



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**BEFORE & AFTER SCHOOL PROGRAM
FAMILY HANDBOOK**

YMCA OF GREATER ROCHESTER

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HANDBOOK EFFECTIVE DATE & POLICY UPDATES

EFFECTIVE DATE: MARCH 2026

This Family Handbook provides general guidance regarding YMCA Before & After School Program policies and procedures. The YMCA of Greater Rochester reserves the right to update, modify, or clarify policies as necessary to support program safety, regulatory compliance, and effective operations. Families will be notified of significant policy changes through program communications.

WELCOME TO THE YMCA BEFORE & AFTER SCHOOL PROGRAM (BASP)



At the YMCA, our Before & After School Programs (BASP) are more than a place to go; they provide a path with a purpose. The YMCA provides safe, quality and affordable programs at over 30 sites across the Greater Rochester area. The YMCA offers more than just programs. Each is a step along a journey to being a competent, confident, connected, compassionate adult with high character that contributes to their community.

Our programs are licensed school-age child care programs that operate before and after the school day. BASP provides structured supervision, academic support, enrichment activities, recreation, and character development in a safe and supportive environment. Our programs are designed to give children a balance of homework time, active play, creative exploration, and social interaction; all under the guidance of trained YMCA staff.

OUR MISSION

The YMCA of Greater Rochester is a charitable, cause-driven organization that strengthens community and improves lives through Christian principles, impactful programs and purposeful partnerships that serve and connect all.

OUR CAUSE

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

OUR PHILOSOPHY

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 support their physical, intellectual, emotional, and social development.

We recognize that each child develops at their own pace. Our programs focus on meeting the needs of each child as an individual while encouraging cooperation, respect, and responsibility within a group setting. We help youth discover their unique strengths while learning to appreciate the differences in others.

OUR IMPACT

For more than 170 years, the YMCA has helped youth cultivate the values, social skills, and relationships that lead to positive behaviors, better health, and educational achievement.

Through programs like the YMCA Before & After School Program, children have opportunities each day to learn, explore, and connect with others in a safe and supportive environment. Whether participating in creative activities, building friendships, developing leadership skills, or simply having a place where they feel they belong, these everyday experiences help shape the confidence and character that young people carry with them into the future.

Today, our impact continues 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, or when a community comes together for the common good. Every day, the work happening in BASP contributes to that broader mission.

OUR COMMITMENT — THE YMCA FOR ALL PROMISE

At the YMCA of Greater Rochester, we believe that everyone deserves the opportunity to belong, grow, and thrive. Through our For All Promise, we are committed to creating welcoming, supportive environments where every child and family feels valued and respected.

When families entrust us with their child's care, we take that responsibility seriously. Our Before & After School Programs are designed to provide a space where children can build friendships, develop confidence, and explore their interests.

Our programs are guided by the YMCA's Core Values:

CARING	Showing compassion and concern for the well-being of others
CONNECTION	Building meaningful relationships and fostering a sense of belonging in our community
HONESTY	Demonstrating integrity, fairness, and trustworthiness in all that we do
RESPECT	Treating others with kindness and valuing the worth of every person
RESPONSIBILITY	Being accountable for our actions and fulfilling our duties to ourselves and others

These values shape the way staff interact with children and families and help create a positive community where children feel safe, included, and encouraged to grow.

We believe strong partnerships between families and staff are essential to a successful program experience. Through open communication and mutual respect, we work together to support every child's well-being and development.

LICENSED & REGULATED CARE

The YMCA Before & After School Program is licensed and regulated by the New York State Office of Children and Family Services. If you have questions regarding licensing, you may contact:

New York State Office of Children and Family Services
259 Monroe Avenue, 3rd Floor
Rochester, NY 14607
585-238-8201

New York State child care regulations can be found at: <http://ocfs.ny.gov/main/childcare/>

Licensing is not simply a requirement; it is the framework that governs how our program operates. OCFS regulations establish clear, enforceable standards for supervision, staffing, health and safety, and program operations.

These regulations directly shape the procedures families experience, including sign-in and sign-out requirements, staff-to-child ratios, supervision expectations, and documentation practices. Program decisions are guided by these standards and must be followed consistently across all sites. These requirements are the reason certain requests or exceptions cannot be accommodated within the program.

Our program meets or exceeds state requirements related to:

- Staff qualifications and ongoing training
- Background checks and fingerprinting
- Health and safety standards
- Emergency preparedness
- Incident documentation and reporting

As a licensed program, we are required to follow these regulations at all times. While this may result in procedures that feel structured or inflexible, these expectations ensure consistency, accountability, and the safety of every child in our care.

OUR STAFF

YMCA hiring practices meet and exceed New York State licensing requirements for school-age child care programs. Before employment, all staff must complete and clear required screening and documentation processes, including:

- Comprehensive fingerprinting and criminal history review through the New York State Division of Criminal Justice Services
- New York Statewide Central Register (SCR) database check for reports of child abuse or maltreatment
- Staff Exclusion List clearance through the Justice Center
- Sex offender registry checks
- A signed criminal conviction statement
- Verification of prior employment and experience working with children
- Documentation of a minimum of two references

Staff may not begin unsupervised work with children until required background clearances are received in accordance with state regulations. Once employed, staff are supervised in accordance with state requirements and program policies to ensure consistent accountability and quality of care. All staff members must also meet state education requirements for their assigned positions.

The YMCA also maintains comprehensive internal policies and training standards to ensure staff are equipped to provide safe, high-quality care. Staff are expected to model the YMCA's Core Values while maintaining active supervision, appropriate professional boundaries, and positive, age-appropriate guidance at all times. All staff follow child protection and mandated reporting requirements, and failure to meet these expectations may result in disciplinary action, up to and including termination.

ONGOING TRAINING & PROFESSIONAL DEVELOPMENT

YMCA youth development staff receive training in accordance with New York State child care training requirements. This includes training in:

- Child abuse and maltreatment identification and prevention
- Mandated reporter responsibilities
- Behavior management and positive guidance
- Emergency preparedness and response
- Youth mental health first aid
- Supervision practices
- Program planning and developmentally appropriate activities

Staff take part in ongoing professional development to maintain compliance and strengthen program quality, **participating in over 15 hours of training each year.**

Each BASP site ensures that CPR and First Aid certified staff are present during program hours in accordance with state licensing requirements.

DAILY STRUCTURE

The YMCA Before & After School Program is intentionally structured to provide children with a balanced and engaging experience each day. Because each program operates within a different school environment, **daily schedules may vary significantly by site** while still maintaining the YMCA's overall approach and expectations

Morning programs are designed to provide a calm and flexible start to the day. As children arrive at varying times, they are welcomed into a supervised environment where they can ease into their day through quiet activities, conversation, or independent play. Staff focus on creating a positive and supportive atmosphere while preparing children for a smooth transition into the school day.

Students in the afternoon typically begin with snack and transition time after arriving from school. This is often followed by homework support or quiet academic time. As the afternoon continues, students participate in a variety of activities that may include physical activity, creative projects, STEM exploration, and group games. Programs also include opportunities for choice time and social interaction with peers.

This structure helps create a balanced daily experience that supports learning, movement, creativity, and positive social interaction.

CORE ACTIVITY COMPONENTS

Our programs are built around Five Core Activity Components. These components guide program planning and ensure consistency, quality, and developmental balance across all BASP sites. Each component supports the academic, physical, creative, and social development of every child.

PHYSICAL ACTIVITY & HEALTHY LIVING

Daily activities promote physical fitness and healthy lifestyle habits. Children participate in opportunities that encourage movement, cooperation, and positive health behaviors, supporting the YMCA's commitment to developing a healthy spirit, mind, and body. Examples of activities may include:

- Cooperative games
- Playground play and outdoor activities
- Organized sports
- Fitness challenges
- Health and nutrition education
- Coordinated Approach to Child Health (CATCH) activities

Our programs provide important opportunities for children to stay active, especially as schools continue to reduce time for recess and physical education. Children are provided opportunities for **at least 30 minutes of physical activity daily** when program schedules and weather conditions allow. Participation is encouraged, while recognizing individual comfort levels and abilities.

ACADEMIC ENRICHMENT

Time, guidance, and support are offered daily for children to work on school assignments and reinforce learning from the school day. Typical elements may include:

- Homework help
- Reading and writing activities
- Math practice
- Small group assistance
- Support with school projects

YMCA staff are available to assist children with questions, organization, and study habits. However, BASP is not a tutoring service, and staff are not able to provide extensive one-on-one academic instruction. **Homework completion cannot be guaranteed during program hours.**

ARTS & CULTURE

Arts and cultural activities engage children's imagination and creativity through visual arts, music, movement, dance, drama, and hands-on design experiences. These activities encourage self-expression and expose youth to a variety of artistic styles and cultural traditions while supporting cognitive, language, social, emotional, and physical development. Examples of activities may include:

- Drawing, painting, and craft projects
- Music, rhythm, and dance activities
- Drama, storytelling, and creative performance
- Creative writing, illustration, and visual storytelling
- Global art and cultural craft projects

Arts and cultural experiences allow students to express themselves creatively while exploring new ideas, traditions, and perspectives from a variety of cultures and communities.

STEM PROGRAMMING

Students participate in hands-on activities that encourage inquiry, exploration, and discovery. Through these experiences, students learn to ask questions, experiment with ideas, and thoughtfully use technology while developing problem-solving and critical thinking skills. Examples of activities may include:

- Science experiments
- Building and design activities
- Technology-based projects
- Photography and video projects
- Nature exploration and scientific discovery
- Themed clubs and enrichment programs

These experiences foster curiosity while helping students develop problem-solving, critical thinking, and technology skills.

SOCIAL RESPONSIBILITY & COMMUNITY

YMCA programs help students build strong relationships, practice teamwork, and develop leadership skills within a supportive community environment. Activities encourage students to work together, take initiative, and contribute positively to their program community while reinforcing the YMCA Core Values.

Students may also have opportunities to participate in service-learning and community engagement activities that help them understand how their actions can make a positive impact on others. Examples of activities may include:

- Team-building activities
- Fundraising efforts
- Youth participation in activity or club planning
- Student leader or junior counselor programs
- Theme days and celebrations
- Group activities that help students practice responding appropriately to bullying or unsafe situations

SNACK & NUTRITION

Children enrolled in YMCA Before & After School Programs are offered snack during program hours. Before School programs provide a morning snack and After School programs provide an afternoon snack. Children are not

required to eat the snack but will always be offered the opportunity. **Offerings may vary slightly by site and availability.** Typical snack items may include:

- Whole grain or low-sugar cereals
- Whole grain crackers or similar snack items
- Breakfast breads or muffins
- Cheese, yogurt, or other protein options
- Fresh fruit such as apples or oranges
- Fruit-based items such as applesauce, or fruit cups

The YMCA of Greater Rochester follows the YMCA of the USA Healthy Eating and Physical Activity (HEPA) Standards, which promote lifelong healthy habits for children. These standards guide how YMCA programs support nutrition, physical activity, and healthy environments.

Some YMCA Before & After School Program sites participate in the Child and Adult Care Food Program (CACFP). CACFP is a federally funded program administered by the United States Department of Agriculture (USDA). Sites participating in CACFP follow specific federal nutrition guidelines that help ensure children receive balanced and healthy food options during program hours. Snack offerings at CACFP sites may differ slightly from non-CACFP sites.

HYDRATION

Water is available to children throughout the program. **Families are encouraged to send their child with a refillable water bottle each day** to support regular hydration during program activities.

HANDWASHING & SANITATION

Children wash their hands before and after snack time in accordance with New York State health and safety regulations to support proper hygiene and reduce the spread of illness. Staff supervise handwashing to ensure children follow proper hygiene practices. Additional handwashing may occur throughout the program day as needed.

OUTSIDE FOOD POLICY

To help protect children with food allergies and maintain a safe environment, **outside food is not permitted in the YMCA Before & After School Program.** Children should finish snacks brought from home before arriving at the YMCA program. Exceptions may be made for documented medical or dietary needs when appropriate documentation has been provided to the YMCA. Families will be notified in advance if special events or celebrations allow outside food items.

OUTDOOR PLAY

Outdoor play is an important part of the YMCA Before & After School Program. When weather and site conditions allow, children will participate in supervised outdoor activities. Outdoor play supports physical activity, social development, and overall well-being.

Outdoor time is considered a routine and expected part of the program day and is included whenever conditions are appropriate. **Families should ensure children come prepared for seasonal weather conditions each day.** This includes appropriate clothing and footwear based on current and anticipated weather. Children who are not dressed appropriately for outdoor conditions may have limited participation.

All children are expected to remain with their group during outdoor time. Indoor supervision during outdoor play is not routinely available. Families with specific concerns regarding outdoor participation should communicate directly with site leadership to discuss their child's needs.

If a child is unable to fully participate in outdoor play, staff can provide alternative supervised options within the outdoor setting when possible. This may include access to shaded or covered areas during warm or sunny conditions, and use of designated spaces such as benches, picnic tables, or blacktop areas for seated or low-movement activities such as drawing or quiet games.

COLD WEATHER GUIDELINES

To ensure children remain safe and comfortable outdoors, the following clothing expectations apply during colder weather.

BELOW 55°F – CHILDREN SHOULD HAVE APPROPRIATE OUTERWEAR SUCH AS:

- Long sleeves
- A sweater or sweatshirt
- A jacket

BELOW 40°F – CHILDREN MUST WEAR A WINTER JACKET TO PARTICIPATE IN OUTDOOR PLAY.

HEAVY SNOW CONDITIONS

If there is significant snow accumulation on the ground, children must have the following items to participate in snow play:

- Winter jacket
- Snow boots
- Gloves or mittens
- Winter hat or earmuffs
- Snow pants

Children without appropriate snow gear may still participate in outdoor activities but may be limited to cleared or paved play areas.

BELOW 20°F

Outdoor play will not occur when the temperature or wind chill falls below 20°F.

HEAT AND HOT WEATHER GUIDELINES

During periods of warm weather, staff will monitor temperatures and adjust outdoor activity accordingly. When the heat index reaches approximately 90°F or higher, outdoor activities may be shortened, modified, or moved indoors.

Children will be encouraged to drink water frequently, take breaks, use shaded play areas whenever possible. If extreme heat conditions occur, outdoor play may be cancelled.

AIR QUALITY

If local air quality conditions reach unhealthy levels (such as during wildfire smoke events or air quality alerts), outdoor activities may be limited or cancelled. Staff may use publicly available guidance such as the Air Quality Index (AQI) to determine whether outdoor play is appropriate.

THUNDERSTORMS & LIGHTNING

Outdoor play will be cancelled or immediately stopped if lightning is observed, thunder is heard, or severe weather warnings are issued for the area. Children will move indoors until weather conditions are safe.

PLAYGROUND & SITE CONDITIONS

Outdoor play may also be modified or cancelled due to site conditions including:

- **Surface Conditions**
 - Ice-covered surfaces
 - Wet or slippery playground equipment, particularly climbing structures
 - Excessive mud, standing water, flooding, or poor drainage
- **Environmental Conditions**
 - Rain, snow, or weather that creates unsafe footing
 - Limited visibility due to weather or lighting conditions
 - The presence of bees, wasps, or active hives in or near play areas
- **Equipment & Site Safety**
 - Unsafe playground or field conditions, including damage or debris
 - Soft or unstable ground that impacts safe movement or supervision
- **Facility Limitations**
 - Restrictions from the host school or property owner
 - or any other condition that may impact the safety of children or staff

PROGRAM ENROLLMENT & ADMINISTRATIVE PROCEDURES



REGISTRATION & SPACE AVAILABILITY

Enrollment in the YMCA's Before & After School Programs limited by New York State licensing capacity and required supervision ratios. Space is not guaranteed and is offered on a first-come, first-served basis once all required registration materials are submitted and approved.

If a program reaches capacity, families will be placed on a waitlist. Wait-listed families will be contacted as space becomes available. Placement from the waitlist is not guaranteed.

The YMCA reserves the right to:

- Limit enrollment by grade level or age group
- Adjust group configurations based on enrollment
- Limit or deny enrollment if the program cannot provide appropriate supervision or support within licensing requirements and available resources.

ENROLLMENT DURING THE SCHOOL YEAR

Participants **enrolling after the school year has begun are subject to a mandatory two-week processing period**. This means your child's first eligible start date is 14 days after the date of registration. Children may not attend the program prior to their assigned start date.

This processing period allows time to complete required enrollment steps, including staff communication, roster updates, and ensuring appropriate supervision and staffing are in place. Enrollment is not considered complete until all required information and documentation has been submitted.

Families will receive confirmation of their child's official start date once enrollment has been processed.

INCLUSION & INDIVIDUAL SUPPORT NEEDS

The YMCA of Greater Rochester is committed to creating an inclusive environment where all children have the opportunity to participate in our programs. Families are encouraged to share any information that may help support their child's success in the program. This may include medical needs, developmental considerations, behavioral supports, or any other factors that impact participation.

The YMCA will review this information in collaboration with families to determine appropriate supports and accommodations within the program setting. This may include:

- Adjustments to activities or routines
- Additional communication strategies or behavior supports
- Use of specialized equipment or materials when appropriate
- Coordination with families or outside providers when applicable

OUTSIDE SUPPORT SERVICES

In some cases, families may wish to arrange for outside support services (such as behavioral specialists, therapists, or aides) to assist their child during program hours. The YMCA will consider these requests on a case-by-case basis and may work with families to determine if such arrangements can be safely and appropriately integrated into the program.

Any approved outside providers must:

- Be coordinated in advance with YMCA leadership

- Follow all YMCA policies, procedures, and supervision expectations
- Not interfere with the safety, supervision, or overall program environment

PROGRAM FIT & PARTICIPATION

While the YMCA makes every effort to support all children, our programs operate within established staffing ratios, supervision requirements, and available resources. The YMCA **does not provide one-on-one aides or individualized staffing.**

In some cases, a child may require additional support beyond what can be reasonably provided in a group setting. If the YMCA determines that it is unable to safely and appropriately meet a child's needs within the program, families will be notified and staff will work collaboratively to discuss next steps and possible alternatives.

SCHEDULE CHANGES

Requests to change a child's enrollment schedule must be submitted in writing via email to the BASP Billing and Registration Office at ROCbasp@RochesterYMCA.org. A schedule change includes any adjustment to a child's enrolled days of attendance, including adding or removing days of care. **Schedule change requests must be received at least two weeks prior to the requested effective date.** All schedule changes are subject to:

- Available space
- Staffing ratios
- Licensing capacity limits

Approval of schedule changes is not guaranteed and will be confirmed in writing by the BASP Billing and Registration Office. **One-time schedule adjustments, or short-notice additions are not guaranteed** and may not be accommodated due to staffing and licensing requirements. If approved, they will be subject to an additional program fee.

CANCELLATION POLICY

Families wishing to unenroll their child from the YMCA Before & After School Program must provide written notice via email to the BASP Billing and Registration Office at ROCbasp@RochesterYMCA.org. **Notice must be received at least two weeks prior to the requested unenrollment date.** The final date of attendance should be clearly stated in the email. Notice is not considered received unless submitted in writing to the BASP Billing and Registration Office. Verbal communication with site staff does not constitute official notice of cancellation.

Tuition charges will continue through the required notice period, regardless of attendance. Failure to provide proper notice will result in continued tuition charges through the two-week notice window.

Cancellation or unenrollment does not waive:

- Outstanding tuition balances
- Late pick-up fees
- Returned payment fees
- Previously assessed charges

The YMCA may unenroll a child if:

- Tuition payments are not kept current
- Program policies are repeatedly violated
- A child's behavior poses a documented safety risk to themselves or others

In the event of administrative unenrollment, families will be notified in writing.

PROGRAM AVAILABILITY

The YMCA Before & After School Program **operates only on days when school is in session for the host district.**

BASP does not operate on:

- School holidays
- Scheduled school breaks
- Superintendent conference days
- Staff development days
- Emergency school closures

In limited circumstances, program operations may be adjusted or temporarily suspended due to safety concerns, building access limitations, or emergency conditions.

Families are responsible for monitoring district schedules and other school district announcements, as well as maintaining updated contact information to receive program communications.

HALF-DAYS

On days when the school district schedules a half-day of school, the YMCA After School Program **will operate from the time of school dismissal until the regular program closing time.**

Half-day care is **included in regular tuition** for children who are already enrolled in the After School Program for that day. Only children registered to attend the After School Program on that specific day may participate in the half-day program. Children who are not normally scheduled to attend that day, including children enrolled only in Before School care or children enrolled on alternate days, must contact the BASP Billing and Registration Office to request attendance. Approval is dependent on program capacity, staffing availability, and advance registration.

Transportation arrangements to YMCA program sites continue as normally scheduled unless otherwise communicated by the school district. Families should follow their district's transportation procedures for dismissal and bussing.

Because students are dismissed before their regular school lunch period on half days, children attending the YMCA program **must bring a packed lunch** from home unless otherwise communicated by program staff. Families should be mindful that children in the program may have food allergies. While foods containing common allergens are not prohibited during a half-day program, YMCA staff may implement precautions such as designated eating areas or other reasonable measures to help protect children with known allergies. Families may be asked to avoid sending certain items when allergy-related concerns arise at a specific program site.

Staff plan extended schedules for half-day programs that include a variety of activities such as games, creative projects, physical activity, and group programming to support a full afternoon of engagement.

DELAYED SCHOOL START TIMES

If a school district announces a delayed start to the school day, the YMCA Before School Program will open later by the same amount of time.

Example: If school normally begins at 8:45 AM and the district announces a one-hour delay, school will begin at 9:45 AM. The YMCA Before School Program, which normally opens at 6:45 AM, will instead open at 7:45 AM.

SCHOOL DISTRICT CANCELLATION OF AFTER-SCHOOL ACTIVITIES

If a school district cancels after-school activities due to weather or other operational concerns, such as power outages, water or plumbing failures, or loss of heating or building utilities, the YMCA After School Program may adjust program operations or close earlier than the normal program end time.

In many cases, families may receive a school district automated call announcing the cancellation of after-school activities before the YMCA receives official notice. Once the YMCA confirms the program status with the school district or host facility, staff will communicate updates to enrolled families through email or other established communication methods. Families will be asked to **arrange pick-up as early as possible** so that children, families, and staff can travel home safely.

Programs located in church facilities or YMCA branches may remain open until 6:00 PM, unless the hosting facility closes early.

SNOW DAYS

When a school district cancels school due to weather conditions, the YMCA Before & After School Program located in that district will also be closed.

The YMCA of Greater Rochester may offer a Snow Day School's Out Camp at select YMCA branches when schools close due to weather. Snow Day School's Out Camp operates 7:00 AM – 6:00 PM at the following locations when the corresponding district closes:

- Bay View Family YMCA – Webster CSD closure
- Eastside Family YMCA – Penfield CSD closure
- Maplewood Family YMCA – Rochester CSD closure
- Northwest Family YMCA – Greece CSD closure

Additional details:

- Snow Day School's Out Camp is an additional fee-based program and is not included in BASP tuition.
- Space is limited and available on a first-come, first-served basis.
- Online registration may be available if advance notice from a school district allows; families are encouraged to check <https://rochesterymca.org/schools-out-camp> for the most up-to-date information. If online registration is not available, registration will occur at the YMCA branch front desk the day of the program.

Operational decisions may be adjusted when necessary due to facility restrictions, travel conditions, or staff availability.

ABSENCE FROM PROGRAM

Parents or guardians are responsible for notifying the BASP site directly if their child will be absent on a scheduled day of attendance. Repeated failure to notify the site of absences may result in additional communication with the family to reinforce attendance expectations. Notification should be made prior to program start whenever possible.

If a child is scheduled to attend PM Care and does not arrive at the designated program space without prior notification, staff will initiate attendance verification procedures immediately. Attendance verification procedures may include:

- Reviewing the child's registered schedule
- Checking for messages from the family
- Contacting the parent or guardian
- Contacting emergency contacts
- Coordinating with the host facility, if applicable

These procedures are followed to ensure the safety and whereabouts of every child expected in attendance.

DROP OFF & PICK-UP PROCEDURES

The YMCA Before & After School Program uses an electronic attendance system to document all arrivals and departures and ensure the safe supervision of every child.

A parent, guardian, or authorized individual must escort children to and from the program space each day and personally complete the sign-in and sign-out process using the designated system. A full signature or electronic equivalent is required at the time of each arrival and departure. Failure to complete the sign-in or sign-out process may result in delays in release or additional follow-up from YMCA staff.

Children may not be dropped off or dismissed to or from vehicles without a direct handoff to a YMCA staff member. **Children are not permitted to sign themselves in or out of care.**

Staff are responsible for the supervision of children only after they have been signed into the program and until they have been signed out to an authorized individual.

Individuals picking up a child must:

- Be at least 18 years of age
- Be listed as an authorized contact in the child's enrollment record
- Present valid photo identification when requested

Changes to authorized pick-up contacts may be submitted in writing to the BASP Billing and Registration Office or may be added directly by YMCA staff at the program site through the attendance system. When adding a new authorized pick-up, YMCA staff will record the individual's name, phone number, address, and relationship to the child in the enrollment record.

YMCA staff rely on program records and identification when releasing children. Staff cannot override program records based on verbal requests, familiarity, or a child's identification of an adult.

The YMCA will deny release of a child if:

- The individual is not listed as authorized
- The individual cannot provide identification when requested
- The individual appears impaired or unable to safely supervise the child

Staff may contact a parent or guardian to confirm authorization if there is uncertainty regarding pick-up arrangements.

CUSTODY DOCUMENTATION

Unless legal documentation restricting parental access has been provided to the YMCA, both parents generally retain equal legal rights to access their child.

If custody orders, restraining orders, or other legal restrictions exist, the YMCA **must have a current copy of the official court documentation on file**. The YMCA will follow legally binding court documents as written. Staff cannot interpret or enforce verbal custody agreements or informal arrangements between parents.

It is the responsibility of the parent or guardian to:

- Provide complete court-issued documentation
- Notify the YMCA of any updates or modifications
- Ensure documents are legible and current

The YMCA will recognize custody-related restrictions only upon receipt of valid court-issued documentation. Without legal documentation on file, the YMCA cannot deny a parent or legal guardian access to their child.

If a biological parent who is not listed in the child's enrollment record arrives to pick up a child, YMCA staff will take the following steps:

1. Attempt to contact the contracting parent or guardian listed in the child's registration record.
2. Inform the individual that the YMCA cannot release the child without confirming authorization and verifying identity.
3. If the situation cannot be resolved through parent contact and staff cannot safely determine release authorization, the YMCA may contact local authorities to assist in determining the appropriate next steps.

Situations involving custody disputes can be extremely difficult for everyone involved, particularly for the child. Families are strongly encouraged to discuss pick-up arrangements in advance and ensure that all individuals who may pick up a child are listed as authorized contacts in the program registration.

If a custody dispute occurs at the program site or staff cannot determine who has legal authority to remove the child, the YMCA may contact local authorities for assistance to ensure the safety of the child and staff.

LATE PICK-UP

The YMCA After School Program closes promptly at 6:00 PM for PM programs. Children must be picked up by the program closing time. A **late pick-up fee of \$1 per minute per child will be assessed beginning at 6:01 PM.** Late fees are applied to the family's account and must be paid in accordance with billing policies.

Repeated late pick-ups may result in:

- Written warning
- Required conference with program leadership
- Possible termination of enrollment

YMCA staff will begin contacting the parent/guardian and authorized pick-up individuals immediately if a child is not picked up by closing time. If a child remains at the program 30 minutes past closing and staff have been unable to reach a parent/guardian or authorized pick-up despite repeated attempts, the YMCA will follow state licensing procedures for an unattended child, including contacting the local Police Department and Child Protective Services to ensure the child's safety.

MEDICAL INFORMATION & REQUIRED DOCUMENTATION

To ensure the health and safety of all children, the YMCA collects specific medical information during the registration process and may require additional documentation in accordance with New York State Office of Children and Family Services (OCFS) regulations.

During registration, families are required to disclose whether their child:

- Has any diagnosed or suspected allergies
- Has asthma or requires an inhaler
- Has diabetes
- Has a seizure disorder
- Has any other diagnosed medical condition requiring staff awareness
- Requires medication to be stored or administered during program hours
- Has physical limitations or activity restrictions

REQUIRED OCFS MEDICAL FORMS

If a parent indicates that a child has allergies, asthma, diabetes, seizures, or any other condition requiring monitoring, emergency response, or medication during program hours, additional OCFS medical forms are required. These forms must be fully completed, signed by the child's health care provider when required, and submitted prior to attendance.

CHILDREN MAY NOT BEGIN ATTENDING THE PROGRAM UNTIL ALL REQUIRED MEDICAL DOCUMENTATION HAS BEEN RECEIVED AND APPROVED.

Required forms may include:

- **OCFS-6029: Individual Allergy and Anaphylaxis Emergency Plan**
Required for any diagnosed allergy, including food, insect, environmental, or medication allergies.
- **OCFS-7006: Individual Health Care Plan for a Child with Special Health Care Needs**
Required for any ongoing medical, behavioral, or developmental condition that requires staff awareness, monitoring, or accommodation during program hours.
- **OCFS-7002: Medication Consent Form**
Required for each emergency medication that will be stored and potentially administered at the program.

Detailed instructions and submission information are available at:

<https://rochesterymca.org/parentguardian-medical-paperwork-portal>

All medical documentation must remain current. Incomplete, unclear, or outdated forms may delay a child's start date or suspend care.

MEDICATION ADMINISTRATION

Medication administration in YMCA BASP programs is governed by OCFS regulations. Most YMCA BASP sites are not MAT-certified. As a result, staff are not permitted to administer most daily or non-emergency medications during program hours. At non-MAT sites, the only medications that may be administered are emergency medications, including:

- Epinephrine auto-injectors
- Rescue inhalers
- Antihistamines administered as part of an approved emergency response plan

All emergency medications must:

- Be accompanied by a completed OCFS-7002 Medication Consent Form
- Match the original pharmacy-labeled container
- Be stored according to regulatory requirements

Medications such as ADHD medication, insulin, routine allergy medication, or other daily/time-sensitive prescriptions generally cannot be administered during program hours at non-MAT sites. If a child requires medication beyond emergency use, the YMCA will review the request in accordance with applicable regulations and program procedures.

WHEN YOUR CHILD IS SICK

Children who are not feeling well or showing signs of illness should not attend the program. If a child becomes ill while in attendance, a parent or guardian will be contacted and expected to arrange for prompt pick-up.

Children must be kept home or will be sent home if they exhibit symptoms that limit their ability to participate in program activities or require additional care beyond what staff can reasonably provide. This includes, but is not limited to:

- Fever of 100°F or higher
- Vomiting or diarrhea
- Persistent cough or difficulty breathing
- Unexplained rash or skin condition
- Red, draining, or crusted eyes (possible conjunctivitis)
- Severe sore throat, headache, or body aches
- Signs of a communicable illness

Children may return to the program once they are **symptom-free for at least 24 hours** without the use of fever-reducing medication, or when cleared by a healthcare provider, if applicable.

COMMUNICABLE DISEASES

The YMCA follows all New York State Office of Children and Family Services (OCFS) guidelines regarding communicable diseases. Families are expected to notify the program if their child is diagnosed with a contagious illness so that appropriate precautions can be taken.

Common communicable illnesses in school-age settings may include, but are not limited to, strep throat, conjunctivitis (pink eye), influenza, COVID-19, and hand, foot and mouth disease.

In the event of a confirmed communicable disease within the program, families will be notified in accordance with applicable health and confidentiality guidelines. The YMCA may require medical clearance before a child returns to the program when necessary to protect the health and safety of others.

HEAD LICE

Head lice are common among school-aged children and are not considered a communicable disease in the same way as bacterial or viral infections. However, treatment is required.

If live lice are identified while a child is in attendance, parents or guardians will be contacted for pick-up. The child may return once treatment has begun and live lice are no longer present. Out of respect for privacy, individual health information will not be shared beyond what is necessary to maintain a safe environment.

INJURIES & INCIDENT REPORTING

Minor injuries such as scrapes, bumps, or minor cuts are treated on site by trained staff. First aid supplies are available at all program locations. Parents and guardians will be notified of any injury that:

- Requires first aid beyond simple cleaning and a bandage
- Results in a visible mark or swelling
- Involves the head
- Occurs during physical activity and impacts participation
- Requires parent awareness for follow-up care

Written documentation is completed for injuries requiring more than basic first aid, in accordance with YMCA procedures and OCFS regulations.

Serious injuries, significant incidents, or events requiring medical attention are reported in compliance with OCFS requirements. When applicable, licensing authorities are notified as required by law. Internal documentation systems are used to ensure accurate tracking and regulatory compliance.

EMERGENCY MEDICAL SITUATIONS

In the event of a serious injury or medical emergency, staff will:

1. Provide immediate first aid.
2. Call 911 when appropriate.
3. Contact the child's parent or guardian immediately.

If a parent or guardian cannot be reached, emergency contacts listed in the child's registration will be contacted.

If emergency transport is required, a staff member will accompany the child when possible until a parent, guardian, or emergency contact arrives.

Emergency medical decisions will be made in the best interest of the child and in accordance with the information provided during registration and on required medical forms. Parents are responsible for ensuring that all emergency contact information remains current.

Parents/guardians are responsible for any costs associated with emergency medical treatment or transportation.

CHILD CODE OF CONDUCT

The YMCA Before & After School Program is built around the YMCA Core Values of Caring, Connection, Honesty, Respect, and Responsibility. Our goal is to create a welcoming environment where all children feel valued, supported, and able to participate fully in program activities.

Staff focus on teaching positive behavior and helping children build social and emotional skills that support healthy relationships and safe participation in group activities. To help support a respectful program environment, children are expected to:

- Follow staff directions
- Treat peers, staff, and property with respect
- Use appropriate language
- Keep hands, feet, and objects to themselves
- Participate safely in activities
- Remain within designated program areas

The following behaviors are not permitted in YMCA programs and may result in disciplinary action:

- Insubordination, rudeness, defiance of authority, or failure to follow instructions
- Leaving the premises or entering unauthorized areas without permission
- Refusing to remain with the assigned group or running away from staff without permission
- Inappropriate conversation, profanity, foul, abusive, vulgar, or irrelevant language
- Defacing or stealing property of the YMCA, school, participants, staff, or field trip facilities
- Possessing, supplying, or using illegal substances including alcohol or prescription medication not authorized by program procedures
- Fighting by any means of physical or verbal aggression, including provoking or bullying
- Intentionally injuring another participant or staff member, including deliberately causing anger or emotional distress

Behavior that compromises safety or significantly disrupts the program environment will be addressed immediately.

POSITIVE GUIDANCE & DE-ESCALATION

YMCA staff use developmentally appropriate guidance strategies that focus on teaching and supporting children rather than punishing them. Staff work proactively to help children regulate emotions, resolve conflicts, and make positive choices. These strategies may include:

SETTING CLEAR EXPECTATIONS

- Setting clear and consistent expectations
- Providing short, clear directions
- Modeling respectful and appropriate behavior
- Establishing boundaries and explaining consequences
- Maintaining predictable routines and transitions

REDIRECTION & BEHAVIORAL SUPPORT

- Redirecting behavior or attention to a more appropriate activity
- Using calm verbal correction or reminders
- Offering structured choices to help children regain control
- Actively ignoring minor attention-seeking behavior when appropriate
- Using visual reminders or behavior charts when helpful

EMOTIONAL REGULATION

- Helping children take space or a break to regain emotional control
- Providing access to a quiet or cool-down space when needed
- Offering mindfulness activities or calming techniques
- Providing fidget tools or sensory objects when appropriate

COACHING & CONFLICT RESOLUTION

- One-on-one discussions with a staff member
- Asking guiding questions to help children reflect on their choices
- Mediation between children when conflicts arise
- Encouraging accountability and appropriate apologies
- Peer mentoring when appropriate

REINFORCEMENT & COMMUNICATION

- Reinforcing positive behavior and effort
- Recognizing positive choices made by others
- Communicating with parents or guardians when additional support is needed

Staff may temporarily separate a child from an activity or space to help them regain emotional control and return safely to the group.

Staff follow New York State Office of Children and Family Services (OCFS) regulations regarding physical intervention. Staff are not permitted to physically control or use restrictive techniques except in rare emergency situations where immediate action may be necessary to prevent serious injury. Any such action must be limited to the minimum necessary to protect safety and must stop once the immediate danger has passed.

Staff may use reasonable protective actions, such as positioning themselves, guiding a child away from danger, or redirecting behavior, to help prevent immediate injury. The YMCA does not use physical punishment, humiliation, or degrading discipline practices.

COMMUNICATION & FAMILY PARTNERSHIP

The YMCA is committed to working collaboratively with families to support positive outcomes for children. When behavioral concerns arise, YMCA staff may document incidents in accordance with program procedures to ensure consistency, appropriate follow-up, and compliance with program policies and licensing requirements. Documentation helps staff identify patterns and ensure consistent responses to behavior over time.

Parents or guardians will be informed of significant behavioral concerns. Communication may include:

- Verbal discussion at pick-up
- Phone calls
- Written communication

In some situations, families may be asked to partner more closely with program staff to support their child's success. This may include:

- Participating in conferences with program leadership
- Sharing relevant information that may help staff support the child
- Reinforcing program expectations at home
- Maintaining consistent communication with staff

YOUTH PROGRAM BEHAVIOR AGREEMENT

If a child demonstrates repeated behavioral concerns or engages in behavior that compromises the safety of themselves, other children, or staff, a Youth Program Behavior Agreement may be implemented.

The Behavior Agreement is introduced after an initial incident or pattern of concern and is designed to provide structure, clarity, and shared accountability. The agreement outlines:

- Specific behaviors that must change
- Clear expectations moving forward
- Support strategies the YMCA will implement
- Responsibilities of the child and family
- Consequences for continued or repeated violations

Parents or guardians are required to review and sign the agreement. Continued participation in the program is contingent upon adherence to the expectations outlined within it. Refusal to sign or absence from a scheduled parent/guardian conference to discuss this contract does not void any of the outlined consequences.

The following steps outline the typical progression of the Youth Program Behavior Agreement.

Depending on the nature or severity of an incident, **the YMCA reserves the right to modify or bypass steps in this process**, including removing a child from the program temporarily or permanently.

STEP 1 – BEHAVIOR AGREEMENT INITIATED (WRITTEN WARNING)

A written warning is issued and a parent or guardian conference is scheduled with the Site Coordinator to review the behavior concerns, outline expectations, and discuss support strategies moving forward.

STEP 2 – FORMAL WARNING AND SUSPENSION

A formal warning is issued along with a one-day suspension from the program. A conference will be held with the parent or guardian, the Site Coordinator, and the Program Director to review the situation and reinforce the expectations outlined in the Behavior Agreement.

STEP 3 – FINAL WARNING AND EXTENDED SUSPENSION

A final warning is issued along with a three-day suspension from the program. A conference will be held with the parent or guardian, the Site Coordinator, and the Program Director to determine whether continued participation in the program is appropriate.

STEP 4 – PROGRAM EXPULSION

If behavior concerns continue or safety cannot be maintained, the child will be permanently removed from the program.

If a child is expelled from the YMCA Before & After School Program, the child will also be **ineligible for future enrollment** in youth programs across the YMCA of Greater Rochester, including Day Camp, School's Out Camp, and Before & After School Programs, as well as any additional programs at the discretion of YMCA leadership.

SERIOUS EMOTIONAL DISTRESS

The YMCA is committed to supporting the emotional well-being of all children in our programs. If a child expresses thoughts of self-harm, engages in self-harm behaviors, or demonstrates serious emotional distress that may place the child or others at risk, YMCA staff will take the situation seriously and respond immediately.

When these situations occur, staff will:

- Ensure the immediate safety of the child and others in the program
- Use calm communication and de-escalation strategies

- Notify parents or guardians as soon as possible
- Document the incident according to YMCA procedures
- Follow required safety and reporting protocols

EMERGENCY ESCALATION

Staff will attempt to contact a parent, guardian, or authorized emergency contact for immediate assistance and pick-up. If a parent, guardian, or emergency contact cannot be reached, or if a child's behavior poses an immediate concern of serious injury that staff cannot manage within program limitations, the YMCA may contact emergency responders or local crisis response services to help ensure the safety of the child and others.

Because YMCA Before & After School Programs operate in group settings with established supervision ratios, staff are not able to provide ongoing one-to-one supervision or specialized mental health support.

For the safety and well-being of the child and the program community, participation in the program may be paused while the YMCA works with the family to determine whether the program environment remains appropriate and whether additional planning or support is needed. In some situations, a Youth Program Behavior Agreement or other planning measures may be implemented in partnership with the family and, when appropriate, the child's school.

SCHOOL SUSPENSIONS

If a child is suspended from school and is not permitted to be present in the school building during the suspension period, the child may not attend the YMCA Before & After School Program located within that school, as YMCA programs must follow school district building access policies.

If a school suspension results from behavior that may affect program safety, the YMCA may review the child's continued enrollment in the program and determine whether participation can continue. In some situations, the YMCA may consult with the host school regarding behavioral incidents or safety concerns to help determine appropriate next steps.

Families remain responsible for tuition during any period in which a child is unable to attend due to a school suspension, as enrollment reserves program space, staffing, and program resources regardless of attendance. Refunds or credits will not be issued for suspension-related absences.

SCHOOL PARTNERSHIP IN BEHAVIORAL CONCERNS

The YMCA works in partnership with host schools and, when appropriate, community agencies to maintain a consistent environment for students. Although the YMCA program operates separately from the school day, both organizations share responsibility for student safety within the same building and community.

Most behavioral concerns are addressed directly within the YMCA program. However, YMCA leadership may communicate with school administration when a situation involves broader safety concerns or impacts both the school day and the YMCA program.

Situations that may require coordination with school personnel include:

- Credible threats of harm or statements referencing violence or weapons
- Significant aggression or behavior that poses an immediate safety risk
- Bullying or harassment affecting both the school day and the YMCA program
- Incidents involving school safety procedures or building security
- Situations involving suspected abuse, neglect, or child endangerment

Information shared will be limited to what is necessary to address the concern and maintain student safety.

SUPERVISION & STAFF-TO-CHILD RATIOS

YMCA Before & After School Programs operate in accordance with New York State Office of Children and Family Services (OCFS) regulations, YMCA risk management standards, and internal safety protocols.

Staff-to-child supervision ratios are maintained in compliance with OCFS regulations. In most BASP programs, the maximum **staff-to-child ratio is 1 staff member for every 10 children** (1:10).

Programs that are additionally licensed to serve Universal Pre-Kindergarten (UPK) students operate under an OCFS-approved ratio of 1 staff member for every 8 children (1:8).

YMCA programs make every effort to organize children into smaller supervision groups so that activities can be developmentally appropriate and children of similar ages can participate together when possible. While group sizes may vary based on enrollment, staffing, and available program space, all groups are supervised in accordance with ratio requirements. When possible, programs aim to maintain manageable group sizes of 20-30 children to support engagement, safety, and effective supervision.

Supervision ratios are maintained during all program activities, including transitions between spaces and outdoor play. Ratios are monitored continuously and adjusted as needed based on attendance and activity location. Children cannot be left unattended.

ACTIVE SUPERVISION PRACTICES

Active supervision goes beyond simply being present in the room. Staff are trained to:

- Maintain constant visual awareness of all children
- Position themselves strategically within the space
- Conduct frequent head and face counts
- Verify attendance during transitions
- Monitor high-risk areas such as entry points and restrooms
- Anticipate and proactively address potential safety concerns

Attendance is verified at all major transition points, including movement between activity areas and arrival/dismissal periods.

Children must remain within designated program spaces unless supervised by YMCA staff as part of a planned activity. To maintain appropriate supervision ratios, YMCA staff are not permitted to escort children to classrooms or other areas of the building to retrieve forgotten items during program hours.

COMMITMENT TO CHILD SAFETY

The YMCA takes a proactive approach to child protection through policies, training, and program practices designed to create a safe and transparent environment for all children.

The YMCA of Greater Rochester utilizes nationally recognized child protection standards, including alignment with Praesidium, a leader in abuse risk management. Praesidium's approach focuses on preventing abuse before it occurs by identifying risk, strengthening supervision practices, and implementing clear organizational safeguards.

Through this alignment, the YMCA incorporates best practices in:

- Staff screening and selection processes
- Ongoing training in abuse prevention and child safety

- Clear policies governing staff conduct and interactions with children
- Monitoring and supervision standards designed to reduce risk
- Reporting practices that ensure concerns are addressed appropriately

These practices are part of an ongoing, organization-wide commitment to maintaining a culture of safety, accountability, and transparency in all YMCA programs. Child protection practices are regularly reviewed and updated to reflect evolving best practices and regulatory requirements.

MANDATED REPORTING

All YMCA Before & After School Program staff are mandated reporters under New York State law. This means **staff are legally required to report any reasonable suspicion of child abuse or neglect** to the New York Statewide Central Register of Child Abuse and Maltreatment (SCR).

The YMCA does not have discretion in this matter. When there is reasonable cause to suspect abuse or neglect, staff are required by law to make a report, even if the suspected harm occurred outside of the program or involves someone outside of the YMCA.

Mandated reporters do not investigate concerns themselves. Their responsibility is to report suspicions to the appropriate authorities, who determine next steps. Failure to report suspected abuse or neglect may result in legal consequences under New York State law.

WHEN A REPORT IS MADE

Once a report is submitted, child protective authorities determine next steps. This process may include:

- The concern is reported to the New York Statewide Central Register
- The report is reviewed by child protective authorities
- The report may be referred to the local Child Protective Services (CPS) office for investigation
- CPS or other authorities may contact families, schools, or other individuals as part of their review

Because mandated reports are part of a confidential legal process, the YMCA may not be able to share details about reports or investigations. The YMCA cooperates fully with all child protection investigations and follows all applicable state reporting requirements.

CHILD SAFETY & DISCIPLINE STANDARDS

The YMCA maintains a strict policy prohibiting any form of abuse, neglect, or inappropriate discipline. The following are never permitted:

- Physical punishment or corporal discipline
- Verbal abuse, threats, or humiliation
- Withholding basic needs such as food, water, or restroom access
- Any form of inappropriate physical contact
- Any disciplinary practice that is frightening, degrading, or harmful

Staff are trained to use positive guidance strategies and to maintain appropriate boundaries at all times.

REPORTING SAFETY CONCERNS

The YMCA encourages parents and guardians to report any concerns related to program safety, supervision, staff conduct, or policy compliance. Open communication helps ensure that concerns can be reviewed and addressed appropriately. **Families are encouraged to raise questions or concerns** in good faith and may do so without fear that doing so will negatively affect their child's participation or experience in the program.

Concerns may be shared with on-site program staff, including the BASP Site Coordinator, or with YMCA BASP leadership such as Program Directors, Senior Program Directors, or other program administrators. Families may also contact the BASP Billing & Registration Office by emailing ROCbasp@RochesterYMCA.org or by phone at 585-341-4010. The BASP Billing & Registration team can assist families by receiving and relaying any concerns, or by connecting families with the appropriate program leadership.

When a concern is reported, YMCA leadership will review the information and determine appropriate next steps. This may include follow-up with program staff, communication with the family, or additional review to ensure program policies and safety procedures are being followed. All concerns related to child safety are taken seriously and handled in accordance with YMCA policies and applicable licensing regulations.

If families have questions or concerns, we encourage you to first speak with your Site Coordinator or Program Director so we can address the issue promptly. Families also have the right to contact the New York State Office of Children and Family Services (OCFS) directly via the OCFS Child Care Complaint Hotline: 1-800-732-5207

NO ISOLATED ONE-ON-ONE CONTACT

To help protect children and staff, YMCA Before & After School Programs follow a strict supervision standard that does not allow staff members to be alone with a single child. At all times, interactions between staff and children must occur within the presence or awareness of other staff members or program participants.

When individual support is needed, such as assisting a child who is upset, providing guidance during an activity, or addressing a behavioral concern, staff will ensure that the interaction remains observable and interruptible. Staff will:

- Remain within view of other staff members or children in the program
- Use open or shared program spaces whenever possible
- Avoid private or secluded areas when working with a child
- Involve another staff member when additional support is needed

These supervision practices help maintain transparency, ensure appropriate oversight, and protect both children and staff from situations that could place safety or trust at risk.

BABYSITTING & OUTSIDE CONTACT

Staff are expected to maintain professional boundaries with children and families at all times, including outside of scheduled program hours. Interactions that occur outside the scope of YMCA programming must not create real or perceived conflicts of interest, favoritism, or boundary concerns.

Staff are not permitted to provide babysitting or other child care services for children enrolled in YMCA programs or to transport children in personal vehicles. These expectations apply regardless of any prior relationship between the staff member and the child or family. Previous relationships, including but not limited to family connections, prior care arrangements, or community relationships, do not exempt staff from this policy.

Communication and interaction between staff, children, and families should occur through YMCA-approved channels and within program settings. This includes social media, messaging platforms, and other forms of digital or personal communication, which are not appropriate for private or individual interaction outside of the program.

Interactions that extend beyond the program setting and compromise, or appear to compromise, professional boundaries may be reviewed by YMCA leadership and addressed as appropriate. This may include, but is not limited to, private or ongoing contact outside of program hours, connecting on personal social media accounts, exchanging personal contact information for non-program purposes, giving or receiving gifts or special treatment, or engaging in interactions that are not consistent with a staff member's role within the program. Personal or

romantic relationships with parents or guardians of enrolled children are also not appropriate while a child is participating in the program.

If incidental contact with children or families occurs in the community, interactions should remain brief, appropriate, and consistent with a professional setting. Staff are not expected to provide supervision, or extended interaction outside of the program. Families are also asked to support these boundaries to ensure consistency and clarity for all children and staff.

BUILDING SECURITY

The YMCA partners with host facilities including schools, YMCA branches, churches, and community organizations. Security procedures may vary by location based on the policies of the host facility.

When operating in school district buildings, **the YMCA follows all district-specific security protocols and visitor procedures**. Many school districts have implemented enhanced security procedures in response to school safety concerns, which may limit or prohibit parent access to the building during program hours.

Depending on the location, these procedures may include:

- Entry through designated doors only
- Use of secure vestibules or monitored entry points
- Visitor badge systems
- Sign-in at the school main office prior to entering the building
- Parents remaining outside while YMCA staff escort children to the door at pick-up

At some sites, parents or guardians may be required to call the program phone, ring a YMCA doorbell, or otherwise notify staff of arrival. Parents and guardians are responsible for complying with all host facility security procedures before attempting to access the program area.

VISITOR PROCEDURES

From time to time, individuals who are not program staff or enrolled families may need to enter program spaces for legitimate purposes. These visitors may include, but are not limited to, school district personnel, licensing representatives, YMCA leadership, maintenance or facilities staff, contracted service providers, child aides or behavioral specialists, community partners, or prospective staff members.

To ensure safety, supervision, and accountability, the following procedures apply whenever a visitor enters a program space:

- Visitors must sign in upon arrival
- Visitors must clearly state the purpose of their visit
- Visitors must remain within approved and supervised areas of the program
- Visitors may be required to present valid photo identification
- Visitors may not be left alone with children or counted into staff-to-child ratios at any time

The YMCA may deny or limit access to any visitor whose presence cannot be verified, is not authorized, or is determined to pose a concern for the safety or operation of the program.

YMCA staff are responsible for being aware of who is present in the program space at all times and for addressing any unrecognized or unauthorized individuals immediately. Visitors who do not follow these procedures may be asked to leave the program area.

PARENT/GUARDIAN PRESENCE IN PROGRAM AREAS

Parents and guardians are expected to follow the site's established pick-up procedures and exit the program area once their child has been signed out. **Parents and guardians should not remain in YMCA program spaces unless invited by staff for a specific purpose.**

Pick-up procedures may vary by location depending on building layout and school district requirements. Families may be asked to wait in a designated pick-up area while staff bring children to them, or they may briefly enter the program space to assist their child with gathering belongings. Families are expected to follow staff direction and the site's established pick-up process.

Maintaining clear pick-up procedures allows staff to focus on supervising children and ensuring safe dismissal for every participant.

Some playgrounds and outdoor areas used by the YMCA may be public spaces that cannot be restricted. However, the YMCA remains responsible for supervising enrolled children during program hours. If an adult's presence interferes with program supervision or creates a safety concern, YMCA staff may ask the individual to move away from the program group or leave the immediate program area.

Failure to follow established pick-up procedures may result in restricted access to program areas or other actions necessary to maintain safe supervision of children.

EMERGENCY PREPAREDNESS

Each YMCA Before & After School Program maintains a written Emergency Plan (LDSS-4438) as required by the New York State Office of Children and Family Services (OCFS). This plan outlines procedures for responding to emergencies that may affect the safety of children, staff, or the program facility.

The Emergency Plan addresses situations including:

- Fire or building evacuation
- Shelter-in-place situations
- Severe weather events
- Utility failures
- Lockdown or security incidents
- Medical emergencies
- Relocation to an alternate safe location if the program site cannot be used

A copy of the Emergency Plan is maintained at each program site. Staff review emergency procedures regularly and maintain attendance records to ensure children are accounted for during all emergency drills and events.

FIRE DRILLS

Fire drills are conducted monthly in accordance with OCFS licensing requirements. These drills help ensure that children and staff are familiar with evacuation procedures and know how to respond quickly and safely in the event of an emergency. During fire drills:

- Children practice exiting the building safely under staff supervision
- Staff account for all children using attendance procedures
- Children remain with their assigned staff group until it is safe to return to the program space

SHELTER-IN-PLACE DRILLS

Programs conduct drills that prepare children and staff for situations where remaining inside the building is the safest option. These procedures help ensure that children and staff understand how to respond calmly and safely during certain emergency situations.

Families will be notified at least 24 hours in advance when a shelter-in-place drill will be conducted. While participation in these drills is strongly encouraged to ensure children are familiar with safety procedures, families may request that their child opt out of the drill.

Shelter-in-place procedures may be used in situations such as:

- Severe weather conditions (heavy snowfall, tornado warnings, high winds, etc.)
- Hazardous environmental conditions outside the building (smoke, gas leak, nearby emergency response activity)
- Community safety concerns in the immediate area

When operating within school buildings, YMCA programs coordinate these drills and procedures with school district policies and guidance. These drills help children practice listening to staff directions, remaining calm, and staying supervised until normal activities resume.

EVACUATION & RELOCATION PROCEDURES

In certain emergency situations, children and staff may need to evacuate the building and remain outside or in a designated safe area while emergency personnel assess the situation. If the building is determined to be safe, programs will return indoors. Because evacuations may occur unexpectedly, families should ensure children arrive at the program dressed appropriately for weather conditions.

If the building cannot be safely reoccupied, the program may relocate to a predetermined alternate location identified in the site's Emergency Plan. Relocation sites are selected in advance based on proximity, safety, and the ability to supervise children.

If relocation occurs:

- Children remain under YMCA staff supervision at all times
- Families will be notified as soon as reasonably possible
- Pick-up instructions and the relocation address will be communicated through available contact methods

EMERGENCY PROGRAM CLOSURES

In certain situations, the YMCA may be required to close a program due to emergencies affecting the facility, weather conditions, utilities, or other safety concerns. Programs located within school buildings, churches, or other host facilities may also be required to close if the host facility determines that the building cannot remain open or safe for continued operation.

When emergency closures occur:

- Families will be notified as soon as possible through available communication methods
- Parents or guardians may be asked to arrange for early pick-up of their child
- Children will remain under YMCA staff supervision until they are released through standard pick-up procedures

Emergency closures may occur with limited advance notice depending on the circumstances. The YMCA prioritizes the safety of children and staff when making decisions regarding program operations. During emergency situations or relocations, children will only be released to individuals authorized in the child's enrollment record and in accordance with YMCA release procedures.

TRANSPORTATION

All transportation between a child's school and a YMCA program location must be arranged and conducted through the school district's transportation department. **The YMCA does not coordinate, schedule, or provide transportation services for any child.**

Families are responsible for:

- Arranging appropriate district transportation
- Ensuring correct dismissal instructions are provided to the school
- Confirming bussing eligibility and routing directly with the district

Transportation availability, routing, and supervision during bus transport are determined solely by the school district. The YMCA is not responsible for transportation delays, bus route changes, or district transportation decisions.

TRANSFER OF RESPONSIBILITY

The YMCA assumes supervision responsibility only when a child has:

- Arrived at the designated YMCA program space, and
- Checked in with YMCA staff

For programs located within school buildings, supervision transfers when the child is physically received by YMCA staff at in the designated YMCA program space or designated dismissal location. Until that time, the child remains under the supervision and responsibility of the school or school district.

The YMCA is not responsible for students who:

- Leave their classroom but do not report to the designated YMCA location
- Wander within the building prior to YMCA check-in
- Miss district transportation
- Remain at school due to dismissal changes not communicated to YMCA staff

If a child does not arrive at the designated YMCA location following school dismissal, staff will follow established absence procedures and notify appropriate parties. Clear communication between families and school personnel is essential to ensure proper dismissal routing.

ON-CAMPUS TRANSITIONS

In some locations, the school and YMCA program operate within the same building or campus. In these cases:

- YMCA staff may walk to classrooms or designated pick-up areas to escort students to the program space
- Some schools require YMCA staff to collect specific age groups, such as kindergarten students
- Other schools utilize centralized dismissal locations where students report directly to YMCA staff

These procedures vary by district and are established in coordination with school administration. Supervised movement within the same campus is considered a transition, not transportation.

PERSONAL BELONGINGS & USE OF TECHNOLOGY



The YMCA Before & After School Program focuses on social interaction, active play, and hands-on activities where children can connect with their peers. The YMCA encourages children to unplug from personal devices and participate fully in program activities and peer interaction, creating a largely screen-free environment during program hours.

Children **should bring only necessary items to the program** and ensure that all personal belongings are taken home each day. Children are expected to keep personal belongings stored in their backpack or designated storage area unless otherwise instructed by staff. Staff are not permitted to escort children back to classrooms or other school areas during program hours to retrieve forgotten items.

The YMCA recognizes that some children benefit from items that support comfort, focus, or sensory regulation. Items such as noise-canceling headphones, fidgets, or similar supports are permitted and may be used during program time as appropriate. Families may also coordinate with program staff if they would like these items stored on-site.

Items that create distraction, conflict, or safety concerns may be temporarily held by staff and returned directly to a parent or guardian at pick-up. The YMCA may restrict items that interfere with supervision, participation, or the overall program environment.

The YMCA is not responsible for lost, stolen, or damaged personal property brought to the program.

PROHIBITED ITEMS

To maintain a safe environment for all participants, certain items are not permitted in YMCA Before & After School Programs. Prohibited items include, but are not limited to:

- Weapons or weapon-like objects
- Tobacco products
- Vaping devices or electronic smoking devices
- Alcohol
- Controlled or illegal substances
- Fireworks, explosives, or other hazardous materials
- Laser pointers or devices intended to shine bright lights at others
- Weapons, weapon-like objects, or items intended to simulate weapons (including realistic toy weapons, BB guns, airsoft devices, gel blasters, or replica weapons)

If YMCA staff have reasonable concern that a child may be in possession of an item that poses a safety risk, staff may inspect backpacks, bags, or other personal belongings to address the concern. Inspections are not conducted as routine searches and will occur only when necessary to maintain the safety of children and staff.

Examples of situations that may lead to an inspection include:

- A report or observation that a child may have a prohibited or dangerous item
- A visible object or item that raises a concern
- Statements or behavior suggesting that an item may cause harm or disruption

When an inspection is necessary, it will be conducted by program leadership or designated staff in a manner that respects the child's dignity and privacy. When appropriate, staff may first ask the child to open the bag and

present the item in question before conducting the inspection themselves. Whenever possible, another staff member will be present during the inspection.

If a prohibited or unsafe item is discovered, staff will immediately secure the item and notify program leadership. Parents or guardians will be contacted as soon as possible. Depending on the nature of the item and the circumstances involved, additional action may be taken, which may include removal from the program for the day, suspension, or involvement of school administration or local authorities when necessary.

CELL PHONES & PERSONAL ELECTRONIC DEVICES

Devices such as cell phones, smartwatches, handheld gaming systems, tablets, or other personal electronic devices **are not permitted to be used by children during YMCA program hours**. If a child brings a phone or communication device to the program, it must remain in the child's backpack for the duration of the program.

Children may not use personal devices to:

- Call or message family members or friends
- Access the internet or social media
- Play games or entertainment apps
- Record video, audio, or images of other children or staff
- Use cameras or recording functions

If a child needs to contact a parent or guardian during program hours, YMCA staff will assist the child in making a call using the program site phone. Parents and guardians should contact the program site directly if they need to communicate with their child during program hours.

If a device is used in violation of these expectations, staff may secure the device and return it directly to a parent or guardian at pick-up. Repeated violations may result in additional disciplinary action in accordance with YMCA behavior policies.

PHOTOGRAPHY & RECORDING

Children are strictly prohibited from photographing, recording video, or capturing audio of other participants or staff during program hours. This policy protects the privacy and safety of all children in care. Unauthorized recording may result in disciplinary action and the device being secured by staff and returned to a parent or guardian at pick-up.

COMPUTERS, CHROMEBOOKS & TABLETS

Some students are issued computers or tablets by their school district for educational purposes. These devices are not intended for general use during YMCA program time. Students may use a computer or tablet only for the purpose of completing assigned schoolwork. Staff must be able to verify that the device is being used for schoolwork and that appropriate supervision is available.

Use of computers or tablets for games, entertainment, internet browsing, or other non-school activities during YMCA program time is not permitted.

TOYS, COLLECTIBLES & VALUABLES

Children should avoid bringing toys, trading cards, collectibles, or other valuable personal items to the program unless specifically requested for a program activity. These items can easily become lost, damaged, or cause conflict among children.

YMCA TECHNOLOGY USE

Technology may occasionally be used by YMCA staff as part of structured program activities. When technology is incorporated into the program, it is used intentionally to support learning, creativity, and enrichment.

When technology is used during the program:

- It is supervised by YMCA staff at all times
- It supports educational, creative, or enrichment-based activities
- Content and applications are age-appropriate
- Use is limited in duration and balanced with physical activity, social interaction, and hands-on programming

The YMCA prioritizes active play, social development, and hands-on learning experiences. Technology is used as a supplemental tool rather than a primary program activity. Examples of program technology use may include educational videos, creative projects, digital learning tools, or group activities that incorporate multimedia resources.

Homework that requires the use of a tablet or computer may be completed during designated homework time when necessary and monitored by staff.

COMMUNICATION WITH FAMILIES

Clear, respectful, and timely communication between families and YMCA staff is essential to a positive program experience. The YMCA communicates with families through:

- In-person updates at pick-up
- Email communication
- Site-level announcements
- Program newsletters
- Administrative notices from the BASP Billing and Registration Office
- Emergency phone communication when necessary

Program newsletters and updates may include information about upcoming activities, special events, program reminders, and YMCA opportunities. Families are responsible for ensuring that their contact information remains accurate and current in the registration system.

RESPONSE TIME EXPECTATIONS

While staff are actively supervising children during program hours, they may not be able to respond to calls or emails immediately. The YMCA strives to respond to non-emergency communication within 1–2 business days. Matters involving same-day attendance changes, dismissal adjustments, or urgent concerns should be communicated directly to the site during program hours.

CONFIDENTIALITY OF RECORDS

Information regarding children and families will be treated with appropriate confidentiality. The YMCA may share information with staff, school personnel, emergency responders, or other authorized parties when necessary for the care, supervision, safety, legal compliance, or well-being of a child, or as otherwise permitted or required by law. Authorized representatives of OCFS have the right and responsibility to review all records upon request.

PARENT/GUARDIAN CODE OF CONDUCT

Parents, guardians, and visitors are expected to model appropriate behavior while on program premises and during interactions with staff, children, and other families. Families are expected to interact with children, staff, and other families in a manner that reflects the YMCA's Core Values.

Communication related to the program should remain respectful and constructive; harassing, threatening, or abusive communication may be addressed under this Code of Conduct.

To maintain a respectful and child-focused environment:

- Parents and guardians must allow YMCA staff to manage and address behavior within the program. Parents may not discipline, question, or confront another child.
- Concerns about program situations must be directed to YMCA staff or program leadership. Parents and guardians may not confront another family regarding a program-related incident while on site.
- Clothing, language, or behavior that includes profanity, offensive imagery, threatening messages, or other content inappropriate for a youth setting is not permitted within YMCA program spaces.
- Behavior that disrupts program operations, interferes with staff supervision, or creates an unsafe or uncomfortable environment for children may be addressed by YMCA staff.

Direct confrontation of children or families creates safety concerns and may disrupt staff supervision responsibilities.

YMCA staff may ask individuals to modify their behavior or leave the program area if their conduct creates an inappropriate environment for children. **Continued disregard for this Code of Conduct may result in restricted site access or removal from the program.**

FAMILY FEEDBACK

The YMCA values feedback from families as an important part of maintaining high-quality programs. Throughout the school year, families may receive brief surveys inviting them to share their experiences and perspectives about the program.

The YMCA utilizes the **Listen360 Feedback System**, which typically includes a short one-question survey sent to families periodically during the program year. Families are encouraged to provide honest feedback and comments when completing these surveys.

Family feedback helps the YMCA:

- Identify strengths within programs
- Recognize staff who are making a positive impact
- Understand areas where improvements may be needed
- Continue enhancing the overall program experience for children and families

Participation in surveys is voluntary, and all feedback is reviewed by YMCA program leadership as part of ongoing program improvement efforts. Families with immediate concerns related to safety, supervision, or program operations should refer to the "Reporting Safety Concerns" section of this handbook.

COLLABORATION WITH SCHOOLS

Many YMCA Before & After School Programs operate within school buildings and maintain strong partnerships with school principals, teachers, and support staff. YMCA staff work to build positive relationships with school communities so that students experience a supportive and consistent environment throughout their entire day.

The YMCA views its programs as an extension of the school community, working alongside educators to support children's growth, well-being, and sense of belonging.

YMCA staff regularly communicate with school personnel to share information that helps support children's success and well-being. Schools may also be invited to participate in YMCA program activities, celebrations, or special events when appropriate. These connections help strengthen the sense of community between the school day and the YMCA program.

When situations arise that involve student safety or concerns that may affect both the school day and the YMCA program, staff may communicate with appropriate school personnel to ensure students receive consistent expectations and support.

FAMILY EVENTS & COMMUNITY ENGAGEMENT

The YMCA values strong partnerships with families and encourages opportunities for families to connect with the program community. Throughout the year, programs may host or participate in activities such as:

- Family engagement events
- Program showcases or performances
- Theme days or special celebrations
- Community service projects
- YMCA-wide events

Participation in these opportunities helps strengthen relationships between families, staff, and children and supports the YMCA's mission of building a strong and connected community.

CELEBRATING BIRTHDAYS

The YMCA enjoys recognizing children's birthdays as part of building a positive program community. Birthday acknowledgments may occur during the program day at the discretion of site staff. Families who would like their child's birthday recognized in a specific way should speak with site staff in advance to discuss appropriate options. To help maintain a safe environment for all children, outside food, treats, or party items are generally not permitted in BASP programs unless specifically approved by YMCA staff. Many programs have children with food allergies or dietary restrictions, and food sharing is not permitted.

SOCIAL MEDIA & PUBLIC REPRESENTATION

The YMCA respects the privacy of all children and families participating in the program. Parents and guardians are expected to help protect that privacy when using social media or other public platforms.

Parents and guardians should not post or share information that identifies or discusses other children, families, or program participants without their consent. This includes posting names, descriptions of incidents, or other details that could identify another child or family.

To protect the privacy and safety of all participants, photography or video recording is not permitted in YMCA program spaces.

If families have questions or concerns about program operations, supervision, or a specific situation, they are encouraged to contact YMCA program leadership directly so concerns can be reviewed and addressed through appropriate program procedures. Public discussion of incidents involving children or families may unintentionally spread incomplete or inaccurate information and can impact the privacy of those involved.

Social media posts that compromise the privacy or safety of children, families, or staff, or that disrupt program operations, may be addressed by YMCA leadership and could result in restrictions related to program participation or access to program spaces. This expectation applies to public social media posts as well as private online groups or messaging platforms.

The YMCA may share program highlights or photos through official YMCA communication channels in accordance with media release permissions provided during registration.

FINANCIAL POLICIES & BILLING INFORMATION



Enrollment in the YMCA Before & After School Program reserves space, staffing, and program resources for your child. Tuition and fee policies are designed to ensure program stability and fairness for all families.

By completing registration, the parent or guardian listed as the contracting party accepts financial responsibility for all tuition and associated fees, regardless of custody or living arrangements.

TUITION STRUCTURE

Annual tuition is calculated for the full program year and **divided into 39 equal weekly installments**. Tuition is not charged during major school break weeks, including:

- Winter Recess
- February Recess
- Spring Break

Because tuition is annualized and divided evenly across the program year, there may be certain weeks when no payment is drafted. This reflects the advance payment schedule and does not indicate free care.

PAYMENT SCHEDULE

Tuition **payments are drafted automatically on Mondays, two weeks prior to the week of care**. All payments are collected in advance. Families are responsible for ensuring that payment information remains current and valid at all times.

ENROLLMENT-BASED BILLING

Tuition is charged **based on enrollment, not attendance**. Refunds, credits, or prorations will not be issued for absences due to:

- Illness
- Vacation
- School closures
- Holidays
- Weather events
- Any reason outside of YMCA cancellation

Frequent absences may prompt a review of continued enrollment.

MISSED PAYMENTS & LATE FEES

If a payment is unsuccessful, families will be notified via email. The YMCA may attempt to reprocess the payment. The parent or guardian is responsible for contacting the BASP Billing and Registration Office to resolve any outstanding balance.

A four-day grace period applies following a missed payment. After the grace period:

- A \$10 late fee will be assessed once per missed payment.

RETURNED PAYMENT FEE

If a payment is declined or returned by the financial institution, a \$25 returned payment fee will be applied to the account. This fee reflects processing costs assessed to the YMCA and will be charged in addition to any applicable late fees.

CONTINUED NONPAYMENT

After two consecutive missed payments, enrollment in the program may be suspended or terminated until the outstanding balance is resolved. Failure to maintain a current account balance may result in suspension or termination of enrollment. No refunds will be issued during suspension periods.

PAYMENT PLANS

Families experiencing financial difficulty are encouraged to contact the BASP Billing and Registration Office to discuss payment plan options. Approved payment plans must include:

- Ongoing tuition payments
- A structured repayment of the outstanding balance

Failure to adhere to an approved payment plan may result in:

- An additional \$10 late fee
- Requirement of full payment of the outstanding balance within fourteen (14) calendar days

If the balance is not resolved within that timeframe, enrollment may be suspended or terminated.

LATE PICK-UP FEES

The YMCA program closes promptly at the designated site closing time. Families are expected to arrive on time for pick-up. Late pick-ups may result in a late fee assessed to the account, in the amount of **\$1 per minute, per child, beginning at 6:01 PM**. Continued late pick-ups may result in suspension or termination of enrollment. Families experiencing an emergency that may result in late arrival should contact the site immediately.

REFUND POLICY

Refunds are issued only in the following circumstances:

- Overpayment
- Tuition paid in advance when a minimum two-week written cancellation notice has been provided

No refunds will be issued:

- For suspension or termination due to policy violations
- For unpaid balances
- During any suspension period

CANCELLATION & SCHEDULE CHANGES

A minimum two-week written notice is required for cancellation or schedule changes. Notice must be submitted via email to: ROCbasp@RochesterYMCA.org (BASP Billing and Registration Office)

Tuition remains due during the two-week notice period. **Verbal notice to site staff does not constitute official notice.**

CHILD CARE TAX RECEIPTS

The YMCA provides annual child care tax receipts for families enrolled in YMCA Before & After School Programs to assist with tax filing and eligibility for dependent care tax credits. Tax receipts reflect the total child care payments made during the calendar year and are typically available in January for the previous tax year.

Families can access their child care tax receipt through their YMCA online account by following these steps:

1. Visit the YMCA website at: <https://rochesterymca.org/>
2. Click "Manage Membership Account" located in the bottom of the webpage
3. Log in to your YMCA account
4. Navigate to your payment history or tax receipt section to view and download your receipt

Detailed instructions are also available in the **Child Care Tax Receipt Guide** located in the Quick Links section of the BASP webpage: <https://rochesterymca.org/child-care/basp>. For assistance accessing your account or retrieving a tax receipt, families may contact the BASP Billing and Registration Office.

SUBSIDY & THIRD-PARTY PAYMENTS

The Department of Human Services (DHS) and the Workforce Development Institute (WDI) offer child care subsidies for qualifying families. Families receiving subsidy remain responsible for:

- Ensuring authorization remains current
- Submitting required documentation
- Paying any required family share or co-payment
- Paying any balance not covered by the funding source

If subsidy authorization lapses or is terminated, tuition responsibility immediately shifts to the parent or guardian. For more information, contact the BASP Billing and Registration Office at ROCbasp@RochesterYMCA.org or 585-341-4010 or visit www.monroecounty.gov/hs-daycare.

EXPERIENCE SCHOLARSHIPS

The YMCA of Greater Rochester is committed to ensuring that every child has the opportunity to participate in YMCA programs. Through our Experience Scholarship program, financial assistance is available to help make programs more accessible for families whose financial resources may not fully cover the cost of participation.

Experience Scholarships are funded through community donations and are designed to help bridge the gap between program fees and what a family can reasonably afford. Many YMCA families utilize this program each year, and families are encouraged to apply if program costs present a barrier to participation.

All applications are reviewed confidentially, and scholarship awards are based on household financial information and available funding. Receiving an Experience Scholarship does not change the program experience for a child or family, and all participants are welcomed equally into YMCA programs. Scholarship approval does not waive compliance with billing policies or payment deadlines.

To learn more or apply, visit: <https://rochesterymca.org/membership/scholarship>

The YMCA is committed to supporting the well-being of children and families both inside and outside of our programs. While the YMCA Before & After School Program provides a safe, enriching environment during program hours, we recognize that families may sometimes benefit from additional community resources and support services.

The organizations listed below provide a variety of services including family support, mental health resources, behavioral intervention, health services, disability services, nutrition assistance, and crisis support. These resources are provided for informational purposes to help families connect with available community supports.

YMCA staff may also recommend resources based on observed needs or family requests; however, participation in any outside service is voluntary and determined by the family. Families are encouraged to contact providers directly to learn more about eligibility, availability, and how to access services.

LOCAL ROCHESTER & MONROE COUNTY RESOURCES

These organizations provide general support services for families across the Rochester and Monroe County area. They are a good starting point for connecting with a wide range of community-based resources.

211 LIFELINE (FINGER LAKES REGION)

211 Lifeline is a free and confidential service that connects individuals and families with local resources including housing assistance, food support, mental health services, childcare resources, and crisis support.

Call or text 211

<https://www.211lifeline.org>

MONROE COUNTY DEPARTMENT OF HUMAN SERVICES

Provides information about public assistance programs, child care subsidies, food assistance (SNAP), and other family support programs.

<https://www.monroecounty.gov/hs>

NEW YORK STATE OCFS – RESOURCES FOR FAMILIES

Provides information on choosing child care, understanding regulations, child development, and accessing support services for families across New York State.

<https://ocfs.ny.gov/programs/childcare/resources-for-families.php>

CHILD CARE COUNCIL OF GREATER ROCHESTER

Provides resources and support for families navigating child care, child development, and behavioral concerns. Services include parenting resources, referrals to community supports, and behavioral health services through their Child & Adolescent Mental Health Clinic.

<https://childcarecouncil.com>

THE CENTER FOR YOUTH

Crisis counseling, family mediation, and youth support services.

<https://www.centerforyouth.net>

ROC THE FUTURE

ROC the Future is a community-wide partnership working to improve outcomes for Rochester's children through coordinated education, family support, and youth development initiatives.

<https://rocthefuture.org>

ROCHESTER CITY SCHOOL DISTRICT FAMILY & COMMUNITY ENGAGEMENT

Provides family support resources and community assistance programs for Rochester families.

<https://www.rcsdk12.org/familyengagement>

KIDS THRIVE 585

Central hub connecting families to child-focused resources across Rochester.

<https://kidsthive585.org>

YOUTH MENTAL HEALTH & BEHAVIORAL SUPPORT

These resources support children and families experiencing emotional, behavioral, or mental health challenges. Services may include counseling, therapy, crisis support, and care coordination.

UR MEDICINE PEDIATRIC BEHAVIORAL HEALTH & WELLNESS

Provides evaluation, counseling, and treatment services for children and adolescents.

<https://www.urmc.rochester.edu/mental-health-wellness/child-adolescent.aspx>

ROCHESTER REGIONAL HEALTH – YOUTH & FAMILY BEHAVIORAL HEALTH

Provides counseling, behavioral health treatment, and family therapy services for children and adolescents.

<https://www.rochesterregional.org/services/youth-family-behavioral-health>

GENESEE MENTAL HEALTH CENTER (GMHC)

Outpatient mental health services.

<https://www.rochesterregional.org/locations/rochester/genesee-mental-health-center>

LIBERTY RESOURCES BEHAVIORAL HEALTH

Counseling and behavioral health services.

<https://www.liberty-resources.org>

CATHOLIC FAMILY CENTER

Behavioral health and family counseling services.

<https://www.cfcrochester.org>

MONROE COUNTY CHILDREN & YOUTH SINGLE POINT OF ACCESS (SPOA)

SPOA connects families to intensive mental health services for children and adolescents experiencing serious emotional or behavioral challenges.

<https://www.monroecounty.gov/mhyouth>

MONROE COUNTY FAMILY ACCESS AND CONNECTION TEAM (FACT)

FACT helps families whose children are struggling with behavior at home, in school, or in the community. Families can self-refer to receive assistance navigating behavioral health services and community supports.

<https://www.monroecounty.gov/hs-fact-far>

VILLA OF HOPE – BEHAVIORAL HEALTH SERVICES

Provides counseling, family therapy, behavioral health treatment, mentoring, and residential services for youth experiencing emotional or behavioral challenges. Programs support children and families managing conditions such as ADHD, trauma, mood disorders, and disruptive behavior disorders.

<https://www.villaofhope.org>

HILLSIDE FAMILY OF AGENCIES

Provides counseling, behavioral intervention services, family support programs, and residential treatment options for youth experiencing significant behavioral challenges.

<https://www.hillside.com>

MT. HOPE FAMILY CENTER – UNIVERSITY OF ROCHESTER

Provides trauma-informed therapy, family counseling, and behavioral intervention programs for children and families.

<https://www.psych.rochester.edu/MHFC>

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

Provides education, support groups, and resources for individuals and families affected by mental illness.

<https://www.nami.org>

MENTAL HEALTH ASSOCIATION OF ROCHESTER/FINGER LAKES

Provides peer support, family education, and mental health advocacy programs throughout the region.

<https://mharochester.org>

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

Provides education, support groups, and resources for individuals and families affected by mental illness.

<https://www.nami.org>

COMPEER ROCHESTER

Mentoring and peer support programs for youth.

<https://www.compeerrochester.org>

CHILD DEVELOPMENT & PARENTING RESOURCES

These organizations offer guidance on child development, parenting strategies, and family support. Resources range from developmental information to hands-on support for caregivers.

NYS PARENT HELPLINE (1-800-CHILDREN)

A confidential helpline that connects parents and caregivers with parenting education programs, support services, and community resources across New York State.

Phone: 1-800-244-5373 (1-800-CHILDREN)

<https://www.nyspep.org>

CENTERS FOR DISEASE CONTROL AND PREVENTION – CHILD DEVELOPMENT

Information about developmental milestones, child safety, and parenting guidance.

<https://www.cdc.gov/ncbddd/childdevelopment>

HEALTHYCHILDREN.ORG (AMERICAN ACADEMY OF PEDIATRICS)

Health, safety, nutrition, and parenting information for families.

<https://www.healthychildren.org>

PARENTING VILLAGE

Local parenting support groups and education.

<https://www.parentingvillage.org>

CHILDREN WITH DISABILITIES & SPECIAL NEEDS

These services support children with developmental delays, disabilities, or specialized healthcare needs. Families can access evaluations, advocacy, and ongoing support programs.

STRONG CENTER FOR DEVELOPMENTAL DISABILITIES – UNIVERSITY OF ROCHESTER

Provides support, information, and services for children with developmental disabilities and their families.

<https://www.urmc.rochester.edu/strong-center-developmental-disabilities>

PARENT TO PARENT OF NEW YORK STATE

Provides support and connection for families raising children with disabilities or special healthcare needs.

<https://parenttoparentnys.org>

THE ARC OF MONROE

Services for individuals with intellectual and developmental disabilities.

<https://arcmonroe.org>

NEW YORK STATE EARLY INTERVENTION PROGRAM

Services and support for infants and toddlers with developmental delays.

https://www.health.ny.gov/community/infants_children/early_intervention

CRISIS & EMERGENCY SUPPORT

These resources are available for urgent situations requiring immediate assistance. Families should use these services when a child or family member is in crisis or needs immediate support.

988 SUICIDE & CRISIS LIFELINE

Free and confidential emotional support available 24 hours a day for individuals experiencing emotional distress or mental health crises.

Call or text 988

<https://988lifeline.org>

UR MEDICINE CRISIS CALL LINE (24/7)

Crisis counseling and mental health support for children, adolescents, and families.

Phone: 585-275-8686

BRIGHTER DAYS PEDIATRIC MENTAL HEALTH URGENT CARE

Urgent mental health care for youth.

<https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/brighter-days.aspx>

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

Emergency psychiatric services at Strong Hospital.

<https://www.urmc.rochester.edu/mental-health-wellness/emergency-services.aspx>

CRISIS TEXT LINE

Text MHA to 741741

<https://www.crisistextline.org>

THE TREVOR PROJECT

Crisis support for LGBTQ+ youth.

<https://www.thetrevorproject.org>

FOOD & BASIC NEEDS SUPPORT

These organizations assist families in meeting essential needs such as food, housing, utilities, and financial stability. Services may include emergency assistance and ongoing support programs.

FOODLINK

Foodlink distributes food throughout the Greater Rochester region and supports a network of food pantries and community meal programs.

<https://foodlinkny.org>

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Provides food assistance to eligible families.

<https://www.mybenefits.ny.gov>

THE COMMUNITY PLACE OF GREATER ROCHESTER

Emergency assistance, case management, and support for food, housing, and utilities.

<https://www.communityplace.org/>

JEWISH FAMILY SERVICE OF ROCHESTER

Emergency support, food assistance, counseling, and case management.

<https://www.jfsrochester.org>

HEALTH & WELLNESS RESOURCES

These resources promote overall health and well-being, including nutrition, preventative care, and community health education.

UR MEDICINE COMMUNITY OUTREACH PROGRAMS

Provides health education, screenings, and community wellness programs throughout the Rochester region.

<https://www.urmc.rochester.edu/community-health>

MYPLATE (USDA)

Resources for building balanced meals and healthy eating habits for families.

<https://www.myplate.gov>

RESOURCES OUTSIDE MONROE COUNTY

These organizations provide similar services to those listed above for families living in surrounding counties and regions.

CHILD & FAMILY RESOURCES (ONTARIO/FINGER LAKES REGION)

Provides parenting education, child care referrals, home visiting programs, playgroups, and connections to community support services for families.

<https://www.cfresources.org>

FAMILY COUNSELING SERVICE OF THE FINGER LAKES

Provides counseling and behavioral health services for children, adolescents, and families experiencing emotional, behavioral, or family challenges.

<https://www.fcsfl.org>

ONTARIO CARES (THE PARTNERSHIP FOR ONTARIO COUNTY)

Coordinates community programs supporting youth development, substance-use prevention, and family wellness.

<https://ontariocares.org/>

WAYNE BEHAVIORAL HEALTH NETWORK

Provides counseling, psychiatric services, and behavioral health support for children and families.

<https://www.waynecountyny.gov/175/Behavioral-Health>

WAYNE COUNTY COMMUNITY SERVICES

Provides mental health services, crisis intervention, and referrals to youth and family support programs.

<https://www.waynecountyny.gov/381/Mental-Health>

LIVINGSTON COUNTY MENTAL HEALTH SERVICES

Provides counseling, crisis services, and behavioral health support for children and families.

<https://www.livingstoncounty.us/426/Mental-Health>

LIVINGSTON COUNTY DEPARTMENT OF SOCIAL SERVICES

Provides family support programs, public assistance services, and referrals to community resources.

<https://www.livingstoncounty.us/130/Social-Services>

ABOUT THE YMCA OF GREATER ROCHESTER



The YMCA Before & After School Program is part of the YMCA of Greater Rochester, a community-based nonprofit organization committed to strengthening youth development, healthy living, and social responsibility.

The YMCA offers a wide range of programs and services for children, families, and adults throughout the community, including opportunities for recreation, wellness, and youth enrichment. Families enrolled in BASP programs are encouraged to explore additional YMCA offerings that support children's growth, learning, and healthy development.

ANNUAL CAMPAIGN & EXPERIENCE SCHOLARSHIPS

The YMCA of Greater Rochester is a nonprofit organization committed to strengthening our community. Each year, the YMCA conducts our Annual Campaign to ensure that programs and services remain accessible to individuals and families regardless of financial circumstances.

Gifts made to the Annual Campaign help fund:

- Experience Scholarships that assist families with program fees, including Before & After School Programs, camp, and membership
- LIVESTRONG® at the YMCA, a program supporting cancer survivors
- Youth & Government, a statewide civic leadership program for teens
- Safety Around Water and youth swim programs
- Community health initiatives and youth development programs across the region

Because of the generosity of YMCA donors, thousands of children and families are able to participate in YMCA programs each year who otherwise might not have access.

Families who wish to support the Annual Campaign and help expand access to YMCA programs are also welcome to contribute. To learn more about the YMCA Annual Campaign, Experience Scholarships, or ways to give, please visit: <https://rochesterymca.org/create-more>

YMCA MEMBERSHIP

A YMCA membership offers families access to a wide range of programs, facilities, and community resources that support health, wellness, and youth development throughout the year.

For many families, YMCA membership becomes an extension of their daily routine, providing a consistent place for children to stay active, families to spend time together, and individuals to focus on their overall well-being.

Membership benefits include:

- Access to YMCA fitness centers, wellness spaces, and indoor recreational areas
- Group exercise classes for all ages and fitness levels
- Aquatics facilities, including pools, family swim times, and swim lessons
- Youth sports, enrichment programs, and family-centered activities
- Priority registration and reduced member rates for programs, including camps and special events
- Access to multiple YMCA locations within the Greater Rochester association

YMCA membership also creates opportunities for families to stay engaged beyond the Before & After School Program, offering options for school breaks, weekends, and summer months. YMCA membership is not required to participate in the Before & After School Program; however, many families choose to take advantage of membership to extend their child's experience and access additional programs and resources.

For more information about YMCA membership and current offerings, please visit:

<https://rochesterymca.org/membership-benefits>

SCHOOL'S OUT CAMP (VACATION & SCHOOL BREAK PROGRAMS)

When school is not in session, the YMCA offers School's Out Camp at select YMCA branches for children ages 5–12. These programs provide a full day of supervised activities in a safe and engaging environment.

School's Out Camp typically operates 7:00 AM – 6:00 PM and include activities such as:

- Games and physical activity
- Arts and crafts
- STEM and enrichment activities
- Team-building and group games
- Special themed programming

Families should send children with a bagged lunch and any items needed for the day's activities. Swimming may be available at some locations.

These programs require separate registration and fees and are not included in BASP tuition. Information about summer camps, School's Out Camp opportunities, and other YMCA youth programs is shared with BASP families throughout the year through email and program communications. Please visit our website for more information:

<https://rochesterymca.org/schools-out-camp>

SUMMER CAMPS AT THE YMCA

During the summer months, the YMCA of Greater Rochester offers a variety of camp experiences for children and teens. These programs provide opportunities for outdoor exploration, skill development, friendship, and personal growth in a safe and supportive environment.

Summer camps are separate from the Before & After School Program and require separate registration and fees.

YMCA SUMMER DAY CAMPS

YMCA Summer Day Camps provide a traditional camp experience while allowing children to return home each day. Campers participate in a wide variety of activities designed to build confidence, independence, and teamwork. Campers are grouped by grade level and participate in structured activities tailored to their age and interests.

Daily camp experiences may include:

- Outdoor games and sports
- Swimming and water activities
- Arts and creative projects
- STEM and enrichment activities

YMCA Summer Day Camps are offered at several locations throughout the Greater Rochester region, including:

- YMCA Camp Arrowhead – Pittsford, NY
- YMCA Camp Bay View – Webster, NY
- YMCA Camp Eastside – Penfield, NY
- YMCA Camp Glacier Lake – Canandaigua, NY
- YMCA Camp Northpoint – Hilton, NY
- YMCA Camp Thunderbird – Rochester, NY
- YMCA Camp Watson Woods – Painted Post, NY

Visit our website to learn more about your local YMCA Day Camp: <https://rochesterymca.org/day-camp>

YMCA OVERNIGHT CAMPS

The YMCA of Greater Rochester also offers overnight camp experiences where campers stay on-site for multi-day sessions in a traditional camp environment. Overnight camps emphasize independence, outdoor adventure, and community living while providing a safe and supportive environment for campers.

YMCA Overnight Camps include:

- YMCA Camp Cory – Located on Keuka Lake in Penn Yan, NY
- YMCA Camp Gorham – Located in the Adirondack Mountains in Eagle Bay, NY

Overnight camp programs include activities such as swimming, boating, hiking, outdoor education, team-building challenges, and leadership development.

Visit our website to learn more about the YMCA's Overnight Camps: <https://rochesterymca.org/overnight-camp>

YMCA SWIM LESSONS

The YMCA of Greater Rochester has a long-standing tradition of teaching children and families how to be safe and confident in the water. YMCA swim lessons focus on water safety, skill development, and building confidence through progressive instruction.

Swim lessons are available for participants of all ages and experience levels, including:

- Parent-child swim lessons
- Preschool swim lessons
- Youth swim lessons
- Teen and adult swim instruction
- Advanced swim skill development

Lessons are offered at YMCA branches throughout the Greater Rochester region and are taught by trained YMCA aquatic instructors. Families interested in swim lessons can learn more or register by visiting the YMCA website: <https://rochesterymca.org/swimming>

YMCA YOUTH SPORTS

YMCA Youth Sports programs provide children with opportunities to stay active, learn new skills, and develop confidence through positive athletic experiences. YMCA sports programs focus on skill development, teamwork, sportsmanship, and fun rather than competition alone. Programs include:

- Basketball
- Soccer
- Gymnastics
- Karate
- Multi-sport and introductory sports programs

Programs are offered at YMCA branches and community locations throughout the Greater Rochester area for a variety of age groups. Visit our website to learn more: <https://rochesterymca.org/sports>

YMCA METRO ESPORTS

YMCA Metro eSports provides youth with opportunities to engage in organized video game competition in a positive, supervised environment. The program emphasizes teamwork, communication, sportsmanship, and digital responsibility. Participants compete in structured leagues and events while developing important skills such as:

- Strategic thinking
- Collaboration and teamwork
- Problem solving
- Responsible digital participation

YMCA eSports programs are offered at select YMCA locations and may include leagues, tournaments, and special events throughout the year. For more information, visit our website: <https://rochesterymca.org/metro-esports>

THANK YOU FOR BEING PART OF THE YMCA COMMUNITY

Thank you for choosing the YMCA Before & After School Program. We are honored to partner with families in supporting the growth, safety, and well-being of children in our community.

The YMCA is committed to creating a welcoming environment where children feel safe, supported, and encouraged to learn and grow. Through strong partnerships with families, schools, and the community, we strive to provide programs that help children build confidence, character, and lifelong healthy habits.

We look forward to working together to create a positive and meaningful experience for every child and family we serve.