

Athol Area YMCA

Y-ACES

School Aged Childcare Program

2016-2017

Parent Manual

Athol Area YMCA Y-ACES Parent Manual

Revised July 2016

Introduction

This booklet has been created to acquaint you with our program and to serve as a resource for questions or concerns you may have throughout the school year. If you have further questions please feel free to contact the Childcare Services Director Megan Shaughnessy at (978) 249-3305 x16. We welcome the involvement of our families in our program and value your feedback and suggestions. We open our doors to you at any time, and hope that you will come visit our program to see the activities your child is participating in! Thank you for your enrollment in the Y-ACES and we look forward to a busy and happy school year!

Statement of Purpose

All programs of the Athol Area YMCA are designed around the organization's mission statement: "The Athol Area Young Men's Christian Association (YMCA) is committed to strengthening and enriching the lives of all individuals, families and our community through quality programs and services that build healthy spirit, mind and body."

Philosophy

The Athol Area Y-ACES seeks to provide a safe and supportive environment in which children can learn, have fun and make friends during after-school hours, school vacations and other school closings. We believe in developing the whole child with a variety of hands-on and active experiences, balanced with quiet time, creative free play and homework help. The Y-ACES fosters a family like atmosphere where caring staff set realistic expectations and actively teach and model the behaviors for meeting those expectations. Every opportunity is used as a "teachable moment" for fostering the YMCA values of caring, honesty, respect and responsibility. Friendly and honest communication between Y-ACES staff and parents/guardians enable the Y-ACES to be a vital partner in the healthy physical, emotional, social and academic development of the children in its care.

Statement of Non-Discrimination

The Athol Area YMCA shall not discriminate in providing service to children and their families on the basis of race, religion, national origin, political beliefs, disabilities, sexual orientation or marital status.

Licensing Agency

The Y-ACES program is licensed by the Massachusetts Department of Early Education and Care and mandated to uphold all of the EEC's rules and regulations pertaining to school age childcare licensing. Our school age program operates for the school year and most of the summer. The summer day camp program at Camp Selah in Tully is licensed by the Town of Orange.

Parents may contact EEC for information regarding the program's regulatory history. The regional office of EEC is 1441 Main Street Springfield, MA 01103. The telephone number is 413-788-8401.

Lines of Authority

The Executive Director of the YMCA Jeanette Robichaud is responsible for all aspects of the organization's (YMCA) activities. The Childcare Services Director/ 21st Century Community Learning Center (21st CCLC) Program Director Megan Shaughnessy has direct administrative accountability for the Y-ACES programs. The Activities Director Sandy Colon reports directly to the Childcare Services Director, collaborating and communicating daily on all aspects of programming. All program teachers report directly to the 21st CCLC Program Director.

Jeanette Robichaud can be reached at (978) 249-3305.

Megan Shaughnessy can be reached at (978) 249-3305 x16

Intake Procedure

Each parent must contact the Childcare Services Director and come in for a personal meeting. The parent will receive a Y-ACES enrollment packet and parent manual and have an opportunity to visit the program space and meet the staff with their child. Students with an IEP, 504 plan, or other accommodations should plan to provide documentation during the intake meeting with the Childcare Services Director. Parents will be asked to determine the days per week that their child will be attending Y-ACES during the intake meeting. All necessary enrollment forms must be completed and given to the Childcare Services Director before the child is allowed to attend the program. Enrollment forms and any necessary documentation will be updated yearly.

Staffing

Supervision is by YMCA childcare professional, certified teachers, and other mature and experienced adults and college students. All staff have been CORI and SORI checked. We maintain a child to staff ratio of 10 children per staff.

Program Plan

Monday through Thursday

The Y-ACES program will run in conjunction with the 21st CCLC program. Each 10 week session of the program will include two activity units a day that the child will pre-select for the entirety of the unit. Within this program, students will participate in games and activities that align with their chosen unit. This fun and educational program will help develop students socially, emotionally, academically and physically. Daily healthy snacks as well as homework help and outdoor or gymnasium play are also included. The program also includes field trips to the YMCA for swimming and other Y activities.

Fridays

Fridays and extended days will provide a looser schedule with more free play and activity choices available.

Half-Day Option

Children at ACES are also eligible to enroll for the Half-Day program. Parents can sign up on an as-needed basis for care on school half-days.

Hours of Operation

Y-ACES operates from the close of school until 5:45 PM on regular school days, early release days and emergency school release days. Children should be picked up by an authorized adult or parent between 5:00 PM 5:45 PM on 21st CCLC days and by 5:45 PM on any other day.

Y-ACES is closed when the Athol schools call a Snow Day. Please note: if the Childcare Services Director feels that conditions are unsafe and the Y-ACES program must close early, parents will be notified by telephone.

School closing days such as holidays and Vacation Camps on December, February and April school vacation weeks operate from 7:45 AM until 5:45 PM. Children must be brought to the ACES Cafeteria and signed in by a staff member with an adult present. Children should not be dropped off outside the school!

Children who are not regularly enrolled in the Y-ACES may attend the program on early release days, holidays and school vacation weeks. Y-ACES enrollment forms must be filled out in advance and returned to the Childcare Services Director. Full payment must be made prior to attending.

Please do not arrive earlier than 7:45 AM or pick up later than 5:45 PM. ***Habitual disregard of opening and closing times will result in additional fees and/or termination.***

Y-ACES will not be open during 2016-2017 on these dates:

Thanksgiving Break November 24 & 25, 2016

Memorial Day May 30, 2017

Independence Day July 4, 2017

Building Maintenance Week August 14-18, 2017

Tuition and Fees

Y-ACES tuition fees are a "blended rate" including early release days. These blended rates include an Athol Area YMCA Youth Membership. Tuition payments are payable in advance. **All tuition balances are due by the end of every month. Failure to pay a balance by that time means that the child's slot in Y-ACES is automatically terminated. A break in re-payment agreement will also result in termination.**

Y-ACES Enrollment Options:

5 day program	\$85/week
4 day program	\$68/week
3 day program	\$54/week
2 day program	\$36/week

** If a child is enrolled less than three days per week a YMCA Youth Membership is not included. For children enrolled less than three days per week the fee for any extended afternoon/ full day care such as early release and school vacation day is an *additional \$10 per day*.

Financial assistance is available, and applications are available at the Front Desk of the YMCA.

The YMCA requires a two-week written notification of termination of services. If timely written notice does not occur, tuition payment will be expected for the following 2 weeks.

If a child is terminated from an Athol Area YMCA school age child care program due to non-payment or break in re-payment agreement, the child will not be able to register in any other of the Athol Area YMCA's school age childcare programs, including summer camp.

Tuition fees may be paid to the YMCA, either on-line at www.ymcaathol.org or in person at the front desk of the YMCA. Questions regarding balances and payments should be addressed to the Y-ACES Registrar Charon Maier.

Sign-Out Procedures

To ensure the security of the children, all children must be signed out on a daily basis. An authorized adult must enter the Y-ACES program site and sign the child in/out on the site attendance list. Children will be released only to a parent/guardian or to persons authorized on the child's Transportation Plan and Authorization Form. Staff members may ask for photo identification from individuals authorized for pick-up, so always carry an ID. If an unexpected need should arise for an unauthorized person to pick up the child, in the absence of advance written notice, a telephone call from the parent or legal guardian must precede the arrival of the unauthorized person. Identification of this person will be required. Y-ACES staff reserve the right to refuse the release of a child they feel may be at risk for a safe transition at pick-up.

Child Absence

Parents need to telephone the Childcare Services Director (978) 249-3305 x16 if their child will not be attending that day. This will assure the staff of the safety and whereabouts of the child. If a child is expected in the program and does not arrive, the child's school, parent or guardian and emergency contacts will be called until the child is located. Repeated failure to call in a child's absence may result in termination from the program. ***We do not refund for absences.***

Transportation Plan

A Transportation Plan Form included in the enrollment packet will indicate the method of transportation your child will be using during program hours. Your child(ren) will walk directly from their classrooms to ACES cafeteria at dismissal. The Transportation form in your enrollment packet will give staff the understanding they need for departure from our program.

Each parent/guardian will sign a permission slip, valid for one year unless withdrawn in writing, for their child to participate in nature walks/local outings. Destinations of these ongoing walking trips will be left on the parent information table in our program space. The 1:13 ratio is observed and the Y-ACES staff members carry walkie-talkies, cell phone and a First Aid kit. The children's medical and emergency information will be carried on the trip. Attendance is taken before, during and after the walking field trip.

For field trips or special events other than regular local outings, parents will be notified in writing and asked to sign an additional permission slip. For special field trips or activities such as the Hatchet Hunt, we utilize the Community Transit Services bus or Atlantic Express Bus Company. A copy of the Transportation Plan completed by the bus company is on file at the program site and is available on request. Supervision of children during transport is by the Y-ACES staff. A First Aid/CPR certified staff member,

First Aid kit, and cell phone and/or walkie-talkie will accompany the children on any off-site activity. The children's medical and emergency information will be carried on the trip. Head counts and attendance checks are conducted several times during a trip. A safety check of the area is conducted before use by children. Children are monitored when using public restrooms.

In the event of the bus becoming disabled, children will remain on the bus with Kids Depot staff until directed otherwise by the driver. In the case of an accident or moving violation while children are being transported by the bus, the Childcare Services Director will report the incident to EEC.

With parental consent, a school age child may leave the Y-ACES program site for an alternate activity such as a youth sport. A Consent For Child To Leave The Program Form will be provided, or the parent must state in writing the specific activity, time leaving the program site, method of transportation, and acknowledge their responsibility once the child leaves Y-ACES.

All questions and issues regarding a child's transportation plan should be directed to the Childcare Services Director at 978-249-3305 x16.

Clothing

Children at Y-ACES are involved in active experiences such as sports and games in the gym, walking field trips and playground time. They should wear attire that is comfortable and practical. Children are not excused from the group's plan for the afternoon because they are dressed impracticably. During cold weather children should be dressed properly for possible outdoor activities.

Snack and Lunch

Y-ACES provides a healthy afternoon snack each day and a morning snack, lunch, and an afternoon snack during full day care. Snacks meet all HEPA and CACFP standards.

What Not To Bring to Y-ACES

Y-ACES has a "no toy from home" policy. If a child arrives with a toy from school or home he or she is required to keep it in their backpack so items do not get lost or misplaced. If this occurs, please notify a staff member and check the lost and found. Y-ACES is not responsible for any lost, broken or stolen items brought from home or school. Please label clothing worn at Y-ACES so there is no confusion when children have the same belongings.

Y-ACES also has a policy prohibiting personal electronic devices such as cell phones, gaming gear, IPODs, and mp3 players. A child with any of these items may either return them to his or her backpack or keep them in the Staff Office until pick up.

Y-ACES reserves the right to prohibit items of clothing or jewelry deemed unsafe such as flip-flop sandals and low hanging necklaces such as "dog-tags".

Plan for Emergency Evacuation

BEING UPDATED WITH THE NEW SCHOOL'S PROCEDURES

Health Care Policy

A copy of the Y-ACES full health care policy is available at the Y-ACES site. All emergency telephone numbers are posted at each telephone in the program site.

Mild Illness and Sick Policy

These guidelines have been created to protect the health and well-being of all children in the program.

Children who do not feel well should be at home. If a child becomes ill at the program and needs to go home, the parent will be called and expected to pick up the child within the hour. Children will not be permitted to attend the program if they pose a significant health risk to other children, or if they are feeling so poorly that they are unable to participate in the day's activities and require an excessive amount of time from staff.

A child with a contagious disease or illness will not be allowed to attend the program, and will be readmitted only when he/she is no longer contagious. A child with a viral infection will be allowed back to the program 24 hours after his/her fever returns to normal. A child with a bacterial infection will be allowed back after 24 hours on medication. A note from the child's physician is required stating that treatment has begun and the child is healthy before the child may return to the program.

Emergency Health Care

In the event of a medical emergency, 911 will be called to transport the child to the nearest medical facility accompanied by a Y-ACES staff person. The child's parent/guardian or emergency back-up person will be notified and emergency procedures followed. A YMCA staff person will remain with the child until a parent or guardian arrives. Emergencies requiring transport may include, but are not limited to, excessive pain or bleeding, loss of consciousness, eye or head injury, broken bone, difficulty breathing, abdominal pain, or swelling.

First Aid

An adult trained in health care policy, First Aid and CPR is at Y-ACES and/or ACES at all times. First Aid Kits are kept at the site and taken on off-site trips. Only staff currently

certified in First Aid may treat an injured child. Injuries are documented with a written report, a copy given to the parent, and logged in the Y-ACES Injury Log. Any injury requiring more than simple First Aid will result in immediate notification of the parent to pick up their child and decide if they wish to seek medical attention.

Medication and Drug Administration Policy

The program staff member administering medication, usually the Site Director, will complete the 5 Rights of Medication Administration training provide by EEC. Medication will be administered to children at Y-ACES under the following conditions only:

- Neither prescription nor non- prescription medication will be administered to a child without written consent of both physician and parent/guardian.
- The label on the prescription medication container will be accepted as the physician's written order, but a physician's note is required for all other non-prescription medications. The prescription label must indicate that the medicine is for the specific child, specify the dosage to be given, the number of times it is to be administered per day, the number of days the medicine is to be taken and it must be dated within the period that the medicine is being administered.
- An Authorization For Medication consent form will be completed by the parent/guardian. Each form must be completely filled out, signed and dated. No deviations in the dosage will be permitted unless by authorized written order of the child's physician.
- A staff member (Site Director) will handle all medications. They are not to be left in the child's possession, including over the counter medications of any kind. The staff member will note on the Medication Administration Record the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication.
- Topical medications: Petroleum jelly, sunscreen, bug spray and the like will require written parental permission. The signed statement from the parent will be valid for one year and include a list of topical non-prescription medication. When the topical medication is applied to broken skin, wounds or rashes, there must be a written order from the physician and a signed Authorization For Medication consent form from the parent.
- Parents whose child has a chronic medical condition must submit an Individual Health Care Plan (IHCP). This plan form is available from the Childcare Services Director.
- With written parental consent and authorization of the physician, children who have asthma may carry their own inhalers and use them as needed without the direct supervision of a staff member. All Y-ACES staff will be aware of individual children who have asthma and use their own inhalers. Children will tell a staff member when the inhaler is taken so staff may record the administration.

Oral Health

Children in care for more than four hours per day or consume a regular meal will be offered an opportunity to brush their teeth. Toothbrushes will be supplied.

Allergies

Any allergies to food, insect stings, chemical or other materials should be recorded on the child's information form. This information will be placed on a master list and posted in the Childcare Office and the Y-ACES program space. All staff will be informed of children's allergies and instructed to avoid these allergens.

Children's Records and Parent/Guardian Rights

Y-ACES maintains a written record of each child including a Child Enrollment Form, First Aid and Medical Care Consent Form, Transportation Plan and Authorization Form, and Off Site Consent Form. Also included may be a Medication Consent Form, Injury/Incident Report Forms, Progress Reports, Individual Health Care Plan, Referrals and Consent to Leave Form. All information is updated yearly and kept in the child's file. Records are retained for a period of five years unless the records have been transferred to the parent.

All information in a child's records is privileged and confidential and cannot be released without the parent's written consent. Parents shall upon request have access to a child's records at reasonable times. Parents have the right to add to or amend the child's record. Any released records will be signed out and logged. EEC has the right and responsibility to view all records upon request.

Y-ACES staff are expected to respect the rights of the children under our care and their families. All documentation and situations are confidential and not to be shared orally or in written form with anyone.

Parents have the right to visit the program at any time while their child is present. Although pick-up time is often an opportunity to chat with staff about your child's day, we strongly suggest that parents request conference time when they feel the need. A progress report is prepared annually at mid-point of the child's program year and time made available to any parent wishing a conference.

Parent/Guardian Communication

Y-ACES regards the parents, guardians and families of the children we serve as *partners* in nurturing the healthy growth and development of these children. For example, sharing our understandings and insights allows for consistency between home and the child care setting. We strive to foster a friendly and welcoming atmosphere where family

members can drop in at the Childcare Office without an appointment and may visit the site unannounced during program hours to better see how their child(ren) spends their after school time. When a parent needs to bring significant concerns or developments to the attention of the Childcare Services Director or the Activities Director, we suggest the parent/guardian request a scheduled conference

Every child in the program has a mailbox which should be checked frequently. Letters and posted notices tell families of upcoming events, give new information and serve as reminders. There is also a monthly Y-ACES Parent Newsletter. All families are responsible for the information provided in these various ways.

As required by EEC, Y-ACES will prepare a written report annually documenting the progress of each child in the program. A copy of the report will be provided to the parent(s) and offer parents an opportunity to discuss the report.

Observation, Research and Experimentation

The YMCA does not conduct research or experimentation activity in its childcare programs without the written and informed consent of the parent of each child involved in each occurrence. In no case shall the YMCA allow a child to be harmed during research and experimentation.

Y-ACES does allow at appropriate times, high school or college age students to observe children as part of course requirements. During these observations there is no interaction between the observer and the child and no identification of individual children occurs.

Plan For The Use Of Volunteers and Interns

Y-ACES will utilize volunteers and interns to further enhance the program and to provide training and education opportunities to the volunteers and/or interns. Volunteers who participate in the Y-ACES program on a regular basis will complete a volunteer application and comply with EEC Background Record Check regulations. Volunteers receive appropriate orientation, training and supervision. Documentation will be kept regarding the dates, hours of service and responsibilities of the volunteer. Volunteers are under the direct supervision of YMCA staff at all times and will have no unsupervised contact with children at any time.

Child Guidance and Behavior Management Plan

The Y-ACES child guidance goals are based on the YMCA's four character development values: caring, honesty, respect and responsibility. We consistently work towards helping children to:

- Feel safe within the program.

- Develop respect for themselves, for others and for property.
- Become more self-regulated.
- Learn new problem solving skills, e.g., conflict resolution.

The Y-ACES rules and expectations are frequently and clearly explained to the children. Children are encouraged to work out minor disputes among themselves; potential major disruptions are directly addressed by Y-ACES staff. Developmentally appropriate methods of behavioral management are used in dealing with unacceptable behavior. Most undesirable behaviors can be addressed with distraction, redirection, offering choices and natural consequences. Time away from an activity may be used to reflect or discuss an incident with a teacher. This time away must occur within a teacher's view and may not exceed more than one minute for each year of the child's age not to exceed 5 minutes.

Behaviors which threaten the physical and/or emotional safety of the child, the group or the staff such as consistent disruptive behavior, bullying, inappropriate physical touching, foul language, violent temper tantrums with loss of control, leaving the program area or refusing to go along with the group will result in the following:

First Occurrence: The child will be escorted to the Childcare Services Director. An incident report will be filled out and the parent contacted by phone and/or given the report to read, sign and bring a copy home. This first occurrence is considered a "Warning".

Second Occurrence: An incident report will be completed and the parent called to schedule a conference with the Childcare Services Director, preferably for that day. Documentation will be shared with the parent and a plan of action determined with the child, parent and staff. A one-day suspension will be enforced.

Third Occurrence: An incident report will be completed and the parent called in for a conference that day. A two-day suspension will be enforced.

Further Offenses: YMCA staff will continue to work with the child and parents to avoid termination and to provide additional referrals or additional time for referrals to be effective. Depending on severity and circumstances of behavior, termination is a possibility.

Only the Athol YMCA Childcare Services Director in conjunction with the Y-ACES Activities Director will determine suspension or termination. Re-admittance of the child at some later date will be at the discretion of same.

If a child's behavior such as described above is severe and endangers the safety of that child, other children and the staff, Y-ACES reserves the right to terminate the child immediately and without notice. The parent will be called for immediate pick up and any fees paid in advance will be returned on a prorated basis.

If a child is terminated from an Athol Area school age child care program (school year or summer) due to behavioral problems, the child will not be able to register for any other of the Y's childcare programs.

Y-ACES strictly prohibits:

- Corporal punishment including spanking.
- Subjecting children to cruel/severe punishment such as humiliation, verbal or physical abuse, or bullying.
- Denying children food as punishment
- Disciplining a child for soiling, wetting or not using the toilet.

Referral Plan

Our staff spend up to 3 hours per day or more with the children enrolled in the Y-ACES program. During this time it may come to the staff's attention that a child would benefit from additional outside services. These services could include but are not limited to emotional, social, behavior, physical, dental care, vision/hearing/speech, and fine/gross motor. It is the responsibility of our staff members to bring these concerns to the attention of the Activities Director, both through verbal discussion of concerns during staff meetings, as well as through written behavior/incident reports. When a concern arises the Activities Director will review all reports and past documentation regarding the child. If there is not documentation of current services being in place regarding the concern, the Activities Director will then contact the parent to set a parent conference. The parent or guardian will be informed of the concerns of the Y-ACES staff, and be offered referrals to outside agencies. If the child is currently receiving services for a concern, parents will be asked to inform the service provider of the child's attendance at Y-ACES, and provide access for the providers to share information to provide the best possible care for the child. A list of referral agencies is available on request.

Children with Disabilities

As a child with special needs enrolls in Y-ACES, the parent(s) and Childcare Services Director will collaborate to make sure the needs of the child can be met in the program environment. To make this determination, the Childcare Services Director may ask the parent for written permission to speak with or obtain written records from the child's service providers. Any accommodations such as staff training or creation of an Individual Health Plan will be put in writing.

Plan For Reporting Abuse And Neglect

The Y-ACES staff members have had CORI and SORI checks and are trained in the prevention of child abuse and neglect. All must sign the Athol Area YMCA Code of Conduct. All Y-ACES staff are mandated reporters of child abuse/neglect by the State of

Massachusetts. In the case of suspected abuse or neglect the following procedures will be followed:

1. The staff member who suspects abuse or neglect must document his or her observations including the child's name, date, time, child's injuries, child's behavior and any other pertinent information. The staff member will discuss this information with the Childcare Services Director who will confirm the facts reported and condition of the child.
2. The information will be shared with the Executive Director of the Athol Area YMCA.
3. The Childcare Services Director with the assistance of the Executive Director will make a verbal report to the Protective Unit of the Department of Children and Families, to be followed by a required written report 51 A within 48 hours. The toll free child abuse and neglect number is 1-800-922-8169.
4. If a staff member feels the incident should be reported to DCF, and the Childcare Services Director disagrees, the staff member may report to DCF directly.
5. All concerns of suspected abuse and neglect that are reported to DCF will be communicated to the parents by the Childcare Services Director unless such a report is contra-indicated.

In the case of reporting suspected child abuse or neglect while the child is in the Y-ACES care, such abuse/neglect will be immediately reported to DCF and EEC. A meeting will be held with the staff member in question to inform him/her of the filed report.

DCF telephone number is 1-800-922-8169/EEC telephone number is 1-413-788-8401

The staff member in question will be immediately suspended from the program pending the outcome of the DCF and EEC investigations.

If the report is screened out by DCF, the Childcare Services Director has the option of having the staff member remain on suspension pending the EEC investigation or allowing the staff member to return to the classroom. The decision will be made by the Childcare Services Director and Executive Director, in conjunction with the EEC licensing specialist, and will be based on the seriousness of the allegations and the facts available.

If the allegations of abuse and neglect are substantiated, the Childcare Services Director and the YMCA Executive Director may terminate the employee.

The Y-ACES Childcares Services Director, Activities Director and program staff will cooperate fully with all investigations.

Staff Code of Conduct

The following is the list of rules that all Athol Area YMCA staff are required to uphold. We are informing you of these rules so that you, as a parent, can help us to be sure that

our staff and your children are safe. It is by maintaining these rules that we are able to ensure the safety of your child.

1. In order to protect YMCA staff, volunteers and program participants, the YMCA recommends at no time during a YMCA program may a staff person be alone with a single child where they cannot be observed by others. As staff supervise children, they should space themselves in a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway while children use the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip.
4. Staff should conduct or supervise private activities in pairs: diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others.
5. Staff shall not abuse children including:
 - physical abuse – strike, spank, shake, slap
 - verbal abuse – humiliate, degrade, threaten
 - sexual abuse – inappropriate touch or verbal exchange
 - mental abuse - shaming, withholding love, cruelty
 - neglect - withholding food, water, basic care, etc.
 - any type of abuse will not be tolerated and is cause for immediate dismissal.
6. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.
7. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
8. Staff will conduct a health check to monitor the health of every child, each day, as they enter the program, noting any fever, bumps, bruises, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented and reported to the appropriate authority.

9. Staff are required to read and sign all policies related to identifying, documenting and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
10. Staff will respond to all members, participants or visitors with respect and consideration and treat all equally regardless of sex, race, religion or culture.
11. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable and their right to say no. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.
12. Staff will refrain from intimate displays of affection towards others in the presence of children, parents, staff, members and participants.
13. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
14. Staff will serve as positive role models for youth by performing duties with respect, loyalty, patience, courtesy, tact and maturity.
15. When engaged in personal and outside interests, staff and volunteers should be free from any interest, influence or relationship that might conflict with the interest or compromise the image of the YMCA. This may include other employment, ownership by employees or family members who have interest in a supplier or competitor, accepting gifts of any kind from a member or vendor, or engaging in activity that might be considered to conflict with the loyalty to the YMCA or have an adverse impact.
16. Staff may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers and inviting children to your home. It also includes internet contact including but not limited to e-mails, Facebook, Instagram, Twitter, etc. Any exceptions require a written explanation before the fact and are subject to administrator approval.
17. Staff are not to take photographs of children using their own camera or cell phone.
18. Staff are not to transport anyone under the age of 18 in their own vehicles. (Any exceptions require supervisor approval.)
19. Staff may not date program participants under the age of 18 or staff who report directly to them.

20. Under no circumstances should staff release children to anyone other than the authorized parent, guardian or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
21. Staff will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, tact and maturity.
22. The YMCA is a smoke-free environment. Smoking or use of tobacco in the presence of children, parents, staff or members during working hours is prohibited
23. Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment in the presence of children or parents is prohibited.
24. Staff who observe or have knowledge of any violation against this policy should immediately report it to his/her supervisor.
25. All staff will be aware of the YMCA character development values of caring, honesty, respect and responsibility. All staff will work toward demonstrating and implementing the values in their program or areas of work.
26. All staff will take care to maintain the highest level of confidentiality in regard to the children and families they serve.
27. Staff are not allowed to give gifts to individual children in their programs.

If you recognize a breach of these rules, please notify the Childcare Services Director Megan Shaughnessy at (978) 249-3305 x16.

We look forward to building a relationship with your child and your family to create the best possible program at Y-ACES. If you have any questions, concerns, recommendations or ideas for improvement, please inform our staff. We are always looking for new ideas!