

**YMCA of Greenwich**  
**After School Enrichment Program**  
**Family Handbook**



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## **SECTION 1: PROGRAM OVERVIEW**

### **1.1 YMCA Mission**

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

### **1.2 Program Philosophy**

At the YMCA of Greenwich, we believe in child-centered programs that encourage curiosity, exploration, and initiative. We recognize and accept that each child is an individual, with unique needs, abilities, and life experiences. The activities and materials chosen are geared to the child's level of development and encourage individuality and self-esteem.

### **1.3 Program Goals and Objectives**

The YMCA of Greenwich, school age after care programs are state-licensed. This program is developed and maintained as part of our total offerings to provide desirable and needed services for the community.

In addition to providing for the social, emotional, intellectual and physical needs of the child, our staff may also provide specialized supportive services, referrals and related social services to meet the varied needs of individual families and their children.

### **1.4 Statement on Prohibition of Discrimination on the Basis of Disability**

The YMCA of Greenwich is committed to making its programs and activities available on a non-discriminatory basis as required by the Americans with Disabilities Act (ADA).

The YMCA will not discriminate against any individual on the basis of disability with regard to the full and equal enjoyment of its goods and services, privileges, advantages and accommodation. The YMCA will make reasonable modifications to its programs for children with disabilities, both new applicants and those already enrolled, on a case-by-case basis to permit them to participate in our childcare programs in the most integrated setting possible, unless the YMCA can demonstrate that making the modifications would fundamentally alter the nature of its goods and services.

When a request for a modification is made the YMCA will assess the needs of the child for whom the request has been made on a case-by-case basis. Parents/guardians should make the request, in writing, to the Site Director. The YMCA will work with families to provide reasonable accommodations in accordance with YMCA policy and applicable laws. The YMCA may request documentation concerning the child's needs.

Absent extenuating circumstances, parents/guardians will be notified of the YMCA's decision on the request for accommodations within 5 business days.

If the YMCA determines that they will not be able to provide the requested reasonable accommodations, the YMCA will notify the parents/guardians, in writing, which modification it will provide (if any) and which ones it will not provide. Pursuant to the ADA, the YMCA may choose to not provide an accommodation if that modification would fundamentally alter the nature of its services, program or activity.

## **SECTION 2: GENERAL POLICIES**

### **2.1 Registration and Enrollment**

Registration is completed annually through our online registration platform. Required medical forms must be submitted separately prior to your child's start in the program. All enrollment

information must be completed by a legal guardian. The enrollment period is open registration throughout the year based on licensed capacity of our program space. There will be a registration hold in late August/early September. During this time a waitlist will be maintained and families will be contacted when a space becomes available on a first-come, first-serve basis.

Enrollment is granted without regard to a child, parent or guardian's race, color, creed, religion, age, national origin, gender, sexual orientation, pregnancy, economic status or special needs.

The first 30 days will be regarded as a provisional enrollment, in which case either party may terminate without notice. You will be responsible for fees until the last day of your child's attendance and/or until the end of the provisional enrollment period. After the first 30 days of enrollment, please see the withdrawal policy for specifics (section 2.7).

All children who participate in programs will be on a 90-day behavioral probationary period, please see the dismissal policy for specifics (section 5.7).

The enrollment forms are not meant to serve as contracts guaranteeing service for any duration. Program registration will not be confirmed until ALL the required enrollment, financial and medical forms are submitted with a receipt of confirmation from the Site Director. The YMCA of Greenwich reserves the right to dismiss any parent, guardian or child at any time with or without cause.

## **2.2 Agreement with Parents**

Parents/guardians are required to maintain current, up-to-date information for the child's records to include parent/guardian and emergency contact information, medical information and any other information relevant to their child's participation in this program.

## **2.3 Chain of Command**

We value your input and want to hear your positive feedback and/or concerns about the program. As a first step, please attempt to resolve any issues with the head teachers and/or Site Director. If you feel the problem has not been remedied, please contact the appropriate Program Director.

## **2.4 Parent Involvement**

Parents/guardians are invited and encouraged to be involved in their child's school activities. There are many ways in which parents/guardians can participate and volunteer in the After School Enrichment Program. Parents/guardians will be notified of any volunteer opportunities available.

## **2.5 Medical Policies**

See Section 3

## **2.6 Snacks**

Snacks consist of a nutritious snack representing two food groups and water. We ask that children bring their own water bottle to our programs. If a child does not have a water bottle, drinking water will be provided for them. Children will have access to water throughout the day. The snack menu will be posted on the Program Bulletin Board.

Please keep in mind that snacks are not designed to take the place of meals. They serve as a supplement to the child's food intake for that day. Children are welcome to bring their own snacks from home, but they are not be shared with others. Parents/guardians must specify, in writing, to the Site Director if any child is to abstain from the snack program. Please notify the

Site Director, in writing, of any dietary restrictions or food allergies your child may have. An Individual Care Plan will need to be completed.

## **2.7 Withdrawal from Program**

After the conclusion of the provisional enrollment period of 30 days, a minimum of two weeks' notice must be given to the Site Director, prior to complete program withdrawal. You will be responsible for fees until the last day of your child's attendance and/or until the end of the two week period. Notice of withdrawal should be made, in writing, to the Site Director. Please allow three business days for changes in schedule.

## **2.8 Payment Policy**

Tuition payments are due on the 1st of each month and will be charged to the credit card used for registration unless you contact the Site Director to make other payment arrangements. Automatic credit card payments can be set up at the time of registration. Partial refunds/credits due to withdrawal from the program, dismissal of a child and/or prolonged absences will be reviewed on a case-by-case basis and decisions are subject to the discretion of the Site Director.

Payments by cash or check, must be submitted to the Site Director. Please indicate on the envelope your child's full name and program attending so the payment can be properly applied to your account.

Payment is still required when your child is out sick or on vacation. An exception may be made if a child is out of the program due to a prolonged illness. The Site Director must be notified at the beginning of the absence and medical documentation may be required. We do not give credit or refunds for vacations.

In the case of late payment or unpaid invoices, after three or more attempts by phone and/or email, if parents/guardians do not have a payment plan or are not making payments towards their balance, childcare will be put on hold. We reserve the right to terminate memberships and program enrollment for continued lack of communication.

## **2.9 Arrival and Departure**

### **A. Sign In and Out**

In compliance with state regulations, all children must be signed in and out each day. Staff will sign to confirm drop off each day. Children will not be released without a signature from a parent/guardian with pre-approved pick-up authorization.

### **B. Authorized Pickups**

To comply with state regulations and for your child's safety, children will only be released to those individuals that are listed on the authorized pick-up list on the child's file. Anyone on the authorized pick-up list must be at least 18 years of age and able to present a correct photo ID when picking up a child in any of our child care programs.

If staff do not recognize the person picking up a child (including parents/guardians) they will be asked to show ID. This is done for the safety and security of each child in our program. The YMCA of Greenwich requires sign in upon entrance to the building. All families are required to check in at the Front Desk.

### **C. Early Pickups**

Non-emergency early pickups before the designated dismissal time are highly discouraged. A request for a non-emergent early pickup must be communicated to and approved by the Site Director, in writing, at least 24 hours prior to the requested pick-up time. Once a child is signed out of the program, they cannot be dropped off again on the

same day. For emergencies, contact the Front Desk AND the Site Director and we will accommodate your request as efficiently as we are able.

#### **D. Late Pickups**

Please make every effort to pick up your child promptly at the end of a program. There will be at least two staff members 18 years or older on site at all times. If, for any reason, you feel you may be late, please notify the Front Desk AND the Site Director immediately, and try to make arrangements to have another authorized individual pick up your child. If you arrive late a fee of \$10 for every 15 minutes or portion thereof will be charged to your account. Upon your late arrival you will be asked to sign a Late Pick-Up Form, which will be returned to the YMCA of Greenwich for billing purposes. Continued lateness may jeopardize your child's spot in the program.

#### **E. Child Not Picked Up**

If a child has not been picked up 15 minutes after the program closes, the staff will contact the child's parent/guardian. If they are unable to reach you and your child is not picked up within 30 minutes, emergency contacts will be called. After 45 minutes, if staff is still unable to contact an authorized person to pick up your child, they will contact the Police Department. This applies to all child care programs.

#### **F. Absences**

If your child is going to be absent, please notify the Front Desk AND Site Director with as much advanced notice as possible. For scheduled absences, such as vacations or doctor's appointments, the Site Director must be notified, in writing, at least 24 hours prior to any absences.

### **2.10 Legal Custody or Injunctions**

We require a copy of the legal custodial agreement, court ordered custody decree or injunction AND an Individual Care Plan in situations when parents/guardians are unauthorized to pick up their children. If a parental custody agreement has not been determined, both parents/guardians have a right to pick up their children and we are not legally allowed to keep a parent/guardian from picking their child up from our program.

### **2.11 Parent's Right to Immediate Access**

Parents/guardians of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in the care of the YMCA of Greenwich, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order or Restraining Order) the YMCA must be provided with a certified copy of the most recent order and all amendments in addition to a YMCA special care plan. The orders of the court will be strictly enforced.

In the absence of a court order on file with the YMCA, both parents/guardians shall be afforded equal access to their child as stipulated by law. The YMCA cannot, without a court order, limit access of one parent regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, the YMCA suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. The YMCA staff will contact the police department should a conflict arise.

## **A. Refusal of Child Release**

The YMCA of Greenwich reserves the right to refuse the release of a child in situations where doing so would cause potential immediate harm to the child. In such situations, the child's emergency contacts will be called.

### **2.12 Clothing**

Children should wear comfortable clothing suitable to the season. Families will be notified in advance when special clothing is suggested, such as outside play or swim. See the Free Swim policy for specifics (section 10.3B). The YMCA is not responsible for damaged or lost clothing due to program activities.

### **2.13 Inclement Weather**

The YMCA of Greenwich reserves the right to close the program (site) due to severe weather conditions such as hurricane, tornado, snow, etc. In the event that Greenwich Public Schools have an emergency/weather related early dismissal, the After School Enrichment Program will be cancelled. For the safety of the children and staff we highly encourage parents/guardians to pick up as soon as possible. Care will be provided until parents/guardians arrive.

Once a parent/guardian has been notified, the child should be picked up from the YMCA of Greenwich within one hour. If a parent/guardian is reached, but cannot pick up their child within one hour, it becomes the parent's/guardian's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent/guardian is unable to be reached, the staff will begin to call people listed on the emergency contact form until arrangements can be made for the child to be picked up.

The After School Enrichment Program will be cancelled on days that Greenwich Public Schools are cancelled. Program operation and hours are subject to change or cancellation based on weather conditions.

## **SECTION 3: HEALTH POLICIES**

### **3.1 Required Health Records**

School age children must have current health forms completed and/or signed by a medical professional and dated within 12 months of enrollment. Full immunization records must be attached. Every line on page one of the Health Assessment Record **MUST** be completed and a current form must be submitted with every new program enrollment. **ONLY** Connecticut state medical forms will be accepted. This is a state requirement; children will not be permitted to attend the program without a current health forms.

Should there be a change in any health forms or immunization records, such as new allergy or health condition, an updated health form must be submitted to the Site Director. Up-to-date medical forms are required for enrollment in the After School Enrichment Program.

Immunization exemptions are reviewed on a case-by-case basis in accordance with state and federal laws. Contact the Site Director, in writing, for specific requests.

### **3.2 Illness Policy**

Children with any of the following symptoms will not be allowed to attend and/or remain in our program:

Temperature of 100 degrees or higher, conjunctivitis (pink eye), strep throat, head lice, vomiting, diarrhea, persistent coughing, rashes of unknown origin or the presence of a contagious disease.



A child will be sent home if any of the above symptoms are seen or verbally stated during the day. It is strongly encouraged that, if a child leaves the program due to illness, they will remain at home the full next day to ensure complete recovery. The center is not equipped to care for ill children.

Children are required to be excluded from the program for loose bowels, diarrhea and/or vomiting which have occurred three or more times in a 24-hour period. Children may return to the program when normal bowel movements resume. Children will be allowed to return to the program if they have been on medicine for a contagious illness for 24 hours. Children must be fever free for at least 24 hours without the aid of fever-reducing medication before they will be allowed to return to the program.

Once a parent/guardian has been notified, the child should be picked up from the YMCA of Greenwich within one hour. If a parent/guardian is reached, but cannot pick up their child within one hour, it becomes the parent's/guardian's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent/guardian is unable to be reached, the staff will begin to call people listed on the emergency contact form until arrangements can be made for the child to be picked up.

If a child is well enough to attend school, they will be expected to participate in all activities as planned. Our center is not equipped to accommodate children who cannot participate in an activity. Children cannot be transferred to another classroom due to state ratios. They must fully participate in their assigned classroom's daily activities.

If your child is absent due to illness, we request that you notify the Site Director. This enables us to keep track of any illness that may occur at school. This information will only be shared with staff on a 'need to know' basis. If your child has a communicable disease we will share the nature of the disease with the parents/guardians in the center and the symptoms to look for. No child's name will be released to the other parents/guardians.

If a child contracts louse (lice), parents/guardians will be notified immediately to pick up their child. To return to the program, proof of treatment must be provided. Child must be re-treated after seven days and clear

### **3.3 Administration of Medications**

#### **A. Requirements for Administering Medications (prescription and non-prescription)**

YMCA of Greenwich staff will only administer medications with the appropriate doctor's order. The parental responsibilities include providing the center the proper Medication Administration Form and the medication. The Medication Administration Form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. If your child may need medication administered while attending the program, the Medication Administration Form is required for enrollment in the After School Enrichment Program. Medications will NOT be accepted without a completed Medication Administration Form. This form is available on our website and at our site location. The Medication Administration Form must contain all necessary information as required by the State of Connecticut Office of Early Childhood. Forms will be checked by administrative staff upon enrollment to make sure they are complete. At least one dose of the medication must have been administered outside the program without adverse side effects.

All medications must: (1) be in their original child resistant safety container and (2) include the original prescription label, (3) the original information inserts and (4) any necessary measurement/administration tool. The label should include: (5) the child's name, (6) name and (7) date of prescription, and (8) directions for use. Medication must be within the expiration date and must match the doctor's order exactly. All medication will be stored in a locked container and, if directed by a manufacturer, refrigerated. Controlled medications will be stored in accordance with 21a-262-10 of the RCSA.

Staff responsibilities include, but are not limited to, ensuring the Medication Administration Form is complete and that the medication being received matches the medication orders and stored as directed.

The center staff will keep accurate documentation of all medications administered. Included, but not limited, in the documentation are:

- Name, address and date of birth the child
- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of authorized prescriber
- The date and time the medication was administered
- The dose that was administered
- The dose that was administered
- The level of cooperation of the child
- Any medications errors
- Food and medication allergies
- Signature of the staff administering
- Any comments

Parents/guardians will be notified by (means of communication) when/if a child has been administered any prescription medication. Staff are trained in the administration of medication by a physician, physician assistant, APRN, or RN and renewed every three years. Training for premeasured commercially prepared injectable medications is renewed each year. At no time is an untrained staff allowed to administer prescription medications.

All unused or expired medications shall be returned to the parent/guardian or disposed of, in the presence of at least one witness, if it is not picked up within one week following the termination of the order. The center shall keep a written record of the medications destroyed which shall be signed by both parties.

### **B. Requirements for Administering Non-Prescription Topical Medications**

The YMCA of Greenwich After School Enrichment Program DOES NOT administer topical non-prescription medications, such as sunscreens, bug repellents, skin lotions.

### **C. Medication Petition Policy**

Depending on types of medication and their applications, the YMCA of Greenwich and our nurse consultant may have to petition the state, which may delay the registration process. This includes but is not limited to diabetic and seizure care plans and medications.

## **3.4 Individual Care Plans (ICP)**

If your child has special health care or developmental needs, you will need to complete an appropriate Individual Care Plan for your child. Care plans will be required for severe allergies,

asthma, seizure disorders, chronic illness, specific dietary needs, hearing or visual impairments, history of a contagious disease or specific behaviors such as developmental delays or court documentation relating to custody and or pickup of children. If your child has any individual care needs that require an accommodation, parents/guardians should make a request for accommodation, in writing, to the Site Director.

### **3.5 Injuries and Accidents**

If a child is injured during program hours, a staff person certified in first aid will treat the child if the injury is minor. If the injury is of a serious nature and emergency care is needed, the YMCA of Greenwich will take necessary steps to secure emergency medical treatment and parents/guardians will be notified immediately. Emergency personnel will determine which emergency treatment center to transport the child to, if not previously specified on the child's Medical Treatment Consent Form.

Should your child be injured during the day, an Incident Report will be completed by a staff member. You will be asked to review the report and sign off that you have been notified of the injury and given a copy of the form. A staff will be able to discuss the matter with you at pick-up time.

## **SECTION 4: EMERGENCIES**

### **4.1 Drills & Emergency Action Plan**

We conduct multiple fire and emergency/evacuation drills. Evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the exit. Immediately the group will walk to their site/program specific designated location safely away from the building to take a name-to-face attendance. YMCA of Greenwich staff will be responsible for taking the sign in/out sheets, portable first aid kits, emergency files and cell phones with them. Parents/guardians, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

### **4.2 Actual Emergencies**

During a real emergency, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the exit. Immediately the group will walk to their site/program specific designated location safely away from the building to take a name to face attendance. YMCA staff will be responsible for taking the sign in/out sheets, portable first aid kits, emergency files and cell phone with them.

### **4.3 Site/Program Closure**

In the event of a building and/or program evacuation and/or relocation, staff will walk the children to the site specific alternative safe location. Parents/guardians will be notified of any change in location as quickly as it is safe to do so. During this time, parents/guardians may not sign children into or out of the program. The YMCA does not transport children unless it is through our designated transportation service; First Student Transportation.

Once a parent/guardian has been notified, the child should be picked up from the YMCA of Greenwich within one hour. If a parent/guardian is reached, but cannot pick up their child within one hour, it becomes the parent's/guardian's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent/guardian is unable to be reached, the staff will begin to call people listed on the emergency contact form until arrangements can be made for the child to be picked up.

## **SECTION 5: SUPERVISION & BEHAVIOR MANAGEMENT**

### **5.1 Supervision**

A minimum of two 18+ staff members will be present at all times. The staff/child ratio is for every 15 children over the age of three years old. At no time should the group size exceed 20 children over the age of three years old for a singular activity, even if ratios are being observed. Group size shall be observed in the classroom, gym, pool, bathrooms, and outdoors. Children must be supervised by sight and sound at all times and during transportation. Staff shall position themselves to see as many children as possible. When there is a mixed age group, the lower required ratio and group size for the age of the youngest child shall prevail.

### **NO CHILD/CHILDREN SHOULD BE LEFT ALONE FOR ANY PERIOD OF TIME.**

- Field Trips -Staff/child ratios will be maintained while outside of the building. All children must have signed permission slips prior to leaving the program site. Staff must bring each child's emergency contact information and the first aid kit on every field trip.
- Bathrooms - Staff must supervise children while they are using the bathrooms.
- Transportation to/from school - All children will be supervised by sight and sound while getting on and off any mode of transportation.
- Playground/Outdoors - It will be the responsibility of all staff to ensure the safety of children on the playgrounds and/or outdoor facilities. Supervision of children will include the following:
  - A head count will be taken before leaving the building and every 5-10 minutes thereafter while outside. A name-to-face attendance will be done before returning to the building or moving to another location.
  - Children will be escorted by the staff to their designated play areas.
  - Staff will encourage and demonstrate proper equipment usage and play.
  - Staff will circulate through the play areas, supervising and interacting with the children in a positive manner.
  - Staff will coordinate positions so that all play activities and equipment is supervised.
  - No staff person is allowed to sit or socialize with other staff.
  - Staff may not leave children unattended or out of state-permitted ratios and group sizes.
  - Children may not go inside for any reason (including to the bathroom); nor may they go back outside unless accompanied by program staff.
  - When there are woodchips as surfacing on the playground, accessible to children under age three years, we shall:
    1. Have a phone outside at all times in case of emergency.
    2. At least one CPR certified staff member will be on the playground whenever there are children under the age of three using the playground.

### **5.2 Positive Discipline Philosophy**

At the YMCA of Greenwich, we believe in the concept of "Positive Discipline." Through generous praise, encouragement and positive reinforcement, the motivation for most misbehaviors can be eliminated. However, some discipline situations may arise. Teachers will discuss the situation with the child and any other children involved. If this does not work, the teacher will try to redirect the negative behavior. If the behavior persists, the teacher will then allow the child some time away from the activity.

Prevention is the most powerful tool for managing discipline in a large program. A program environment that encourages freedom of movement, choices of activity, and clear boundaries

prevents behavior problems. Each program must set clear expectations, adults who model appropriate communication and problem-solving strategies, and activities that teach and encourage children to discuss problems and deal effectively with negative emotions. A quality and well-run program has a team of staff members who are calm, use appropriate language, help children work through problem solving steps and use reflective and active listening techniques. There will be continuous supervision by staff during any discipline action. We specifically prohibit abusive, neglectful, corporal, humiliating or frightening punishment. Physical restraint is prohibited unless such restraint is necessary to protect the health and safety of the child or other people.

### **5.3 Behavior Management**

To prevent discipline situations YMCA of Greenwich staff will do the following:

- Children will be treated with respect and dignity.
- Children will assist staff in developing the rules for the program.
- Program rules will be posted so both children and parents/guardians can see them.
- Staff will review the rules as needed with the group and individually.

The following techniques may be used to help modify children's behaviors:

- Encouragement
- Using positive language
- Reinforcing positive behavior
- Giving choices
- Encouraging the use of words to express feelings
- Giving reasons
- Setting limits
- Encouraging better conflict resolution techniques
- Changing the setting
- Diverting attention
- Appropriate humor
- Redirecting behavior
- Warnings
- Giving consequences

### **5.4 Low-Tolerance Behaviors**

Low-tolerance behaviors include, but are not limited to the following:

- Consistent profanity.
- Continual disruption of class (when your child requires continual one-on-one attention and redirection throughout the day and is jeopardizing the quality educational programming of others).
- Risk of flight (attempting to run or running out of the classroom or program area, not to be confused with disassociating from a group or activity).
- Threats of harm to self, others or administrative staff.
- Hitting an adult, teacher or staff in our program (aggressive and intentional).
- Biting.
- Physical and/or verbal harm to another child, teacher or staff.
- If a child cannot be regulated and return to class/program within 30 minutes, a parent/guardian will be asked to pick up.

The staff will use the discipline procedure outlined in the behavior modification section of this handbook and observe the child to determine what may provoke the inappropriate behavior. Parents/guardians are expected to cooperate with staff to help their child control their behavior. Because our goal is to develop, not dismiss, a child may be given an opportunity to correct the

behavior after a consequence has been served. Limited chances may be given in low tolerance behavior situations.

Any instances of low tolerance behaviors will be documented and kept on file for review. A copy will be given to parents/guardians for signature. In the event of a serious threat of violence to children or staff, the Site Director will determine appropriate steps of action. The Site Director will also determine future participation in the program, if necessary. Guidelines for behavior are just that – guidelines and not rigid rules. If staff believes that a situation exists that possess a direct threat of immediate physical harm to the child, to other children or to staff, the Site Director may make the decision to immediately suspend or expel the child.

### **5.5 Payment for Equipment Damages**

Parents/guardians will be held responsible for payment of replacement equipment or repairs to property that has been damaged by their child as a result of inappropriate and/or intentional behavior.

### **5.6 Suspension Policy**

There are times in which a child's behavior is harmful, verbally and/or physically, to other children and/or staff in the program. At these times the following steps will be taken:

1. Staff will meet with the child and their family to develop a behavior agreement.
2. The agreement will address what steps staff have already taken to help the child with their negative behavior including behavior charts, incentive program or special privileges.
3. The agreement will also outline which behaviors will not be tolerated and consequences for continuing them. If necessary, suspension from the program will be determined by the Site Director.

Once a parent/guardian has been notified, the child should be picked up from the YMCA of Greenwich within one hour. If a parent/guardian is reached, but cannot pick up their child within one hour, it becomes the parent's/guardian's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent/guardian is unable to be reached, the staff will begin to call people listed on the emergency contact form until arrangements can be made for the child to be picked up.

When possible, parents/guardians will be provided with two weeks' notice to make alternative care arrangements. The YMCA of Greenwich reserves the right to terminate program enrollment without notice when the safety of children or staff is threatened by the attendance of a child.

### **5.7 Dismissal of a Child**

Children enrolled in our program begin with a 90-day behavioral probationary period. During this time staff will observe the child's behavior, emotional needs and their ability to adapt in a healthy manner to the structure of the program. If, during this period, the program cannot meet the needs of the child, parents/guardians will be required to remove the child from the program. You will be responsible for fees until the last day of your child's attendance and/or until the end of the behavioral probationary period. When possible, parents/guardians will be provided with two weeks' notice to make alternative care arrangements. The YMCA of Greenwich reserves the right to terminate program enrollment without notice when the safety of children or staff is threatened by the attendance of a child.

Parents/guardians will be required to remove a child from the program if:

- The child is not fully and independently toilet trained.

- The child is a danger to themselves, to the other children in the program, or to the staff.
- The parents/guardians refuse to follow the program policies as described in this handbook.
- The child cannot adapt in a manner that will encourage healthy growth and development or whose needs cannot be met with the resources available to the program.
- If special accommodations for the care of a child are made that:
  - Can no longer be met with the available resources.
  - Are not consistent with the policies, program philosophy or practices of the YMCA.

## **5.8 Bullying Statement**

With the influence of state guidelines, local school systems and community consultants, the YMCA of Greenwich defines bullying as follows:

Bullying is any obvious and premeditated act by a child or group of children directed towards another child with the intent to ridicule, humiliate or intimidate the other child while in a YMCA program or event. These acts are targeted towards the same child over a continuous period of time.

Bullying behavior, including online bullying, by any child at a YMCA program is strictly prohibited. This conduct may result in disciplinary action, including suspension and/or permanent dismissal from our YMCA program(s).

Children and parents/guardians may file verbal or written reports of suspected bullying behavior. We encourage these reports to be made to the Site Director. Children are permitted to anonymously report suspected acts of bullying to the YMCA staff and/or YMCA Program Directors. Any report of suspected bullying behavior will be promptly reviewed.

If acts of bullying are verified, prompt disciplinary action may be taken against the person consistent with their right of due process. Both the suspected bully's parents/guardians and the bullying victim's parents/guardians will be notified.

Dishonest and fabricated claims of bullying to discredit or harm another child or family will also be reviewed and taken seriously.

## **SECTION 6: CHILD ABUSE PREVENTION**

### **6.1 Mandated Reporters**

All YMCA staff members are required by law to report any suspicion of child abuse or neglect to the Department of Children and Families and the Department of Public Health. An oral report will be made within 12 hours of the suspicion and a written report within 48 hours.

Child Abuse includes: any non-accidental physical or mental injury (i.e. shaking, beating, burning), any form of sexual abuse (i.e. sexual exploitation), neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision) emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth) or at risk behavior (i.e. placing a child in a situation which might endanger them by abuse or neglect).

Specifics on reporting a suspected case of abuse or neglect:

- Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.
- The reporter's name is required, but may be kept confidential.

- Information needed:
  - Name of child/Date of Birth  
Address of child
  - Phone number of child
  - Name of parents or guardians
  - Address of parents or guardians
  - Phone number of parents or guardians
  - Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
  - Exact description of what the reporter has observed
  - Time and date of incident
  - Information about previous injuries, if any
  - Circumstances under which reporter learned of abuse
  - Name of any person suspected of causing injury
  - Any information reporter believes would be helpful
  - Any action taken to help or treat the child
  - Seek medical attention for the child – if needed
- If a child’s abuse is so severe that it requires medical attention, an ambulance may be called. The child will be accompanied by one staff member. By enrolling your child in our program, you are giving your permission for our staff to transport your child under this circumstance
- Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.
- Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e).
- All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from their position until DCF’s investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from their position or allowed to return to work.

**Staff Training:**

Staff are required to complete the following trainings prior to their start in the classroom. Foundations Preventing Abuse in Youth-Serving Organizations and Duty to Report: Mandated Reporter, which focus on prevention of child abuse and the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures.

Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff member is made, the Site Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child’s parents/guardians to access the cause of the child’s injuries and offer support and guidance.



## **Connecticut State Law**

Sec. 53-21a Leaving child unsupervised in place of accommodation or motor vehicle.

(a) Any parent/guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class A misdemeanor

(b) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation, which holds a permit issued under chapter 545 for the sale of alcoholic liquor for consumption on the premises, for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class D felony.

(c) Any parent guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodations or a motor vehicle between the hours of eight o'clock p.m. and six o'clock a.m. for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class C felony. (P.A. 97-298.)

The YMCA takes many precautions to hire quality staff to care for children in our programs. We strive to create an environment where potential abusers will choose not to pursue employment due to the lack of opportunity for individual contact with children and the likelihood of discovery and negative consequences, if such an attempt occurred. We have a stringent screening system to eliminate applications with various risk factors. We provide child abuse training to all our Child Development staff within one month of employment and once a year after that.

## **6.2 Outside Care Policy**

The YMCA of Greenwich prohibits its staff from providing outside care services to YMCA members and/or program participants. Outside Care Services are defined as babysitting, instruction or tutoring, giving swim lessons, life-guarding, transportation, etc. that are provided off YMCA premises and on the employee's own time.

## **SECTION 7: CONFIDENTIALITY POLICY**

Within the YMCA of Greenwich, confidential and sensitive information will only be shared with employees of the YMCA who have a 'need to know' in order to most appropriately and safely care for your child. Confidential and sensitive information about YMCA staff, other parents/guardians and/or children will not be shared with parents/guardians, as the YMCA strives to protect everyone's right of privacy.

Outside of the YMCA, confidential and sensitive information about a child will only be shared when the parent/guardian of the child has given express written consent, except where otherwise provided by law. You may observe children at our center who have special needs or who exhibit a behavior that may appear inappropriate (i.e. biting, hitting etc.), please remember those are low tolerance behaviors and are being addressed. Our Confidentiality Policy protects every child's privacy. Employees of the YMCA are strictly prohibited from discussing anything about another child with you.

We assess your child's developmental progress in our program through staff observation. We use this information to formulate lesson plans, guide themes and create an individualized educational plan for your child. Assessment records are confidential and will only be shared with the teachers in your child's class, the Site Director and the child's parents/guardians.

## **SECTION 8: PERSONAL ITEMS**

Due to the risk of damage, sharing issues, and possible loss, children are discouraged from bringing in toys from home unless specifically requested. iPad, iPod, leap frogs and music players, personal games and toys are also not permitted unless specifically requested with the understanding that the YMCA of Greenwich is not responsible for items lost or stolen. All electronics must have headphones so as to not disturb others.

Cell phones are prohibited for regular use during after school program hours, by school age students.

## **SECTION 9: YMCA DIVERSITY AND INCLUSION STATEMENT**

The YMCA is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity. Our core values are caring, honesty, respect and responsibility – they guide everything we do.

## **SECTION 10: PROGRAM SPECIFIC INFORMATION**

### **10.1 Hours and Days of Operation**

The After School Enrichment Program is in session September-June, Monday-Friday, 3:00-6:00PM. The program schedule follows the Greenwich Public School calendar for vacations, holidays and closures.

#### **A. School Closures, Vacations and Early Dismissal**

- If school is canceled due to inclement weather, the After School Enrichment Program will also be canceled. Parents/guardians must make arrangements to pick up their children directly from school. The YMCA of Greenwich reserves the right to close programs early due to severe weather conditions, please see Inclement Weather policy for specifics (section 2.13).
- On pre-scheduled early dismissal days, children will be bussed to the YMCA at their school's early dismissal time and the After School Enrichment Program will operate as usual until 6:00PM.
- If school is not in session due to a holiday or school vacation, Vacation Camp Days are held at the YMCA as a separate program. Vacation Camp Days run from 8:00AM to 6:00PM. Pre-registration is required and is not covered in the monthly After School Enrichment Program tuition. Registration can be completed online.
  - Vacation Camp Days will **not operate** on the following holidays: Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday, Memorial Day, and Fourth of July.
  - Please refer to our website for more information, [greenwichymca.org](http://greenwichymca.org).

#### **B. Summer Program Offerings**

During the summer vacation, the YMCA of Greenwich After School Enrichment Program will not be in session. Please refer to our website for more information, [greenwichymca.org](http://greenwichymca.org).

### **10.2 Bussing**

The Greenwich Board of Education requires that students are consistent at any bus stop for all 5 days or parents/guardians are responsible to provide transportation from the school or that stop location (example: before or after care) on the alternate days. It is the responsibility of the parents/guardians to notify the child's school office as well as the child's teacher that the child

will be attending YMCA of Greenwich after care explaining what exact care the child will be doing with the YMCA. If your child will be out for the day, please contact the Front Desk AND the Site Director by phone AND email. Leave a detailed message and contact information if needed. The site numbers are located in the front of this handbook.

### **10.3 Daily Activities**

Our curriculum for school age children is based on incorporating activities that promote learning new skills, making friends and increasing vital traits such as self-esteem. This makes for confident kids today and contributing and engaged adults tomorrow. Our daily activities include sports, arts and crafts, quiet games, science projects, group games, homework time, indoor and outdoor creative free play and possible service learning projects.

#### **A. Reading Champions**

We are proud to be partnering with Reading Champions, a volunteer organization focused on building children's reading skills and confidence. Volunteers will visit our program twice each week and work with students individually. To better facilitate each student's growth, we ask parents to sign the educational release on the enrollment forms so that we may secure each child's reading level from their schools.

A signed educational release waiver is not required for a child to participate in the Reading Champions program. However, the Site Director must be notified, in writing, if any child is to abstain from the Reading Champions program.

#### **B. Free Swim**

Free swim will be offered pending pool availability and up to the discretion of the Aquatics Director.

In order to participate in free swim, every child MUST bring the following items every:

- Swimsuit
- Flip flops or sandals
- Towel
- Plastic bag for wet clothes
- Optional: toiletries and/or change of clothing

Lifeguards will be present during free swim, in addition to program staff in the water. Children may choose to take the swim test. Children who pass are not required to wear a swim vest during free swim, but may do so if they choose. Children who do not pass or choose not to take the swim test ARE required to wear a swim vest for the duration of free swim. Children who have passed the swim test during camp or other programs must re-take the swim test for after school.

This is NOT a learn-to-swim program and no swim lessons will be taught during this time. Weekly topics will be introduced and discussed to promote a greater understanding of water safety.