temperature of 100.3 degrees Fahrenheit or higher.
- Your child is vomiting and/or has diarrhea
- Your child has head lice and/or nits
- Your child has a head injury
- if an injury requires medical treatment

### **Emergency Medical Attention**

Emergency situations will result in ambulance transportation with, or without, parent/guardian permission as per waiver signed at time of registration. Trained program staff will take the following steps:

- Every effort will be made to notify parents and/or emergency contact(s)
- Program staff will accompany the child to the hospital and remain with her/him until the parent/guardian arrives
- A SDYMCA accident reports 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](http://sdymca.org/forms)).
- Medications will not be administered to participants without the original container with the child's name, address and dosage instructions
- Non-prescription medication including cough drops will not be administered unless accompanied by a doctor's note.
- Medication is to be given to a staff member
- All medications are administered by the program staff
- Epi-Pens and Inhalers can be kept on the person. Site Directors will work with families to develop the best suited plan under state licensing regulations.

### **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. To better suit the needs of any children with accommodations or special needs we are requiring copies of IEP, 504 or any other Education Plan. Do not hesitate to contact program leadership to discuss accommodations.

### **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 is

the best way 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 challenging behaviors do occur. Staff members are trained to handle incidents by setting clear expectations and consistent consequences. In the event of ongoing challenging behaviors, program leadership will:

- Document all challenging behaviors and notify families
- Create a behavior contract with the child to be signed by their parent/guardian
- If the challenging behavior continues and further intervention is warranted, the child may be suspended from the program based on the severity of the offense for 1-3 days
- If the behavior continues after suspension, a meeting will be held with program leadership and the parent/guardian to determine a plan to best support the child during program
- If challenging behavior continues the child may be terminated 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 the program leadership so that we can help every child be successful in the program.

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.

### **Bullying**

SDYMCA advocates for a "bully free" environment within all programs. If staff members find that bullying has taken place, consequences will be tailored to appropriately address the nature of the behavior. 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 program. Possession or use of firearms and other dangerous weapons 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.