



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BUILDING SKILLS, CONFIDENCE, AND CHARACTER

## THE GRANITE YMCA SCHOOL AGE PARENT HANDBOOK



YMCA OF DOWNTOWN MANCHESTER, 30 Mechanic Street, Manchester  
YMCA ALLARD CENTER OF GOFFSTOWN, 116 Goffstown Back Road, Goffstown  
YMCA OF GREATER LONDONDERRY, 206 Rockingham Road, Londonderry  
YMCA OF STRAFFORD COUNTY, 35 Industrial Way, Rochester  
YMCA OF THE SEACOAST, 550 Peverly Hill Road, Portsmouth

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## ABOUT THE Y

The Granite YMCA is a community leader in providing high-quality child care for preschool through school-age children. Our programs provide a safe, nurturing, and character-building environment integrating the four characters of caring, honesty, respect and responsibility. Children learn and grow through exploring, having fun, and participating in a wide variety of hands-on activities.

The Granite YMCA, established in 1844, has branches in Manchester, Goffstown, Londonderry, Strafford, and Portsmouth, The Granite YMCA focuses on **YOUTH DEVELOPMENT, HEALTHY LIVING, and SOCIAL RESPONSIBILITY.**

## YMCA Mission

The Granite YMCA creates a community where all are welcome and builds a healthy spirit, mind and body based on the values of caring, honesty, respect, and responsibility.

## Non-Discrimination Policy

In accordance with Federal Law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800.877.8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office, or write a letter addressed USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866.632.9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, DC 20250-9410
- (2) Fax: 202.690.7442 or
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

## CONTACT INFORMATION

### YMCA OF DOWNTOWN MANCHESTER

30 Mechanic Street, Manchester, NH 03103  
Director of School Age Child Care | 603.232.8670  
Before and After School Site location  
Green Acres | 603.315.3788  
Webster | 603.860.7521  
Weston | 603.759.3671  
After School Site location  
Y Kids Club | 603.305.1544  
Polaris Charter School | 603.634.0034

### YMCA ALLARD CENTER OF GOFFSTOWN

116 Goffstown Back Road, Goffstown, NH 03045  
Director of Child Care | 603.232.8677  
Before and After School Site location  
Maple Avenue | 603-315-4364  
Bartlett School | 603-913-1681  
YMCA Allard Center of Goffstown | 603.232.8633  
Kindergarten classroom | 603.497.4663 ext 163

### YMCA OF GREATER LONDONDERRY

206 Rockingham Road, NH 03053  
Director of School Age Child Care | 603.437.9622  
Before and After School Site location  
Matthew Thornton Elementary | 603.216.9203  
North Elementary | 603.216.9010  
South Elementary | 603.216.9009  
Chester Academy | 603.437.9622  
YMCA of Greater Londonderry Kindergarten classroom | 603.437.9622

### YMCA OF STRAFFORD COUNTY

35 Industrial Way, Rochester, NH 03867  
Director of School Age Child Care | 603.994.4117  
Before and After School Site location  
Garrison | 603.396.8270  
Horne Street | 603.396.8368  
Woodman Park School | 603.396.8375  
**After School Site location**  
Dover Middle School | 603.396.8374  
YMCA of Strafford County | 603.396.8369

### YMCA OF THE SEACOAST

550 Peverly Hill Road, Portsmouth, NH 03801  
Director of School Age Child Care | 603.431.2334 ext. 2555  
After School Site location  
Camp Gundalow

## BEFORE AND AFTER SCHOOL PROGRAMS

### PROGRAM FEATURES

As a participant of The Granite YMCA child care programs, your children get to participate in an enriching curriculum filled with fun physical activities and character-building programs. Our experienced child care staff works to help each child build their self-confidence and self-esteem while promoting the YMCA character traits of caring, honesty, respect, and responsibility.

Our child care programs incorporate CATCH (Coordinated Approach To Child Health). This program focuses on healthier eating choices and the importance of regular physical activity. At the Y, we carefully design each activity to expand the imagination and encourage lifelong, positive values. Child care at the Y is divided into specific, age-appropriate programs that provide your child with high-quality and enjoyable experiences.

### DAILY SCHEDULE (sample)

#### Before School

Morning programs offer a variety of activities and choices until the start of the school day. Kids will stay engaged with arts and crafts, board games, and group games. Due to licensing standards, insurance coverage, and school policies, parents and children cannot enter the building before the start of program each morning. If there are any variations in the room assignments, clear signage will be posted.

#### After School

In the afternoon, YMCA children are dismissed to the designated site location. Schedules vary site to site, but include:

- Arrival, attendance, announcements
- Healthy snack
- Homework support
- Outdoor play
- CATCH Coordinated Approach to Child Health, a program to teach healthy lifestyle through physical activity, nutritional education, and much more!
- Enrichment (STEM, arts, and more)
- Choice time
- Character development

## GENERAL POLICIES

### NO SCHOOL? NO PROBLEM!

There are several days throughout each school year when school is not in session, but the Y is open. For an additional fee and separate registration, you can enroll your children in our programs. We provide a variety of enrichment opportunities and activities. The Y will run an all-day program from 7:00 AM– 6:00 PM except on snow days (see snow day info below). Parents are required to supply a nutritious lunch for full day care. Registration forms will be available at the sites. Pre-registration is required.

Children do not have to be enrolled in the School's Out Program in order to participate in our programs, but some state-required paperwork must be on file ahead of time.

### SCHOOL VACATION WEEKS

During vacation weeks (December, February, and April), the Y runs a vacation camp program at the branch. We offer theme-based programs, gym games, and other choice activities. Spots are filled on a first come, first serve basis. The vacation camps fill quickly. If you require child care services during these weeks, please be aware of the registration deadlines. To enroll in vacation camps you must have a zero balance with the Finance Department. Registration forms will be available at the sites, pre-registration is required.

### SNOW DAYS AND INCLEMENT WEATHER

The Y offers full day care on most snow days for current program participants. For our Y Facility and Community Members who are not currently enrolled in our school age child care programs, you must complete the necessary paperwork. Our snow day programs run from 8:00 AM - 6:00 PM. See your child's site for specific inclement weather policies. Parents are required to supply a nutritious lunch for full day care.

The Y facility and program opening and closing information will be announced on WMUR and will be posted on the YMCA Facebook page.

### EARLY RELEASE DAYS

In the event of a planned release day, see your child's site for specific details about program and pricing. Registration forms will be available at the sites.

### CAMP DOC | REQUIRED PAPERWORK

A child will be considered enrolled only when paperwork, online documents, and payment is processed by the Y. Parents must complete a new contract for each program school year, along with any additional required forms. All registrations must include completed health forms and immunizations, according to state regulations. Any child without their CampDoc account reflecting 100% completion on the first day of program will not be permitted to stay on premises until all of the required documents have been uploaded to the child's account.

### REQUIRED HEALTH FORMS

In our continuous efforts to provide the best possible care to your child, The Granite YMCA is partnering with CampDoc.com.

CampDoc.com is an electronic health record system for camps and child care and will help us consolidate and integrate your child's health information into a centralized and secure location. Their system will give The Granite YMCA staff instant access to their health information, a key component in providing quality care.

The security, confidentiality and privacy of your child's personal health information will always be protected. Only The Granite YMCA staff will have access to their health information, and the CampDoc.com site is secure, encrypted and password protected.

### RETURNING CAMP DOC USERS

You will receive a welcome e-mail from CampDoc.com with information about how to complete your child's health information.

- Click the link in this e-mail to log in to your CampDoc.com account
- Follow the instructions, and confirm or update the health profile for your child. Alerts will appear for any missing required information
- Upload any required or update expired documents to your CampDoc.com account
- Return to CampDoc.com at any time to make changes/updates to your child's health information before program begins

### NEW CAMP DOC USERS

You will receive a welcome e-mail from CampDoc.com with information about how to complete your child's health information.

- Click the link in this e-mail to set a password for your CampDoc.com account
- Follow the instructions, and complete the health history for your child.

- Alerts will appear for any missing required information
- Upload any required documents to your CampDoc.com account
- Return to CampDoc.com at any time to make changes/updates to your child's health information before program begins.

### HEALTH RELATED REMINDERS

Communicable diseases or infestations such as chicken pox, head lice, conjunctivitis, etc. must be reported immediately. Any child suspected to have any of these communicable diseases will be sent home immediately. Children may return once they have been on medication for at least 24 hours and have obtained a physician's note.

To protect the health of the other children and our staff, a child will be prohibited from attendance if they currently have, or in the past 24 hours have had, any of the following:

- Temperature of 101° or higher
- Vomiting
- Diarrhea
- Are unable to perform during the regular daily schedule of activities

If your child is sent home for any of the above, we ask that your child not return for at least 24 hours

### MEDICATION POLICY

In accordance with HE C 4002.18, the Authorization to Administer Prescription and Non-Prescription Medication form must be completed by a physician prior to the administration of any prescription or non-prescription medication. Prescription medication will be administered in accordance with the printed prescription label, which must be attached to the original prescription container.

Non-prescription medication must be in original container, and will be administered in accordance with the physician's instructions.

Should your child have any allergies, particularly food allergies or allergies to bee stings, be sure to notify the staff at the program. If your child carries an Epi-pen for their allergic reactions or an inhaler, a Medication Administration Form needs to be completed by a physician and an extra Epi-pen or inhaler needs to be kept at the program.

Upon staff administering medication, documentation will be completed on designated form to include medication, dosage, date and time, and staff signature.

### FIRST AID | EMERGENCY CARE POLICY

There will always be someone available on-site who is certified in first aid and CPR. Staff members are trained and informed of the policies and procedures to follow in the event of injury or illness. The staff will take the following steps if your child requires emergency care:

- Attempt to contact the parent or guardian
- Attempt to contact any emergency contacts listed on emergency card
- If we cannot contact you, and it is a life-threatening situation, we will call for an ambulance and your child will be transported to the hospital in the company of a staff member

Each child must have emergency information completed on their CampDoc account. Parents must keep this information updated. If you change jobs or will be traveling, we must know how to reach you in an emergency.

### CONFIDENTIALITY

Your child's records are kept private at the banch and stored electronically. Parents/guardians have the right to see their child's records at any time.

### DROP-OFF AND PICK-UP PROCEDURES

The Y developed the following procedures with the child's interest and safety in mind:

- The parent/guardian is responsible to sign their child in and out daily.
- Any adult who picks up a child must be listed on that child's emergency contact list in CampDoc.com.
- A photo ID is required every day for all adults who pick up a child. This is for the safety of your child.

If another adult will be picking up your child, please write a note to the staff, informing them of who is responsible for pick up. If you would like to add a new authorized pick up person to your list, please notify staff.

If there is a custody dispute, we require you to provide legal documentation so we may better protect your child. A written note from a parent will not be sufficient.

No person including parent(s) and guardian(s) appearing to be intoxicated or under the influence of drugs may remove a child from the site. The after school program reserves the right to consult with the authorities and/or require alternative transportation.

## LATE PICK UP

Program closes at 6:00 PM. If you are running late and will not be able to make it to the site by 6:00 PM, we ask that you call the site—it helps put your child at ease. If we have not heard from you by 6:05 PM, we will call all parents/guardians and emergency contacts until we reach someone. If at 6:30 PM, we are unsuccessful in reaching anyone, **we will notify the police that your child needs to be picked up.**

If the parent/guardian/authorized release person is not there by 6:00 PM, late charges will be applied as follows and will be billed to your account:

- \$15 for the first 15 minutes you are late
- \$ 5 for each additional 5 minutes you are later

Repeat late offenses could result in termination of services from the after school program.

## ABSENCES

Parents need to telephone their child's site if they will not be attending the YMCA program on their scheduled day. **This will assure the staff of the safety** and whereabouts of your child. Failure to do so will result in a charge of \$25. Should unreported absences become excessive, the director has the right to terminate services.

If we have not heard from you, and your child is not at the program we must treat the situation as a missing child. We will call all parents/guardians and emergency contacts until we reach someone. If after a second attempted round of calls we are unsuccessful in reaching anyone, we will notify the police that your child is missing. We do not prorate or credit absences.

## PHOTOGRAPHING CHILDREN

Y staff photograph and/or videotape children for various reasons such as promotional materials, Facebook, program brochures, and character rock stars. If you do not wish to have your child's photograph utilized for print or electronic promotional purposes, please indicate this in the agreement section of CampDoc.

## CHILDREN PARTICIPATING IN OTHER PROGRAMS

If your child will be attending a school-sponsored or YMCA activity after school and will be coming to the after school program when that activity is over, a written note from the parent listing the days their child will be attending and the time they are expected to return to the program is required.

All participants must check in with the Y site director before heading to a school sponsored or other Y activity. If your child does not check in and the parent or guardian has not notified the Y of the child's absence, a phone call will be made to inform the parent that the child did not check in at the program.

## BEHAVIOR GUIDANCE POLICY

Our behavior guidance policy is based on positive reinforcement and the belief that praising appropriate behavior and modeling the Y's four core values of caring, honesty, respect and responsibility are the best ways to help children develop self-control and learn to make positive choices.

At the Y, we have a responsibility to provide each child with a safe experience. Children who behave in an unsafe manner during program put themselves and others at risk.

Y Staff are trained in positive behavior management and will exhaust all efforts of re-direction prior to a suspension. Children will be given the opportunity to cool down their bodies in a safe space, process the incident with a staff member and identify the core value(s) that have been broken. In some instances, suspension may be warranted immediately and examples of this behavior are not limited to:

- physical aggression
- verbal threats
- foul language
- leaving the child care space without permission
- destruction of property
- possession or pretending to possess weapons

The Y has a behavior management document to help track incidents. Guardians will be shown such documentation and asked to sign stating that they have read the form. At times, depending upon the severity of the instance, guardians may be contacted to pick up their child immediately. Our suspension steps are as follows: one day suspension for the first offense; three day suspension for the second offense; and a five day suspension for the third offense. In cases of severe or on-going inappropriate or unsafe behavior, the

participant may be terminated from the program immediately.

We reserve the right to suspend or terminate, without notice, the enrollment of any participant whose behavior negatively impacts the health, safety, or enjoyment of themselves or any other participant. If your child misses days due to suspension or termination, refunds will not be provided.

## **BULLYING**

At the Y, we have a zero tolerance policy around bullying. Please see definition of bullying from [stopbullying.gov](http://stopbullying.gov):

“Bullying is unwanted, aggressive behavior among school-aged children that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time.”

“In order to be considered bullying, the behavior must be aggressive and include:

- **An Imbalance of Power:** Kids who bully use their power—such as physical strength, access to embarrassing information, or popularity—to control or harm others. Power imbalances can change over time and in different situations, even if they involve the same people.
- **Repetition:** Bullying behaviors happen more than once or have the potential to happen more than once.

Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.”

If you suspect your child is bullying or being bullied, please reach out to the School Age Child Care Director immediately.

## **CHILDREN WHO FLEE**

The staffing structure and physical layout of our program space requires that all children stay with their group. We have established very strict policies for the rare occasion when a child might leave the group. Children who leave the group, but who remain on site may be suspended. If a child leaves the premises, we will call the police to help us locate the child and take disciplinary actions from there.

## **INCIDENT AND COMMUNICATION FORMS**

As a means of keeping open communication with our families, we will document and note behaviors that are disruptive, recurring or other. We will share all incident and communication forms with the parent and ask for signatures to state that the parent has read and understood the incident.

When a situation or incident involves more than one child, we write separate reports for each child and do not share the name of the other child involved; and in return we will not share your child’s name with another family. An incident report is a means of communicating and documenting behavioral concerns, tracking trends/patterns, and for noting follow up plans.

## **CHARACTER DEVELOPMENT PROGRAM**

At the Y, we encourage and strive to help develop our four core values of caring, honesty, respect and responsibility in our participants. Understanding and displaying the Y’s core values are vital to our commitment of offering a safe, fun and nurturing experience for all.

In School Age Child Care, our Character Development program recognizes children as a “Character Rockstar”. We provide recurring recognition through daily shoutouts, weekly certificates and monthly t-shirt winners. At the end of the school year, all Character Rockstar winners are invited to a celebration BBQ at the Y honoring their hard work.

## **PARENT/STAFF COMMUNICATION**

Y staff strive to keep parents informed of their child’s activities and behaviors while enrolled in the program. Take note of the special program flyers and announcements available at the check-out table including weekly or monthly calendars and periodic newsletters highlighting activities, events, and special theme days.

Y staff are present during check-in/check-out times, which is a great opportunity to communicate any concerns regarding your child’s time with us. Any special needs or challenges your child may be having at home may impact their experience, so please keep us advised of such circumstances so we may provide the best possible experience for your child. Communication is the key to success. Any custody issues must be discussed with a director prior to your child’s start date. Legal documents from the court system are required.

## PERSONAL BELONGINGS/ELECTRONICS

The Y is not responsible for any items that the child may bring to the program. We ask that your child not bring any home toys and electronic devices, including cell phones, to the program. If you have your child carry a cell phone for safety purposes, please instruct them to leave it in their bag. Your child may use the site phone if they need to contact you for any reason.

## APPROPRIATE ATTIRE

Sneakers will be necessary each day as we have daily active play. If your child is wearing something that is inappropriate for active play they may have to sit out of certain activities. Flip flops and sandals are not allowed.

## STATE-LICENSED PROGRAM

The YMCA School's Out Program is a state-licensed child care program. We meet all standards set by the New Hampshire Bureau of Child Care Licensing (BCCL). We follow strict standards in hiring our staff, food service, staff-to-child ratios, and registration procedures. If you have any questions, please feel free to call the New Hampshire Bureau of Child Care Licensing (BCCL) at 603.271.9025

## MANDATED REPORTER

New Hampshire law (RSA 169-c:29-30) requires that any child care professional who has reason to suspect that a child under the age of 18 is being abused or neglected must report the case to the New Hampshire Division for Children, Youth, and Families (DCYF). All Y staff are required to be trained in Child Abuse Prevention.

The staff may not notify parents when the police or DCYF are called about possible child abuse, neglect, or exploitation, except on the recommendation of DCYF or the police.

## PAYMENT SCHEDULE

**Monthly Child Care Program** - Payments are made automatically through credit card, debit card, and checking or savings account bank draft on the 1st of each month. A signed authorization form is required for this option.

**Weekly Child Care Program** - Payments are made automatically through

credit card, debit card, and checking or savings account bank draft on the Saturday prior to the week of service. A signed authorization form is required for this option.

Your weekly tuition is based on the number of school days divided by the number of weeks during the year (YMCA of Greater Londonderry is divided by ten months). The calculation results in equal weekly payments throughout the year regardless of holidays or days off for inclement weather. Please note that part-time participants are charged for all scheduled school days during the year. The full week of December, February, and April vacations are not included in this calculation.

No credit will be given for absences and tuition must be paid in full and will not be prorated for partial weeks. Tuition for part time children is a weekly fee and will not be posted for partial weeks. Payment in full will also be charged when the program is closed due to inclement weather.

No child will be allowed to register for child care programs until all previous balances are paid in full.

If your child is absent from program, no credit will be given and you cannot select an alternate day to attend. If you need to adjust your schedule (change days, add or delete days, etc.), you must complete a Change of Status Form that can be obtained from your site Director. All changes must be submitted two weeks prior in order to take effect. A morning or afternoon can be added for an additional fee depending on availability.

## WITHDRAWAL & SCHEDULE CHANGES

If you wish to withdraw your child from the program, a two-week written notice must be given. Parents will be financially responsible for those two weeks.

## FINANCIAL ASSISTANCE

At the Y, we do offer financial assistance for those families in need. We also accept State of New Hampshire reimbursements. Proof of assistance and a completed child care provider form (2530) must be provided at time of registration. All families who receive financial assistance, whether through the Y or the State, must also stay current with their payments. Families are responsible for all fees not paid by the state. The state will not generally pay



for any absences, nor will they pay late or no-call fees, or for days in which your child is picked up early and does not attend the minimum number of hours. For more information, please contact the registrar.

### **INSUFFICIENT FUNDS FEE**

There is a \$20 fee that is assessed for inability to receive payments due to insufficient funds. Any accounts two weeks past due will result in termination of program until balance is rectified. Three return payments will result in termination of program.

### **YMCA CHILD CARE CLOSINGS**

The Y is closed on the following holidays or the day the holiday is observed:

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Veterans' Day

Thanksgiving Day

Day After Thanksgiving

Christmas Day

