



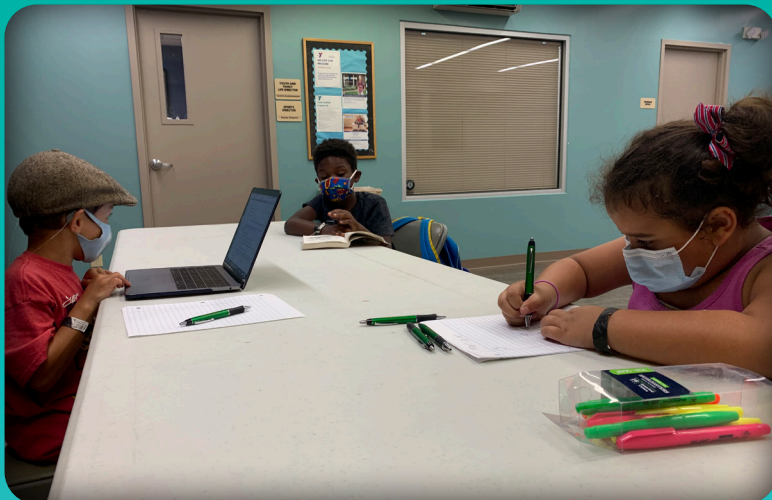
FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# The Bangor Region YMCA All-Day Y School-Age Academy and Before & After School Program Handbook

## General Guidelines of the YMCA School-Age Academy Program Policies and Procedures

**\*\*Action Required on page 24. Must be completed by Sept. 8<sup>th</sup>.\*\***



August, 2020

# THE BANGOR REGION YMCA

## Dear Parents/Guardians,

It is our absolute pleasure to welcome you and your family to The Bangor Region YMCA School-Age Academy Program AND our Before and After School Program. We are grateful that you chose us for this important job of supporting your family during this unique school year and look forward to serving your family.

Our dedicated staff have gone through an intensive training with Project Learning Tree so they can provide the best quality programming for your child, including educational support on the days your child is in our All-Day Academy program. We have also had our staff go through very strict CDC guidelines, policies and procedures to ensure our children are kept safe. In addition, we require our School-Age Academy staff to complete 20 hours of training annually, to stay current in their field of work. We have created an educational environment in which staff supports each other through positive interactions in our program leading to positive learning experiences for your child. Without our remarkable team, our programs' measured success would not be possible.

We are excited that you will have the opportunity to form important, lasting relationships with this amazing group of people. It is our philosophy that children need love, care and encouragement to grow and develop a positive self-image, confidence and to explore their passions and purpose. Our programs encourage your child's total development. Through teacher and self-directed activities, your child will learn new skills, grow intellectually, expand creatively and mature socially. Our program curriculum promotes and incorporates the YMCA's core values of Caring, Honesty, Respect, and Responsibility.

Should you have any questions, concerns, or comments throughout your experience in our programs, please feel free to contact us. You can reach our School-Age Programs Manager, Keegan Wakana, at 941-2808 ext. 339 or by e-mail at kwakana@bangorY.org, or Diane Dickerson, our CEO at ddickerson@bangory.org. And, again, thank you for entrusting us with the care, growth, and enrichment opportunities with your child.

Sincerely,

Keegan Wakana  
School-Age Programs Manager  
kwakana@bangorY.org  
207-941-2808 ext. 339

Diane Dickerson  
CEO  
ddickerson@bangorY.org  
207-745-6133

## Table of Contents

Top 15 Most Asked Questions and Answers for Parents/Guardians	pg. 3
Introduction to the YMCA	pg. 4-5
Our Promise	pg. 5
General Information	pg. 6 - 7
Enrollment Procedure & Forms	pg. 7
Program Structure	pg. 7 -9
Swim Class	pg. 10
Nutrition	pg. 11
Injury/Sickness	pg. 11 - 15
Emergency Procedures/Inclusion Policy	pg. 15 - 16
Licensing	pg. 16
Child Abuse Prevention	pg. 16
Custody Arrangements	pg. 16
School-Age Program Accounting & Billing	pg. 17
Attendance/Late Pick Up/ Suspension and Dismissal Policies	pg. 17
Changes/Withdrawals	pg. 17
Resources	pg. 18 - 23
<b>Parent/Guardian Policy Agreement &amp; Questionnaire</b> (Must be returned to the Academy)	pg. 24

**We are grateful to all our Superintendents who have worked closely with us during this difficult time to ensure we are providing the students and families of their district in the best way possible. We are also appreciative to Challenger Learning Center for their partnership during this difficult time. And, as always, we appreciate Cole Land Transportation Museum for their support of our Y!**

# SCHOOL-AGE ACADEMY HANDBOOK

## Top 15 Most Asked Questions and Answers for our Parents/Guardians:

- 1. What day does the All-Day Y Academy and the Before and After School Program start?** Thursday, September 3<sup>rd</sup>.
- 2. What time can I drop off my child?**  
If your child is coming to our **All-Day Y Academy** and you are signed up for **Early Risers**, you can drop your child off between 6:30am and 7:30am.  
If your child is **not** signed up for **Early Risers**, they can arrive at All-Day Y Academy at 7:30am.  
If your child is signed up for **Before School**, your child can arrive at 6:30am.
- 3. What time do I need to pick up my child?** You must pick up your child before 6:00pm.
- 4. Are children required to wear masks?** Every child is required to bring a mask and wear it under CDC guidelines.
- 5. What happens when I check in my child?** Your child will have their temperature taken and will sanitize their hands. You will sign your child in at the entrance to their location. Parents/guardians and children are **required to wear masks**. If your child has a temperature 100.4°F or higher, they will not be allowed to stay. If you child has any COVID symptoms, they will not be allowed to stay.
- 6. What happens if my child gets sick while in a Y Program?** If a child shows symptoms of COVID-19 we will have procedures in place to make sure that child is secluded from the group, but also safely placed until the parent/guardian arrives.
- 7. Does my child bring lunch to the All-Day Y Academy?** YES. The Y will provide morning and afternoon snacks, but you are responsible for bringing lunch for your child. If they receive a free lunch from their school, this needs to be worked out with the school.
- 8. Are children allowed to share snacks?** No, during this time of the pandemic, sharing is NOT caring.
- 9. Are toys/novelties allowed at the Y?** No toys, stuffed animals, or novelties (e.g. Pokémon cards) allowed.
- 10. What will my kids be learning and doing in the All-Day Y Academy?**

COMPONENT	DESCRIPTION
<b>DISTANCE LEARNING SESSIONS</b>	Grade level distance learning support where students will be able to log in to access remote classes or complete assignments. Staff will assist students with the work their teachers are engaging them in.
<b>BRAIN POWER HOUR</b>	Dedicated time for students to engage in fun learning experiences in literacy, math and writing.
<b>CHARACTER DEVELOPMENT</b>	Character is a key element of the Y's approach to working with youth to develop into ethical, caring, and successful adults. The Y will provide enrichment activities that will support social and academic benefits to develop long term and lasting change.
<b>EXPLORATION</b>	Age-appropriate, hands-on, fun activities intended to reinforce academic learning concepts. The Y uses evidence-based curriculum related to STEM, literacy other various subjects.
<b>TEAM TIME</b>	Daily youth-led activity created to facilitate group conversations, break the ice, and build relationships amongst students (and staff). Each segment will have a focus on Character Development, SEL, or Mindfulness.
<b>ENRICHMENT</b>	Age-appropriate structured enrichment activities such as music, art, theater, DIY crafts, global awareness, service learning and character education intended to expose students to new experiences to ignite their imagination and foster a love of service and empathy for others
<b>ENERGIZE</b>	Physical play activities that can take place either outside, recreation room or gymnasium.
<b>SOCIAL/EMOTIONAL &amp; MINDFULNESS</b>	We teach problem solving skills as well as teach children to embrace diversity and build healthy relationships that will last well into adulthood. Lessons include diversity & inclusion, empathy & critical thinking, communication, problem solving, and peer relationships. We emphasize our Y's core values of Caring, Respect, Honesty and Responsibility.
<b>NUTRITION</b>	The YMCA is committed to providing healthy snack options during before school and after school programs. All snacks served will meet USDA nutrition guidelines and align with YMCA Healthy Eating and Physical Activity (HEPA) standards. A variety of healthy foods will be available including fresh fruits and vegetables, whole grains, and items low in sugar and absent of trans-fat. Students will also learn about nutrition through daily lessons and activities.

# THE BANGOR REGION YMCA

- 11. Do staff members have to wear masks all day at their site?** Absolutely when they are inside, but if they are outside and doing physical activity with children and are socially distanced, masks can be pulled down.
- 12. Can my child leave my school work/laptop at the site?** The children and families are responsible for the school work and laptops and are NOT allowed to stay at the site overnight.
- 13. If my child has a BHP, are they required to come to the All-Day Y Academy with my child?** Yes, they are absolutely required to be there to support your child.
- 14. Will the teachers at the All-Day Y Academy help my child with their school work/homework?** Yes. We will have homework and school work time during our day. It is the parent/guardian's responsibility to ensure the child brings their school work with them. We need to partner with parents/guardians and teachers to ensure we know exactly what the child needs to get done, and if they need to be online with their classroom during the day.
- 15. Who do I contact if I have any questions about the program or need to reach my child's teacher in one of the Y Programs?** You can call Keegan Wakana at 941-2808 ext 339 or e-mail him at [kwakana@bangorY.org](mailto:kwakana@bangorY.org). Or you can e-mail Diane Dickerson, CEO at [ddickerson@bangorY.org](mailto:ddickerson@bangorY.org) or call at 745-6133. We will be providing direct phone numbers to your child's location in the first week of program.

## Introduction to the YMCA

### Mission Statement

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

### YMCA School-Age Academy Program Philosophy

Our Bangor Region YMCA School-Age Academy program is licensed by the State of Maine for children ages 0 to 14 years of age. We provide programming for children ages 18 months to 8th Grade and want our families and our staff to be partners, working together in the best interest of the child.

We welcome you and your child to our program and to our YMCA!

If you have not received a program guide outlining all the programs and services we offer to our community, please request one from our Welcome Center.

We believe the most important people in a child's life are his/her parents/guardians, and it is our honor to partner with you on your child's journey. Please feel free to talk with our teaching staff or Program Managers at any time. Open communication about each child helps us provide the highest quality programming.

### Program Goals

- To support working parents/guardians with (part and full time) school-age programming that is safe, affordable and fun.
- To provide educational support and assist with their school work and homework assignments
- To provide quality school-age programming to outlying communities (when needed and feasible) 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 meets the interests and needs of children.

# SCHOOL-AGE ACADEMY HANDBOOK

- Through participation in The Bangor Region YMCA programs, children will gain:
  - Positive peer interaction
  - Interaction with positive adult role models
  - Learn or improve self-help 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.

## Our Promise to Parents/Guardians

We will provide the Best Practices in school-age programming.

The Bangor Region YMCA Youth Development Team understands that parents/ guardians are the primary influence in their children's lives. We complement that influence by building a relationship of mutual trust and support with parents/guardians. Using open communication, we work with the parents/guardians to create the best possible program for each child.

## Why strive for best practices in our School-Age Academy programs?

When Best Practices are implemented, a positive environment for the staff and the children under our supervision care is the inevitable outcome.

Our Youth Development Team strives to offer a high quality program for families. A high quality center is a stimulating, caring, and learning environment where:

- Children have the opportunity to develop secure relationships with staff.
- All children are treated equally.
- Children learn the ability to respect the rights of others.
- Staff cooperate with each other to provide positive role modeling.
- Children's self-esteem and individuality are encouraged.
- Staff provides a consistent approach with children and parents/guardians.
- Staff and parents/guardians work together. Staff and parents/guardians show mutual respect for one another.
- Staff respects the knowledge and abilities of others.
- A variety of activities are provided for children.
- Children are given choices throughout their day.
- Parents/guardians are listened to.
- Parents/guardians have the opportunity to contribute to the program and its evaluation process.
- The program reflects individual children's needs, abilities, and interests.
- The program enhances all areas of their development through thoughtful planning, observations and communication.

## Confidentiality

We believe that our parents/guardians, children and staff deserve the right to privacy. It is our goal to represent the YMCA mission and core values. Absolutely no information regarding a present or former individual child, family, student or employee is discussed by staff with anyone outside of our Youth Development Team or posted online.

Photos will not be taken of children in our programs unless it is for programming purposes. Parent permission is required.

# THE BANGOR REGION YMCA

## General Information

### Days and Hours

Our School-Age Academy program is available from 6:30 am to 6:00 pm, Monday through Friday. The start and end times for our All-Day, Before School and After School programs will be fall within this time frame. We are not able to accommodate hours outside of this time frame.

**For our All-Day and After School programs, there is a late fee of \$1 per minute for each minute a child is in programming past 6:00 pm.**

Please be considerate and pick up your child on time. We know that on occasion there may be an emergency that arises. If you are going to be delayed, please notify The Bangor Region YMCA at 941-2808.

### Holidays and Closings

Our School-Age Academy is closed to observe the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Easter
- Memorial Day
- Independence Day ( 4<sup>th</sup> of July)
- Labor Day
- Columbus Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Day after Christmas
- New Year's Eve

**There is no reduction of weekly fees assessed as a result of these holidays.**

It is not customary for the Youth Development programs to close due to weather. If you are unsure if we are open due to a snow storm please call the YMCA, check Facebook, bangorymca.org or check your local news stations for postings.

### Arrival and Departure

Children must be brought into the building by an adult. The adult must sign their child in and out on the attendance sheet.

**During this COVID-19 crisis, parents/guardians are not allowed past the entrance to the facility. Wearing a cloth mask is required to enter the building and Camp G. Peirce Webber for both children and adults. Hand sanitizers will be available by the entrance for you and your child to use every time you enter the building.**

#### When dropping off your child:

- Please escort him/her to the building. If there are other families signing their child in, we ask that you stay 6-feet away.
- Children will have their temperatures taken, hand sanitized and all recorded before their parent/guardian is allowed to leave. If a child's temperature is 100.4°F or higher, they will have to leave the program.
- Convey messages to the staff

#### When picking up your child:

- Children will be released only to a parent, legal guardian or those people listed on the emergency contact sheet/registration form for pick up.
- Staff will be in the lobby and will contact your child's teacher to ask them to bring your child to you.
- You must sign the check-out sheet and you will be given an update of your child's day.

**Photo ID is required for all parent and guardian pick-ups.** Parents/Guardians must authorize the School-Age Program's office in writing to release their child to a person not listed on the authorization form. In the event that written notice is not possible, parents/guardians must advise by telephone as soon as possible. When the escort arrives, he/she will be required to submit a photo ID for verification purposes.

If a parent or legal guardian arrives for child(ren) and appears to be under the influence of alcohol or drugs, the Program Manager will request the local police to evaluate the parent/guardian to determine fitness to drive.

# SCHOOL-AGE ACADEMY HANDBOOK

## Payments for School-Age Academy Programs

In order to excel in all regards, The Bangor Region YMCA is streamlining our procedures and establishing a precise schedule of payment for all families.

As has always been the case, **school-age program payments are due no later than the Monday prior to the next week of service.** If we do not receive payment by that Monday, you will receive a phone call, letter, and/or email from The Bangor Region YMCA. You will be given 2 days (Wednesday prior to week of service) to bring your balance current. If this does not happen, **your child will not be allowed to attend our school-age program until payment is received.** In other words, if we do not receive payment by Wednesday, your child will not be able to attend program on Monday, or any day thereafter **until payment is made.** There will also be a \$25.00 Late Payment Fee added to your invoice. You will also be responsible to pay the next week of school-age program at that time. If your child is held from attending due to lack of payment for one week, we will then have to open up their spot to another child on our waiting list. We are unable to hold slots for accounts in arrears. There is also a one-time \$20 registration fee due when you register your child for our School-Age programs.

**In addition, we will be adding a \$25.00 fee for any payments made by a credit/debit card or a checking/savings account that are returned for insufficient funds.**

Any past due balances that are currently on our books will be turned over for collections immediately.

## Enrollment Procedure and Forms

### Available School-Age Academy Programs

- Before School (For Bangor & Brewer Students Only): Kindergarten – 8<sup>th</sup> Grade
- After School: Kindergarten – 8<sup>th</sup> Grade
- All-Day YMCA School-Age Academy: Kindergarten – 8<sup>th</sup> Grade

### School-Age Academy Program Enrollment Procedure

- Completed School-Age Academy Registration Form
- Immunization Record\*\*
- Physician's Consent Form
- Payment Contract
- Other various authorization forms
- If there are custody arrangements in place for a child, the custodial parent/guardian is requested to make those arrangements known to the School-Age Academy staff at the time of enrollment. If any relevant court orders are in effect, a copy of the court order(s) will need to be provided.
- We cannot withhold a child from a parent, legal guardian or authorized adult without valid court documentation that specifically outlines the arrangements.

**\*\*Please note: A copy of current immunizations is required upon enrollment. If you have chosen for religious, ethical or philosophical reasons to abstain from vaccinations, licensing requires a written document from parent or physician stating this upon enrollment.**

## Program Structure

### Ratios

Our staff to child ratio for The Bangor Region YMCA School-Age Academy are as follows per State Licensing Requirements is 1:13

# THE BANGOR REGION YMCA

## After School Program

The Bangor Region YMCA School-Age Academy Program is located at The Bangor Region YMCA, Camp G. Peirce Webber, Brewer Community School, and many other locations throughout the region, depending on the school your child is attending and the School-Age program your child is enrolled in. We offer a variety of activities daily for children in kindergarten to 8<sup>th</sup> grade. We have created and implemented a curriculum filled with choices designed to engage a variety of interests.

- Educational Support
- Music
- Arts
- Homework Help
- Adventure Program
- Clubs
- Swimming (for children who are located at our Y or Camp G. Peirce Webber)
- Science and much, much more!

Children arrive to the After School program by bus from area schools. Brewer students in our After School program will remain in the Brewer Community School. Children are greeted by staff, taken to their designated areas for snack and attendance is taken. Choices of structured activities will be offered throughout the afternoon that your child may choose from.

## Off-Site After School Locations

Each location follows the same program goals, as our on-site location. Children will come straight to us after school where they will be given a healthy snack, homework help, free time and organized activities (group games, arts and crafts activities, or something fun the staff has planned).

Each site has a Y phone so you can reach the staff if you are running late or plans have changed and someone else may have to pick up your child. These phones will only be on during program time from 1:30pm to 6:00pm. If you know earlier in the day that someone else may be picking your child up, or your child will not be in program, please call The Bangor Region YMCA and let Keegan Wakana know. He will relay the message to the staff.

Bangor Region YMCA: 207-941-2808

Keegan Wakana, School-Age Programs Manager: 207-941-2808 ext 339

## Toys from Home

We understand that children like to bring their favorite toys from home to show to their friends. However, toys may become broken or lost or may not be appropriate for a classroom setting. Electronics and Pokemon cards are specifically not allowed at The Bangor Region YMCA. Please do not send your child with electronics or any toys from home. Any toy brought from home will be left in their backpack and the YMCA is not held responsible for any broken or lost toys.

## Screen Time

We will be offering screen time for in-class requirements or online homework.

## School Vacations

School vacations are not included in enrollment. If your child needs to attend during a school vacation, additional enrollment will be required 1-2 weeks prior to the scheduled vacation.

## In-Service Days

We offer programs for days that schools hold an in-service day. Parents/Guardians can register in advance at The Bangor Region YMCA's Welcome Center.

## Snow Days

Day camps are provided for days that school has been unexpectedly closed. The hours of service offered are 6:30am – 6:00pm. This service is provided for children that are already enrolled in our School-Age Academy programs and all children will need to be dropped off at The Bangor Region YMCA. To have your child attend on a snow day, you must register your child at the Welcome Center upon arrival.



# SCHOOL-AGE ACADEMY HANDBOOK

## What to Bring for All-Day YMCA School-Age Academy Program

- At least one cloth mask to wear each day. Children ages 5 years old and older are now required to wear face coverings while in program as per the Department of Health and Human Services. If possible, please pack extra masks in case one gets wet.
- Electronic device & headphones for remote learning. Please make sure to label these with your child's name.
- School supplies (paper, pencil/pen, etc.)
- Lunch with a drink\* (We encourage all kids to eat their Fruits and Veggies before their sweeter items. For drinks, please only pack 100% juice products and water.)
- Swimsuit and Towel for those children at Camp G. Peirce Webber and the Bangor Region YMCA. It is our goal to try and get all locations to the Y for swim days. Schedule to be determined in the future.
- Sneakers
- Appropriate outdoor clothing
- Water Bottle (please make sure to label with your child's name)
- Sunscreen for sunny days

**\* Please remember we are nut and peanut free.**

If school is cancelled while the children are still at school, the school will deliver your child to their designated All-Day Y Academy location.

## Bus/Transportation Rules

Most School Districts will provide bussing from Before School to your child's school and After School Location designated for your child. For those very few school districts who are not providing this during this difficult time, The Bangor Region YMCA will have to utilize their busses and contract with Cyr Bus to make this happen, but the goal is that school districts are using their CARES ACT funds to help support transportation for all families.

In cases where a child does not follow the rules of riding the bus, the Program Manager will inform the parents/guardians by phone, in person, or written referral when necessary.

Children who become a serious disciplinary problem on the bus may have their bus privileges suspended for a reasonable time by the Program Manager. In such cases, the parent/guardian of the child is responsible for the child's transportation to school or the after school site, until such time that the student's behavior allows him/her to be readmitted to ride the bus.

The following is the protocol, which will be used by The Bangor Region YMCA:

1. Verbal warnings will be given unless the driver and/or Program Manager deem a written warning necessary.
2. Written warnings will be issued by the Program Manager to the parent/guardian.
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 Region YMCA.
6. Immediate denial of transportation may be necessary when a serious disciplinary problem warrants it.

Parents and/or guardians of children being denied transportation because of disciplinary action are required to continue paying their complete fee.

# THE BANGOR REGION YMCA

## Swim Class

### After School Swim (For students at the Y and Camp G. Peirce Webber)

Swim for After School Program is offered on Fridays. Children will walk from their Y classroom down to the pool area to swim and then return to their classroom or Camp G. Peirce Webber after swim.

Swimmers will wear necklaces that indicate if they are a shallow end or deep end swimmer. Green necklaces indicate deep end and red necklaces indicate shallow end.

In case of emergency (i.e. chemical issues, thunder & lightening) all swimmers will evacuate from the pool into the locker room and wait for instructions from the staff.

Children will not be wearing face masks while swimming.

## Swim Lessons

If you would like to sign your child up for swim lessons (available for our on-site kids), the After School Staff will bring your child down to their lessons. Please make sure to tell our staff or Keegan that your child is signed up so they know to take them to class.

## Water Safety Rules

When children are active in water play or are engaged in our swim program, all staff and children will adhere to the following:

1. Only Coast Guard approved Personal Flotation Devices (PFDs) are permitted.
2. Walk at all times in the pool area. No walking in the gutter or on the benches.
3. All jumping must be done from the gutter facing the pool. Diving is only permitted at depths 9 feet or greater. Twists, flips, and partner jumps are not permitted.
4. No rough play.
5. Food, gum, or beverages (other than water) are prohibited in the pool area. Glass containers are prohibited.
6. Prolonged underwater breath-holding is prohibited in this facility. This practice can lead to Shallow Water Blackout.
7. All personal training, coaching, and swim instruction are to be scheduled through the YMCA. Outside instruction is prohibited.
8. Patrons with open cuts, blisters, inflamed eyes, contagious skin rashes, or any communicable disease are not permitted in the pool. Anyone who has or had diarrhea in the past two days should refrain from using the pool.
9. Spitting, nose blowing, urinating, and depositing foreign matter into the pool is prohibited.
10. The pool may be closed as necessary for the health, welfare, and safety of the patrons. The pool will be cleared during thunderstorms and will remain closed for 30 minutes after the last thunder is heard.
11. Animals are not permitted anywhere in the pools.
12. The lifeguards have final say. Please respect their decisions.

The pool/water area shall:

1. Have a lifeguard on duty at all times. Lifeguard certification or water safety training certificate is posted.
2. Be free of toys, clutter and debris.
3. Have sufficient clarity. The bottom of the pool/water is clearly visible at the deepest part.
4. Have all lifesaving equipment conspicuously and conveniently on hand.
5. Have a first aid kit readily available.
6. Have an emergency plan readily available.
7. Legible water safety rules posted.
8. Telephone in the pool area is available and in working order.

# SCHOOL-AGE ACADEMY HANDBOOK

## Nutrition

Our After School program at the Y is a part of the Child and Adult Care Food Program.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

## Meals

**For children who are with us in our All-Day Y Academy, parents must provide lunch.** The YMCA will be working with schools to provide lunches that they would be receiving if in the school.

**For All Day Academy,** a morning and afternoon snack will be provided.

**For Before School,** a small breakfast will be provided.

**For After School,** a healthy snack will be provided.

Snack consists of water, a light fare, at least a half of cup of fruits or veggies and are served. **During COVID, we will NOT be serving family style.**

Water is the only beverage supplied to drink and is always available to your children.

Children are not allowed to consume energy drinks, soda or any juice less than 100% juice, while in any of our School-Age Academy programming.

If your child has an allergy to food(s) please inform the staff. We will do our best to accommodate our meals and snacks to ensure all children's safety.

## Injury

### Accident and Emergency Procedures

The Bangor Region YMCA School-Age Program staff members are all infant, child and adult CPR and First Aid certified. Any accident requiring first aid treatment will be reported by staff on an accident/incident report. Parents/Guardians are asked to read, sign, and return the report to the teacher. A copy of the report is filed in the child's folder. Minor accidents such as small cuts, scrapes, skinned knees, etc. are cleaned and covered with a bandage. Bumps and bruises are treated with ice packs. Parents/Guardians are notified immediately of accidents that may require a doctor's care. If an accident occurs that requires immediate medical care, the child will be taken to the nearest health care facility in the company of a staff member. The emergency procedure form in the registration packet authorizes the School-Age Academy Team to obtain medical care when your child must be treated in your absence.

### Accident Insurance

The Bangor Region YMCA liability insurance does not extend to accidents occurred by children on the premises or in any of our off-site School-Age Academy program locations. Parents/Guardians should take steps to ensure they have adequate means to provide for medical expenses arising from any injury sustained while in care.

# THE BANGOR REGION YMCA

## Illness/Medication

The Youth Development Center illness policy adheres to the Department of Health and Human Services (DHHS) and focuses on both the needs and the behavior of the ill child as well as the ability of the staff to meet the child's needs without compromising the care of other children. We understand and appreciate the needs of working and student parents/guardians, yet it is essential that children in our programs are protected from exposure to illness. Children want care from their parents/guardians in the comfort of their own home when they are not feeling well.

When illness develops, the parents/guardians will be notified. If you are unable to pick your child up we will contact your emergency contacts.

## Fever Definition

Fever is defined as having a temperature of 100.4°F or higher.

Our staff will take an initial fever reading and then re-check in 30 minutes. This helps to give an accurate reading. Children who have a fever of 100 or higher will be sent home and cannot return until they have been fever free for 24 hours without the use of fever reducing medication.

## Symptoms requiring your child to stay home:

- Fever that is not responding to OTC medications and child seems in obvious discomfort. A child who has had OTC medications cannot come to the program.
- Vomiting: 2 or more times in a 24 hour period, not responding to OTC medications, and child is in obvious discomfort.
- Children receiving antibiotics must have 24 hours of medication in their system prior to returning to childcare.
- Your child's illnesses may require a doctor's note to return to childcare.

## Symptoms requiring your child to be sent home:

- Fever
- Vomiting
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability or confusion
- Diarrhea: runny, watery
- Bloody stool: blood or clots found in the stool.
- Frequent scratching of body or scalp, lice, rash or any other spots that resemble childhood diseases, including ringworm.
- Any illness accompanied by uncontrolled coughing, irritability, persistent crying, difficulty breathing or wheezing.

The Program reserves the right to send home any ill child for any reason. In general, a child must be well enough to participate in classroom activities. If a child isn't well enough to participate in the program, he or she will be sent home. Parents/Guardians should exercise every caution and keep their children at home should unusual symptoms occur. If your child has been exposed to/has contracted a contagious disease, please report details to the School-Age Programs Manager.

Children with chronic illnesses/physical ailments may continue to participate in classroom activities with Pediatrician permission.

## Medication

Children requiring medication during the hours they attend programming will receive it under the conditions as described below:

- All medication must be either prescribed or recommended by a physician and written documentation must be provided to the Program.
- Medication will only be administered to a child with written parental/ guardian authorization indicating the condition requiring medication, the dosage, time and potential side effects. If the medication is given in response to certain symptoms, those symptoms must be specified.

# SCHOOL-AGE ACADEMY HANDBOOK

- Prescription and non-prescription (over the counter) medication must be in the original container and will be followed as indicated on the container.
- Non-prescription medication dosages must match the recommended dosage listed on the container unless otherwise specified in writing by the pediatrician/doctor.
- Non-prescription medication must have the child's name written on the container. Cough drops and/or hard candies are not permitted.
- The first dose of all new medication or change in dosage of current medication must be given at home – please notify the Program Manager of any medication that the child is currently taking; which includes cold medicine, etc.
- Dosage and time(s) will be followed as accurately as possible. The staff member who gives the medicine will sign or initial the medication form indicating that the medication was administered.
- Staff will communicate with parents/guardians about any concerns regarding the medication and or information about the child.
- Medications are kept in a medicine box or in the refrigerator – out of reach of children.
- Medications that are to be given once a day should be given at home.
- Any OTC medications brought from home must be given to a teacher and a medication dispensing log be filled out – OTC medications may not remain in the backpacks or child's belongings. This must be prescribed by a doctor and a doctor's note must accompany the medication.
- Staff will attempt to administer medication, but cannot force the child to consume the medication.

## Nebulizer Treatments

Nebulizer treatments may be administered in the classroom. First time treatments need to be given at home. In the event that a first time treatment needs to be given in the classroom, we ask that the parent/guardian administer the treatment. Staff will make every attempt to administer on-going treatments to a child; however, if a child refuses treatment the staff will contact the parent/guardian for further recommendation. Our staff cannot administer medication to a child against his/her will.

## Blood Exposure

An exposure is defined as contact with blood or bodily fluids to which universal precautions apply such as:

- An injury to the skin (i.e. cut with a sharp object).
- Mucous membranes.
- Skin that is chapped, chafed, or otherwise affected so that an effective skin barrier is not present.
- A bite or injury that results in blood exposure.

Protective gloves are worn by the staff when dealing with blood or bodily fluids. If exposure does occur, the following steps will be taken:

- Wash with soap and water after exposure to infectious materials or after taking off gloves or other personal protective equipment.
- Use antiseptic, cleansers or towelettes if no washing facilities are available.
- Place contaminated items in a plastic bag and discard in the proper location.
- Notify supervisor immediately.
- Teacher or Program Manager will contact parents/guardians.

## COVID-19

### To help keep children, staff and members of the Y safe, you must adhere to the following:

- Send your child with at least one cloth mask to wear each day. Children ages 5 years old and older are now required to wear face coverings while in program as per the Department of Health and Human Services. If possible, please pack extra masks in case one gets wet.
- Do not send your child to our School-Age programs if he/she has a fever or any signs/symptoms of COVID-19.
- Pick your child up from program if he/she expresses any signs of illness related to COVID-19.
- Inform Y staff and do not send your child to program if he/she experiences any of the following:
  - A fever (100.4°F or higher), cough, sore throat, shortness of breath or any other COVID-19 symptoms listed by the CDC in the past 24 hours: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
  - Been in a household with someone who has traveled outside the country in the past month or out of state in the last 14 days.
  - Come into contact with anyone who has tested positive for COVID-19
  - Been around anyone experiencing signs of illness

For all instances where a child is ill and needs to be picked up from program or is unable to attend program, we will require that child to see a physician to get clearance to return to programming. A doctor's note will need to be provided.

If a child shows symptoms of COVID-19, we have set up a partnership with Northern Light Health to help with testing. If a child tests positive while attending our program, a notice will go home to all parents/guardians. If a child tests positive for COVID, the site that this child attended will be closed while Y CEO works with CDC and next steps. All children in this same POD as the child testing positive will be tested immediately. The Bangor Region YMCA has a partnership with Northern Light Eastern Maine Medical Center to get tests done and results provided as quickly as possible.

## Communicable Disease

We are required to inform parents/guardians of illness in our School-Age Programs. These policies were taken from "Managing Infectious Diseases in Childcare and Schools", American Academy of Pediatrics and through the direct consultation of Dr. Ellen Lauer, DO, Penobscot Pediatrics.

### Some of the most common contagious illnesses and policies are:

#### Head Lice

Children with head lice (small, tan colored insects that live on the scalp) should be treated with a medicated shampoo rinse or lotion developed specifically for head lice. The child must be excluded from the program for at least 24 hours after treatment. A School-Age Program staff member will check the location of the nits when the child re-enters the classroom and if the child is nit-free, then they will be re-admitted into the program. Some children may require a second treatment with medicated shampoo a week later. Routine checks are conducted by the YMCA.

#### Chickenpox

Chickenpox is an illness with a rash and fever caused by the varicella-zoster virus.

Signs or symptoms of chickenpox:

- Rash (small red spots and bumps blistering over 3 – 4 days, and then forming scabs). Blister crops will pop out over a period of several days, so that the person who has the chickenpox for more than a day or so will have some red bumps, blisters and scabbed over blisters all at the same time.
- Rash is more noticeable on the trunk than exposed parts of the body.
- Rash may appear inside mouth, ears, genital areas and scalp.
- Fever, runny nose, cough.

The incubation period for chickenpox is usually 14-16 days; however, occasionally it can be as short as 10 days and can last as long as 21 days after contact.

# SCHOOL-AGE ACADEMY HANDBOOK

The most contagious period after exposure to chickenpox is while the rash is spreading. A child can be contagious a day before the rash appears.

An infected person will no longer spread the virus when all of the blisters have scabs and no new blisters re-form.

Chickenpox is considered a reportable illness. Please take the necessary steps to confirm your child has chickenpox. Once your child is confirmed, please notify the Program Manager. We are required to post the illness in our program areas.

A child may return to the School-Age Academy program after no new blisters have formed, all blisters have scabbed (usually after 6 days of the start of the rash) and overall health has improved.

## Health Care Consultant and Responsibilities

Our School-Age Programs's Health Consultant is Dr. Ellen Lauer of Penobscot Pediatrics. Her office phone number is 947-0147.

1. Approve Health Policies
2. Available for consultations
3. Provides information about specific medical issues
4. Provides access to other medical resources

## Emergency Procedures

The School-Age Academy practices monthly emergency drills. All staff are trained in emergency protocol and fire exit maps are posted in each classroom. For more information, please talk to the School-Age Program Manager.

## Inclusion Policy

"All children are unique, whether they have a disability or not. Childcare providers and programs are also unique."

At The Bangor Region YMCA, we actively promote inclusive practice in order to best meet the needs of the children, families and staff in all of our youth programs. All children are welcome to attend our school-age programs regardless of ability, need, background, culture, religion, gender or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other.

In order to achieve this, we actively engage with children, parents/ guardians, and other organizations as appropriate.

## Procedures

### Admissions

- In order to provide an open and accessible service for all children and families, admissions are accepted on a first come, first served basis where possible.
- Valuing Diversity in Families
- Our staff regularly engages with parents/guardians to facilitate information sharing and to ensure parents/guardians are involved in planning for their child's learning and development.
- Information sharing between staff and parents/guardians ensures a partnership approach which happens in the form of daily communications as well as scheduled meetings as required.
- Staff, children and parents/guardians work together to ensure that food served in our facility meets the medical, cultural and dietary needs of each child.
- Parents/Guardians and children are encouraged to contribute to various aspects of our service. For example, providing information or resources illustrating aspects of their lives, culture or community.

### Accessibility and Flexibility

- An induction process is carried out for all families and children new to the service. This involves registration, information sharing about family and child, the service and the exploration of policies and procedures of the service.

Because the need of each family and child can vary, the service will respond to individual needs where possible, for example, period of induction, times of attending the program, etc.

# THE BANGOR REGION YMCA

## Representation and Participation

- The curriculum, activities, books, materials and environment are used to reflect the diversity of all children, families and the wider community. Where possible, these will be adapted as necessary to facilitate the inclusion of all children within the daily routine and activities of the service.

## Licensing

All School-Age Academy Programs are licensed by the State of Maine. Copies of our licensing certificate are available for viewing at each School-Age Academy location. A copy of the licensing rules and regulations are available in the School-Age Program Manager's office at the Y.

## How to Report a Licensing Violation

Locations of the Bangor Region YMCA School-Age Academy programs are licensed by the State of Maine. Copies from the Fire Marshall and Maine State Licensing Childcare Division are available for your review. Should you feel the school-age programs are in violation of the state requirements, you may contact the Maine Department of Health and Human Service Division of Licensing and Regulatory Services at (207) 287-9300 or 1-800-791-4080 or email [dhrs.info@maine.gov](mailto:dhrs.info@maine.gov).

## Child Abuse Prevention

The Bangor Region YMCA School-Age Academy will make all staff and volunteers aware during annual trainings of their responsibilities as mandated reporters when there is reasonable cause to suspect abuse or neglect of a child under the age of 18.

Staff and volunteers will be trained to recognize the common signs and symptoms of child maltreatment or neglect which are discussed during staff orientation and during annual training.

Whenever a staff member or volunteer knows or has reasonable cause to suspect that a child is being abused or maltreated, the staff member will contact the Program Manager. The Program Manager will make the call to the Department of Health and Human Services (DHHS) 1-800-452-1999 within 24 hours of becoming aware of the suspected abuse and neglect. All School-Age Program staff are mandated reporters and are able to make a report.

When reports are made in good faith, reporters are immune from civil or criminal liability for the act or reporting or participating in the investigation or proceeding. (Maine State Licensing for Childcare facilities, article 21.1)

## Suspected Child Abuse by Childcare Providers/Volunteers

If a staff member or volunteer is suspected of child abuse or maltreatment of a child in our program, that member or volunteer will be reported to the proper authorities for investigation. They may be suspended or given leave (with/without pay) pending investigation of the accusation. Staff or volunteer may also be removed from the classroom and given a job that does not require interaction with children. No accusation or affirmation of guilt will be made until the investigation is complete. Staff or volunteers found guilty will be summarily dismissed or relieved of their duties.

The Bangor Region YMCA School-Age Academy Team and its staff/volunteers shall cooperate in the investigation of allegations of abuse and neglect by:

- Meeting with DHHS or law enforcement investigators and answering questions related to the investigation.
- Testifying in court when served with summons.
- Providing written records related to the investigation when served with a summons.
- All records are open for Child Protective Services, Department of Health and Human Services at their request.

## Custody Arrangements

Parents or Guardians are required to notify the Program Manager of any custody arrangements involving their enrolled child(ren). You must furnish documents, such as divorce decree, that states 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.



# SCHOOL-AGE ACADEMY HANDBOOK

## School-Age Program Accounting/Billing Department

### Payments

Payment is expected on the Monday **BEFORE** the week service is given. **Fees are based on enrollment, not attendance.** To maintain a reserved space, your fee must be paid during the absence of a child due to illness, holidays, or other reason. We do have a limited number of spaces available for families on voucher/state subsidy programs.

Payments are automatically withdrawn from a checking or savings account, or a credit or debit card on Mondays.

Bank draft, credit card payments or EFT's that are returned for insufficient funds will be assessed a fee of \$25.00.

### Attendance/Notification of Absence

If your child has any contagious conditions please let us know, even when they occur over the weekend. Please let staff know about extended absences. After one week of unexplained absences, The Bangor Region YMCA School-Age Academy Team reserves the right to terminate services and replace your spot with another child.

Our main concern is the safety of your children. It is your responsibility to 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 Program Manager or tell your child's teacher directly.

If your child is absent from program and we have not heard from you, we will call to check the status of your child. Consistently failing to notify us of your child's absence may result in suspension and/or termination from the program.

### Late Pick Up Fees

Late fees will be charged for each child picked up after the scheduled closing time. Please be considerate and pick up your child on time. We know that on occasion, there may be an emergency that arises. However a late fee will be charged for late pickups at a rate of \$1.00 a minute. A child who is picked up late from program 3 times will be removed from program. If you are going to be delayed, please notify the School-Age Academy by calling the Y at 941-2808 or the location your child is in.

### Suspension and Dismissal Policy

The following will be considered grounds for suspension or dismissal:

1. Failure to pay for service.
2. Continued disruptive behavior by the child after the parents/guardians 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. More than 3 late pick-ups.
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 Region YMCA.

### Changes/Withdrawals

In order to assure accuracy, a written notice is required for changes such as: payment options, change in schedule and attendance, or things in which a fee change would be applicable. A **two week notice** is required and payment will be taken for two weeks after giving the program your notice.

Additional days of service may be available depending on program availability. Please contact the School-Age Programs Manager for more information.

We require a written notice stating your intentions to withdraw from our program, a minimum of **two weeks** before doing so.

# THE BANGOR REGION YMCA

## Bangor Region YMCA Resource List

<b>Info Line</b>	(An area wide information resource center)	Toll Free 211
<b>Crisis Resources</b>		
<b>Partners for Peace</b>	www.partnersforpeaceme.org	945-5102 1-800-863-9909
<b>Womancare Dover-Foxcroft</b>	www.womancare.org	564-8165 Day
<b>Mayo Hospital (ask for Womancare Advocate)</b>	www.mayohospital.com	564-8401 Evening (call will be returned) 1-888-564-816
<b>New Hope for Women</b>		1-800-522-3304
<b>Care Net Pregnancy Center</b>		594-1616
<b>My Choice Crisis Pregnancy Centre</b>		1-800-773-9595
<b>Abused Women Helpline</b>		594-2128 1-800-522-3304
<b>Adult &amp; Child Abuse/Neglect</b>	www.maine.gov	1-800-432-7825
<b>DHHS Adult Intake (24-hours)</b>	www.maine.gov	1-800-624-8404
<b>DHHS Child Intake (24-hours)</b>	www.maine.gov	1-800-452-1999
<b>Child Help USA</b>	www.childhelp.org	1-800-422-4453
<b>Child Protective Services</b>	www.maine.gov	561-4220 1-800-432-7802
<b>Mainely Parents</b>	www.wcpa.net	1-800-249-5506
<b>Phone Help 24 Hour Crisis Lane</b>	www.wcpa.net	1-888-568-1112
<b>Suicide Prevention (phone HELP)</b>	www.wcpa.net	1-888-568-1112
<b>National Poison Control</b>	www.aapcc.org	1-800-222-1222
<b>Rape Response Services</b>	www.raperesponseservices.org	989-5678 1-800-310-0000
<b>Youth Crisis Program(CHCS) answering service</b>		1-800-499-9130
<b>Children's Services</b>		
<b>Child Development Services</b>	www.maine.gov	
Penobscot County		947-8493
Piscataquis County(GUIDE)		564-3115
Knox County		594-5933
<b>Coordinated Care Service for Children with Special Needs</b>	www.maine.gov/DHHS/BOH/CHCN/documents/PDS.gov	287-5139 1-800-698-3624
<b>National Center for Missing &amp; Exploited Children</b>	www.missingkids.com	1-800-843-5678
<b>National Runaway Switchboard</b>	www.1800runaway.org	1-800-621-4000
<b>Maine Parent Federation(SPIN)</b>	www.MPF.org	1-800-870-7746
<b>UCP of Maine (formerly: United Cerebral Palsy of Northern ME)</b>	941-2952	
<b>Child and Family Services</b>		594-4262

# SCHOOL-AGE ACADEMY RESOURCE LIST

## Consumer Protection/Legal/Legislative Services

<b>Attorney General's Office: Public Protection Unit</b> (M-F 9am-Noon)	Consumer.mediation@maine.gov	626-8849
<b>Law Project (Penquis)</b>	www.penquiscap.org	973-3671
<b>Lawyer Referral and Information</b>	www.mainebar.org	622-1460 1-800-860-1460
<b>Disability Rights Center</b>	www.DRCME.org	1-800-452-1948
<b>Maine State House of Representatives</b>	www.maine.gov	1-800-423-2900
<b>Maine State Senate</b>	www.maine.gov	1-800-423-6900
<b>Pine Tree Legal Services-Bangor Office</b>	www.PTLA.org	942-8241
<b>US Consumer Product Safety Commission</b>	www.cpsc.gov	1-800-638-2772
<b>Maine Equal Justice Partners</b>	www.mainebar.org	626-7058
<b>Maine Lawyer Referral Service</b>	www.mainebar.org	1-800-860-1460
<b>Volunteer Lawyers Project</b>	www.mainebar.org	1-800-442-4293

## Employment/Training/Education Services

<b>ASPIRE</b>	www.maine.gov	561-4175 1-800-432-7825
<b>Eastern Maine Community College</b>	www.emcc.edu	1-800-286-9357
<b>Employment Security Commission Job Service</b>	www.maine.gov	1-800-593-7660
<b>Literacy Volunteers/Adult Learning Opportunities</b>	www.lvmaine.org	1-800-322-5455 947-8451
<b>Penobscot Job Corps Center</b>		990-3000
<b>TDC Job Search Assistance Program</b>	www.jobcentral.com	1-800-834-0292
<b>University of Maine:</b>	www.umaine.edu	
University College Bangor		262-7720
Onward Program		581-2319
Orono Campus		581-1110
Augusta-UROCK		596-6906
<b>Knox County Parent Education</b>		594-1980
<b>Rockland Career Center</b>		596-2600
<b>Costal Economic Development</b>		596-2600
<b>MidCoast Community Education</b>		594-9764
<b>Maine Center for Women, Work and Community</b>		596-2600

## Energy

<b>HEAP (Fuel Assistance/Penquis)</b>	www.penquis.org	
Penobscot and Piscataquis Counties		973-3630
Knox County		596-4200
<b>State Energy Program</b>		287-3831

## Family Services

<b>Alpha-One Resources for People with Disabilities</b>	www.alphaonenow.org	941-6553 1-800-300-6016
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# THE BANGOR REGION YMCA

<b>American Red Cross</b>	<a href="http://www.pinertree.redcross.org">www.pinertree.redcross.org</a>	941-2903 594-4576
<b>University of Maine Cooperative Extension</b>		1-800-287-1485
<b>Penobscot, Piscataquis and Knox Counties</b>		
<b>Eastern Agency on Aging</b>	<a href="http://www.EAAA.org">www.EAAA.org</a>	941-2865 1-800-432-7812
<b>MaineCare</b>	<a href="http://www.maine.gov/DHHS">www.maine.gov/DHHS</a>	
MaineCare Problems		1-800-321-5557
MaineCare Member Services		1-800-977-6740
TDD		1-800-977-6741
<b>Maine Center for Women Work and Community</b>	<a href="http://www.womenworkandcommunity.org">www.womenworkandcommunity.org</a>	262-7840
<b>Maine Department of Human Services (DHHS) Bangor</b>	<a href="http://www.maine.gov">www.maine.gov</a>	561-4100 1-800-432-7825
<b>Maine Department of Human Services (DHHS) Knox</b>	<a href="http://www.maine.gov">www.maine.gov</a>	596-4200 1-800-432-7825
<b>Mainely Families Support Groups</b>	<a href="http://www.maine.gov/DHHS">www.maine.gov/DHHS</a>	1-800-249-5506
<b>Penquis</b>	<a href="http://www.penquis.org">www.penquis.org</a>	1-800-215-4942
Autism Services		
CACFP		
Child Care		
Family Life Education (with Health Services)		
Foster Grandparents		
Head Start / Early Head Start		
Health Services / Family Planning		
Home Energy Assistance		
Law Project		
Lynx		
Own Me		
PATT (Parents Are Teachers, Too)		
Penquis Dispute Resolution Center		
Weatherization		
Bangor		973-3500
Dover Foxcroft		564-7116
Lincoln		794-3093
Knox		596-0361
<b>Salvation Army-Office</b>	<a href="http://www.salvationarmyusa.org">www.salvationarmyusa.org</a>	941-2990 941-2993 Family Store
<b>Parent Works</b>		596-0014
<b>Youth Links</b>		594-2221
<b>GEAR Parent Support and Training</b>		1-800-264-9224

# SCHOOL-AGE ACADEMY RESOURCE LIST

## Financial Services

<b>Aid to Families with Dependent Children</b>	<a href="http://www.maine.gov">www.maine.gov</a>	561-4100 Toll Free 1-800-432-7825
<b>Child Support Enforcement and Location</b>	<a href="http://www.maine.gov">www.maine.gov</a>	561-4100 Toll Free 1-800-432-7825
<b>Credit Counseling Centers, Inc.</b>	<a href="http://www.moneymanagement.com">www.moneymanagement.com</a>	1-800-439-2227
<b>Internal Revenue–Federal Tax Information</b>	<a href="http://www.IRS.gov">www.IRS.gov</a>	1-800-829-1040
<b>Social Security Administration</b>	<a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>	1-800-772-1213 Bangor Office 990-4530
<b>Workers Compensation Commission</b>	<a href="http://www.maine.gov">www.maine.gov</a>	941-4550 Toll Free 1-800-400-6856

## Food Assistance

<b>Food Stamps–DHHS</b>	<a href="http://www.maine.gov">www.maine.gov</a>	561-4100 Toll Free 1-800-432-7825
<b>Meals for ME – Eastern Agency on Aging</b>	<a href="http://www.eaaa.org">www.eaaa.org</a>	941-2865
<b>WIC Program</b>	<a href="http://www.wicforme.org">www.wicforme.org</a>	945-3743
Knox County		594-3648
Bangor		Toll Free 1-800-470-3769
Statewide		1-800-437-9300
TTY		287-8015

## Health Services

<b>AIDS Project Hotline</b>		774-6877 Toll Free 1-800-851-2437
<b>MidCoast Family Planning</b>		594-6880
<b>Alcohol and Drug Counseling Programs</b>		
Acadia Hospital	<a href="http://www.acadahospital.org">www.acadahospital.org</a>	973-6100
Acadia Recovery	<a href="http://www.acadahospital.org">www.acadahospital.org</a>	973-6420
Al Anon Information Line	<a href="http://www.maineafg.org">www.maineafg.org</a>	1-800-498-1844
Alcoholics Anonymous	<a href="http://www.aamine.org">www.aamine.org</a>	1-800-737-6237
Choice Skyward		594-6900
Community Health & Counseling	<a href="http://www.chcs/me.org">www.chcs/me.org</a>	947-0366
DEEP Program	<a href="http://www.acadahospital.org">www.acadahospital.org</a>	973-6100
MidCoast Substance Abuse Counseling		236-2819
Wellspring Inc.	<a href="http://www.wellsprings.com">www.wellsprings.com</a>	1-888-590-2879
Women’s House	<a href="http://www.wellsprings.com">www.wellsprings.com</a>	941-1639
Men’s House	<a href="http://www.wellsprings.com">www.wellsprings.com</a>	941-1600
<b>American Cancer Society</b>	<a href="http://www.cancer.org">www.cancer.org</a>	1-800-464-3102
<b>American Red Cross (Pine Tree Chapter)</b>	<a href="http://www.pinetree.redcross.org">www.pinetree.redcross.org</a>	941-2903

# THE BANGOR REGION YMCA

**American Diabetes Association** Toll Free 1-888-342-2383

## Dental Health Clinics

Dental Hygiene School-University College of Bangor	<a href="http://www.uma.edu/ucbdentalhygiene.html">www.uma.edu/ucbdentalhygiene.html</a>	262-7872
Penobscot Dental Center	<a href="http://www.pchcbangor.gov">www.pchcbangor.gov</a>	992-2152

**Division of Disease Control** 287-3960

## HIV / STD Testing

Bangor STD Clinic	<a href="http://www.cityofbangor.gov">www.cityofbangor.gov</a>	947-0700
Downeast AIDS Network	<a href="http://www.downeastaidnetwork.org">www.downeastaidnetwork.org</a>	667-3506
Eastern Maine AIDS Network	<a href="http://www.maineaidnetwork.com">www.maineaidnetwork.com</a>	990-3626
Waldo / Knox AIDS Coalition		338-1427

## Hospice

Hospice-Pine Tree (Dover)		564-4346
Hospice of Eastern Maine	<a href="http://www.babn.org">www.babn.org</a>	973-8269 973-7000 alternative number
Hospice of St. Joseph's Kno-Wal-Lin	<a href="http://www.stjoseph-me.org">www.stjoseph-me.org</a>	262-1810 594-9561

## Hospitals – General Community Services

Charles Dean Hospital – Greenville	<a href="http://www.cadean.org">www.cadean.org</a>	695-5200
Eastern Maine Medical Center – Bangor	<a href="http://www.emmc.org">www.emmc.org</a>	973-7000
Maine General Medical Center – Waterville	<a href="http://www.maine-general.org">www.maine-general.org</a>	872-1000
Mayo Regional Hospital – Dover Foxcroft	<a href="http://www.mayohospital.com">www.mayohospital.com</a>	564-8401
Millinocket Regional Hospital – Millinocket	<a href="http://www.mrhme.org">www.mrhme.org</a>	723-5161
Penobscot Valley Hospital – Lincoln	<a href="http://www.pvhhealthcare.org">www.pvhhealthcare.org</a>	794-3321
St. Joseph Hospital – Bangor	<a href="http://www.stjoseph-me.org">www.stjoseph-me.org</a>	262-1000
Sebasticook Valley Hospital – Pittsfield	<a href="http://www.sebasticookhospital.org">www.sebasticookhospital.org</a>	487-5141
Penobscot Bay Medical Center	<a href="http://www.penbayhealthcare/penbaymedical.org">www.penbayhealthcare/penbaymedical.org</a>	596-8000
Waldo County General	<a href="http://www.wchi.com">www.wchi.com</a>	338-2500
Miles Memorial	<a href="http://www.mileshealthcare.org">www.mileshealthcare.org</a>	563-1234

## Immunization Clinics

Bangor STD Clinic	<a href="http://www.cityofbangor.gov">www.cityofbangor.gov</a>	947-0700
Penobscot Valley Hospital (call for an appointment)	<a href="http://www.pvhhealthcare.org">www.pvhhealthcare.org</a>	794-3321
Knox County Health Clinic		594-6996

## Mental Health Services

Acadia Hospital	<a href="http://www.acadiahospital.org">www.acadiahospital.org</a>	973-6100
Dorothea Dix Psychiatric Center	<a href="http://www.administration.ddpcmaine.gov">www.administration.ddpcmaine.gov</a>	941-4000 TDD 941-4322
Charlotte White Center (Dover-Foxcroft)	<a href="http://www.charlottewhitecenter.com">www.charlottewhitecenter.com</a>	564-2464 1-888-440-4158
Community Health & Counseling Center: Bangor	<a href="http://www.chcs-me.org">www.chcs-me.org</a>	947-0366 1-800-924-0366
Dover-Foxcroft-Children's		564-8175
Dover-Foxcroft Health Services		564-2267

# SCHOOL-AGE ACADEMY RESOURCE LIST

Coordinated Care		1-800-924-0366
Lincoln		794-3554
		1-800-520-3554
University of Maine Psychological Service Center	<a href="http://www.umaine.edu">www.umaine.edu</a>	581-2031
<b>Penquis Family Health Services Family Planning</b>	<a href="http://www.penquis.org">www.penquis.org</a>	
Bangor		973-3650
Dexter		924-7383
Lincoln		794-3313
Millinocket		723-4994
<b>Maine Public Health Nurse — Bangor</b>		561-4100
		1-800-432-7825
<b>Rockland District Nurse Association</b>		594-4522
<b>Mid Coast Speech and Hearing Center</b>		230-6380
<b>Town Nurse Services</b>		
Dexter Public Health Association (Wed 8-10am)		924-7215
<b>Quitting Smoking Program (National Cancer Inst.)</b>	<a href="http://www.cancer.gov">www.cancer.gov</a>	1-800-4-CANCER

## Housing

<b>Greater Bangor Area Shelter (Homeless)</b>		947-0092
<b>Maine State Housing Authority</b>	<a href="http://www.mainehousing.org">www.mainehousing.org</a>	1-800-452-4668

## Transportation

<b>The LYNX (Penquis)</b>	<a href="http://www.penquis.org">www.penquis.org</a>	973-3695
		1-866-853-5969
<b>Coastal Trans Inc.</b>		596-6605
		1-800-289-6605

# SCHOOL-AGE ACADEMY POLICY AGREEMENT

## School-Age Academy Policy Handbook : Revised August 2020

**\*\*Action Required. This form MUST be completed and returned to the Y no later than Tuesday, September 8<sup>th</sup>. E-mail it to [academy@bangorY.org](mailto:academy@bangorY.org) or give it to your child's teacher.\*\***

## The Bangor Region YMCA Parent/Guardian Policy

I verify that I have been given a copy of the School-Age Academy Handbook.

I understand and accept full responsibility for reading these policies and procedures completely and asking for clarification related to sections that I may not fully understand or about which I have questions.

I will address all comments and questions concerning the School-Age Academy Handbook directly to the School-Age Programs Manager.

I further understand that this Parent/Guardian Policy can be changed in parts or in its entirety. Any changes will replace previous School-Age Academy Policies.

Parents/guardians will be notified of any approved changes in the School-Age Academy Policy.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Child's Name: \_\_\_\_\_

**WORKFORCE QUESTIONNAIRE.** As a non-profit organization, The Bangor Region YMCA relies on the support of grants to help provide quality programming for our community. Some of these grants help us provide Emergency Childcare, Summer Camps, and our New School-Age Academy program. **WE NEED YOUR HELP!** Please select the industry of your profession so we can include in our grant applications the percentage of families in each industry we serve. Your personal information will **not** be shared. **THANK YOU!**

- Hotel/Commercial Lodging
- Banks/Credit Unions
- Mail/Shipping/Delivery/Distribution
- Food/Household Retail (example: Grocery Stores • Household Goods, Convenience Stores and Gas Stations • Animal Feed and Pet Supply Stores • Restaurants and Bars – Curbside Pickup, Takeout, and Delivery Only • Office Supplies • Electronics and Communications • Laundromats and Dry Cleaning)
- Construction/Hardware/Auto/Manufacturing (example: Hardware Stores and Home Repair; Automobile Repair; Bicycle Repair; Plumbers and Electricians; Industrial Manufacturing; Boat Builders)
- Healthcare including Pharmacy and Other Medical Supply Stores • Behavioral Health, Health Care, Dental Care, and Long-Term Services and Supports Providers and Organizations • Psychiatric and Long-Term Care Facilities • Veterinary Clinics and Animal Welfare • Group Homes and Residential Treatment Facilities
- Utilities (Heating Fuel Maintenance and Delivery • All Utilities Such as Electricity, Water, Wastewater and Telecommunications Trash Collection, Transfer Stations and Redemption Centers)
- Agriculture Forest Products and food processing • Garden Stores and Green Houses
- Fishing and Aquaculture, Fishing Supply and Bait Shops
- Legal, Business, Professional, Environmental Permitting and Insurance Services
- Other Essential: Real Estate Activities • Biomedical • Life Science
- Public Transportation
- Food Banks/pantries
- School Employees/Teachers/Childcare

