



FOR YOUTH DEVELOPMENT™
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Y-WORKS PARENT HANDBOOK 2011-2012

Before & After School Childcare
BANGOR Y



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Our Missions

Bangor Y Mission

The Bangor Y is a community leader in supporting children, adults and families in their lifelong quest for physical, emotional and social wellness.

Y-Works PHILOSOPHY

The Y-Works Before and After School Program encourages your child's total development. Through teacher and self directed activities your child will learn new skills, grow intellectually, expand creatively and mature socially. Enthusiasm for learning, respecting oneself and others are included in our core values: Honesty, Respect, Caring and Responsibility.

GOALS

- To support working parents with part and full time childcare that is safe, affordable, and fun.
- To provide quality childcare services to neighboring towns not limited specifically to the Bangor-Brewer area.
- To provide quality experiences, companionship, activities, supervision and guidance for the child in a safe and nurturing environment.
- To provide opportunities for the child to develop physically, emotionally, socially and intellectually.
- To help children develop positive attitudes and character traits.
- To help children develop self-confidence and independence.
- To provide an atmosphere in which children can learn to share and be a supportive member of a group or team.
- To help children make friends and get along with others.
- To provide children with choices.
- To offer a variety of activities that meet the interests and needs of children.
- Through participation in the Bangor Y programs, children will gain:
 - a. Positive peer interaction.
 - b. Interaction with positive adult role models.
 - c. Learn or improve leisure time skills, which lead to improved self-esteem.
- To provide a planned program of developmentally appropriate activities.
- To employ qualified, experienced and caring staff.
- To provide ongoing staff training and development.
- To provide ongoing program monitoring and evaluation.

HOLIDAYS AND CELEBRATIONS

DATES TO REMEMBER:

The Y-Works program will be closed on the following dates:

Labor Day:	Monday, September 5 th
Columbus Day:	Monday, October 10 th
Veterans Day:	Friday, November 11 th
Thanksgiving:	Thursday, November 24 th
Thanksgiving (the day after):	Friday, November 25 th
Christmas:	Sunday, December 25 th
New Years Day:	Sunday, January 1 st
Martin Luther King Day:	Monday, January 16 th
Presidents Day:	Monday, February 20 th
Memorial Day:	Monday, May 28 st

Other important Y-Works dates to remember:

First day of Y-Works:	Thursday, September 1 st , 2011
December vacation week:	December 26 th – 30 th (Mon -Fri)
February vacation week:	February 21 st – 25 th (Tues - Fri)
April vacation week:	April 16 th – April 20 th (Mon – Fri)
Last day of Y-Works:	Friday, June 15 th

PROGRAM INFORMATION

ON SITE DAILY SCHEDULE

Before School Care

6:30-8:30 a.m. Parents escort children to program area. Activities are based on a monthly calendar, and may include cooking (breakfast related), stories, arts and crafts, and group games.

Children are escorted on to school busses or vans.

After School Care

3:00-3:30 Children arrive from school on busses or vans

3:30-3:45 Some free time.

3:45-4:00 Snack

4:00-5:00 Teachers have organized activities planned in or outside the classroom. Activities may include arts and crafts, swim, homework help, quiet games, outside play, or a special discovery activity.

5:00-6:00 Children are go back to their classrooms (if not there already) and play with staff and peers until parents arrive.

OFF SITE DAILY SCHEDULE

Glenburn After School Program – Glenburn School

Winterport After School Program – Leroy H. Smith School

At the end of the school day, children arrive at the designated program area and participate in free choice until attendance is complete. The children and staff then have a small group time before snack to discuss the happenings of that particular day. Snack is provided between 2:30 and 3:30 each day. After snack, children are offered homework help. If they finish homework early, or don't have any, they are given some free time until everyone is ready to participate in the planned activity for the day.

CURRICULUM

The Y-Works Before and After School Program offers a full recreation program with many exciting indoor and outdoor activities. Children will also participate in many activities, such as: arts and crafts, cooking, games, and swim etc.

During "no school" or early dismissal days, the children will also participate in theme day activities such as healthy living, winter carnival, Mardi Gras etc. Field trips are planned in the Bangor-Brewer area. Activities may include roller-skating, bowling and trips to area playgrounds and may require and extra fee

SNACKS

We offer a snack daily for your child. Snacks are provided between 3:30-4:00pm. Some examples are: crackers, cheese, granola bars, fresh fruit, raisins, applesauce and 100% juice. If your child develops any food allergies please let the classroom teachers and Director know immediately. *No peanut butter will be served because of allergies.*

SWIM PROGRAM

Y-Works offers a swim program for all children. On designated days, children are able to swim in the pool if they choose. We ask that parents send a bathing suit and towel on their child's swim days.

Offsite programs may have the opportunity to use the pool at the Bangor Y on an occasional basis. For these field trips, Y-Works will provide transportation to and from the Bangor Y.

FIELD TRIPS

Y-Works children will go on field trips in conjunction with curriculum themes. General permission slips are included in our enrollment packet; however a separate parental permission form is required for field trips requiring transportation. Children will not be allowed to attend if permission has not been granted.

ADMINISTRATION

The administration of Y-Works is under the following:

C.E.O.

Operations Director

Childcare Director

Assistant Childcare Director

If you have any questions or concerns, please feel free to contact any of the staff members listed above.

FINANCIAL ASSISTANCE

The Bangor Y offers a financial assistance program to families who meet income guidelines. If you think you are eligible for financial assistance please obtain an application form from the front desk and return it (with the required information) to the Finance Office as soon as possible. We also accept financial assistance from programs such as DHHS, Aspire, Vouchers, CDS, etc. All financial assistance forms must be turned in upon registration.

PROGRAM POLICIES

ENROLLMENT INFORMATION

All children enrolled must be current members of the Bangor Y or pay a \$20 non-member registration fee. These fees are non-transferable and non-refundable.

A 2-week nonrefundable/nontransferable payment is required at registration. This payment will be applied to your child's last 2 weeks of care. *By enrolling in our **bank draft** program, the 2-week deposit will be waived.*

The Bangor Y requires a complete registration packet, physicians consent form, and proof of immunization in order for your child to attend this program.

Fees are non-refundable and non-transferable for illnesses, parent vacations, holidays (whether the program is open or closed) or any other circumstances.

Traditionally the Y-Works Program stops before the school year ends. We use this time to prepare for summer camp and to train our staff. You will be notified well in advance as to the program ending date.

Enrollment for Y-Works is based on full-time (5 days a week) or part-time slots for either before or after school care. We require a minimum of two days attendance to be enrolled in Y-Works.

CALL IN POLICY

Our main concern is the safety of your children. You must let us know in advance whenever your child will not be attending the program on a regularly scheduled day. You can phone this information to the front desk or tell your child's teacher directly. We will call to check on the status of your child if we have not heard from you. Consistently failing to notify us of your child's absence may result in suspension and/or termination.

ARRIVAL

The Y-Works Program begins at **6:30am** each morning. ***If you arrive before 6:30, please remain with your child until the program begins.*** It is necessary that you come **inside** the building with your child and make contact with the childcare staff upon arrival and departure each day. We cannot accept responsibility for any child dropped off outside the building.

When bringing your child, please give the staff any special information about the health or activities of your child or family. Such information helps the staff to better understand your child and to respond to his/her needs.

DEPARTURE

It is necessary that you enter the building when picking up your child. If a person other than the parent/guardian is to pick up your child, that person may either be written on the packet pickup list, or you must send a written note **and** give verbal notice to the childcare staff. We will ask them for a driver's license or other form of picture ID. No child will be released to anyone under the age of 18. When picking up your child, please give the staff any special information about the health or activities of your child or family. Such information helps the staff to better understand your child and to respond to his/her needs.

Children must be signed out with a staff member before leaving the building. Children must be accompanied by an adult upon departure.

LATE PICK-UP POLICY

The Y-Works Program ends each day at **6:00pm**. If you are unable to pick up your child by the scheduled closing time, you are required to notify the program as soon as possible. Closing and pick-up times will be strictly enforced as to respect the staff and their personal time.

Parents arriving after the 6:00 p.m. closing time, based on the program site clock will be considered late.

The late pick-up fee is \$1.00 per minute.

LATE PICK-UP PROCEDURES

If the parent does not contact the program 10 minutes after closing time, the Teacher and/or Director will begin to make attempts to locate the parents at home and at work. If parents are unable to be reached, the Teacher and/or Director will contact the emergency numbers listed on the child's packet.

If after 45 minutes parents and/or emergency contacts have not been reached the Bangor Police Department and/or the Department of Human Services will be called to take custody of the child

TUITION AND BILLING

All tuition payments are due no later than Friday **before each week of care**. You will be issued a receipt at the time of payment. Keep these receipts for your records. **A late fee of \$20 will be assessed when payment is made during the week of care.**

Tuition is based on enrollment (a reserved space) not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illnesses, parent vacations, storm days, and holidays or for any other reason.

A late fee of **\$20.00** will be charged **for each week** a payment is past due. This fee is due immediately unless the Director has agreed to an alternative payment plan. Should any childcare payment be past due and arrangements for prompt payments have not been made with the Director, we shall have the right to restrict the child from further attendance in all Bangor Y programs, in addition to, any and all legal remedies with respect collection of non-payment.

A two-week written notice to the Director is required for withdrawal from the program **or** a change in schedule. If sufficient notice is not received, payment will be due in full for these two weeks. In the event a child leaves the program and you are past due with your payment, you are responsible for paying the total amount due prior to the child's last day of attendance.

Y-Works will run a full day program during school vacations with the exception of some holidays. Parents will not be charged for scheduled school vacations unless their children are signed up. School vacation weeks include December, February and April. School In-Service days are not considered vacation days.

FEDERAL ID# 01-0211485

SUSPENSION AND DISMISSAL POLICY

The following will be considered grounds for suspension or dismissal:

1. Repeated late fee notice for non-payment of fees.
2. Continued disruptive behavior by the child after the parents have been consulted and appropriate measures have been taken to change such behavior.
3. Immediate suspension and/or dismissal may occur in extreme situations.
4. Repeated late pick-up without proper notification of program by parent.
5. Failing to comply with policies as stated in this manual.
6. Failing to provide essential emergency and medical information as required by the Bangor Y.

VIOLENCE POLICY

The Bangor Y strives to eliminate unsafe behavior by anticipating and closely supervising any potentially dangerous situation. We believe all children and staff have the right to be safe from the threat of physical harm or injury, verbal assault and intimidation. We wish to promote an environment where children are free to learn and have fun without the adverse effects of violence. Any act of verbal or physical violence by a child enrolled in a Bangor Y program will result in disciplinary action up to suspension and or immediate termination.

DISCIPLINE

Discipline is all the helpful guidance, encouragement and support that caregivers use to influence children as they learn and grow. It is something far more than punishment, obedience, rules and restrictions. It is a way of helping a child learn some of the things she/he needs to know about getting along in the world and helping her/him develop self-control. We try to help each child discipline her/himself. In correcting children, we always try to say, "chairs are for sitting" instead of "get down" or "no". This allows the child to correct her/his behavior without making her/him feel negative about her/himself for doing something wrong. We encourage children to settle their own problems so that they learn responsibility for their own actions. When children come to us to report on other children, we try to say, "Did you tell Matthew that hurts" or "Use your words and work it out with Ryan".

Discipline may occasionally take the form of a "time out" where a child is removed from the group, but within view of a caregiver. The time out will be short and well explained. A sound structure and consistent discipline help children feel secure and good about themselves. Rewarding good behavior is our aim so that the child will find that unacceptable behavior lacks fun and fails to get her/him the desired attention of the teacher.

TRANSPORTATION DISCIPLINARY PROTOCOL

The Bangor Y and Cyr Bus Company reserve the right to take disciplinary action with any child utilizing our transportation system when deemed necessary and in order to provide safe transportation to children enrolled in our childcare programs.

The following is the protocol, which will be used by the Bangor Y.

1. Verbal warnings will be given unless the driver and/or Program Director deem a written warning necessary.
2. Written warnings will be issued by the Childcare Director to the parent.

3. A maximum of two written warnings will be issued before a child will be denied transportation.
4. After two written warnings have been issued, any further breach of discipline will cause denial of transportation for a minimum of three days.
5. Any child who continues the discussed misbehavior will not be permitted to utilize our transportation system until a meeting is held with the parents and/or guardian, child, transportation company (if necessary) and the Bangor Y.
6. Immediate denial of transportation may be necessary when a disciplinary problem warrants it.
7. **Parents and/or guardians of children being denied transportation because of disciplinary action are required to continue paying their complete fee.**

GENERAL HEALTH

During the course of the day, many children and parents enter and leave a childcare environment; therefore, our ability to control the introduction of infectious disease is limited.

Everyone shares in the responsibility to consistently implement health policies. These policies are aimed at reducing the introduction and spread of infectious disease.

A thorough medical screening prior to enrollment, attempts to determine whether a particular group childcare environment is in a child's best interest. Group childcare environments are not suitable for every child.

Any child who is not well enough to participate in routine program activities should not attend or be admitted to any of our childcare programs. Children must be healthy enough to participate in activities, both indoors and outdoors.

Staff who admit children will visually screen each child noticing specifically:

- 1) Overall physical appearance—is the child pale, atypically tired or overactive, appropriately clothed and clean?
- 2) Do the child's eyes look matted with discharge? Are the child's eyes unusually irritated or red?

- 3) Does the child's skin have a rash, red spots, discharging sores or pimples of any kind?
- 4) Does the child's hair have any evidence of nits or head lice? (Thorough screening of all staff and children will be made on a regular basis to detect presence of head lice or nits.)

If a child's overall appearance is not typical or healthy the child will not be admitted.

As our staff establishes individual relationships with children, they will be able to readily determine what is typical for a child and what is not. Staff will initiate discussion with a child's parent or guardian to review how the child's health was during the previous night or weekend. Please share any health or family concerns that may be affecting your child.

If the child's temperature is 99.6 degrees taken under the arm, or 100.6 degrees taken orally, the child will not be admitted.

If any staff member suspects a child has been brought into the program with a temperature or appears to be too ill to participate in the program, they will insist upon the parent remaining while the child's temperature is taken or the Director/Assistant Director is contacted.

If your child becomes ill during the day, we will make every effort to contact you directly. If we are unable to reach you, we may contact the person listed by you on your emergency forms.

Your child must be picked up as soon as possible after our phone call. Any child sent home because of illness may not return until the following day.

Dr. Scott Clough is the Health Care Consultant for the Bangor Y childcare programs. His responsibilities include: Approval of health policies, providing information about medical issues and being available for consultations.

Parent Responsibilities in regards to health

- Call the Childcare Director by 8:00am when child will be absent.
- Recognize importance of keeping sick children home.
- Arrange alternative childcare for your sick child.
- Fill out health forms completely.
- Understand that any child contracting a contagious disease may be asked to bring in written permission from their physician stating that it is O.K. to return to a childcare setting before they will be reinstated. All contagious diseases must be reported to the Director.
- Exchange all pertinent health information with the Childcare Director during intake and as it may change throughout the year.

- Assure that your child is on schedule for all immunizations.
- Any child receiving an immunization must bring in a note from their physician stating what the side effects are and when they will occur.
- Assure that your child's lunch meets the daily nutritional requirements.

MEDICATIONS

Parents are strongly encouraged to confer with their Health Care Provider to arrange for the child to receive all doses of medication at home when possible. When it is necessary for the child to receive medication at the Bangor Y, it will be administered by the Director, or a designated childcare staff member.

The Bangor Y childcare's definition of medication includes prescribed and non-prescribed medications including cough drops, pain-relieving substances, cough medications, antihistamines, decongestants and ointments.

Prescribed medications can be given only upon written order of a physician. A medication container label bearing the prescribing physician's name may be accepted as the physician's order.

All medications need to be in the original container (the pharmacy can supply you with additional containers).

All medications must be clearly labeled with:

1. Child's name
2. Name of medication
3. Clear directions for administration
4. Name of doctor prescribing medication
5. Expiration date (must be current)

Childcare staff may not accept nor administer any form of medication without the thorough completion of an Authorization for Dispensing Medication Form by parents.

The Director, and/or designated childcare staff of each program will administer all medications. They will carefully review the authorization form for completeness; using specific and accurate times, dates and amounts. The medication label will be checked for accuracy with the authorization form. Medication will only be given at prescribed times.

Authorization for non-prescription medications may be completed on an "as needed" basis by a parent or guardian. Include specific time, if possible, the medication may be needed, and the time the last dose was given, if applicable.

Staff members who dispense medication must immediately record:

1. Name of medication

2. Dose
3. Dates of administration
4. Time of administration
5. His/her name

All medication will be stored in a specified medication storage area designated by the Director. Medication will not be left in a child's lunch box or cubby.

Occasionally self-administration of medication by a child is appropriate (i.e. Inhalers). You must get approval from the Director and your child's physician. A permission to Self-Administer Medications Form must be completely filled out and signed by the physician.

TV/VCR/DVD USAGE

The TV/VCR/DVD units are to supplement our regular program activities.

Each classroom has a monthly calendar. We allow one age appropriate movie per calendar. During vacation weeks we also allow one age appropriate movie per classroom once during the week.

ROUTINE SCHEDULE FOR PARENTS AND GUARDIANS

Updated schedule information is critical for prompt, effective responses to emergency and health care situations. We must be able to quickly find you if your child is ill

Your routine schedule of Parent or Guardian form must be detailed enough to include the following:

Location and room numbers of work

Times of work

Phone numbers of work

Anticipated daily schedule changes must be noted in writing and brought to the attention of a supervising teacher. Unanticipated daily schedule changes must be phoned directly to the correct program at the Bangor Y (941-2808).

FIRE DRILLS

Fire drills are done once a month, according to state licensing guidelines. The procedure is posted by exits in every classroom. The schedules of drills that are done are posted in each area.

Procedure is as follows:

1. Remain calm
2. Teacher will line up and count children. Do not stop for coats
3. Teacher will shut off lights and close door behind children
4. Exit down the front stairs, out the door and wait in the Bangor Y parking lot
5. Count the children with the attendance sheet
6. Wait for signal to return to the Bangor Y building

The children are prepared for the first two fire drills before hand. Please be sure to let our staff know if your child will be reacting strongly to loud noises at the beginning of the year.

SOCIAL SERVICES

Any staff member knowing or having reasonable cause to suspect that an enrolled child has been or is likely to be abused or neglected shall immediately report or cause a report to be made to the Maine Department of Human Services. Suspected neglect or abuse of an enrolled child must be reported. Persons knowingly violating this obligation commit a civil violation for which a fine may be adjudged and disciplinary job action may be taken.

Any parent/guardian or person designated to pick up a child exhibiting evidence of intoxication will be discouraged from withdrawing the child from the program. The Director may initiate alternative transportation or determine other solutions.

CUSTODY ISSUES

Parents or guardians are asked to notify the Childcare Director of any custody arrangements involving their enrolled child(ren). We ask that you furnish documents, such as a divorce decree, that state to whom your child may be released. Law enforcement officers require this information in the event an unauthorized person seeks to remove your child from our program.

STAFF CODE OF CONDUCT

The Bangor Y has a Staff Code of Conduct to ensure that we provide a safe and supportive environment for children and their families.

This Staff Code of Conduct establishes basic guidelines for appropriate staff behavior. All Bangor Y staff will be held accountable for the contents of the code.

A copy of the code of conduct is available from the Director of your child's program upon request.

Additional policies are available from the Director of your child's program.

Additional policies include but are not limited to the following:

- Bloodborne Pathogens Exposure Control Plan
- Suspected Child Neglect/Abuse Policy
- Hazardous Communication
- Health Policy
- Transportation Protocol
- Medication Protocol

PARENT/GUARDIAN QUESTIONS, CONCERNS AND REQUESTS

We recognize that parenting is one of the most challenging roles any adult can undertake. We want our parents to share their thoughts, hopes and concerns for your children. We know that you want what is best for your child and that your job is to advocate and protect your child.

When a concern arises, we want you to tell us. As a staff, it is our hope to offer your family the best childcare services possible. In order to meet our goal, we need your input, your suggestions, your questions and concerns.

When you have a concern, please remember...

Teachers really want to please parents. They want you and your child to be happy and comfortable.

Talk to teachers directly whenever possible. Teachers may prefer that you talk with them directly, but they do understand if you would prefer to talk with the Director.

Realize that if you have a concern about a Teacher, the Director will need to investigate and probably talk to the teacher directly about your concern.

Teachers will not “take it out on your child” after you have expressed concern. After expressing a concern, your child’s Teacher will be more conscientious about your issue.

Don’t allow concerns to “build up”. If concerns occur, share them with the appropriate staff (i.e., your child’s Teacher or the Director).

Expect follow up from the Director or Teacher to make sure your issue has been addressed.

Sometimes we cannot make the change you may request due to other restrictions, but we ALWAYS want to hear your suggestions. We promise to consider them seriously and respond to you in a timely manner.

GENERAL INFORMATION

INSURANCE

The Bangor Y does not provide accident coverage for individuals or groups and is unable to take responsibility for injuries that may be suffered as a result of participation in Bangor Y related programs.

BANGOR Y CLASSES

Parents of children enrolled in a Bangor Y class during Y-Works program hours must inform teaching staff of class days and times each session. We will do our best to assure children get to his/her class, but occasionally classes may be missed.

NEWSLETTERS/MEMOS

Y-Works periodically releases newsletters and brief memos, which provide valuable information to our parents. It is critical to the parents, children and staff that parent information be received and reviewed.

Each childcare area provides a specific location for this information. Parents should routinely check this location for the latest updates.

TOYS

Unless specifically asked, we appreciate if you refrain from bringing in any toys from home as we are not responsible for lost/stolen items.

PHOTOGRAPHS

Teachers may ask you to send in pictures of your children. We may want to take pictures of your children to be used in classroom projects.

Parents often like to take pictures of birthday parties, special events or swim time.

If for any reason you would not like your child to be included in these pictures, please indicate this on your child's registration packet.

Occasionally, we are asked to let promotional pictures be taken for the Bangor Y. There is a promotional picture release that needs to be signed in your child's registration packet for your child to be included in marketing materials.

PARKING

Parking availability for parent use is Union Street, Sanford Street and the Second Street parking lots. It is critical that you do not park in the travel lane of the Second Street parking lot or in any handicapped spaces. This travel lane serves as the fire lane. Both the City and Fire Department mandate that this lane be kept clear of unattended vehicles at all times. The Bangor Police Department patrols our parking lots with tickets being issued for cars parked illegally.

OUTDOOR PLAY

Within walking distance to the Bangor Y, the Before and After School Program has neighboring playground facilities: Union Street Playground, and Second St. Park. Weather permitting; the children are outside to participate in group motor skills as well as, individual play. Please send appropriate clothing for outside play.

IN-SERVICE DAYS

Y-Works provides childcare for In-Service days or Teacher Workshop days. Please sign up in advance if your child will be here so that we can staff appropriately. There is an extra fee for these days.

Please refer to the In-Service Cost Sheet, available upon request, for pricing information.

STORM DAYS

The Y-Works Program offers a full day program to children during snow days. Swim, arts and crafts and occasional theme days are introduced during such days ("full day" fee required).

VACATION WEEKS

The Y-Works program offer full day programming during School Vacation weeks with the exception of Holiday Closings. You **must** sign up at the Welcome Center one week in advance in order to reserve your child's spot.

December Vacation Deadline: Friday, December 16th, 2011

February Vacation Deadline: Friday, February 10th, 2012

April Vacation Deadline: Friday, April 6th, 2012

If an exception is made allowing you to register after the deadline, a \$10 late registration fee will be assessed. You are required to pay for the care your child was enrolled in, regardless of their attendance.

WHAT TO BRING FOR ALL FULL DAY PROGRAMS

- Snacks
- Lunch with a drink
- Swim suit/towel
- Sneakers
- Appropriate outdoor clothing
- Water Bottle

If school is cancelled while the children are still at school, the Y-Works Program will transport your child to the Bangor Y unless driving conditions prohibit.

PARENT INVOLVEMENT

We welcome parents to stop by whenever it is possible or to visit and participate in a specific classroom activity.