



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENRICHING KIDS INSIDE & OUT

THE GRANITE YMCA
START PARENT/GUARDIAN
HANDBOOK



YMCA OF DOWNTOWN MANCHESTER
30 Mechanic Street, Manchester, NH
603.623.3558

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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.

USDA NONDISCRIMINATION STATEMENT

SNAP and FDPIR State or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:

In accordance with Federal civil rights 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, religious creed, disability, age, political beliefs, 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, audiotope, 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: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to 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, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Civil Rights

IF LANGUAGE ASSISTANCE IS NEEDED FOR CIVIL RIGHTS PURPOSES, PLEASE CONTACT THE NH COMMISSION FOR HUMAN RIGHTS AT: 1-603-271-2767, DIAL "0", ASK FOR AN INTERPETER.

SI ASISTENCIA DE LENGUAJE ES NECESARIO PARA CIVILES DERECHOS PROPÓSITOS, POR FAVOR CONTACTO CON LA COMISIÓN NH LOS DERECHOS HUMANOS A: 1-603-271-2767, MARCAR "0", PEDIR UNA INTERPETER.

CONTACT INFORMATION

YMCA OF DOWNTOWN MANCHESTER

30 Mechanic Street, Manchester, NH 03103

Director of START | 603-232-8694

After School Site location:

Beech Street | 603.625.1777

Wilson Street | 603.305.5362

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 resilience while promoting the YMCA character traits (caring, honesty, respect and responsibility) which includes social and emotional learning for all.

At the Y, we provide the children with age appropriate physical activities daily using the CATCH Curriculum (Coordinated Approach To Child Health) and other curriculums which include regular warm up activities, cardio, strength, stretching and mindfulness including breath work between 20-30 minutes daily for half day programs and 60 minutes for full day programs.

DAILY SCHEDULE (SAMPLE)

After School

In the afternoon, YMCA children are dismissed to the designated site location.

- Arrival, attendance, announcements
- Access to water
- Healthy 'Super Snack' (includes five components of whole grains, fluid milk, fruits, vegetables and a protein such as a meat, cheese or yogurt)
- Homework & support time
- CATCH, a program to teach healthy lifestyle through physical activity, nutritional education, and much more!
- Small group activities (choices include arts, science and structured games)
- Choice time (jump ropes, board games, outdoor play, and more)

Each Day

- 30 minutes of Physical Activity (CATCH)

- 30 minutes of Homework Help
- 30 minutes of Math and Literacy Enrichment

Each Week

- 1 hour of Art Education
- 1 hour of STEM
- 30 minutes of Tutoring
- Enrichment
- Service Learning
- Global Learning
- College and Career Prep
- Leadership

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.

GENERAL POLICIES

REQUIRED PAPERWORK

A child will be considered enrolled only when paperwork, online documents, and payment is processed by the Y. Parents/Guardians 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 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 submitted. A child may be exempt from immunizations for religious beliefs and/or medical reasons. Please contact the child care director if you have questions regarding this policy or visit:

www.dhhs.nh.gov/dphs/immunization/exemptions.htm

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 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 manufacturer's printed instruction. If there are no manufacturer's printed instructions for the age of the child, the program may administer the nonprescription medication in accordance with the written, dated, and signed instructions from the child's parent including a statement that the instruction have been reviewed/approved by the child's licensed health practitioner, or with signed, dated written instruction from the child's licensed health practitioner.

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 registration form. Parents/guardians 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 branch and stored electronically. Parents/guardians who have legal custody have the right to see their child's records at anytime. There are certain situations and paperwork that will require a court subpoena to accommodate requests.

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.
- 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/guardian 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 5:45 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 5:45 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 may 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/guardians 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. 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 may 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 so on the registration/contract form.

DISCIPLINE/ANTI-BULLYING 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 learn to make positive choices and develop self-control.

At the Y, we make it our priority 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 (de-escalate) (re-group themselves) in a safe space, process the incident with a staff member and identify the core value(s) that have been broken.

To help with the disruptive behavior staff will take the following steps:

- Try to redirect a child from negative behavior.
- Reassess environment, appropriateness of activities, and supervision.
- Use positive methods and language while re-directing children.
- Proactively praise appropriate behaviors.
- Consistently apply consequences for rules.
- Child(ren) will be given verbal warnings.
- Child(ren) will be given time to regain control.

If a discipline issue does arise, the steps listed below will be taken (may vary based on the situation, but we strive to take this order of intervention):

1. verbal warning
2. loss of choice/removal from an activity
3. written warning and conversation with a parent
4. conversation with director and parent/guardian
5. removal from program

Infractions of the discipline/anti-bullying policy include:

- disrespect, verbal or physical aggression toward staff, other adults or participants
- continuous disruption/uncooperative behavior
- exhibiting behavior that endangers the safety of the participants
- attempting to leave the premises without staff permission
- consistently disregarding the rules and authority of the staff
- possession or pretending to possess weapons
- racism, fighting, bullying, vandalism, and swearing
- destruction of property or belongings (theirs or others)
- possession of drugs and alcohol

Upon review of the incident, parents/guardians may be contacted to speak to their child or requested to pick up their child immediately. Suspension guidelines are as follows: a one day suspension for the first offense, a three day suspension for the second offense, and a five day suspension for the third offense. Any child who is a threat to themselves or others or is a repeat offender will be expelled. All suspensions and expulsions are at the discretion of the Y directors. If your child misses days due to suspension or expulsion, no refunds will be provided.

DEFINITION OF BULLYING

Behavior by an individual or group, usually repeated over time that intentionally hurts another either physically or emotionally. Three conditions used to define behaviors as bullying:

- repetitive, willful, or persistent
- intentionally harmful
- an imbalance of power leaving the person feeling defenseless

These may include:

- taunting
- spreading rumors
- excluding others from groups
- kicking, hitting, or pushing

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 & take disciplinary actions from there.

PERMANENT WITHDRAWALS

The Y reserves the right to permanently suspend a child at any time. Reasons may include but are not limited to:

- Non-payment or habitual insufficient funds
- Continued disciplinary actions with a child
- Parental or child abuse of staff members
- Actions or behaviors by a child that has harmed or could severely harm themselves or another child
- Any other reason that is deemed fit by the director and the branch director

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/GUARDIAN & STAFF COMMUNICATION

Y staff strive to keep parents/guardians 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

Mandated Reporter New Hampshire law (RSA 169-c:29-31) requires that any person who suspects that a child under the age of 18 has been abused or neglected must report that suspicion immediately to 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/guardians when the police or DCYF are called about possible child abuse, neglect, or exploitation, except on the recommendation of DCYF or the police.

MEALS & SNACKS

The YMCA START Program serves healthy meals and snacks to your children because they participate in the Child and Adult Care Food Program (CACFP). The recently passed Healthy and Hunger Free Kids Act means that this childcare provider must:

- Provide only low-fat milk
- Make water available throughout the day
- Serve more fruits and vegetables, whole grains and lean (lower fat) protein
- Provide at least 30 minutes of physical activity each day
- Limit the time children can sit in front of television or computer screens

Why is the Healthy and Hunger Free Kids Act important?

- These new requirements provide access to healthy food & more opportunities for

physical activity.

- It supports a wellness environment that encourages children to learn and establish healthy habits.

START does not allow outside food in the program unless it meets nutritional guidelines set by CACFP standards. Exceptions may be made for special occasions.

COST & PAYMENT SCHEDULE

The START program works very hard to provide affordable care to families in need. The Y charges \$86 per week, per child for the after school program. Through grant funds and donations, we are able to reduce your cost to a co-pay each week. As a result, we are proud to offer the most affordable after-school care in the city.

Monthly option - Payments are made automatically through credit card, debit card, and checking or savings account bank draft on the first of each month. A signed authorization form is required for this option. Cash payments are also accepted at child care site.

Your weekly tuition is based on the number of school days divided by the number of weeks during the year. 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. 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. The Y has a policy to terminate children from the program if payments are not received after 2 weeks. Please see your site director if you are having trouble making payments in a timely manner.

WITHDRAWAL

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

FINANCIAL ASSISTANCE

We also accept State of New Hampshire reimbursements. Proof of assistance and a completed child care provider form (1863) 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 may not 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.



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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



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