



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



School's Out Family Handbook 2024-2025



Greendale Family Branch
75 Shore Drive
Worcester, MA 01605

TABLE OF CONTENTS

Mission Statement (pg.1)

Enrollment and Cost Breakdown (pg.2-3)

Daily Program Operations (pg.4-8)

Behavior Intervention Strategies and Policies (pg.9-11)

Integration Program (pg.12-13)

Medication Administration (pg.14-15)

Homework Policy (pg. 16-17)

Snow Days, Holidays, and Non-School Days (pg.18)

Emergency Policies and Procedures (pg.19-20)

Staff Member Code of Conduct and Expectations (pg.21-22)

Parent/Guardian Expectations (pg.23)

Suspected Child Abuse Policy and Procedures (pg.24)

Contact Information (pg.25)

MISSION STATEMENT

Mission Statement

The YMCA of Central Massachusetts is an association united in a common goal to strengthen our communities and to develop the spirit, mind and body of all persons, regardless of means, through activities guided by and based upon our core values of caring, honesty, respect, and responsibility.

Cause Statement

We believe that lasting personal and social change can only come about when we all work together to invest in our children, our health, and our neighbors. That's why, at the Y, strengthening communities is our cause.

Diversity and Inclusion Statement

The YMCA of Central Massachusetts will nurture and support an environment that reflects, respects, and celebrates our differences, and embraces the richness of our diversity.

Statement of Purpose

The YMCA will provide an after school program which reflects and responds to the needs, skills and abilities of the participants. Since children's needs are diverse, the program provides for all aspects of child development: physical, intellectual, emotional and social. Further, the child's development is fostered through his/her participation in a planned program of instructional and social interactions. School's Out is licensed for children Kindergarten through age 14.

Programming provides a balanced and safe environment with a sufficient amount of adult supervision to ensure quality care. While providing a safe environment, children have ample opportunity to observe, ask questions, and experiment within the stable and familiar setting created by the staff. The setting for learning is designed for the child to develop initiative, responsibility, cooperation, and consideration of others. Staff accept and demonstrate, and encourage in children, the YMCA positive values of Caring, Honesty, Respect and Responsibility.

The YMCA will not discriminate against anyone on the basis of race, religion, cultural heritage, political beliefs, physical disability, marital status, sexual orientation, or national origin.

The Greendale Family Branch YMCA School's Out Programs are licensed in the state of Massachusetts by the Department of Early Education and Care (EEC). Parents/guardians may contact the EEC for information regarding the program's regulatory compliance history. The regional EEC office is located at 10 Austin St., Worcester, Ma 01609 (508) 798-5180

ENROLLMENT AND COST BREAKDOWN

Admission Criteria

- Children must be at least enrolled in kindergarten and can be up to age 13 to be accepted into our after-school program. Parents/guardians must complete in its entirety the School's Out enrollment form online prior to the start of the program.

Enrollment Procedures

- Parents/guardians contact the School's Out Administration to discuss enrollment procedure and child's needs. Parents/guardians can arrange a site visit. Parents/guardians will receive the EEC registration from the Administrator. Upon completion of paperwork and payment of enrollment fees, the child may start the program. It is the responsibility of the parent/guardian and site coordinator to notify that child's school that the YMCA will pick up that child.

Enrollment Forms

- Enrollment forms are to be filled out online completely each year and updated whenever information on the form changes.
- Payments are due on Friday before each weekly session begins.
- We will notify parents/guardians of any changes to our operation policies in writing.

Cost of Attending

5 Days Without Transportation	5 Days With Transportation
Member: \$110/week	Member: \$135/week
Non Member: \$135/week	Non Member: \$160/week

***All weeks will only offer a 5 day rate plan**

Cancellation Policy

- We must be notified **2 weeks in advance** in order to receive a refund for a registered program week.

Payment Policy

PLEASE READ AND BE CERTAIN YOU UNDERSTAND THIS CONTRACT

*If you have any questions, please call one of the child care directors,
at 508-826-2906*

- Payments are due the Friday before the current week of care.
- Failure to pay on time or returned payments will result in \$25 late fees.
- Failure to pay your balance within 4 weeks will result in the loss of your child's spot. Voucher recipients will receive a "no payment warning notification" that will also be sent to Child Care Resources.
- When withdrawing your child from the program, a 2-week written notice is required.
- Payment is required for all registered days, whether or not your child actually attends on those days. (This includes snow days, holidays and days missed due to illness). A credit will not be applied for unattended days.

- School's Out vacations are the same as school vacations (December, February, April), you will not be charged for these vacations unless you sign up for care during these weeks. If you choose to take any other vacation time, your normal School's Out tuition payment is still due.
- Children must be picked up by 6:00pm. If you are late you will be charged a late-pick up fee of \$1.00 for each minute you are late, per child, on the following week's tuition. Three late pick-up fees may result in termination or suspension from the program.
- Please provide notification to the YMCA of any changes in third party or scholarship agreements. If these agreements are changed or terminated it is your responsibility to notify the Account Manager, and you will be fully responsible for all incurred program charges.

Termination Policy

The School's Out program requires a two week written advance notice for all terminations from the program.

- The School's Out program reserves the right to suspend and/or terminate a child from the program with a one week notice to the family. When the health, welfare, and safety of other children and educators are at risk, the YMCA reserves the right to terminate services immediately.
- A child may be suspended and/or terminated for the following:
 - 1. Child's inappropriate behavior at the program, including during transportation to the program (if applicable)
 - 2. Chronic tardiness when picking up a child from the program;
 - 3. Chronic failure to inform the YMCA of child's absences;
 - 4. Overdue fees
 - 5. Other, as determined by the Program Coordinator/Administrator.

Termination of Services

After-school program services can be terminated for: (but not limited to)

- Consistent late pick-ups
- Request for special accommodations that staff cannot meet
- Failure to pay tuition in a timely manner
- Failure to comply with policies concerning ill children
- Being unreachable and out of touch by phone
- Failure to provide documentation requested by staff and/or required by EEC regulations
- Failure to keep immunization and other records current
- Failure to provide emergency contact updates
- Extreme behavior that prevents children from participating safely with peers

DAILY PROGRAM OPERATIONS

GREENDALE FAMILY BRANCH
YMCA School's Out 2:15-6:00pm

School's Out Calendar

The School's Out program starts on the first day of school and ends on the last day of school. Our Greendale program follows the Worcester Public School calendar.

2:15 – 3:30pm Children Arrive

As children arrive they have the opportunity to relax from the school day through activities such as board games, coloring, drawing and gym activities. If the weather permits, children will go directly outside to play on our playground! Attendance is taken when the YMCA educators assume responsibility of your child at their school and retaken after the children arrive.

3:30 – 4:45pm Snack Time/Group Time

Once all the children have arrived, the children will be divided into age groups and then wash hands prior to having a nutritious snack.

Homework Time

After snack, children will have time to complete their homework. If a child does not have homework, a quiet activity will be provided. Children are encouraged to bring a book/activity from home if possible.

Hand Washing Policy

Hand washing is the first line of defense against the spread of infections. Strict hand washing must be practiced by children and educators including, but not limited to the following times:

- Upon arrival at the program
- Before eating or handling food
- After going to the bathroom
- After assisting in toileting
- After contact with body fluids (blood, mucus, vomiting, etc.)
- After cleaning areas contaminated with body fluids

Hands should be washed with running water and liquid soap, using friction for 15-30 seconds. Hands shall be dried with disposable towels. The faucet shall be turned off with a disposable towel so that clean hands are not dirtied.

4:45– 5:45pm Clubs

Children will have the opportunity to choose from a variety of different choices throughout the year. Some examples are arts & crafts, science and /or various sports. Program choices usually run for a full month with clubs cycling on Mon/Wed, Tues/Thurs, and Fun Friday's.

5:45 – 6:00pm End of Day Activities

As children begin to leave, those remaining have the opportunity to relax through activities such as board games, reading, coloring, or gym activities.

6:00pm Program Closes

Transportation Policy

- **Arrivals**
 - The YMCA assumes responsibility for your child when school officials deliver the children to YMCA educators or when parents/guardians deliver their child to YMCA educators.
 - The YMCA School's Out program does allow drop offs but also offers van pick-ups and school bus transportation from the following schools: Abby Kelley Foster Charter, Thorndyke Road School, Francis J. McGrath Elementary School, Nelson Place School, Flagg Street School, Clark Street Developmental Learning School Burncoat Prep and Norrback Avenue School.
 - Children may not attend the program if they were absent from school on that day.
- **Departures**
 - Children MUST be picked up by program closing, NO EXCEPTIONS.
 - Children will only be released to adults (18 years or older) authorized IN WRITING by the parent/guardian on the child's registration form.
 - Any changes to the authorized to pick up list must be made by the parent/guardian.
 - Parents/guardians or other authorized adults picking up children must show a photo ID and must sign the child out of the program.

Alcohol & Drug Policy

The Greendale Family Branch YMCA educators reserve the right to determine whether an authorized person may not be competent to take a child home without placing the child at risk. In the event that an authorized person arrives under the influence of alcohol or any other substance, or appears to be unstable, the YMCA has established these policies:

- Educators will suggest to the parent/person that another authorized person on the contact list be called;
- Educators will suggest using taxi to transport the family home.
- At our discretion, we may contact the police to ensure the safety of yourself, your children and others.

If the parent/person becomes belligerent and/or insists on taking the child, educators must consider the possibility of injury to the child, other children and educators in the program. By state law, educators are required to notify the police when it is feared that the safety of a child is endangered.

The YMCA reserves the right to deny services to persons who abuse this policy.

Personal Items

Articles from home such as iPods, cell phones (any electronic games), toys and trading cards are not allowed in the program.

The YMCA is not responsible for lost, broken or stolen items.

Absences

When a child is not going to attend School's Out on his/her scheduled day, the parent/guardian MUST notify the YMCA by calling the School's Out site by 1:00 pm.

- Children who do not attend school during the day or are sent home sick, may not attend School's Out Program that day.

- Those who receive CCR vouchers MUST complete an absent child form or provide a written note explaining why child was absent, the date, name of child and parent/guardian signature per Child Care Resources.
- Please call the Y to notify us of your child's absence:
 - Schools Out Cell (508) 826-2906

Late Pick Up Policy

- When the parent/guardian, or other authorized person, is going to be late picking up a child, the YMCA requires that the parent/guardian:
 - 1. Call the Greendale Family Branch YMCA School's Out Program and leave the following information:
 - a. Child's Name
 - b. Name of the person who will pick up the child
 - c. Time child will be picked up
 - **Schools Out Cell (508) 826-2906**
 - 2. A \$1.00 per minute charge will be applied to your account when your child is not picked up by 6:00pm.
- If the parent/guardian, or other authorized person is late and the YMCA does not receive a phone call from the parent/guardian:
 - 1. School's Out Educators will try to contact the parent/guardian by phone; a \$1.00 per minute charge will be applied to your account when your child is not picked up by 6:00pm.
- If no response:
 - 2. YMCA Educators will try to reach the emergency contacts listed in the child's file to come and pick up the child.
- If no response:
 - 3. If no authorized person has come to pick up the child by 7:00 p.m., the Site Coordinator/Program Administrator will contact the Department of Children and Families (DCF) and the Worcester Police Department to report that the child has been abandoned. The YMCA will then release the child to the care of these services.
 - 4. After 7:00 p.m., parents/guardians should call the Greendale Family Branch YMCA at (508) 852-6694 ext 2222 to get information regarding their child.

Sick Child Policy

These guidelines have been established for the comfort and well being of your child and that of other children in the program. Children who do not feel well should be at home. Children who become ill at school should be at home. If your child gets sick during School's Out, we will notify you to pick up your child within an hour. Children will not be permitted to come to the program if:

- They pose a significant health risk to other children;
- They are feeling so poorly that they require an excessive amount of time from educators.
- They feel so poorly that they need comfort from their own parents/guardians.
- They did not attend school on that day.

Below is a list of specific illnesses and YMCA guidelines for treatment. These are based on Department of Public Health Guidelines for Infectious Diseases:

Fever: No child with a temperature of 100 degrees or higher will be admitted into the program. If your child develops a fever, you will be notified to pick up your child within the hour.

Diarrhea: Is highly contagious. If your child develops diarrhea you will be notified to pick

your child up within one hour. When a child has diarrhea, he/she should be kept at home for 24 hours or until the diarrhea has subsided.

Vomiting: If vomiting has occurred the evening before, your child should be kept at home the next day. If your child becomes ill at the program, you will be notified to pick up the child within one hour.

Eye Infections - Bacterial and Viral: Conjunctivitis (pink eye), and infection of the eye, is identified by crustiness or yellow oozing from the eye along with a pinkish tint to the whites of the eyes. These conditions are very contagious and should be treated by a physician. Children will not be admitted into the program until 24 hours after treatment has begun.

Impetigo: Bacterial skin infection, which appears as a rash that is oozing, red, and round, and may have a flat honey colored crust. Because this infection is easily spread, a physician should be seen for treatment. Your child needs to remain at home for 24 hours after starting the medication.

Head Lice: Head lice are tiny insects that live on people's scalps and hair. If your child has active head lice the parents/guardians will be notified to pick up the child. The child may return to the program as soon as the proper shampoo treatment has been given and the lice have been removed from the scalp.

Strep Throat: A bacteria causing a sore throat which may be accompanied by tender, swollen neck glands, headache, stomach ache, and fever. If your child tests positive for strep he/she should stay home and receive 24 hours of medication before returning to the program.

Chicken Pox: A very contagious disease, beginning with a mild fever and an itchy rash. Chicken pox is contagious from two days before the rash appears until the last blister has developed crusts. It takes 10-21 days from exposure to development of symptoms. Children will not be admitted to the program until all blisters are crusted and dry.

Hemophilia's Influenza: (H Flu or HIB): An uncommon, but extremely serious disease. It is the most common cause of meningitis and other illnesses. Should your child be diagnosed with the H Flu it is imperative that the Site Coordinator and Administrator be informed as soon as possible.

Coughs and Colds: Prudent judgment by the parent/guardian(s) and educators are the best guide in dealing with these illnesses. If your child is uncomfortable, or coughing so frequently that he/she is disturbing the other children, then he/she should not be in the program and you will be called to pick up your child.

Thrush or Yeast Infections: This is not a contagious condition and children need not be excluded from the program.

IN THE EVENT THAT YOUR CHILD DEVELOPS OR CONTRACTS A CONTAGIOUS DISEASE, PLEASE CONTACT THE PROGRAM DIRECTOR WITHIN 24 HOURS.

Children's Records

Confidentiality of Records: All information contained in your child's record is privileged and confidential and cannot be released without your written consent. Authorized representatives from the Department of Early Education and Care (EEC) have the right and responsibility to review all records upon request.

Children's Records contents include face sheets, progress reports, medical records, individual program plans (when applicable), consent forms, correspondence and referrals.

Maintenance of Records

- Any changes and/or additions to a child's record must be dated and signed by the parent/guardian making the entry.

- Updates, conferences, phone calls, correspondence, notes, etc. relating to the child must be written and filed under the appropriate heading. All reports must be signed and dated.
- Records are retained for a period of at least 5 years after the child has left the program unless the record is transferred by the parent/guardian.

Amendments

- A parent/guardian has the right to add information to his/her child's record at any time by making the request in writing to the Site Director/Administrator.

Accessibility

- Records are the property of the YMCA of Central Massachusetts
- Individual files are confidential and are kept in the Site Coordinator's Office.
- Parents/guardians shall, upon request, have access to their child's records at any time.
- Files must be signed out when used and are not to leave the YMCA building without prior approval of the Program Administrator.

Dissemination of Information

- Information may not be released to anyone not directly related to implementing the program plan for the child without the written consent of the child's parents/guardians.
- A permanent written log must be maintained in each child's record indicating to whom information is released.

Transfer of Records

Upon the written request of the parent/guardian(s) the YMCA shall transfer the child's record to the parent/guardian(s) or any other person the parent/guardian(s) identifies, when the child is no longer in care.

Referral Plan

- You may request information and/or a referral for your child at any time.
- If the YMCA feels that your child would benefit from additional services (i.e.; medical, social, family or mental health services) we will contact you to discuss our referral procedure.

BEHAVIOR INTERVENTION STRATEGIES AND POLICIES

Student Expectations

- To treat myself, others, and the program with care, honesty, respect, and responsibility.
- To follow directions and instructions from staff.
- To keep my hands, feet, and all other body parts to myself.
- To respect all facilities, equipment, and property.
- To stay with the group at all times.
- To have fun!

After-School Program Discipline

- Praise and positive reinforcement are effective methods of behavior management of children.
 - When a child receives positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline.
- Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

Children are expected to adhere to all YMCA expectations and rules.

The following procedures for dealing with unacceptable behavior is as follows:

1. Clear Warning, including discussion of the problem that occurred with the child.
2. If problems are reoccurring, age appropriate reflection time will be used as needed.
3. Repeat reflection time.
4. The Write Up Form and Reflection Sheet will be completed and the child will meet with the Camp Director. Parents/guardians will receive the behavior management form and will sign and date.
5. After two write-ups, a parent/guardian meeting with the Camp Director is requested.
6. Three write-ups, persistent problems, or situations that endanger the child or others at the program could result in suspension or termination from the program.
7. **Fighting, physical aggression or running from the group results in automatic suspension without a refund of fees.**

If a child is suspended or terminated from the program, parents/guardians will not receive a refund for the current week.

Educators will document any incidents involving a child and will inform parents/guardians of any incidents when the child is picked up.

The YMCA School's Out Program reserves the right to deny care to children who have been terminated from other YMCA programs.

Zero Tolerance Policy for Bullying

Every person at YMCA School's Out deserves to feel respected, safe, and valued. Bullying is behavior that undermines this right. To protect this right for all students and leaders at our program, we do not tolerate the intimidation, persecution, or intentional exclusion of any participant by any person. We have taken a proactive approach to preventing and addressing the problem of bullying:

- We work to instill the YMCA character values of caring, honesty, respect, and responsibility in all participants and staff. We expect these values to be demonstrated in all interactions between students, volunteers, parents/guardians, and staff.
- We encourage children to tell an adult if they feel unsafe or uncomfortable as a result of another participant's words or actions.
- We handle incidents of bullying as a serious threat to the health, safety, and well-being of others. **Enrollment will be terminated for participants with repeated incidents of bullying.**
- Parents/guardians are encouraged to inform Program Leadership immediately if they feel their child is being bullied at School's Out.

Disruptive Behavior

- Children are entitled to a pleasant environment at the YMCA; therefore, the YMCA cannot serve children who display chronic disruptive behavior.
 - Such behavior is defined as "verbal or physical activity that may involve, but is not limited to bullying behavior or behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff and/or disobeys the rules that guide behavior."
- If a child cannot adjust to the YMCA setting and behave appropriately, the child may be discharged. Reasonable efforts will be made to help children adjust to the YMCA setting.

School's Out reserves the right to suspend a child for behaviors that cause physical or mental harm to themselves, other children, or staff.

Termination and Suspension Procedures

A child may be suspended and/or terminated from the School's Out program for the following circumstances:

- consistent violent behavior
- excessive bad language/swearing
- consistent disregard for School's Out rules
- destroying YMCA and/or other's personal property
- stealing
- physical, emotional and/or sexual abuse to other children and/or educators
- any form of bullying
- possession of weapons or illegal drugs

The procedures for notifying parents/guardians of suspension and termination are as follows:

- immediate parent or guardian/educator/child conference is held before any child is terminated from the program
- parents/guardians are informed in person or by telephone the day the incident occurred

- an incident report is completed, signed by parent/guardian and copies are kept in the incident log, in the child's file and one is given to the parent/guardian
- written documentation of the conference is recorded and filed in the child's file

Upon termination of the child from the program the following actions will take place:

- child is spoken to by Site Coordinator/Director or Administrator
- written incident report given to parent/guardian
- written letter of reason(s) for termination given to parent/guardian
- parent/guardian conference with Program Administrator

INTEGRATION PROGRAM

OVERVIEW

In accordance with the YMCA Core Values - Caring, Honesty, Respect, and Responsibility, we are for Youth Development and committed to nurturing the potential of every child. Our YMCA is committed to evolving to meet the ever-changing needs of our diverse population of members!

Here at the Greendale Family Branch, we want every child to have access to the resources they need to engage in a wide range of activities and build positive relationships with their peers. We have outlined the following support structures to best meet the needs of our students:

GOAL

With a combination of increased SEL and integration support, we are working to improve our ability to meet the needs of our students, on a year-round basis. Modeled similarly to our summer program, we are prioritizing both the education of our staff team, as well as the implementation of best practices of supporting the children in our program.

STRUCTURE

1. **Social Emotional Support**

a. What is Social Emotional Support?

- i. Social and emotional learning (SEL) is the process through which children and adults acquire and effectively apply the knowledge, attitudes, and skills necessary to understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions.
- ii. After-school and summer camp programs provide opportunities for kids to connect with supportive adults and peers (Gullotta, 2015). Research has shown that if youth programs focus on social and emotional development, it can significantly enhance childrens' self-perceptions, connectedness, positive social behaviors, and even their school grades/academic achievements while reducing problem behaviors (Durlak et al., 2010).

b. Who is Social Emotional Support for?

- i. Social Emotional Support is available to all students!

c. How does my child access this program?

- i. Students can access this program by checking in with their group staff or our Integration Coordinator.

d. Who are the staff overseeing this program?

- i. This program is overseen by the School's Out Leadership team. All of our after school staff will be trained in SEL strategies and best practices.

2. Integration Program

a. What is the Integration Program?

- i. As an inclusive after school program, we provide accommodations and resources to make sure that students developing in different ways get an equitable and amazing program experience.
- ii. Students in this program will attend all activities with their group and are supported with individualized support and modifications.
 1. Our specialized staff members work closely with families and potential students to develop an appropriate support plan so that their child can have a successful experience.
- iii. Our emphasis is to ensure that every student has what they need to thrive at the after school program.
 1. Although we cannot provide 1:1 support for students, we do accept support staff from outside services.

b. Who is the Integration Program for?

- i. The Integration Program is available to any child that may need accommodations or modifications in order to have a positive program experience. Children in this program often have an IEP or 504 plan in place at school.

c. How does my child access this program?

- i. When registering for the after school program, you can indicate in the child questionnaire that you would like to have a meeting with our Integration Coordinator to discuss your child's specific needs. You will work together with our coordinator to outline their specific plan.

d. Who are the staff overseeing this program?

- i. **Malaya - Integration Coordinator**
 1. Malaya has been a part of our staff team since 2022. She stepped into an integration support role this summer after demonstrating key skills, such as patience, initiative, and creativity; all of which are necessary to provide individualized support to the children in our program. We are so excited that she is leading the launch of this program in School's Out!

EXAMPLE SUPPORT SERVICES

- Timers for transitions
- Fidgets available in all groups
- Calm Down Room
- Snack Groups with Integration Coordinator
- Activity Groups with Integration Coordinator
- SEL Posters in all group spaces
- Instruction and Activity Modifications
- Behavior Plans
- Incentive Plans
- Visual Expectation Posters

MEDICATION ADMINISTRATION

Medications

- Parents/guardians should notify the Site Coordinator in writing of any medications that their child is taking both during and outside the time of the School's Out program.
- If a child's medication changes at any time during the school year, parents/guardians should communicate this in writing to the Site Coordinator. For all medications that a child is on, the educators must be aware of possible side effects of those medications.
- Educators will be trained on the side effects and what steps to take if a child does display symptoms.

Medications given during School's Out (including Epi-Pens & Inhalers)

- Educators will be trained annually on medication administration and side effects, in addition to maintaining CPR and First Aid certifications.
- For any child who may need to take medication during the School's Out Program, there must be an Individual Health Care Plan (IHCP) on file with the Site Coordinator.
 - The IHCP must include possible side effects, when and how the medication is to be administered, and who will train the educators in how to administer the medication (a parent/guardian, health care practitioner, etc.).
 - The IHCP must be signed by a doctor. All of the medications listed in the IHCP must be given to the Site Coordinator to be kept on site while the child is in the School's Out Program.

Prescription Medication

- The School's Out educators will only dispense medications as directed:
- If the medication must be given to a child during the School's Out Program, the following steps MUST be taken:
 - The parent/guardian must complete a written medication consent form authorizing the educators to administer which will be kept with the child's records.
 - The prescribed medication made out to the child with the instructions for use in its original container must be turned into the Site Coordinator.
 - A written record of the administration of any medication will be kept in the Medical Log Book.
- Medications must be given to the Site Coordinator and may not be held onto by the child.

Non-Prescription Medication

- Written authorization from the child's physician must be on file and include: brand name, dosage and frequency. This authorization by the physician is good for one year.
- An attempt will be made to contact the parent/guardian before medication is administered.
- Medications must be given to an educator and not left in a bag, lunch box and cubby or with the child.
- Parent/guardian must complete the AUTHORIZATION FOR MEDICATION form.
- Educators will note and date the completion of the medication.

- Unused medications will be returned to the parents/guardians.
- A reason will be noted for any missed doses on the form filled in the Medical Log Book.

Topical Medications

- Written permission by parents/guardians must be on file. Permission must include the brand name of the product being used and instructions for application.
- Topical medications must be labeled with the child's name.
- Medications must be given to an educator and not left in a bag, lunch box and cubby or with the child.

Allergies

- If a child's health record indicates allergies, the child's name, allergy, symptoms and procedures for care will be posted by the Site Coordinator inside the storage cabinets.
- The Site Coordinator will inform the educators of any changes.
- If a child has an allergy attack, the Site Coordinator will follow procedures for care.

HOMWORK POLICY

Homework Policy

Homework is an important part of your child's day. It is a chance for them to reinforce what they have learned during the school day and apply new skills. School's Out programs make every effort to work with families and school staff to support your child's academic success. In the after school program, homework is an important part of a balanced schedule of educational, social, recreational and creative activities. It is the shared responsibility of program educators, parents/guardians and children to see that homework is completed.

To give children a sense of ownership for their academic success and ensure that they have the opportunity to participate in other activities for their well-being and healthy development, we have developed the following guidelines for sharing the responsibility of homework:

School's Out Educators will:

- Maintain a pleasant, comfortable and quiet environment conducive to study.
- Offer enriching alternatives for children who do not have homework.
- Provide positive reinforcement for children's efforts to complete their homework in the form of praise, special recognition, special activities, etc.
- Answer specific questions to the best of their ability.
- When possible, pair children who can help each other with homework.
- Check homework for completion and neatness (not correct answers).
- Monitor children's behavior, stress level and productivity and remove children who disrupt the homework environment.
- Suggest that children take breaks from homework if they become overly stressed, frustrated or unable to focus on their homework at the time.

School's Out Educators will not:

- Assign extra homework
- Force children to work on homework, punish children for not doing homework or require that a child continue working on homework if s/he is overly stressed or frustrated.
- Correct answers on homework assignments (it is important that your child's teacher sees the areas in which s/he is struggling).
- Check school bags for homework unless we are specifically asked to by a parent or guardian.
- Keep any child working on homework for longer than 60 minutes unless the child chooses to continue.

Children are expected to:

- Be honest about whether or not they have homework and whether they have completed the assignment to the best of their ability.
- Be responsible for completing their assignments, using their time well and keeping track of their papers, books and materials.
- Be caring towards others working on homework; help each other when they are able to.
- Be respectful during homework time; use quiet voices and avoid distracting behavior so that others may concentrate.

Parents/guardians should:

- Let the educators know if there is anything we can do to better support your child during their homework time.
- Communicate with us if there are any areas in which your child is struggling in school.
- Encourage your child to use the resources available at the after school program to work on their homework.
- At home, positively reinforce your child's efforts to complete homework. Bring any concerns regarding homework to the site coordinator.

Our programs are staffed with a ratio of one adult for every thirteen children. **In depth individual assistance for children who are struggling with homework is NOT always possible.** School's Out Educators make every effort to fulfill parents'/guardians' wishes regarding the completion of homework as appropriate and reasonable in the context of the program.

SNOW DAYS, HOLIDAYS AND NON-SCHOOL DAYS

Snow Days

- When the Worcester Public School system is closed due to poor weather, there will be a day care provided at the Greendale Branch YMCA from 8:30am–6:00pm.
- Children MUST bring a morning snack, lunch, swimsuit, towel, toothbrush and sneakers. Afternoon snacks will be provided.

**The YMCA reserves the right to call parents/guardians to pick up their children earlier than 6pm if weather conditions are severe. There will be no programs when the Greendale Branch YMCA is closed or when a State of Emergency is declared.*

Early Dismissal

When school is dismissed early due to inclement weather, YMCA Educators will make every effort to pick up children at the new dismissal time and provide care for them at the Greendale YMCA.

EMERGENCY POLICIES AND PROCEDURES

Absent Child

As the children arrive at the YMCA program, attendance is taken. Staff will communicate with your child's school at pickup to determine why they are absent. The Site Coordinator will call the child's parent/guardian(s), and all emergency contacts to locate the child if the school does not have a direct answer.

Emergencies

Contingency plans and procedures have been developed to deal with fire, natural disasters and loss of power, heat and water.

- In the event a School's Out site must be evacuated, children and educators will follow evacuation routes (posted at each site) to the designated safe area.
- In the event of an emergency the YMCA educators will call the appropriate emergency service, the parent/guardian and the YMCA Greendale Family Branch.
- If a parent/guardian cannot be reached, the educators will call people listed on the Emergency Contact List submitted by the parent/guardian.

Fire Emergency

- When the fire alarm goes off, the educators will escort the children from the building via the designated route in each room.
- The Site Coordinator will be the last person out of the building, checking that all the children have left the building.
- The Site Coordinator will bring the program files, attendance lists and first aid kits with him/her.
- The educators will take attendance and will remain outside the building with the children unless the firefighters direct otherwise.
- In the event that the children cannot return to the building, they will remain with the educators and parents/guardians will be called.
- Fire drills are practiced with the children monthly. Greendale's meeting place is on the right side of the building by the big tree/bleachers.

Lost Child Emergency

- If a child is lost or missing, the educator would report the missing child to the Site Coordinator.
- The Site Coordinator will then gather all the children in the gym and take the attendance.
 - If all children are outside, then they would immediately be gathered into a group to take attendance.
- Educators will stay with the children in the gym or outside while other educators and available YMCA staff search the building and grounds for the child.
- At the Greendale Branch Program, YMCA staff will proceed with their AMBER ALERT Procedure.

Loss of Power, Heat or Hot Water

The site would remain open until it is deemed necessary to close due to the unsafe conditions. The decision would be made by the Site Coordinator, Administrator or YMCA Executive Director.

- Parents/guardians would be contacted to inform them of the unsafe conditions and whether it is necessary to pick up their child/ren.

Security Threats

Educators will remain calm and bring the children to a secure location. The location may be a classroom, another part of the building or outside depending on the situation.

Medical Emergency

In the event of a medical emergency, the educators will call an ambulance, the parent/guardian, and the program administrator. An educator will ride to the hospital with the child and stay with the child until a parent/guardian, or other authorized family member arrives.

The Site Coordinator will:

- Secure the child's emergency records
- Call 911 and send someone to meet the ambulance.
- Call parents/guardians to inform them of the emergency and inform them of which hospital the child will be taken to.
- In the event a parent/guardian cannot be reached, the educators will call the emergency contacts.
- An educator will accompany the child to the hospital.
- Notify Administrator and YMCA officials.
- Complete an injury report and submit it to the Administrator and EEC within 24 hours.

Educators will remain with the child and provide first aid or CPR as needed until further help arrives.

First Aid

- Lifesaving skills and first aid may only be administered by individuals trained to do so.
- When first aid is administered, an injury report must be completed, signed and submitted to the Site Coordinator/Administrator within 24 hours of the incident.
- The Site Coordinator will inform the child's parent/guardian when first aid has been given.
- The contents of the first aid kit will be checked weekly by the Site Coordinator and restocked when items are used.

STAFF MEMBER CODE OF CONDUCT AND EXPECTATIONS

School's Out Educators

- We strive to staff our programs with caring, quality educators whose desire is to provide the best possible after school experience for children. All educators meet or exceed EEC qualifications for their position.
- Site Coordinators are at least twenty years old with a year's experience working with school age children.
- Educators are at least sixteen years old and have at least six months of experience. Many of our educators hold degrees in education, recreation or other applicable areas. Others are earning their degrees at area colleges while working for the YMCA.
- A thorough background check is performed on all educators before they are allowed to have unsupervised contact with children, including professional references and a Criminal Offense Records Inquiry 3 (CORI). A background record check is also done with the Department of Children and Families (DCF).
- Please contact the School's Out Administrator with any questions or concerns regarding any educator.

Volunteers

- We currently do not use any volunteers in our School's Out Program. If we choose to use volunteers in the future, they have to follow the same procedures as hiring an educator (CORI, DCF and reference checks).

YMCA of the USA Code of Conduct for YMCA Staff and Volunteers

To protect YMCA program participants, staff, and volunteers, the YMCA of the USA prohibits employees and volunteers to be alone with a single child where he or she cannot be readily observed by others. As staff supervise children, they should position themselves in such a way that other staff can see them.

Staff shall never leave a child unsupervised. Staff shall not abuse children in any way, including:

- Physical Abuse
 - Striking, spanking, shaking, slapping
- Verbal Abuse
 - Humiliating, degrading, threatening
- Sexual Abuse
 - Touching, or speaking inappropriately
- Mental Abuse
 - Shaming, withholding kindness, being cruel
- Neglect
 - Withholding food, water, or basic care

No type of abuse will be tolerated and will result in immediate dismissal if substantiated.

Staff must use positive techniques of guidance including redirection, positive reinforcement and encouragement rather than competition, comparison, and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.

Staff are not to be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, driving or riding in vehicles and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to the approval of the YMCA administration.

Staff will act as positive role models for youth by maintaining an attitude and maturity. Staff will act in a caring of loyalty, patience courtesy, tact honest and respectful manner consistent with the mission of the YMCA.

Staff/Volunteer Babysitting Policy

The YMCA of Central Massachusetts takes child abuse prevention very seriously. The following policy applies to all YMCA staff and volunteers:

- YMCA staff and volunteers are not allowed to be alone outside of the YMCA with children they meet in YMCA programs.
 - This includes babysitting, sleepovers, and inviting children into their homes.
 - Any exceptions require written explanation and administrator approval before the fact.

Staff Hiring

All staff are screened and trained through the following process:

- Selected candidates are interviewed with the School's Out Leadership.
- Candidates are selected based on their childcare experience, attitude, references, and display of YMCA values.
- Three reference checks are conducted on each candidate.
- A completed criminal history check, through the YMCA is processed and reviewed.

Staff Training

All staff are required by the EEC to attend 20 professional development hours per year and review child care policies and procedures, as well as best practices.

- During Onboarding:
 - Staff are informed and trained on:
 - HR Policies
 - Child Protection
 - Risk Management
- During Professional Development and Orientation:
 - Staff are informed and trained on Greendale specific best practices, expectations, and culture
 - Integration Program Overview
 - Behavior Management Practices
- All after school staff are First Aid and CPR certified prior to starting

PARENT/GUARDIAN EXPECTATIONS

Parent/Guardian Involvement

Parent/guardian involvement is essential in providing a program that is meaningful to your family. We encourage your suggestions, and invite you to participate in any aspect of the program including visiting the program at any time. Please check in with the Site Coordinator upon arrival at the program.

Conduct

- **Under no circumstances should a parent/guardian approach another child other than their own.**
- While on YMCA property parents/guardians are expected to act appropriately by speaking in an appropriate tone, using appropriate language at all times. Any parent/guardian who behaves in this manner will be asked to leave the facility and their child's space in the program can be forfeited without a refund of fees paid.

Custody Issues

- We cannot legally restrict the non-custodial parent/guardian from visiting the child, reviewing the child's records, or picking the child up unless we have been furnished with current legal documents. Copies of these court documents must be kept in the child's file.

Parent/Guardian Site Visitation

- Parents and guardians are always welcome to visit our program any time during our hours of operation. Just stop by the Welcome Center to check in and be given an escort by School's Out Leadership.

Parent/Guardian Conferences

- Educators are available for individual conferences with parents/guardians upon request.
- At the YMCA we believe children should have the opportunity to choose the activities in which they would like to participate.
 - This choice offers children greater control over what they will be doing. Children will be encouraged to try a variety of activities; however, at no time will a child be forced to participate in an activity.
 - Puzzles, board games, coloring, drawing and other similar activities will be available for children not joining a group activity.

Paperwork

- Parents/guardians need to funnel all information regarding their child's registration and status in the program through the Program Administrator.
- If you have a change of address, phone number, work place, etc., please inform the Program Administrator in addition to your Site Coordinator.

Concerns about Staff

Any concerns or questions regarding YMCA School's Out educators, or procedures, should be discussed with the Site Coordinator or Director of Child Care Services. Conferences can be arranged to discuss concerns and to determine appropriate actions.

SUSPECTED CHILD ABUSE POLICIES AND PROCEDURES

When a YMCA staff person sees signs of possible child abuse or neglect the following steps will be taken:

- The staff member immediately informs a member of Camp Leadership. Camp Leadership then notifies Executive Leadership.
- The staff person will complete an incident report detailing the suspected abuse or neglect. The report will be submitted to the Administrator within 24 hours of the incident.
- The Camp Director, or Executive Director, will call the Department of Social Services (DCF) to file a 51A.
- The completed incident report will be submitted to DCF within 48 hours of the initial phone call.

If a YMCA staff member is suspected of child abuse or neglect, the following steps will be taken:

- The staff member will be put on paid administrative leave until investigations by the YMCA and the DCF are completed

If the staff member is found to be at fault, he/she will be terminated immediately.

CONTACT INFORMATION

Questions

If you have any questions about our after-school program, please see or reach out to any of our School's Out Leadership Staff!

School's Out Leadership Team

Bella Kemble - *Out of School Time Coordinator*

- Email: ikemble@ymcaofcm.org
- Phone Number: 508-852-6694 x 2226

Malaya Mullings - *Integration Coordinator*

- Email: mmullings@ymcaofcm.org
- Phone Number: 508-826-2906

Hailey Mullings - *Childcare Enrollment Coordinator*

- Email: hmullings@ymcaofcm.org
- Phone Number: 508-852-6694 x 2235

Michael Toedt - *Senior Director of Childcare Services*

- Email: mtoedt@ymcaofcm.org
- Phone Number: 508-826-2906