



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

Parent Handbook SACC Programs

OUR MISSION

The YMCA of Central and Northern Westchester is committed to building strong kids, strong families and strong communities throughout our area. We are a charitable, not-for-profit organization that welcomes all people regardless of age, race, religion or economic status and strives to enrich each and every life through a unique, dynamic combination of programs that strengthens spirit, mind and body.

**Visit our website:
www.ymca-cnw.org**

Welcome to the Community YMCA of Northern Westchester

Dear YMCA Family,

Thank you for choosing the Community YMCA School Age Child Care programs! Here at the Community YMCA we have been providing high quality, affordable care to our local community for over 20 years.

Our programs enable children to realize their potential in a place where fun & learning go hand in hand. With exciting and engaging activities we encourage our values of caring, honesty, respect and social responsibility. We provide a safe and nurturing space for children, as well as reassurance and flexibility to working parents. You can rest assured that your child is surrounded by caring, trained staff who provide an exciting array of daily activities.

Each site is considered a licensed School Age Child Care (SACC) center by the NYS Office of Children & Family Services. Your child's file is subject to random inspection at any point in the school year. For this reason, registration packets must be complete before fully enrolling your child.

Please take a few moments to read this handbook; we designed it to inform parents and children all about our programs, policies and procedures. Our goal is to provide you with great programs as well as excellent customer service. Please let us know if there is anything, we can do to improve your experience.

Sincerely,

Bonnie Fogarty

Executive Director
Community YMCA of Northern Westchester

Table of Contents

Welcome Letter	2
Table of Contents	3
General Information on the Program	5
Administrative Staff	5
Program Locations & Contact Information	5
Calendar & Hours of Operation	6
Early Dismissals	6
School Delays & Closings.....	6
Vacation Days	7
Licensing Agencies	7
Program Policies	8
Absence & Participation in School Activities	8
Arrivals & Departures.....	8
Cell Phone Policy.....	8
Electronics.....	8
Homework Policy	9
Personal Property	9
Restroom Policies.....	9
Snack	9
Transportation	10
Visitor Policy.....	10
Billing, Registration & Scheduling	11
Changes in Schedule	11
Drop-in Days.....	11
Financial Assistance	11
IRS/Tax Statements.....	11
Late Fees	11
Payment Policies	12
Registration.....	12
Health & Safety	13
Abuse Prevention Policy	13
Allergies.....	14

Emergency Procedures	14
Illness Policy	15
Medication	15
Shelter in Place Drills.....	16
Special Needs	16
Staff Information	17
Babysitting/Outside Employment.....	17
Staff Qualifications	17
Supervision of Children	17
Parental Participation & Expectations.....	18
Communication.....	18
Confidentiality.....	18
Emergency Contacts.....	18
Information Changes.....	18
Parent Feedback	19
Participation & Appropriate Behavior	19
Behavior Management.....	20
Anti-Bullying Policy	20
Behavior Management Policy	20
Termination Policy	21

I. General Information on the Programs

Administrative Staff

(914) 276-2398 – Office Phone

Bonnie Fogarty, Executive Director

bfogarty@ymca-cnw.org

Extension 17

Virginia Adams, Office Coordinator

vbrunco@ymca-cnw.org

Extension 10

Kayla Hendrickson – Director of School Age Programs

khendrickson@ymca-cnw.org

Extension 13

Chris Robilotta – Assistant Director of School Age Programs

crobilotta@ymca-cnw.org

Extension 11

Program Locations & Contact Information

<u>Site Name</u>	<u>Site Address</u>	<u>Phone Number</u>	<u>Email Address</u>
Austin Road	390 Austin Road, Mahopac, NY 10541	914.774.0939	AustinRoad@ymca-cnw.org
Fulmar Road	55 Fulmar Road, Mahopac, NY 10541	914.419.7646	FulmarRoad@ymca-cnw.org
Lakeview	112 Lakeview Drive, Mahopac, NY 10541	914.806.6502	Lakeview@ymca-cnw.org
North Salem	173 June Road North Salem, NY 10560	914.447.8715	NorthSalem@ymca-cnw.org
Primrose	110 Primrose Street, Lincolndale, NY 10540	914.804.3017	Primrose@ymca-cnw.org
SIS	240 Route 202, Somers, NY 10589	914.447.8713	SIS@ymca-cnw.org
Brewster	50 Foggintown Road, Brewster, NY 10509	914.804.3018	Brewster@ymca-cnw.org

****IF YOU ARE UNABLE TO REACH YOUR SITE - PLEASE CALL ANY OF THE ADMINISTRATION NUMBERS OR STAFF****

Calendar & Hours of Operation

The YMCA Administration office is open Monday through Friday from 8:30am to 4:30pm. All YMCA School Age Programs follow the school district calendars.

Site Name	Hours of Operation	Ages Served
Austin Road	Before School Care: 7:30-9:00am After School Care: 3:00-6:30pm	Grades K- 5
Fulmar Road	Before School Care: 7:30-9:00am After School Care: 3:00-6:30pm	Grades K-5
Lakeview	After School Care: 2:30-6:30pm	Grades K-5
North Salem	Before School Care: 7:00-8:30am After School Care: 3:00-6:30pm	Grades K-8
Primrose	After School Care: 2:10-6:30pm	Grades K-2
SIS/SMS	Before School Care: 7:15-9:00am After School Care: 3:15-6:30pm	Grades 3-8
Brewster	Summer Program: 9:00am-5:00pm	Grades K-8

Early Dismissals

On scheduled ½ days, we will open our program at dismissal to accommodate all kids registered for that afterschool program at no extra charge. If your child is not registered for that day – there will be a \$50 extra day fee -if space is available. We will only open for the early dismissal if the ENTIRE school is dismissed early. There are no refunds for emergency early dismissal due to weather or other emergencies.

School Delays & Closings

Detailed information will be available on our Facebook page and WHUD Storm Center.

School Closing: In the event that the school is **closed** for inclement weather or emergencies- all YMCA programs will be **closed**.

Delayed Opening: In the event that the school has a **delayed** opening, the Before School program will be **closed**. The After School program will operate according to schedule.

Cancellation of After School Activities: In the event that the school district has cancelled after school activities, we reserve the right to close program, as well.

***If weather conditions become hazardous during after school program hours we reserve the right to close early. In this situation, you must make arrangements to pick your child up at the modified time.**

Vacation Days

The YMCA offers a vacation day program during certain school breaks. The program operates from 8:00 am to 6:00pm and is open to all kids with priority given to children registered in our before school or afterschool program. Advance registration is required and there is an additional fee for this service. Vacation days are not guaranteed for all school breaks.

We will be offering program on the following days:

September 21st & 22nd

December 26th-29th

February 20th-23rd

April 2nd-6th

Throughout the school year there may be additional days offered for care specific to individual districts.

We reserve the right to cancel vacation camps due to low enrollment.

Licensing Agencies

All YMCA school-age programs are licensed by the NYS Office of Children & Family Services. All programs are mandated to uphold the regulations pertaining to school age programs.

NYS Office of Children and Family Services – Regional Office

11 Perlman Drive, Pascack Plaza
Spring Valley, NY 10977
(845) 708-2400

Child Care Council of Westchester, Inc.

313 Central Park Avenue
Scarsdale, NY 10583
Phone: (914) 761-3456 x 102
Fax: (914) 761-1957

Child Care Council of Dutchess & Putnam, Inc.

110 Old Route 6
Carmel, NY 10512
Phone: (845) 808-1659
Fax: (845) 225-1279

II. Program Policies

Absence or Participation in Other School Activities

We ask parents to inform the YMCA staff in writing any time your child has an extra-curricular activity during their scheduled program hours. Please be sure to advise your Site Supervisor if your child will be joining program later than usual due to participation in any school-based activities. If your child is absent, please notify your Site Supervisor via email or telephone. Contact information for each site is listed in this handbook.

Arrival and Departures

Morning arrival: Please accompany your child to the YMCA program site. A parent/guardian must sign in the child on the attendance sheet. We realize that this might appear to be an inconvenience, especially when you are in a hurry to get to work in the morning, but it is for the safety of your children and an NYS OCFS regulation.

Afternoon departure: All children must be picked up by scheduled time. An authorized pick up person over 18 must sign the child out.

Parents must inform the Site Supervisor in writing if an additional authorized pick up person will be signing out the child. If the pick-up person is not listed on the child's emergency form and we have not been notified by the parent, the YMCA **will not** release the child. We do require that authorized pick up persons show identification until the program staff become familiar with them. Authorized persons should always be prepared to present I.D in the case of staffing changes. This step is taken for the safety of your child.

Cell Phones

All programs have their own phones that can be used by the children if needed. Children must keep their cell phones in their backpacks. Additionally, cell phones are not to be used to take pictures and/or video of other children. If this policy is not followed, we will confiscate the phone and return it to the parent when they come to pick up the child.

Electronics

All YMCA programs are licensed by the NYS OCFS. As of June 1, 2015 the new regulations state that "television and other electronic visual media is prohibited as a program activity when not part of a planned developmentally appropriate activity". Children are not permitted to use electronic devices such as iPods, iPads, cell phones, video games, etc. Electronic devices will not be used as a behavioral tool. E-readers may be used at the discretion of the Site Supervisor.

Homework Policy

Homework Time is a component of the YMCA program. Programs will provide a quiet homework area (keeping in mind we are limited by our assigned space) and a staff person daily to supervise and monitor homework time. Please be advised that homework time is typically offered at a specific time daily for an allotted amount of time.

Staff will offer assistance as needed, but they cannot provide constant one-on-one help. Staff will not check backpacks or homework folders if children say they do not have homework.

Parents are asked to please let their children know if they are expected to complete their homework at the Y. We ask that parents complete a Homework Contract with their child and return it to the Site Supervisor to insure that the homework policy is understood by the child and staff. Parents should review all work at home with their child.

Quiet activities are offered to children who have finished early or who do not participate in homework time.

Personal Property

We do not encourage children to bring toys, cell phones, iPods etc. to program. These items can be easily misplaced, lost, or stolen. Any personal items (backpacks, clothing, water bottles, etc.) brought to the YMCA should be clearly labeled with your child's name. The YMCA assumes no responsibility for misplaced, lost, or stolen items.

Restroom Policies

Bathrooms are the highest risk location for children. Consequently, bathrooms and bathroom practices require close monitoring to prevent abuse and/or false allegations. Restrooms must be checked by YMCA employees to make sure they are secure before allowing children to use the facilities. Employees may not be alone with a child in a bathroom with the door closed. They must stand in the doorway/hallway while children are using the restroom. This policy allows privacy and provides supervision. School aged children needing to use the restrooms must notify staff and should always be in same sex pairs (1 pair of girls or 1 pair of boys) when using the restroom.

Snack

One light snack is provided by the YMCA every afternoon. The YMCA follows the Healthy Eating Physical Activity standards. You may send additional snacks and water. Hard candy/chewing gum are not allowed at the YMCA programs.

If your child has any dietary restrictions please record them on the registration form and inform YMCA staff. Please also request an Allergy Action Plan if your child has allergies, to complete and return.
(See **Allergies** section on page)

Transportation

YMCA staff are not permitted to transport children enrolled in YMCA programs in their own cars. For all YMCA field trips, the appropriate staffing ratio will be consistent on the buses. Generally children will be seated according to their assigned groups by age. Children are advised as to the rules for safe transportation and are advised of the consequences if they do not obey these safety rules. Buses used for YMCA programs are not permitted to make any unauthorized stops.

Visitor Policy

All visitors must check in with the Site Supervisor and sign in and out of the visitor log, while clearly stating the purpose of their visit. The YMCA defines a visitor as:

- A child that is not a program participant
- A person who is not at the program to pick up a child
- A person who is not a parent or guardian of a child
- A person who is not a YMCA employee/volunteer or school employee

Visitors must be escorted by YMCA staff at all times and will never be left alone with children.

III. Registration, Billing & Scheduling

Changes in Schedule & Cancellations

We try to accommodate parents' changes in schedules whenever possible. Children enrolled for specific days can make changes to that schedule with advance arrangements. To make any adjustment to your schedule, such as adding or dropping a day, or cancelling program please contact the administrative office **30 days prior to the change. Refunds will not be given without 30 days' notice.**

Drop In Days

The YMCA offers a drop in option for current participants who need to attend program on an unscheduled day. This is an option only when space is available, and cannot be guaranteed. Please notify the YMCA in advance. The participant must be registered in the program with billing information on file.

Financial Assistance

Financial assistance is available to those families who demonstrate sufficient need and provide the required documentation. Interested families may request a financial assistance form and submit to the Community YMCA administrative office. Eligibility for financial assistance will be determined upon availability of space and funds, review of the information given, and letter of intent. Call or visit our website for more information or to obtain assistance forms.

IRS/Tax Statements

We recommend that parents keep a record of payments for IRS purposes. Credit card statements and/or canceled checks will serve as your receipt of payment. We will not issue end of year tax letters. A dependent care receipt can be found on our website.

Our tax I.D. number is 13-1740518

Late Fees

If a child is left at the program beyond their scheduled time, a \$25.00 late fee will be charged. **More than three (3) late pickups may cause termination from the program.**

Payment Policies

YMCA Membership \$50 per application

SACC Program Registration Fee \$10 per application

All fees/tuitions are non-refundable. Tuition credit is not given for absence due to illness, vacation or emergency closings.

The monthly fees are based on the minimum required school days (180) divided over ten months. Snow days, vacation days, teacher conferences are all taken into consideration when we create the tuition cost. There are no credits for missed days, holidays, emergency dismissals or snow days.

- Tuition is due on the 1st of each month August through May.
- Non-payment or continued late payment will result in termination of care.

Registration

Registration is accepted throughout the school year, based on license capacity availability. All participants must be YMCA members and may be enrolled in the before school program, after school program or both. All registration forms can be found on our website or through our administrative office. Your child will not be fully enrolled if paperwork is incomplete.

Please return the following for completed enrollment:

- Enrollment form completed
- Enclose the required fees: membership and 1st month's months tuition.
- Please **e-mail/fax/mail** your completed forms to us.

IV. Health & Safety

Abuse Prevention Policy

The YMCA is committed to being an abuse-free organization and to ensuring that any relationships between people associated with the YMCA of all ages are healthy and appropriate. Here's how the YMCA prevents abuse in our programs:

- Specific employment pre-screening/fingerprinting and background checks
- Annual training of all employees
- Specific policies/practices governing the action of employees and volunteers

Our policy states that YMCA employees, consultants, volunteers and interns shall not abuse children physically, verbally, sexually, mentally or by neglect. Anyone who violates this policy will be subject to disciplinary action and/or termination of employment.

Investigation and Reporting of Allegations of Abuse/Mistreatment/ Inappropriate Behavior

The YMCA takes all allegations of abuse, mistreatment and inappropriate behavior seriously. All employees, consultants, volunteers and interns of the YMCA are considered as mandated reporters and therefore must legally report all suspected or reported cases of child abuse or victimization of a vulnerable adult. Any person who knowingly fails to report suspected abuse or neglect is in violation of YMCA policies and will be subject to discipline and/or termination.

YMCA of CNW - Child Abuse Reporting Procedures

The YMCA of Central & Northern Westchester is committed to taking all appropriate steps to keep its program free of child abuse. If not withstanding these efforts, YMCA staff, classified as mandated reporters, come to know or to reasonably suspect that any child in any YMCA programs is the subject of child abuse, neglect or mistreatment that information shall be reported to the New York State Office of Children & Family Services (SCR) at:

Mandated Reporter (800)635-1522 or Public Hotline (800)342-3720
and the appropriate YMCA personnel.

The New York State Office of Children and Family Services maintains a Statewide Central Register (SCR) of Child Abuse and Maltreatment for reports made pursuant to the Social Services Law. The Central Register, also known as the "**Hotline**", receives telephone calls alleging child abuse or maltreatment within New York State. The Central Register relays information from the calls to the local Child Protective Service for investigation, monitors their prompt response, and identifies if there are prior child abuse or maltreatment reports. In the event of an accusation of child abuse, the YMCA staff will take prompt and immediate actions as follows:

1. At the first report or allegation that child abuse has occurred, the employed staff who it has been reported to will notify their supervisor. The YMCA staff will call NYSOCFS and will cooperate to the extent of the law with any legal authority involved.
2. The supervisor will review the incident with the branch director. The supervisor and staff will complete an YMCA incident report. Oral reports to the SCR from a mandated reporter must be followed within 48 hours by a written report to the local department of social services' CPS unit on form LDSS-2221A.
3. In the event the reported incident involves a program volunteer, employed staff or YMCA member, the branch executive will immediately, without exception, suspend the volunteer or staff member from the YMCA until an investigation is completed. Accused should be suspended immediately and removed from the program.
4. The parents or legal guardians of the child or children involved in the alleged incident will be promptly notified in accordance with the directions given from CPS/ NYSOCFS

Confidentiality is extremely important to the YMCA and at no time may a YMCA staff or volunteer provide information regarding the incident to anyone other than the branch executive, their designate and the legal authorities. If more than one child is involved (child on child abuse) the names of the other child must be kept confidential.

Allergies

When filling out the registration forms, please be sure to specify if your child has any allergies to food or materials (i.e. peanuts, latex, etc.) You must submit an Allergy Action Plan and Written Medication Consent Form with the program registration. If your child requires an Epi-Pen due to severe allergies, please provide at least one to keep in the YMCA First Aid kit, as the school nurse's office is not always accessible during YMCA hours. Participants will not be allowed to attend program unless the appropriate forms are submitted.

Emergency Procedures

In case of an accident, the emergency procedures will be as follows:

1. A trained staff member will administer immediate, basic first aid.
2. A staff member will contact the parent if immediate medical care is necessary.
3. In case the parent or designated emergency contacts cannot be reached, the staff have the authority to call the designated physician and/or 911 for transportation to a hospital. A staff person will

accompany the child to the hospital and stay until a parent or guardian arrives.

4. Information regarding the accident will be recorded on the YMCA incident report form, and filed with the appropriate governing agencies as necessary. Parents will also be asked to sign any necessary forms.

Illness Policy

For the welfare of your child and the other children in the group, we ask that you keep your child home if he/she appears ill or has been ill during the night.

If your child is sent home from school for any reason, he/she may not attend the After School Program that afternoon.

The YMCA asks to be informed of the nature of any illness, especially when it is communicable to others. If at any time the staff feels that your child is too sick to remain in the program, you will be called. You, or someone you designate, must pick up the child within one hour of receiving the phone call. This policy is for the safety of all the children and staff.

Your child will be sent home, if any of the following conditions are apparent:

- A temperature of 100 degrees or more within 24 hours
- Vomiting or diarrhea
- Rash (if cause is unknown)
- Suspected communicable disease
- Severe cold with fever, coughing, unclear mucus
- Bronchitis or other throat infections, such as strep
- Nits or lice in hair

Parents, please notify us within 24 hours if your child has a communicable disease, such as chicken pox, strep throat or lice, so that we can inform other parents and staff. Your child is welcome back to the program with a note from the doctor or reasonable evidence of recovery.

Medication Administration

The YMCA honors the Americans with Disabilities Act and will work with parents to accommodate their child's medical needs. All SACC sites that administer medication under the ADA will have staff trained in accordance with OCFS regulations. All YMCA programs are authorized to administer emergency medications, such as Epi-pens and inhalers. Parents must provide written consent and an allergy action plan prior to the child beginning program. In accordance with NYS OCFS regulations parents must provide a current physical/immunization if required (will be indicated on program registration forms).

Shelter in Place Drills

Every YMCA program is required to perform a Shelter in Place Drill two (2) times per year. This drill is a response to an emergency that creates a situation in which it is safer to remain in the building rather than evacuate. ex: severe weather conditions, extreme temperatures, rabid animal, chemical/biological spill, etc. Staff will inform parents prior to conducting this drill. In case of an emergency, each program has a designated relocation site.

Parents will be notified of relocation via email, social media updates and/or phone calls.

Special Needs

The Community YMCA strives to provide programs that include children of all abilities. Our goal is to provide high quality programs and highly qualified staff to enable your child to have a fun, successful and enjoyable learning and social opportunity.

Our SACC Programs are open to all students without regard to disability. Students with disabilities are invited to participate in the program as long as they can do so without 1:1 assistance. The YMCA will review the needs of each student, including but not limited to a review of the student's Individualized Educational Program (IEP) where appropriate, to determine appropriate and necessary staffing to ensure the safety and quality of the program for all students. We work to ensure that accommodations provide successful participation in our programs, while not fundamentally altering the nature of our programs and services.

V. Staff Information

Babysitting/Outside Employment

To make sure your child stays safe outside of the YMCA's supervision and to protect our staff members and volunteers, we request that you do not ask a YMCA employee or volunteer to babysit, lifeguard or spend one-on-one time with your child outside of YMCA programs. YMCA staff are not allowed to sign out any child from the program or transport any child in their own car. This policy is also consistent with recommendation made by the National Council for the Prevention of Child Abuse and many childcare licensing consultants across the country.

Staff Qualifications

All SACC programs have a designated onsite supervisor who handles all day to day program needs. Head teachers and recreation counselors support the site supervisor to maintain a staff to child ratio of 1 to 10.

Typically, Site Supervisors have a degree in education or alternate child related field (recreation, psychology, etc.) We require at least two (2) years of experience working with children. In addition, all Site Supervisors are trained in First Aid/CPR safety procedures.

All of our staff complete child abuse prevention training, mandated reporter training and orientation prior to their start date. Staff will continue to attend regularly scheduled training events on behavior management, communication skills, and safety procedures for working with children.

Prior to hire, all staff members have a criminal background check, fingerprint check, and a child abuse registry check performed.

*To review NYS regulations for minimum requirements visit the OCFS website.

Supervision of Children

In our programs a child is never left unattended or unsupervised. Generally, the YMCA prefers that two individuals are present whenever children are in care. When this situation is unavoidable, the YMCA has a standard of behavior that must be observed. This standard involves moving to an area that can be easily observed by others passing by, or asking another staff member to randomly drop-in.

Proper staff to child ratios should always meet/exceed NY state requirements of:

5-9 years old	1 staff to 10 children
10-12 years old	1 staff to 15 children

In general, the YMCA caps enrollments to ensure that the proper ratios can be maintained.

VI. Parental Participation & Expectations

Communication

We believe that communication and cooperation between parents and YMCA staff is invaluable to provide and maintain the highest quality childcare program for your family. Please make every effort to read any materials that are sent home or posted at the site, especially information regarding early dismissals and schedule changes. Most of our information will be sent out via email- make sure to add the YMCA Constant Contact to your safe sender list. Parents are also welcome to communicate with staff at any time. Site Supervisors are available via email or can be reached on the site phone. If the need arises, you may also contact the Youth Program Director to assist you.

Confidentiality

The policy of the YMCA SACC Programs concerning the issue of confidentiality of information is as follows:

Information that families give to the YMCA staff will be shared with other staff, only on a need to know basis. No information about a YMCA family may be released to another agency without the written consent of the family, **unless required by law.**

Emergency Contacts

Your emergency contacts are very important and should be aware of their responsibility. Emergency contacts may include neighbors, family friends, or relatives located within close proximity of the school. All emergency contacts should be able to pick up your child within a reasonable period if we cannot reach you. Phone numbers need to be updated regularly. In an emergency, if you or your designated emergency contacts listed cannot be reached, you give permission for the YMCA to take any action deemed necessary for the best interests of your child. You also give permission for any medical personnel selected by the YMCA to provide needed care including any resuscitation efforts and transportation to an emergency room for care.

Information Changes

Parents are responsible for informing the YMCA of any changes in address, phone numbers, billing information and persons authorized to pick up children. It is very important that this information be kept up to date.

Parent Feedback

From time to time throughout the school year, the YMCA will send out electronic surveys to parents to provide you with a voluntary opportunity to provide anonymous feedback on the program and our level of service to you and your child. We encourage your participation in these surveys as it is a significant tool for the YMCA to strive for program excellence.

Participation & Appropriate Behavior

Parents are always welcome to observe and participate in the program. The YMCA welcomes your comments and staff are always available to discuss any aspect of the program. Parents are reminded that all interactions with children (theirs or others) must be positive in nature. Any parent engaging in any negative interaction with any child will face immediate removal from the program and termination of their child's future participation.

The YMCA is a drug, alcohol, smoke and weapons free organization. Possession of illegal drugs, alcohol or a weapon of any kind may result in immediate termination of services and notification of legal authorities. If a parent/pick up person arrives to pick up a child and it is evident that the person is under the influence we will suggest that they call someone else to pick up. If they are not willing to call someone else, or leave with the child, the police will be notified.

VII. Behavior Management

Anti-Bullying

In keeping with our goal to promote acceptance and tolerance for all people and in order to keep all the children in our programs safe, the YMCA cannot allow any child in our program to hurt or be hurt by others. This can include physical, emotional, or verbal actions. Our policy specifically prohibits name-calling, hazing, and sexualized language, and singling out one child for different treatment. The YMCA provides adequate staffing supervision and monitoring of all child activities. The YMCA has established procedures for reporting and tracking such behaviors. Any incidents of the above behaviors will be brought to the attention of the Site Supervisor and Program Manager. Each incident will be handled on a case-by-case basis. All discipline actions will be in accordance with the YMCA Behavior Management Policy in an age appropriate fashion. Parents who have any concerns that their child is being bullied are encouraged to speak with the Site Supervisor and Program Manager.

The local police department and the NYS Office of Children & Family Services will be notified if any child is found to be in possession of a weapon or anything identified as or used as a weapon. Further action will be under the advisement of the above agencies and the YMCA administration.

Behavior Management

It is the YMCA's goal to educate the student and instill in them the ability to develop self-discipline, self-control and assume responsibility for their own actions. Misbehavior is seen as a chance to educate a participant about appropriate behavior. It is understood that all children require firm and consistent limits and that no child will be permitted to endanger himself, others, or to damage property. In accordance with NYS OFCS regulations, "Physical intervention is permitted. Physical intervention is the act of using bodily contact as a short-term immediate response to prevent children from incurring substantial or serious injury to themselves or injuring others... Picking up a child, holding the child's hands or gently touching their body to direct their movement... allows the child to regain self-control as quickly and safely as possible".

Positive behavior management is a process of teaching children how to behave appropriately. Positive behavior management respects the right of the individual child, the group and the adult.

We use positive behavior management by:

- **Planning ahead**
- **Intervening**
- **Re-directing**
- **Removal from activity**
- **Showing encouragement**

We strive to work with each child as an individual. Staff will work closely with parents to develop a behavior plan that works for everyone.

Termination Policy

Occasionally there may be times and reasons we must expel/suspend a child from our program; we would decide that on a case-by-case basis. Before we would reach such a situation, we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced.

Some examples of unacceptable behavior include but are not limited to:

- Physical aggression on the part of a child or parent
- Use of foul language by child or parents
- Disrespectful / Intolerant words or actions
- Disrespect to staff, children (child or parent)
- Consistently ignoring program rules
- Leaving program area without permission
- Failure to complete required forms
- Habitual tardiness when picking up child.
- Bringing a gun, knife etc to the program
- Failure to pay or habitual lateness in tuition
- Parent or Child exhibits verbal abuse to staff in front of enrolled children

Fighting or intentional physical aggression for any reason results in immediate removal from program. In order to return to the program, the parent and child must meet with the program director. The YMCA program will not tolerate any parent reprimanding, punishing or verbally threatening any child on our premises. If there is a problem, you will be asked to leave immediately. The safety of all the children in our care is our first priority.

A child will not be expelled if the parent/guardian:

- 1) Made a complaint to the NYSOFS regarding the program.
- 2) Reported abuse or neglect occurring at the school.
- 3) Questioned the program director regarding policies and procedure.