

**YWCA**  
**IS ON A**  
**MISSION**

**School Age Child**  
**Care Handbook**



***MISSION STATEMENT***

**Children are challenged to gain a positive sense of self, engage in learning activities, which stimulate their natural curiosity, develop friendships and learn to relate to others with respect.**



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Our success in caring for your child is achieved through a cooperative effort.

Please review this handbook carefully to help achieve that end.

**PLEASE READ CAREFULLY**

## **Program**

The primary aim of the YWCA of the Niagara Frontier School Age Childcare Program (SACC) is to offer safe, affordable and dependable care for elementary school children.

The YWCA of the Niagara Frontier staff prepares plans that include a wide range of supervised activities:

- Daily Snack
- Indoor and outdoor sports and games
- Arts and crafts
- STEM enrichment
- Quiet time for homework and reading

All activities are designated to promote positive self-esteem, appreciation and respect for each child's background and culture.

## **Homework Policy**

A major goal of the YWCA's SACC program is to make the best use of its staff while providing a well-rounded after school experience for each child. To accomplish this goal the SACC staff will offer homework assistance for 30 minutes each day. At the end of the 30 minute homework period, staff will then begin providing other activities for children to participate in. Children may continue to work on assignments independently.

## **Program Sites/Hours of Operation**

### **Ken-Ton**

**THOMAS EDISON ELEMENTARY SCHOOL**  
256 Grayton Rd., Tonawanda 14150  
Before School 7:00 - 9:05 am After School 3:20 - 6:00 pm

### **Lockport**

**CHARLES UPSON ELEMENTARY SCHOOL**  
28 Harding Avenue  
Before School 7:00 - 9:15 am After School 3:00 - 6:00 pm

**DESALES CATHOLIC SCHOOL**  
6914 Chestnut Ridge Rd  
After School 2:30 - 6:00 pm

**EMMET BELKNAP INTERMEDIATE SCHOOL**  
491 High Street  
Before School 7:00 - 8:30 am

### **Newfane**

**NEWFANE ELEMENTARY**  
2909 Transit Rd  
Before School 7:00 - 8:35 am After School 3:00 - 6:00 pm

**Niagara Wheatfield**

**COLONIAL VILLAGE ELEMENTARY**

1456 Saunders Settlement Rd

**Before School 6:30 - 9:00 am After School 2:45 - 6:00 pm**

**ERRICK ROAD ELEMENTARY**

6839 Errick Rd

**Before School 6:45 - 9:00 am After School 2:45 - 6:00 pm**

**WEST STREET**

5700 West Street

**Before School 6:30 - 9:00 am After School 3:00 - 6:00 pm**

**School Age Child Care Business Office**

This handbook refers to the SACC business office, which is located at the YWCA of the Niagara Frontier, 32 Cottage St. Lockport, NY 14094

Business Hours: Monday to Friday 8:30– 4:30pm

Your SACC business office contacts are:

Accounting office: 716-433-6714 or Fax 716-433-1929

**Deborah Rogalski – VP of Children’s Programs**

**Registration**

Enrollment and fees are based upon a preselected number of days per week that your child(ren) will attend. Fees are payable on the 25th of each month and are calculated according to your preselected schedule.

In order to be registered for the YWCA of the Niagara Frontier School Age Child Care Program, ALL FORMS must be fully completed and payments made.

Incomplete registrations will not be accepted.

- Family YWCA registration \$75 fee
- Completed Enrollment
- Medical Health History
- Payment of the first month of School Age Child Care
- Paper copy of physical and immunization record
- Medication Consent for all onsite medications (epi-pen, inhaler, etc.)
- Anaphylaxis forms for **any and all allergies** (Seasonal, cats, dogs, dust, food, grass, medications...)

**\*\* Monthly fees have been averaged for the school year. Therefore, no matter how many school attendance days there are in a month, the monthly fee remains the same. \*\***

**Our Provider Tax I.D. number is 16-0743245**

## Payments

All SACC payments are DUE the 25th of each month.

Payments are preferred to be set up for autopay on the 25<sup>th</sup> of each month. The YWCA accepts VISA, Mastercard, Discover, AMEX and flex spending accounts. Payments are not accepted at SACC sites.

Accounts which are not paid by the 30<sup>th</sup> of the month will be considered delinquent and will incur a \$15 late fee. An account which is delinquent is not eligible to register for half-day or holiday care programs. Once an account has become delinquent, and payment arrangements have not been made, suspension from the program due to non-payment will result.

- Refunds are not made for days absent or closings by the school district.
- The office must be notified of any additions to a child's schedule. Payment of the addition is due at notification.
- **A fee of \$1.00 per minute will be charged for late pick-ups. This fee goes into effect five minutes after dismissal time.**

All Erie & Niagara County Department of Social Services clients must have a letter of approval at time of registration. Social Services will only pay for days and hours that the client is working, attending school or training. If your child attends SACC program on a day that is not approved by DSS, you are financially responsible. Each day must be paid in advance.

## Personal Property

The YWCA of the Niagara Frontier is not responsible for any personal property, including loss or damage to items. Any items brought to our program should be clearly labeled with your child's name and telephone number.

## Health and Medical Treatment

A YWCA of the Niagara Frontier must have a copy of your child's current physical and immunizations on file. It is the parent's responsibility to see that this copy is at the YWCA business office before your child begins our program. This form can be faxed to us at 716-433-1929 by you or by the Doctor's office.

The YWCA of the Niagara Frontier School Age Child Care Program has chosen to care for well children only. To help define this, the following outlines the symptoms of illness that would exclude children from the program:

- The illness, or child's reaction to it, requires more care than staff can provide or compromises the health and safety of others.
- Significant fever as defined by an auxiliary temperature above 100 degrees Fahrenheit.
- A fever that is accompanied by a behavior change, stiff neck, a rash, unusual irritability, poor eating, vomiting or excessive crying.

- Persistent diarrhea, as defined as three or more stools in a 24 hour period, diarrhea accompanied by symptoms of dehydration, such as sunken eyes, dry skin, concentrated urine or small amounts of urine, diarrhea accompanied by blood in the stool.
- Undiagnosed rash.
- Vomiting two or more times in the previous 24 hours, or any vomiting accompanied by symptoms of dehydration or other signs of illness.
- Signs and symptoms of possible illness such as lethargy, uncontrolled coughing, persistent abdominal pain, discolored urine, refusal to eat or drink, irritability, persistent crying, difficulty breathing, wheezing or other unusual signs of illness.

In the event that a child becomes ill while under our care, the parent or guardian will be contacted and is responsible for picking up the child as soon as possible. If a child is involved in a serious accident or injury, the staff will assess the situation, call 911 if indicated and then call parents to inform them of the situation.

### **Medications**

Please indicate any medications your child is currently taking on the Medical Health History form. A Physician's Statement/Medication Approval form, signed by both the parent and physician, must be on file for these medications. Please request this form from the business office if needed.

All medications must be given to the YWCA staff and must clearly be labeled with the child's name, contents and dosage. Medications must be in the original container with the original directions and label intact.

### **Sign In/Sign Out Procedures**

On site SACC phone numbers will be provided to parents to contact our staff by calling or texting when you arrive to drop off or pick up your child at a certain location of the school. One of our staff will meet them at the door. Photo identification may be requested by staff. Share the number only with those persons listed on the enrollment form that are authorized to pick up your child(ren). Persons authorized must be at least 18 years of age. We will not release your child to someone not listed. Emergency authorizations can be handled by calling our School Age Child Care program business office at 433-6714 or fax 433-1929. If the emergency authorization is to become a permanent authorization change, written notice must be provided.

In the case of shared custody issues, all schedule pick-up changes must be put in writing by the custodial parent.

In the event that a child is not picked up as scheduled, and staff have made every effort to contact those listed on the pick-up list and no one is available, the local police department will be contacted to assist the staff at the program.

### **Schedule Changes**

The SACC business office must be provided with written notice of schedule changes one (1) week in advance. It is not the responsibility of the staff at the sites to notify the business office. If an emergency arises and you need to make a

schedule change immediately, contact the business office at 433-6714, and the information will be relayed to your child's school.

### **Information Changes**

Parents are responsible for informing, in writing, the SACC business office of any changes of address, phone numbers (work & home), and persons authorized to pick up children. **It is important that your information be kept up to date.**

### **School Absences**

The SACC business office must know if your child will be absent from the After School program any day he/she is scheduled to attend. You must call the SACC business office at 433-6714 or fax 433-1929 notification of absence by 1:30 pm. Our staff initiates procedures to identify the whereabouts of your child if we do not receive such notification. Please help us avoid unnecessary phone calls by remembering to call or fax notification of your child's absence.

### **Transportation**

The YWCA SACC program does not provide transportation to and from its programs. In the event of a field trip, transportation will be provided through Ridge Road Express and additional information and permission slips will be required.

### **Emergency Closing**

The YWCA of the Niagara Frontier does not operate the School Age Childcare program when schools are closed or if schools close early due to poor weather conditions or other emergency occurrences. The decision to close early is made by the school district. Please have a backup plan for an emergency dismissal. If school starting times are delayed, the before school program is cancelled. If an emergency warrants the evacuation of the program, the following sites have been set up to accommodate the children and staff:

<b><u>School</u></b>	<b><u>Primary Relocation</u></b>	<b><u>Secondary Relocation</u></b>
Charles Upson	Lockport High School	Faith Tabernacle Church
DeSales Catholic	Lockport Country Club	YWCA of Niagara Frontier
Emmett Belknap	Lockport Board of Education	Roy Kelley Elementary
North Park	Anna Merritt	YWCA of Niagara Frontier
Newfane Elem.	Newfane Intermediate	Miller Hose
Newfane Middle	Newfane High School	Newfane Early Childhood
Colonial Village	Niagara Wheatfield Sr. High	West St. Elementary

<b><u>School</u></b>	<b><u>Primary Relocation</u></b>	<b><u>Secondary Relocation</u></b>
Errick Rd	Adams Volunteer Fire Co.	Nia Wheatfield Sr. High
West Street	Sanborn Fire Hall	Nia Wheatfield Sr. High
Thomas Edison	Bethany Church	Ken-Ton Family YMCA

Parents will be called to pick up their child as soon as the children are settled at the relocation site. In the event that the program must shelter in place, sufficient food, water & activities will be provided for the children. Parents will be kept informed of the situation

### **School Holidays**

The School Holiday Program is held at John Pound Early Childhood Center, YWCA School holiday care is available at an additional cost. School holiday attendance must be prearranged with the SACC business office, and the fee must be paid at that time. Prearrangement is required whether or not your child is regularly enrolled in either or both School Age Programs. We need a minimum of 10 students signed up to run this program, and will be determined at a later date.

### **Early Release Days**

After School care is available at school sites on early release days at no additional cost if your child(ren) is scheduled for the after school program for that day. If your child is not scheduled in the After School program, the price is \$15.00 each day. Early release attendance must be prearranged with the SACC business office, and the fee must be paid at this time. Prearrangement is required whether or not your child is regularly enrolled in the After School Program. Unless the office is notified otherwise, we anticipate your child attending early release if usually scheduled. Please notify the office if there is a change.

### **Parental Participation**

Parents are welcome to observe, participate, and volunteer in the School Age Child Care program. The staff welcomes your comments and is available to discuss any aspect of the program.

## **YWCA OF THE NIAGARA FRONTIER**

### **Children’s Program Behavior Management Policy**

The goal of our behavior management policy is to help each child develop self-discipline. We define self-discipline as the ability to act in ways that are mutually beneficial to oneself and others. We want children to develop perceptions of themselves, which say “I am able – I am responsible – and I will act accordingly.”

A quality program can take place only in an orderly, mutually respectful, caring environment. Discipline is a process whereby children take increasing responsibility for their actions. All staff members, children and parents share responsibility in a cooperative process. Please feel comfortable discussing any concerns you might have with the site staff.

#### **Examples of unacceptable behavior include:**

- physical aggression
- use of foul language
- disrespect to staff or other children
- consistently ignoring program rules
- leaving program area without permission

The YWCA staff will implement our progressive discipline policy when behavior expectations are not met. Parents are informed at each level of disciplinary action. Listed below are the steps utilized:

- Verbal warning is given: explanation to child why behavior is unacceptable
- Loss of privileges
- Verbal communications between parents and site staff
- Face-to-face meeting with child, site staff and parent/guardian
- Continued disruptive behavior will result in suspension and/or dismissal from the program

If a child purposely injures another child or site staff member, parents will be contacted to immediately pick up the child. If this behavior reoccurs, further action, including suspension and/or dismissal from the program may occur.

SUSPENSION OR DISMISSAL FROM THE PROGRAM  
DOES NOT RESULT IN REFUND OF PROGRAM FEES.

### **GOOD “CHARACTER COUNTS” POLICY**

Just like the regular school day, the YWCA of the Niagara Frontier’s guidelines are set forth by The Dignity For All Students Act. The Dignity Act prohibits harassment, bullying and discrimination based on but not limited to a person’s race, color, weight, national origin, disability, sexual orientation or gender. It prohibits discrimination against any student, by employees or students that create a hostile environment by threats, intimidation or abuse. A July 2013 amendment requires that a designated school official and, if necessary, the police address incidents of cyber-bullying, insults, taunting and threats made utilizing any electronic communication toward a student-even if they originate off school grounds.

## Parent Resources

The YWCA of the Niagara Frontier School Age Child Care Program is licensed through the New York State Office of Child and Family Services.

The regulations, which govern this program, are available at your program site or can be assessed on the [www.ocfs.ny.gov](http://www.ocfs.ny.gov)

Instructional materials on the available procedures, if you suspect your child may have been abused or maltreated are available to parents at each site.

Information on healthy food and beverage choices is available through a brochure at each program site.

If there is a question, concern or complaint against any OCFS licensed program, please call the registration supervisor at 877-6666 or 1-800-732-5207.

### **YWCA of the Niagara Frontier**

#### **PARENT FINANCIAL OBLIGATION / ACKNOWLEDGEMENT STATEMENT**

##### **FINANCIAL OBLIGATION**

- The YWCA reserves the right to suspend children from the School Age Child Care program due to non-payment of fees.
- Under no circumstances should payments be made to the School Age Child Care program site staff.
- Under no circumstance should the addition of School Age Child Care program months be done at the School Age Child Care program site.
- All Erie & Niagara County Department of Social Services clients must have a letter of approval at the time of registration. The YWCA cannot accept your child without approval. The Department of Social Services can fax the approval letter to 433-1929.
- Erie & Niagara County Department of Social Services will only pay for days and hours that the client is working or attending training. If your child attends School Age Child Care program on a day that is not approved by the Department of Social Services, you are financially responsible.

##### **REFUNDS**

- YWCA of the Niagara Frontier registrations are non-refundable.
- Only fees for programs cancelled by the YWCA are refundable.
- Suspension or dismissal from the program does not result in refund.
- Absence from a program does not reduce operation costs.
- A credit or refund will **NOT** be given for absence

## PARENT ACKNOWLEDGEMENT

- **Medical Release Consent** - In an emergency situation concerning my child, (i.e. accident or sudden medical problem), I do authorize the YWCA staff/volunteer to be my agent in obtaining emergency medical treatment. I understand that the 911 Emergency team and emergency department staff at the nearest hospital will be utilized.
- **Photo Release/Consent** - I understand that any photographs taken of me/my children while at the YWCA will be used for public relations purposes and promotions of YWCA programs and services.
- **Acknowledgement of Parent Responsibility** – I understand that I am responsible to notify the YWCA of any changes in writing of my child's normal schedule.
- **Liability Waiver** - We agree to hold the YWCA and the Program staff harmless with regard to any injuries that may be sustained by our child during the operation of this program. Furthermore, we understand that the YWCA is not insured against any such contingencies. I give my permission that this disclosure information relating to my child, such as pictures, name and other pertinent information may be used at the discretion of the YWCA staff.
- **Report Card and/or Assessment Release Information** – I give permission to my child's school to release progress reports, assessment information, and report cards to the YWCA of the Niagara Frontier's SACC Director. This information will not be shared and will be kept strictly confidential. It will be used for program evaluation purposes only.
- **Outside Activities Consent** – I give permission for my child to participate in outdoor activities, including the use of school playground equipment, weather permitting under the supervision of SACC staff.
- **Acknowledgement of All Electronic Devices** – Headphones, cell phones, Ipods, gaming devices and media player use is prohibited by the SACC programs EXCEPT upon designated dates. Furthermore, the YWCA of the Niagara Frontier and its staff will not be held responsible for any lost, stolen or damaged devices. Lack of student accountability will result in a verbal warning and/or parent notification.
- **Communication Acknowledgement** – Each SACC site is equipped with an on-site cell phone. This phone will be answered during program hours ONLY. During business hours, the SACC Director can be contacted at the business office at 433-6714. If it is urgent, please let the office know and they can contact the Director immediately if necessary.
- I give consent for my child to take part in field trips or excursions away from the facility under proper supervision.
- I acknowledge the receipt of the School Age Child Care program handbook.
- I acknowledge responsibility for receiving this handbook.
- I understand that I am to contact the School Age Child Care Program Director at 433-6714 if there are any questions about policies outlined in this handbook.