



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENSURING A BRIGHTER FUTURE

Afterschool Program Family Handbook
YMCA OF GREATER ROCHESTER

Thank you for choosing the Y for your Afterschool program needs. This handbook serves as part of the admission agreement and is designed to help inform you of important details of our admission policies. We look forward to providing your family with quality programming and exciting, rewarding experiences.



WELCOME TO THE YMCA OF GREATER ROCHESTER'S AFTERSCHOOL PROGRAMS

AFTERSCHOOL EDUCATION

The emphasis of our programs are academic support, educational enrichment, recreation, and safety. Our programs are licensed/registered through the New York State Office of Child and Family Services (OCFS). While the programs are open every day that school is in session until closing (times vary between sites), programs may not be open before school, on school staff development days, holidays, or vacations. Please see your Site Director for program options.

OUR MISSION

The YMCA of Greater Rochester is a charitable association of members that seeks to place Christian principles into practice through its programs for the community to build a healthy spirit, mind, and body for all.

WHO WE ARE

Our Cause

The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility.

Our Approach

We believe that all children and youth should be given the opportunity to reach their full potential in spirit, mind, and body. We engage young people in opportunities and experiences that stimulate their physical, intellectual, emotional, and social development. We believe that each child develops at his or her own pace. Our programs focus on the needs of each child. We help youth discover their unique talents

and respect and appreciate the differences in others. We help youth and their families discover ways to incorporate healthy habits at home. We integrate our values of caring, honesty, respect, and responsibility in everything we do.

Our Impact

Over the 150 year history of the Y, thousands of youth have cultivated the values, social skills, and relationships that lead to positive behaviors, better health, and educational achievement. Today our Y values continue to help confident youth become healthier, caring and responsible adults tomorrow. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child, and when a community comes together for the common good.

Our Commitment

At the Y, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive. That's why we offer financial assistance to families who need help paying for membership or programs.

Our Annual Campaign raises money for financial assistance to ensure that no one is turned away due to an inability to pay. To apply for financial assistance or to make a donation, visit the Y today www.rochesterymca.org. We handle all applications confidentially.

Our Principles

- We operate quality Afterschool programs aligned with Common Core Standards.
- We support and assist parents, strengthen parent-child relationships, and work hand-in-hand with parents as partners.
- We are child-focused with an emphasis on **fun**.
- We infuse opportunities and experiences that help kids learn, grow, and thrive.
- We model our core values of caring, honesty, respect, and responsibility.
- We partner with individuals and community groups, such as schools, faith-based organizations, social services and other non profits, which share our commitment to meeting the critical needs of children, adults, and families.
- The YMCA of Greater Rochester follows the YMCA of USA Healthy Eating and Physical Activity (HEPA) standards.

OUR STAFF

YMCA hiring practices meet and exceed New York State licensing requirements. We interview staff individually and document a minimum of three references. All experience working with children is referenced. We fingerprint and conduct background checks on all staff prior to employment.

All staff members meet state licensing education requirements for their positions. In addition to their formal education, YMCA youth development staff have training in child abuse prevention, Science, Technology, Engineering, and Mathematics (STEM), and behavior management. All of our staff are certified in CPR and First Aid.

LICENSING

Our YMCA Before and Afterschool Program is licensed by the OCFS, Community Care Licensing Division, and operates according to its procedures and policies. If you have any questions regarding licensing, contact the local

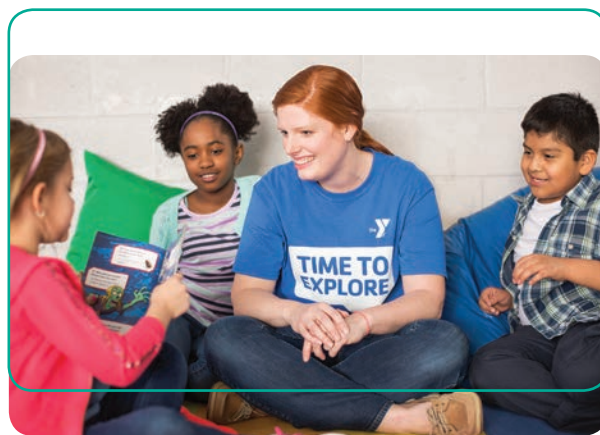
Division of Child Care Services office at:
259 Monroe Avenue, 3rd Floor Rochester, NY
14607
585-238-8201
Child Care Complaint Line- 800-732-5207

For the New York State Child Care regulations, please visit <http://ocfs.ny.gov/main/childcare/>.

OUR CURRICULUM

At the Y, we nurture the development of all youth by providing a safe place to learn foundational skills, develop healthy, trusting relationships, and build confidence. We emphasize learning and fun and offer interesting, age-appropriate learning activities that helps kids discover their talents and aspire for healthy, happy lives.

We work with parents, schools, and communities to create a balance of physical, intellectual, emotional, and social opportunities to develop your child inside and out. Our curriculum is aligned with the Common Core Standards. Our goal is to help increase the academic achievement of youth by providing access and opportunities to engage in a wide variety of activities.



CURRICULUM COMPONENTS

- 21 Century Skills (Critical Thinking, Collaboration, Communication, Creativity)
- Science, Technology, Engineering, and Math (STEM)
- Arts Education
- Parent Engagement

- College and Career Exploration
- Global Learning
- Homework Help/Tutoring
- Leadership Development
- Math/Literacy Enrichment
- Nutrition Education
- Physical Activity
- Service Learning

YMCA MEMBERSHIP

The YMCA of Greater Rochester is a nonprofit, membership-based organization. Everyone is welcome. For information on facility membership, please call your local YMCA for membership information.

OTHER YMCA PROGRAMS

At the Y, we offer a variety of programs and services for youth, adults, and families. As a program member, your child can participate in other programs, such as youth sports, swim lessons, summer day and overnight camps, and other enriching fun. Ask your Afterschool-Director or stop by the Y for details.



ENROLLMENT

All children must be registered before they attend the YMCA Afterschool program. Applications for enrollment are accepted without regard to race, religion, sex, ability, gender identification, sexual orientation, or national origin.

Special Needs and Inclusion

Our Afterschool program operates with a maximum staff-to-child ratio of 1:10. Many of our daily activities revolve around group interaction. If your child has special needs, please let us know during enrollment. We want to provide the best environment for everyone and will make reasonable accommodation to fully include every child in activities.

Registration

Registration is available online at www.rochesterymca.org

The parent/guardian signing the admission and billing agreement is considered the “contracting parent”. **Only the contract parent may request copies of the admission form or records related to billing or payments.** Only the contract parent can provide written notification to change emergency contact or other non-pick up content. Only the contract parent can provide written authorization for cancellation or change to level of care being provided. **All adults listed as guardians on the registration form have access to add authorized pick-ups.** Only the contract parent can remove authorized pickups. It is assumed by the YMCA of Greater Rochester that all listed guardians consent to changes made. A court order must be provided to the YMCA of Greater Rochester at the time of registration, or as a court-ordered changes occur, to deny pick-up access to any guardian listed on the form. It is assumed by the YMCA of Greater Rochester that the contracting parent is providing legal and accurate information to ensure safe release of all children in our care.”

Change of Address/Phone Number/Email

If you experience a change of address, phone number, or email, be sure to let your Afterschool Director know in **writing** at least 24 hours in advance. In the event of an emergency, it is critical that we are able to reach you. We assume that your contact information is accurate at all times and assume no responsibility from hardships arising from missed communication due to inaccurate contact information. All personal information can be updated in our EPACT system.

Family/Caregiver Orientations

Upon enrollment, we recommend that you attend a Family/Caregiver Orientation to learn more about our program, the center, our staff, and our policies and procedures. Feel free to attend a group orientation or meet one-on-one with our Site Supervisor or Afterschool Director.

COMMUNITY RESOURCES

Resources to support family and community development are available as a service by the Y. Please see your YMCA Program Director for more information.

PROGRAM ATTENDANCE

If a student is absent frequently, his/her enrollment will be reviewed. We encourage students to remain in the program from dismissal of school until the end of the program day.

SUMMER/SCHOOL VACATION DAYS AND HOLIDAY PROGRAMMING

Summer programs and holiday camps are not included as part of the Afterschool program. Please contact your local YMCA to register for holiday camps, summer programs, and family camps. As a program participant, your child will receive priority registration for these days before open enrollment occurs. Due to limited space, we cannot guarantee an open spot after the open enrollment period.

FAMILY/CAREGIVER INVOLVEMENT

At the Y, we have an open door policy. Families and caregivers are invited and encouraged to visit our program at any time. Please be respectful of the children's routines and programmed activities, as well as our staff's need to be with the children. We encourage you to schedule time with your Afterschool Director to discuss your child's progress.

Volunteers

Volunteers are always welcome. You can help us enrich your child and other children by volunteering for special projects, sharing your talents and hobbies, chaperoning field trips, helping with events and tutoring, and raising funds during our Annual Campaign. Ask your Site Supervisor how you can help.

Family Events

Family Events are offered throughout the school year and provide opportunities for families to spend time together, meet new friends and have fun! Check with staff team on site for scheduled events.

Newsletters

Newsletters are distributed monthly, providing you with detailed information on the events, nutrition education, and activities at your site and at your nearest Y.

Feedback Is Encouraged

Each program provides an evaluation tool for you to assess our program performance. We encourage you to **complete the evaluation once a year**. Email is one of the fastest, most cost-effective, and environmentally friendly ways for us to communicate with you. We would like to send you periodic emails with Y news and special offers. We will never share or sell your email, phone number, or address with any third party. You may unsubscribe at any time.

ABSENCES

To ensure your child's safety, if your child is absent from school or will not be attending our program that day, or if your child will be arriving late to our site, be sure to call us before their scheduled arrival time to let us know.

SCHOOL DISMISSAL

The YMCA of Greater Rochester's responsibility begins when students are signed into our program. Parents take responsibility for arranging for transportation and communicating dismissal instructions to school and guardians.

SIGN IN/SIGN OUT

Be sure to sign your child in and out each day, **using your full signature**, or designate a person 16 years of age or older to do so. Please bring photo identification with you when picking up or dropping off a child.

If your child is to be picked up by a minor, you must sign the Walk Home Permission Slip. A person designated to sign in/out your child must be listed, in advance, on the emergency form.

PICKING UP YOUR CHILD

Parents or caregivers must sign their child out each day. The sign out sheet is a record of your child's attendance. For your child's safety, only you or the person you designate in writing on the Emergency Contacts section of the registration form may pick up your child from the YMCA Afterschool program.

If someone other than you arrives to pick up your child, we will ask them to present a valid photo ID. We will deny access to anyone who is not on the Child Release Authorization forms. If you would like another adult to pick up your child, be sure to notify us in writing in advance.

Divorce/Separation

If the contracting parent wishes a divorced/separated spouse to pick up their child, the

contracting parent must list that person on the form. If the contracting parent chooses not to list the divorced/separated parent, we cannot release the child to the parent. However, without a court-signed order, we cannot deny access to a biological parent. If the non-custodial, biological parent arrives to pick up their child and they are not listed on the form, and whether or not a court order is on file with the Y, we will:

1. Call the contracting parent.
2. Explain to the non-custodial, biological parent that we can not release the child to them and explain the release procedure to the non-custodial parent.
3. Call the police to release the child to the police. The police will then confirm the identity of the non-custodial, biological parent.

This scenario can place all parties in a very difficult situation. Often times, the person who will have the most difficult time is the child. Please discuss these implications with the non-custodial parent, so that they will not show up at the site without prior arrangements.

Concerns for Safety

Safety is our number one priority. If we have reason for concern regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes:

1. Parent/adult suspected to be "under the influence"
2. Parent/adult is abusive or threatening to the child, our staff, or any other persons present.

If there is a concern for safety of our program participants, please contact your YMCA Program Director immediately, or contact the New York State Child Abuse Hotline at 1-800-342-3720.

TRANSPORTATION

Transportation to and from our site is the responsibility of each parent. YMCA staff cannot transport children in our personal vehicles.

FIELD TRIPS

We may schedule field trips during program hours. We will notify you in advance. We arrange field trip transportation by chartered bus from and to our Afterschool program site. Staff cannot transport children in personal vehicles.

HEALTHY EATING AND PHYSICAL ACTIVITY (HEPA)

Healthy Eating

At the YMCA we strive to provide healthy foods and encourage physical activity. All snacks are provided by the YMCA, and to ensure the safety of all children in our programs, we do not allow outside snacks. Our snack menus are created with our nutrition and community food partner, Foodlink. The menu represents a minimum of two food groups offered daily. Water is accessible at all times. If your child has a food allergy, please let us know. The YMCA provides 30 minutes of structured moderate to vigorous activity each day. Activities are adapted for children of all ages and abilities, using a nationally recognized curriculum.

Breakfast

If your child is enrolled in before school care, he or she will have the opportunity to eat breakfast, provided by the YMCA at the program.

Lunch

On Fun Club or early dismissal days, lunch may be provided to your child, or brought from home. See your site-specific parent guide, as policies vary from branch to branch.

For branches that allow lunches from home, please avoid foods that require refrigeration or heating. Avoid packing lunches that are low in nutritional value, i.e., fried foods, foods high in sugar and saturated fats, such as chips, cookies, candy, soda, fries proteins, etc.

Birthdays

We celebrate no-food birthday parties, we request that you do not send in or bring in food. We look forward to celebrating your child's special day. In lieu of food, we invite you to contact your site supervisor or program director about alternative ways to celebrate the day.

HEALTH AND SAFETY

Illness

Be sure to call us or leave a voice mail message if your child is ill and will be absent from our program that day. For the health and well-being of all our children and our staff, please make sure your child is symptom-free for 24 hours before returning to the program. If your child becomes ill during our program hours, we will call you or an authorized person to pick up your child within one hour.

Communicable Diseases

If we notice a contagious illness affecting children in our site, we will notify you immediately and encourage you to consult your family doctor. We report major outbreaks to our local health authorities.

Lice

In the event that your child has lice while at the center, we will call you to pick up your child within one hour. Youth with active cases must receive the treatment recommended by their health care professional before returning to the program.

Medication

If your child needs medication during our program, we can only administer medication prescribed by a doctor which is in its originally labeled and dated packaging. If your child needs medication, be sure to complete the Medication Consent form authorizing us to administer medication and give it, with the medication, to your Afterschool Director or Afterschool program teacher. Certain medications can only be distributed by Medication Administration Training (MAT) certified staff. See your program director for specific information about policies and procedures.

For your child's health and safety, children cannot administer their own medicines.

Accidents

We want to ensure a safe environment for your child; however, accidents sometimes happen. We have staff certified in First Aid and CPR on site at all times. For minor things such as scraped knees or a bump or scratch, we will treat the incident and record it in our injury log. All parents and caregivers will be given a copy of the incident report. You will be notified about the minor injury and the type of medical attention that was given. In case of a serious medical or dental emergency, we will first call 911 for medical assistance, then notify you. If we cannot reach you, we will notify the person designated on your emergency form.

Child Abuse Prevention

We are mandated to report suspicion of child abuse to Child Protective Services. In addition, all staff are required to complete Darkness to Light Stewards of Children training.

Darkness to Light Stewards of Children is an evidence-informed prevention solution that shows organization administrators, staff, and volunteers how to implement effective prevention policies, recognize the signs of sexual abuse in children, and react responsibly if abuse occurs.



Swimming/Aquatic Procedures

The YMCA of Greater Rochester must obtain written permission for your child to participate in aquatic activities. See your Site Supervisor or YMCA Program Director for more information regarding aquatic procedures or safety considerations.

DISASTER PLAN

Each of our Afterschool program sites has a well-defined plan for emergency and fire evacuation. We conduct drills each month. If an emergency arises at our site, we will post the relocation area at the site. Each site has an operating phone for site business and emergency use.

Emergency Closing Procedures

In the event of natural disasters or other unforeseeable emergencies, we may need to close. Unforeseeable circumstances could include:

- Loss of power affecting lights and heat/air
- No lights after dark
- No running water
- Earthquake or other natural disaster
- Fire
- Inclement Weather

If school is closed in the morning due to any of the above or other unforeseeable circumstances, and the same conditions exist at our YMCA Afterschool program site, we will also close. If the closure occurs during our program hours, you will need to pick your child up as soon as possible.

The YMCA of Greater Rochester reserves the right to close sites based on a concern for the safety of the children.

BEHAVIOR MANAGEMENT

Our first step in managing behavior is prevention. We provide clear, reasonable limits for children's behavior and maintain them. We reinforce positive behaviors and redirect negative behaviors. We help children recognize and identify their feelings as valid and acceptable. If a child's behavior is harmful to him/herself or to others, we will intercede.

We make every effort to communicate and solve individual behavior challenges; however, if a problem persists, we reserve the right to suspend a child temporarily or permanently. Disruptive or disrespectful behavior toward other program participants or Y staff is cause for suspension or removal from the program. We encourage you to discuss concerns about your child's behavior with our site director.

Safety is our number one priority. If severe safety issues arise, where children are harming themselves or others, this is grounds for dismissal from the program. We never use corporal punishment as a form of discipline. We do not use food as a reward or as a punishment.

Suspension/Expulsion from School

If your child is expelled or suspended from school, he or she will not be able to attend the YMCA After School program for the duration of the suspension/expulsion.

SCREEN TIME

At times, your child may use a designated computer for homework or other academic related purposes. Educational screen time is limited to no more than 30 minutes a day; this may include computer activities to support education development. Movies and television are never used in our programs.

STAFF BABY-SITTING

Our staff cannot baby-sit program participants during non-program hours, according to the YMCA Child Abuse Prevention Policy and Code of Conduct.

HOMEWORK

Each weekday, we provide a quiet area for children to do their homework. While we encourage children to do their homework, it is not mandatory. We are there to help, but we do not provide extensive one-on-one.

We cannot guarantee the completion of your child's homework. We encourage families to discuss the importance of good study and homework habits. Please let us know if your child is struggling with homework. We may have resources to help.

YMCA staff are not permitted to escort children back to their classrooms during program time to pick up items they have left behind.

CELL PHONES

Youth in our YMCA Afterschool programs may possess cell phones and electronic signaling devices, but to avoid disruption, the device must be turned off and unable to receive a signal during program hours. No child shall be prohibited from possessing or using a cell phone or electronic signaling device that is determined by a licensed physician or surgeon to be essential for the child's health.

The phone at our site is only for business and emergency use. We encourage parents to communicate all needs to their child prior to coming to our site.

Your child is solely responsible for the storage and safekeeping of devices, so that they are not visible during our program hours. Use of personal electronic devices is prohibited during program time. We are not responsible for lost, stolen, or damaged devices. Taking pictures with a cell phone is strictly prohibited.

TOYS AND ITEMS FROM HOME

We strongly discourage participants from bringing toys or other items from home. The YMCA of Greater Rochester is not responsible for lost or stolen items brought to our after school locations.

OUR SHARED RESPONSIBILITY

We hope that your child will come to our site each day appropriately dressed for the weather and daily activities. Outdoor activities are planned daily. For safety and fun, please ensure that your child wears shoes with rubber soles.

We incorporate our values of caring, honesty, respect, and responsibility in all Y programs. Please help us by encouraging your child to help put away games, toys, supplies and equipment before leaving each day.

We reserve the right to end your child's enrollment for the following reasons:

1. If you pick up your child after the program closes on three consecutive days.
2. If you fail to pay your fees on a timely basis for two consecutive months.
3. If there are repeated occurrences of absences without notification.
4. If there are disciplinary problems with your child that put other children or program staff at risk physically and/or emotionally.
5. Parent/Guardian is abusive or threatening to staff or program participants.

OUR FEES

Refunds

All fees are charged on the basis of enrollment, not attendance. Refunds/prorates cannot be granted for absences due to illness or vacation. When you enroll, you are reserving time, space, staffing and provisions, whether or not your child attends. Refunds will be given for overpayment of fees or for fees you've paid in advance of a two-week program cancellation notice by the Y. Refunds will not be given if your child is suspended or terminated from the program or during the suspension period from the school.

Cancellations

We must have a minimum number of participants to operate our program and reserve the right to cancel any program due to low enrollment. To avoid cancellations, we will make every effort to accommodate parents wishing to enroll their child and may combine programs that are not full. If we cancel a program, we will contact you at least two weeks in advance to inform you. If no alternative can be arranged, we will fully refund your registration and monthly fee or you may choose to credit your registration and monthly fee toward another YMCA program.

Terms of Agreement

If you want to cancel your child's enrollment or change his/her scheduled attendance, please submit written notification using our change and cancellation forms at least two weeks in advance. You can get the forms at your local YMCA branch. You are bound to the terms of the admissions agreement until we receive (in our YMCA Afterschool program main office) written notification of any scheduling changes, including withdrawal from the program. This written notice must be received a minimum of two (2) weeks in advance of the desired change. The After School Directors will have change and cancellation forms for your use. The YMCA Afterschool program does not offer drop-in services. Cancellation of after school program does not indicate cancellation of membership to the YMCA. Please follow cancellation procedures as indicated by your membership agreement.

PAYMENT

Please refer to your Registration Form for payment options.

Late Pick-up

All children must be picked up by closing time. **Our staff members are required to remain with children until they are picked up by a designated adult.** There is an additional fee of \$1.00 per minute per child for pickups occurring after program hours.

If your child remains at the center 45 minutes past closing:

If you have not contacted the YMCA Afterschool program staff to notify us of an unavoidable delay, and after all attempts are made to contact you and authorized adults, we will contact the police department and Child Protective Services to take further action.



Experience Scholarships

At the Y, we welcome everyone. We offer experience scholarships to families who cannot afford membership or programs. To apply for an experience scholarship or to make a donation to our Annual Campaign, go to www.rochesterymca.org or visit the Y or our After School program site today. We handle all applications confidentially.