

# The Geneva Family YMCA

## THE PLACE TO BE AFTER SCHOOL

After School Program

### School-Age Child Care Program Family Handbook 2020-2021 School Year

#### OUR MISSION

The Geneva Family YMCA is a non-profit, charitable organization dedicated to the development of spirit, mind and body. To achieve this mission, our board of directors, staff and programs will be guided by the following core values: Caring, Honesty, Respect and Responsibility.

Visit our website:

[www.genevafamilyymca.org](http://www.genevafamilyymca.org)

## **Welcome to the Geneva Family YMCA School Age Child Care Program**

Dear YMCA Family,

Thank you for choosing the Geneva Family YMCA School Age Child Care program! Here at the Geneva 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.

The Geneva YMCA 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,  
Mary Bakogiannis  
Executive Director  
Geneva Family YMCA

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## General Information on the Program

YMCA Main Front Desk (315) 789-1616 – Office Phone

Donna Wandell, Child Care Director [dwandell1000@gmail.com](mailto:dwandell1000@gmail.com)

Mary Bakogiannis, Executive Director [mbakogiannis@genevafamilyymca.org](mailto:mbakogiannis@genevafamilyymca.org)

Sara Allen, Associate Director [sallen@genevafamilyymca.org](mailto:sallen@genevafamilyymca.org)

## Program Location & Contact Information

Geneva Family YMCA

399 William St.

Geneva, NY 14456

Phone: 315-789-1616 Fax: 315-789-4259

[www.genevafamilyymca.org](http://www.genevafamilyymca.org)

## Program Overview

At the Y, we understand the importance of quality School Age Child Care and have worked very hard to develop a program you and your child(ren) will enjoy. Our child care environment is created to allow children to have choices in activities. We believe this choice of activities will foster independence, cooperation and self-control among the children who participate. Activities provided include, but are not limited to:

- Active Play, Sports, Outdoor Activities
- Circle Time Enrichment
- Arts and Games
- Creative Play
- Homework Supervision and Assistance

One of the YMCA School Age Child Care initiatives is Active Play/Healthy Lifestyles. We include programming which emphasizes increased physical activity, nutritional education and choices.

## Calendar & Hours of Operation

The YMCA administration is available Monday – Friday from 8:30 am – 5:30 pm.

The School Age Child Care program operates Monday – Friday. Before School Care runs from: **TBA (depending on daily operating hours at West Street School & North Street School)**. Before School Care must have a minimum of 10 children enrolled to run. After School Care runs from 2:30 pm – 5:30 pm. It is extremely important that parents pick up their children by 5:30 pm daily. If there are circumstances that will cause you to be late, please contact the YMCA as soon as possible. **You will be charged a late fee of \$10.00 for every 5 minutes you are late. Late pick up fees may be paid immediately or assessed to your next childcare payment.**

The YMCA School Age Child Care program follows the Geneva City School District calendar.

## Early Dismissals

On scheduled ½ days, our program will run from the time of dismissal until 5:30 pm. Children must bring a non-perishable lunch and their swimsuits and towels on scheduled early dismissal days.

### **School Delays & Closings**

If inclement weather or other circumstances cause Geneva City Schools to be cancelled, the YMCA will automatically host a KIDS CLUB with childcare beginning at 7:30 am and ending at 5:30 pm. This is provided at an additional cost. Please call (315-789-1616) before dropping off your child, as space is limited and to verify the Y is open. Minimum enrollment is required for KIDS CLUB to run.

**If Geneva City Schools call for a delay and then cancels the YMCA will automatically host a KIDS CLUB beginning at 11:00 am and ending at 5:30 pm. This is provided at an additional cost. Fees will be the same as all day KIDS CLUBS. Please call (315-789-1616) before dropping off your child, as space is limited and to verify the Y is open. Minimum enrollment is required for KIDS CLUB to run.**

**\*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 (KIDS CLUB)**

The YMCA offers a KIDS CLUB vacation day program during certain school breaks. The program operates from 7:30 am to 5:30 pm and is open to all kids with priority given to children registered in our afterschool program. Space is limited. Advance registration is required and there is an additional fee for this service. **PAYMENT IS DUE AT TIME OF REGISTRATION.** Once registered for any day, failure to attend will result in the appropriate charges for the day.

Please note, effective January 15, 2017 families must be current on all YMCA fees to be eligible to participate in Kids Club days. (Minimum of 10 children per day) We reserve the right to cancel vacation camps due to low enrollment.

**Vacation days are not guaranteed for all school breaks.**

**TIMES:** 7:30 am - 5:30 pm *(with the exception of school delays that turn into cancellations)*

**REGISTRATION FEE:** \$10.00 *(waived for Afterschool participants)*

**DAILY RATE:** \$30.00 per child

**The YMCA will not issue credits or refunds for KIDS CLUB unless cancelled by the YMCA. Staffing, supplies and activities will be arranged for children registered. Once registered, failure to attend will result in the appropriate charges for the day.**

### **Licensing Agencies**

The YMCA School Age Child Care program is licensed by the NYS Office of Children & Family Services. Our program is mandated to uphold the regulations pertaining to school age programs.

NYS Office of Children and Family Services

Rochester Regional Office:

Monroe Square

259 Monroe Avenue, 3rd Floor

Rochester, New York 14607

Phone: 585-238-8531

If you would like to make a complaint, you may contact the NYS OCFS Child Care Complaint Line at 800-732-5207

A copy of the NYS Child Day Care Regulations is posted and available on the classroom bulletin board by the door above the cubbies.

## **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 the Child Care Director 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 the Child Care Director via email or telephone. Contact information is listed in this handbook.

### **Afternoon Pick-Up:**

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 Child Care Director in writing or via phone 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**

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 Child Care Director.

### **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. 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 wait for staff to accompany them to 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. If your child has any allergies or dietary restrictions please record them on the registration form and inform YMCA staff.

### **Transportation**

YMCA staff are not permitted to transport children enrolled in YMCA programs in their own cars. All children in grades K –5 who are enrolled in the Geneva City School District will be bussed from their specific schools to the YMCA. Kindergarteners and 1<sup>st</sup> Graders coming from West Street School to the YMCA will either walk or ride the bus accompanied by YMCA Child Care program staff members.

**You must contact the Geneva City School District Transportation Department to arrange for your child to be transported by bus to the YMCA for the School Age Child Care program. It may take up to a week for transportation to make the necessary arrangements, so parents are encouraged to contact transportation as early as possible once they have registered their child for the YMCA SACC program.**

Geneva City School District Transportation Contact Information:

Office hours: 6 a.m. to 6 p.m. weekdays  
335 Gambee Road  
Geneva, NY 14456  
Main office: (315) 781-4185  
Fax: (315) 781-7026

Acting Director of Transportation - Mr. Mike DelRossa  
E-mail: mdelrossa@genevacsd.org  
Phone: (315) 781-4185 ext. 6100

### **Swimming**

Participants will swim once per week during the School Age Child Care Program. Please note your child's swim day and ensure that they have their bathing suit and towel with them in their backpack on that day. If your child is not going to swim on any given week, please notify the Child Care Director that they will not be participating via email or phone call.

## **Visitor Policy**

All visitors must check in with the Child Care Director 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.

## **Registration & Billing**

Registration is accepted throughout the school year, based on license capacity availability. All participants must be current YMCA members to participate in our School Age Child Care Program. Financial Assistance is available for those with demonstrated need, please inquire at the Front Desk about Financial Assistance guidelines and requirements.

All required paperwork and fees must be completed before your child may attend the program.

**Registration Fee:** \$20.00 non-refundable registration fee per family, due at the time of registration.

**Afterschool Monthly Fee:** \$175.00 per month

**Family Membership Discount:** A discount of 10%

**Second Child Discount:** A discount of 10%

There is no daily or weekly fee available for Afterschool Care.

Monthly payments for all children is required on or before the 1st of the month prior. Payments received after the 1st will incur a \$10 late fee. Non-payment or continued late payment will result in termination of care.

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

## **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.

### **Child Abuse Reporting Procedures**

The Geneva YMCA 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 the Child Care Director. The YMCA staff will call NYSOCFS and will cooperate to the extent of the law with any legal authority involved.
2. The Child Care Director will review the incident with the executive director. The Child Care Director 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 executive director 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 executive director, 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.

**If you suspect your child has been abused or maltreated contact the  
NYS Child Abuse Hotline at 800-342-3740**

### **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 Individual Health Care Plan for a Child with Special Health Care Needs 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. Medication must be provided to the YMCA in its

original packaging and within the parameters of the expiration date. 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 \*Please see the COVID-19 Addendum to this handbook for additional policies & procedures**

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 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**

The YMCA School Age Child Care 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.

### **Evacuation Plan**

In case of an emergency, each program has a designated relocation site. Our authorized designated relocation sites are as follows:

1. West Street School – 30 West Street Geneva, NY 14456
2. Geneva Assembly of God Church – 787 Pre-Emption Rd. Geneva, NY 14456

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.

## **Staff Information**

### **Staff Qualifications**

Our SACC program has a Child Care Director who handles all day to day program needs. Recreation counselors support the Child Care Director to maintain a staff to child ratio of 1 to 10.

Typically, Child Care Directors 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 SACC staff 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.

## **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. The Child Care Director is available via email or can be reached via phone (315-789-1616). If the need arises, you may also contact the Executive 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, 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.

## **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 Child Care Director and/or Executive Director. 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 Child Care Director and Executive Director.

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 Child Care 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 YMCA.
- 3) Questioned the program director regarding policies and procedure.