Parent Handbook

Welcome to the Kydstop Program of the Concord Family YMCA! We are pleased that you have become a member of our YMCA family and look forward to many years of growing and learning.

This handbook is designed to assist you in understanding the philosophy, goals, and policies of our Kydstop and Y@21C Afterschool Programs. Retain it for future reference. If you have any questions or concerns, please feel free to talk with us. We hope to maintain active communication with your family, as together, we meet the needs of your child.

This handbook will go over content that is applicable to most, if not all, our Kydstop and Y@21C Afterschool Program sites. As such, it may not go into the specifics of your child’s exact program. For this information, please feel free to talk to your child’s Site Director.

Mission

To provide a safe, positive, nurturing and educational environment for our youth.

The Four Core Values of the YMCA

- Caring
- Honesty
- Respect
- Responsibility
**Program Philosophy and Purpose**

The Concord Family YMCA Kydstop program is dedicated to offering programming for children in kindergarten through fifth grades. We welcome and encourage family members to visit the program at any time. Some family members have enjoyed reading stories, joining gym games or even participating in a craft project.

A primary objective of the YMCA is to strengthen and support family life. Our programs work to accomplish this objective. Parents, care givers, children and other family members all play an important and vital role in this development of your child and in strengthening and supporting your family.

Students who attend Kydstop are provided with environmental and personal relationships that support youth development, healthy living, and social responsibility.

We are committed to nurturing individual differences and the growth of the whole child. Children and families of all abilities are welcomed within our programs and we make reasonable accommodations to maintain children with special needs.

We know that children learn best by exploring their environment, by being exposed to a variety of “hands on” experiences, and by being allowed to figure out their world through trial and error. Our staff understands their responsibilities to set limits, to maintain safety and to act as role models who generate respect, understanding, caring, and generosity. Staff also communicate to the children our expectations regarding values, acceptable social behaviors and respect for the environment. The YMCA is committed to incorporating character development as the foundation of everything we do. By instilling in your children the importance of values such as Caring, Honesty, Respect and Responsibility, we are providing them with the tools and self-esteem necessary to make healthy decisions in life.
Basic Daily Schedule

Each site has its own schedule and routine, but this mock schedule will give you an idea of what your child will experience each day at our programs.

2:30–2:45—Arrival and Snack
   Members sign in and are provided a healthy snack (more details later in the handbook).

2:45–3:15—Recess
   An opportunity to run, play, and burn off energy in a safe way before getting into the more structured activities of the afternoon.

3:15–3:45—Homework
   A quiet time for members to do homework, read, play math games, and work on mentally-stimulating activities.

3:45–4:30—Clubs and Enrichments I
   Members get to choose between activities covering a wide array of topics, including literacy, STEM, arts, fitness, and social studies.

4:30–5:15—Clubs and Enrichments II
   A second round of choices; typically more focused on physical activity.

5:15–6:00—Open activities
   Members are able to freely pick from the available table and gym options until everyone has been picked up.

Ask your child’s Site Director for the exact details of your site’s daily routines!
YMCA Fees

The Concord Family YMCA is committed to ensuring that no child is turned away from our programs and services due to their family’s inability to pay. The Concord Family YMCA Kydstop Program offers scholarships to families in need.

The Concord Family YMCA is also a non-contract provider who works very closely with the Department of Health and Human Services to accommodate families who receive state scholarships. Any financial assistance must be completed before the child’s first day of attendance to our program.

Please contact your child’s Site Director or Sarah Harrington for more information on these resources.

The parent portion of payments are due on each Friday before services are rendered, i.e. the Friday before the week your child is attending. We prefer Electronic Payment processed each week for tuition, however, checks may be made out to: Concord Family YMCA. Payment is due for each week our program is open whether or not your child is in attendance. If no payment is received for two consecutive weeks, a letter will be sent to the parent. If consistent payments are not received, the child may not be allowed to come to the center. Please call if there are any circumstances that cause late payments.

We provide full day programming at our main Concord Family YMCA Kydstop site on most scheduled school closures, which is included in your weekly fee. Therefore, payments are not prorated based on days school is closed.

At any time, parents who may need special arrangements may contact the registrar or the childcare director for consideration.
Daily and Weekly Rates for Concord Family YMCA Kydstop Programs

Concord, Pembroke*, Y@21C Abbot Downing, Y@21C Beaver Meadow Afterschool Programs:

<table>
<thead>
<tr>
<th>Daily Rate:</th>
<th>$30 per day</th>
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<td>Weekly Rate:</td>
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Pittsfield Program:

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<th>Daily Rate:</th>
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<td>Weekly Rate:</td>
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Boscawen, Loudon, Penacook*, and Webster* Before & Afterschool Programs

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<tr>
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<th>After Only: $30 per day</th>
<th>Before &amp; After: $35 per day</th>
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<tr>
<td>Weekly Rate:</td>
<td>Before Only: $55 per week</td>
<td>After Only: $65 per week</td>
<td>Before &amp; After: $85 per week</td>
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Licensing

The Concord Family YMCA Kydstop Programs are licensed by the New Hampshire Department of Health and Human Services and is mandated to uphold all the rules and regulations pertaining to childcare licensing. A copy of the regulation is available for your inspection at each site.

Confidentiality of Records

All information contained in your child’s records is privileged and confidential and cannot be released without your written consent. Authorized representatives from the New Hampshire Department of Health and Human Services have the right and responsibility to review all records at any time.

Staff

The staff at the Concord Family YMCA Kydstop Program is comprised of both professional and Para-professional caregivers. Staffing for our programs meet the licensing requirement related to age, educational background, continuing education and caregiver-child ratio. Staff members are selected on the basis of their qualifications, skills and concern for the heath, safety and development of young children. Regular ongoing training is provided for all staff members in child development and childcare techniques.

Registration and Admission

The Concord Family YMCA Kydstop Program is licensed to serve children from K-5th grade. To register a child, a registration packet must be competed prior to the child’s attendance for their first day. It is very important that each from is competed in detail, for each one provides the staff with valuable infor-
mation about your child. These forms must be updated annually or whenever circumstances change. Please remember to let us know whenever there are changes.

The following forms are included in the registration packet and must be fully completed before your child can attend:

- Cover Sheet w/ information checklist
- Waiver and Release of Liability / Permissions sheet
- Child Care Registration and Emergency Information sheet
- Credit Card Authorization form

We also require the following before your child can attend:

- A physical and immunization for your child from within the past year
- A Medication Administration form (if your child has an illness or allergy that requires medication be administered at the Kydstop Program)

**Communication**

The Concord Family YMCA Kydstop staff will make every effort to keep you informed about what happens at the program concerning your child and we appreciate receiving information about our child’s activities and progress while at home. The stronger the communication is between home and center, the better the experience from both you and your child. You are welcome to visit the center any time your child is in attendance. We do have an open door policy and you are welcome to join us at any time.

If you have any questions or concerns about any aspect of the program, please feel comfortable to ask the staff or contact the director.
Arrivals and Departures

**Arrival** (Morning programs only)

**Remember to sign your child in each day!**

Please be sure the staff is aware of your child’s arrival and feel free to stay a few minutes to get your child settled in comfortably. If there are circumstances about your child and his/her comfort level for the day, please let the staff know before you leave for the day.

**Departure**

**Remember to sign your child out each day!**

Feel free to observe and join in some of the fun before you take your child home. If staff have any information about your child’s day, they will relay it at this time. Make sure to check for all belongings before leaving!

**Authorized pick ups—**

On the Child Care Registration and Emergency Information sheet in your registration packet, you will list all persons who have your permission to pick up your child. All persons authorized to pickup must be at least 16 years of age and have picture identification available. Please be aware that if the staff suspects you are under the influence of alcohol/drugs, you will be asked to have someone else pick up your child.

If the situation arises when someone not listed on the authorization forms must pick up your child, you must call the program and provide the full name of whomever is picking up and their relation to the child.

**A photo identification will be required at pick up for anyone staff does not recognize— this is for the safety of your child and the program as a whole. NO EXCEPTIONS!**
Late pickup—

Our staff members work a full and often tiring day. We ask that you respect our closing time of 6:00 pm. In the event that you are unable to pick up your child by closing time, the following policy is in effect:

1. A late fee of $5.00 will be assessed for each 5 minutes after 6:00, i.e. pickup at 6:06 will incur a $10.00 fee.
2. The site cell phone shall be used to determine the time.
3. This late fee payment will be charged to your credit card used for the weekly fee.
4. At closing, the staff member will attempt to call the child’s parent(s) for information.
5. If no response, the staff will call the emergency contact list to arrange the pick up.
6. If the child has not been picked up by 6:30 PM, the parent must call the Kydstop Director before returning the next day.

Vacation Weeks

We offer a vacation week program, at our main Concord Family YMCA Kydstop site, in which you can register by the day or for the whole week. We plan theme days as well as field trips. Vacation week registration is separate from our Kydstop and Y@21C Program registration and has a different cost. All registration information must be complete for your child to attend.

Families not attending during vacation weeks will not be billed the weekly fee unless their account has a back balance, in which case their card will run for the agreed-upon weekly fee.
Concord Family YMCA Behavior Management

Guidance and discipline here at the YMCA Kydstop Program is consistent, reasonable and communicated with an understanding of the individual needs and level of development of each child. The goal of all discipline is to maximize the growth and development of self-discipline, while insuring the safety of the group and the individuals within it.

The Concord Family YMCA has developed a set of three basic safety rules that are followed by each program.

**Be Kind**
**Be Safe**
**Be Respectful**

Care is taken in at each site to ensure that these rules and limits are communicated with children in an age appropriate manner. Rules are explained in a positive and non-threatening way, by the use of visual cues and gentle tones. Children are able to feel secure in knowing that the adults in charge care enough to keep them safe and in control.

The YMCA staff will use positive behavior management techniques that are developmentally appropriate and adhere to the YMCA’s Four Core Values of Caring, Honesty, Respect, and Responsibility. The use of corporal punishment is strictly prohibited.
Behavior Management Techniques – Staff will:

Involve the children in the development of the “Program Rules.”

2. Maintain consistent behavior expectations and reinforce the YMCA’s Four Core Values (Caring, Honesty, Respect and Responsibility).

3. Guide children by setting clear, consistent and fair limits for program behavior.

4. Use natural and logical consequences.

5. Redirect children to a more acceptable behavior or activity.

6. Use positive reinforcement, including a positive behavior recognition program.

7. Make eye contact and listen when children talk about their feelings and frustrations.

8. Guide children to resolve their own conflicts through the use of conflict resolution skills.

9. Use effective praise that is immediate, sincere and specific.

10. Modify and structure the environment to attempt to prevent problems before they occur.

Discipline Action Steps – Staff will utilize the following forms of discipline:

1. “Personal Time” – removal of child from a situation for up to 5 minutes so they can regain control of their behavior. This time must be taken while still in a supervised area.

2. Verbal or written communication to parent/guardian regarding a child’s behavior.
3. Behavior Write-Up – A child’s behavior may result in the child being given a behavior write-up. Three behavior write-ups in any school year will result in suspension of the child. The parent/guardian is responsible for contacting the site director to set-up an appointment to discuss the child’s behavior. If the child is reinstated and then receives a fourth behavior write-up, the site director will suspend the child immediately and termination from the program may result.

4. Behavior Action Plan/Improvement Plan – A specific plan, agreed to by the Site Director, Afterschool Director, and the family, that will provide a “roadmap” for future behavior and disciplinary action.

5. Suspension – Serious behavior problems, including but not limited to violent physical “hands-on” actions, will result in immediate suspension. You will be responsible for picking up your child immediately.

6. Termination – The After School Program cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to:

- Behavior that requires consistent attention from the staff
- Behavior that inflicts physical or emotional harm to other children or self
- Behavior that abuses the staff and/or ignores or disobeys the rules

If a child cannot adjust to the program setting and behave appropriately, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program setting.
Snacks
Nutritious snacks are provided in the morning and afternoon. We try to provide children’s favorites as well as some new foods for them to try. Milk is provided every morning. If your child has an allergy to any foods, it is imperative that you notify the staff so that alternate snacks can be provided. We participate in the USDA Food Program and have a consistent snack menu which we display at all our sites.

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Ave, SW. Washington, D.C. 20250–9410 or call (800) 795–3272. USDA is an equal opportunity provider and employer.”

Lunch
Parents must provide children’s lunches when attending any of our full-day programs. It is important to follow good nutritional guidelines in preparing your child’s lunch.

On occasion, we may have a field trip or walking trip and eat lunch at a location other than the program area. Please pack a lunch that does not require heating, as we do not always have the means to do so. Also, if packing something that must stay cold, please include adequate ice or ice packs in your child’s lunchbox.

We suggest bringing a water bottle every day (labeled with your child’s name!). Water is healthier than juices or sports drinks and rehydrates after physical activity.
Winter Reminder

Winter-time activities in our programs include outdoor play, and children must be dressed appropriately: Children must have: snow pants, a winter jacket, a hat, mittens or gloves, and boots.

Boots are bulky and restrictive of movement when worn inside. Schools also do not allow boots in the gym. Therefore, children are expected to bring a pair of shoes to change into while indoors. Children are not allowed to wear slippers or socks alone, because they pose a danger in the event of a fire or emergency.

Swim Days

On swim days, your child should bring a bathing suit and towel in a bag. We suggest dressing your child in easy-to-change clothes since they must dress themselves with limited help from the staff. If your child does not have a bathing suit, they will have to sit out on a bench in the pool area.

Emergency Procedures

All staff are trained in emergency First Aid and CPR. In the case of an emergency involving your child, every attempt will be made to contact you. If you cannot be reached, the person(s) listed as the emergency contact will be notified. In a serious situation needing immediate medical care, a designated staff member will accompany your child to the nearest hospital in an ambulance, taking along your child’s medical records. The director or designee will continue to try to reach you. The staff member will stay with your child until your arrive.
Child Safety Risk Management

Signing the registration form and submitting all pertinent documents are yours and your family’s consent to the responsibility of reading and understanding the entirety of this handbook.

The Before and After School Care staff will be the only additional persons with access to your children. In the event of court-ordered restrictions, all pertinent information must be provided to the Site Director at first opportunity. This information includes the name, description, current address, and phone number of the person. All information must be provided in writing to be kept in the confidential file of each child.

In the event of an intruder on the program, the staff will be briefed on how to properly handle an uninvited guest.

All fire inspections and fire drills will be conducted to meet the legal requirement for a municipal building hosting childcare programs.

Medication

Parents must complete a YMCA Medication Administration form for staff to administer any prescription medication. The medicine must be in its original container with the child’s name, dosage, and prescribing doctor’s name on the container. Medication may not be left in the child’s school bag, lunch box, or cubby (except for emergency medication with a doctor’s note, i.e. EpiPen). The medication must be given directly to the staff. Parents are responsible for picking up the medication at the end of the day if it is to go home.

Since over-the-counter medicines (such as: Tylenol, cough and cold medicines) tend to suppress fevers temporarily and could hide important symptoms that could get worse, the YMCA does not dispense any non-prescription drugs without a written doctor’s note.
Hand Washing Policy

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

- Upon arrival at the program
- Before eating or handling food
- After going to the bathroom
- After contact with body fluids (blood, mucous, feces, vomit, etc.)
- After cleaning areas contained with body fluids
- Before water play

Hands shall be washed with running water and liquid soap, using friction for 15–30 seconds. Hands shall be dried with disposable towels.

Sick Child Policy

The YMCA Kydstop Program does not provide sick care. When a child attends our program, they are expected to participate in the day’s activities with reasonable comfort. We understand that keeping a child home may impose problems. Please understand that bringing an unhealthy child to child care may affect the health of other children and staff.

You will be contacted if you child becomes ill during the day. Since our staff does not have a medical background, we are unable to diagnose or decide treatment for your child. It is very important for you to keep emergency information and phone numbers up to date. Please keep your child out of school and/or afterschool if they have any of the following symptoms within 24 hours prior to arrival: fever, vomiting, diarrhea, conjunctivitis, and unidentified rash.
If your child develops a communicable disease, it is very important that you notify the child care center as soon as possible. Other parents will be alerted by a notice posted in the classroom and on the parent board.

**Readmission after an Illness**

Although each specified disease must be evaluated on an individual basis, the following are general guidelines for readmission to our programs:

**Chicken Pox:** Exclude from school/day care until all blisters have dried into scabs; about 6 days after onset of rash.

**Conjunctivitis:** Exclude until 24 hours after treatment.

**Diarrhea:** Generally, exclude until stool return to normal form.

**Fifth Disease:** No exclusion is necessary.

**Hand, Foot, and Mouth Disease:** Exclude until fever is gone and child is well enough to participate in normal daily activities (sores may still be present).

**Impetigo:** Exclude until sores are healed or can be covered with bandages, or until child has been treated with antibiotic for at least a full 24 hours.

**Lice:** Exclude until first treatment has been completed and no live lice are seen. This includes NAS.

**Measles:** Exclude until 4 days after onset of rash.

**Mumps:** Exclude until swelling subsides, usually 5 days, but may be as long as 9 days after swelling begins.

**Strep Throat:** Exclude until 24 hours after treatment begins. Fever must also be normal for the 24 hours prior to readmission.
Emergencies

Contingency plans and procedures have been developed to deal with fire, natural disasters, loss of power, heat and water. For further information, speak to your child’s Site Director.

School Closing/Delay Policies

The Concord Family YMCA Kydstop Program will follow each school district when there is a winter storm or other city/townwide emergency situation.

- If schools are closed, our main Concord Kydstop location will open at 8:00 a.m. This allows our staff to get here safely and ensure that we have staff to provide our program. The program ends at 5:30 pm. There have been situations in the past where weather has caused us to close the full day program early; in these situations, parents will be notified by phone as soon as the decision has been made. Snow Day programs are not included in your weekly fee. They are $20 for all paying, currently-enrolled members.

- If your child attends a Kydstop Before School Program at their elementary school and there is a delay in your district, the program will open at 9:00 at the normal site.

- Whenever a school closes early or cancels afterschool activities due to weather or emergency, we are not able to run programs at that site and are considered closed.

In extreme weather or emergencies, closings or delays of the Concord Family YMCA will be announced on WMUR.
Termination Policy

If, for any reason, a parent should decide to withdraw their child from the program, the YMCA will require a two week notice. Children develop relationships with teachers and other children and need to be helped in saying good-bye.

There are occasions when the YMCA will need to initiate the termination/suspension of a child from the program. When this is anticipated, the center director will schedule a time to meet with the parent and discuss the reasons for terminating/suspending. The YMCA reserves the right to terminate/suspend a child for, including but not limited to, the following reasons:

- Inappropriate behavior considered to be harmful to your child, other children, staff or others;
- Chronic tardiness at pick up time;
- Extended absenteeism;
- Overdue fees;
- Incident reports resulting from inappropriate behavior;
- Failure to comply with state mandated regulations.

Procedures for Reporting Suspected Child Abuse

In order to ensure the well being of the children in our care, staff are mandated under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Child Abuse Hotline, and to cooperate in any investigation for such possible neglect or abuse.
The YMCA does not have discretion in this matter, but must make such referrals whenever we have reasonable cause to believe that a child might have been harmed by anyone, including a non-family member, and we may be subject to criminal penalties if we fail to report such possible harm.

**Alcohol and Drug Policy**

The Concord Family YMCA staff reserves the right to determine whether an authorized person may not be competent to take a child home without placing the child at risk.

In the event that an authorized person appears to be under the influence of any substance that might impair behavior, the YMCA has established these policies:

1. The staff will suggest to the parent/person that another authorized person on the contact card be called.

2. Staff will suggest using a taxi or ride-share service to transport the family home.

If a parent or other authorized pick up person refuses or becomes belligerent, the staff person in charge must consider the risk to the child, other children in the program, and the staff. The staff member will notify the police and give the license number of the car driven by the parent/person.
Parent Statement of Understanding

Thank you for taking the time to review the policies and procedures contained in this handbook. We hope the book is helpful and clarifies our guidelines. If there are areas that are still unclear or you feel should be included, please contact the Kydstop Director. Remember, we are partners in this together! The Concord Family YMCA staff is here to work with your child at a very important stage of life and to work with you toward making your roles of parent, wage earner, spouse and individual as satisfying as possible.

I have received a copy of the Concord Family YMCA Child Development Center Handbook for parents. I agree to read it carefully and abide by the policies and procedures described therein. If I have any questions or concerns, I agree to contact the director for clarification.

Parent/Guardian Signature: ________________________________

Date: ______________
Concord Family YMCA
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