

**YWCA IS ON  
A MISSION**

**parent handbook**  
**youth programs**  
**after-school childcare / camp**

## **contact information**

### **director of youth services**

**Amanda Bradbury**

**YWCA** Greater Newburyport

[abradbury@YWCAnewburyport.org](mailto:abradbury@YWCAnewburyport.org)

### **program site**

**Francis T Bresnahan Elementary School**

333 High Street

Newburyport, MA 01950

Site phone: 508-451-0024

### **after-school childcare program**

#### **eec regional office/northeast region**

360 Merrimack Street, Building 9

Lawrence, MA 01843

978-681-9684

*The **YWCA** Greater Newburyport's School-aged Child Care Programs comply with licensing and registration requirements in the state of Massachusetts through the Department of Early Education and Care. Parents may contact the DEEC for information regarding the program's regulatory compliance history.*

### **summer camp**

#### **newburyport department of public health**

60 Pleasant Street

Newburyport, MA 01950

978-465-4413

*The **YWCA** Greater Newburyport's Summer Camps comply with licensing and registration requirements in the state of Massachusetts through the Department of Public Health in Newburyport, MA. Parents may contact the DPH for information regarding the program's regulatory compliance history.*

**Welcome** to the YWCA Greater Newburyport School-aged Programs. We hope that you and your family will soon feel part of the caring community that *is* the YWCA. Please use this handbook as a resource to better understand our programs and policies. This handbook is not intended to take the place of on-going communication between you and our program staff. Please remember that one of the most important parts of a quality youth programs is the relationship between staff and families. So feel free to ask questions, give feedback and join in to the fun!

## **about us**

For over 125 years, the YWCA Greater Newburyport has been transforming the lives of women and their families in the Greater Newburyport community. Our programs promote wellness, support families, develop leaders and advocate for equality and social justice. Our services include affordable housing, childcare, youth programs, health and fitness programs, adult education and career enhancement, girl's leadership programs, and teen racial justice groups. We have strong collaborative relationships with individuals and groups in the community that enhance our ability to create, promote and implement our services. To find out more about our history as well as current program offerings, visit our web site at [www.YWCAnewburyport.org](http://www.YWCAnewburyport.org).

## **statement of purpose**

The YWCA Greater Newburyport is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all. In alignment with that mission, the YWCA Greater Newburyport's youth programs give parents the freedom to pursue their professional goals by providing safe, affordable, quality programs for children. In our programs, children have the opportunity to explore, discover and expand their cognitive and social skills in a caring, supportive environment. Our curriculum is threaded with experiences that help children develop an appreciation for diversity, a sense of their leadership potential and a positive feeling of their value in our community.

## **philosophy / non-discrimination statement**

The YWCA Greater Newburyport prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status.

The YWCA Greater Newburyport youth programs provide a warm, caring atmosphere where children are accepted unconditionally. All programs are inclusive, open to all children regardless of color, race, economic status, religious background, or family composition. Staff members strive to create an environment, which is a careful balance between reliable security and stimulation that fosters exploration and growth.

School-aged programs improve academic performance, social and developmental outcomes, contribute to healthy lifestyle options, and prevent many risky behaviors. The key factors in supporting positive outcomes include access to and sustained participation in quality programming with strong partnerships with schools, families and the community. In collaboration with Newburyport Youth Services, the YWCA school-aged programs draw from the 40 Developmental Asset Model. This model helps young people grow up healthy, caring and responsible and engages all the adults in children's lives (parents, youth staff and school personnel) in that process.

Our youth programs are designed to:

- ≈ promote a sense of self-worth: A positive self-concept is the bedrock of all learning and growth.
- ≈ foster independence and self-discipline: These two elements are necessary ingredients for problem solving and achievement.
- ≈ provide opportunities for success: This encourages risk taking and appropriate expansion of parameters.
- ≈ meet each child's unique needs whenever possible: A concept which builds trust and a respect for others.
- ≈ create a caring, respectful community: This sense of community grows from the individual program to the school, family, and the community at large.

Young people build skills, acquire passions, come to understandings and take on responsibilities for changing their world as they grow, learn and develop. Practice suggests that young people are most likely to develop these strengths when they are connected to programs and organizations that have effective youth engagement strategies explicitly designed to address these core needs.

## **youth program descriptions**

### **after-school program**

- **Ages:** Kindergarten – 3<sup>rd</sup> Grade
- **Location:** Bresnahan School (cafeteria, gymnasium, platform & outdoor spaces)
- **Hours of Operation:** 2:45pm to 5:30pm

**Program Description:** The YWCA offers MA state licensed after-school childcare. Our multi-age program offers a rich, engaging array of activities and experiences within a fun developmentally appropriate program model. Youth participate by making their own decisions about how they prefer to spend their time. Activity choices include outdoor play, gym time, free play and themed activities. A snack is offered each afternoon.

### **summer camp**

- **Ages:** Entering 1<sup>st</sup> Grade – Entering 4<sup>th</sup> Grade
- **Location:** Bresnahan School
- **Hours of Operation:** listed each year in the current camp brochure

**Program Description:** The YWCA summer camp is licensed by the Newburyport Department of Public Health and runs single week sessions each summer while public school is closed. Our camp is chalk full of EPIC experiences with fun trips and a carefully curated balance of adventure and lazy summer days. Check out our summer camp brochure each spring to see what we have planned!

## **transition plan**

As a program that is based on strong relationships, we are very aware of the importance of creating a smooth transition plan for children as they move through activities. Throughout the program, the mission, vision, core values and policies are fluid. Schedules, activities and curriculum are developed, consistently reviewed and revised, and delivered based on the developmental levels and unique needs of the children in the group, with the commitment to an appreciation of diversity, positive social learning and community building inherent throughout.

## **student interns/volunteers**

The YWCA works with local schools, agencies, and individuals to provide opportunities for responsible individuals to develop skills in the childcare field. All volunteers and interns shall be provided appropriate orientation, training, and supervision, and at no time will have unmonitored contact with the children. All volunteer hours, contracts and a description of volunteer responsibilities and supervision provided will be documented and kept by the YWCA and school/agency when applicable. Youth programs do allow at appropriate times, high school/college students to observe children as a part of their course requirements. During these observations, there is little to no interaction between the observer and the child and no identification of the group or individual child occurs.

## **enrollment**

To enroll a child, parents should start by visiting the YWCA's website at [www.ywcanewburyport.org](http://www.ywcanewburyport.org). The most up to date enrollment information is kept on our website. Registration is online in Community Pass.. You will need to have or create an account in Community Pass to register a child into a program. Once you have selected a program online, the program director will walk you through the process to finish your registration. It will include an opportunity for an in-take meeting. These sessions are done on site to allow families to meet staff and tour the program space. Parents will be asked to complete the appropriate enrollment forms and get them into the program director. Forms will need to be updated annually and returned with any necessary supporting documentation (at minimum you will need to provide a current physical with immunization record). If your child has any medications or allergies, additional forms are required before enrollment into the program. If your child is on a supportive plan or has specific needs, you will need to provide documentation to the program director for review. This process is an opportunity to ask questions and share your goals for registering your child with us. It is important to establish a relationship from the very beginning to ensure that your child is set up for success!

Registration is complete when the YWCA has received all required forms and any initial payments due.

All families participating in the YWCA after-school program can take advantage of membership rates on classes offered at the Wellness Center.

For all participants, the first month of care will be considered a trial enrollment. The YWCA youth programs are not therapeutic programs, we do not provide specialized and/or one-on-one care. The YWCA reserves the right to determine if a program is able to meet the specific needs of each individual child.

***\*No child will be accepted to a youth program without the required paperwork and registration on file.***

## **payment policy**

*All current youth program fees are conveniently located on our website.*

## **after-school program**

After-school fees are based on the number of curriculum days in the Newburyport Public School calendar. Annual childcare contracts break down into 10 tuition installments. Tuition installments are

automatically debited on the 15<sup>th</sup> of the month previous to service starting August 15<sup>th</sup> and ending on May 15<sup>th</sup>. An authorization for debit can be set up on a savings account, checking account or credit card.

Schedule changes/withdrawals to a contract must be requested in writing and can take effect only at the beginning of a month. After-school staff have a form for this purpose. The completed form must be received by afterschool billing staff at the YWCA by the 1<sup>st</sup> of the month before the change will take effect. (For a change in a February schedule, we need the request in writing by Jan 1<sup>st</sup>.) The new schedule/withdrawal will be reflected in subsequent debit payments.

If a parent(s) fail(s) to make regular monthly childcare payments, services will be terminated. The YWCA will no longer provide care to children whose fees are more than one month in arrears. (If there is an unpaid balance after the child has left the program, the YWCA will charge a \$20 late fee for every thirty days the bill is outstanding. If no payment plan is arranged after one month, the YWCA may pursue legal action.)

### **summer camp**

Weekly camp sessions are paid for at the time of registration.

*\*Camperships are non-refundable and non-transferable.*

### **refunds/credits**

The YWCA cannot deduct days missed from your monthly tuition or summer fees. Your fees pay for direct operating costs such as staff, snacks, transportation, field trip admittance and materials. These must be available for your child. When you enroll, you are reserving the time, space, staffing and provisions for your child. Whether he/she attends or not, there will be cost incurred by the YWCA.

A credit will be considered for illness/medical reasons or other uncontrollable circumstances with a doctor's official statement and the approval of the Executive Director.

When a payment is returned for insufficient funds, parents will be notified. Parents must make arrangements to rectify the issue as soon as possible. Failure to do so will result in termination from the program. Any incurred bank fees will be passed on to the parent. The YWCA will charge a \$20 late fee for every thirty days the bill is outstanding. If no payment plan is arranged after one month, the YWCA may pursue legal action.

### **financial assistance**

The YWCA Greater Newburyport participates in the Child Care Circuit Voucher program. Parents with a valid child care voucher should talk with the Site Coordinator/Program Director at the time of intake (or upon receipt of voucher) to activate voucher payments for child care. While scholarships are not guaranteed, the YWCA does its best to assist all families in need. When scholarships are not available, the YWCA will make every effort to support parents in finding funding resources.

### **attendance policy**

With an ever growing and changing population of students in the YWCA youth programs, we depend on communication from parents to keep us abreast of any changes to your child's daily routine.

## **after-school program**

The after-school program is supported by the Bresnahan School's online dismissal system. The program reminds parents to update all dismissal changes in the school's dismissal manager so that the program will be alerted if your child is absent or not attending program on a scheduled day.

\*\*On school days, the child **MUST** attend school in order to participate in the after-school program.

## **summer camp**

The summer camp relies on families to make arrangements with the staff team if their child will attend late or be picked up early.

## **transportation plan**

In the event of a medical emergency requiring transportation to the closest hospital, the YWCA staff will call 911 and request an ambulance.

## **after-school program**

The after-school program does not provide transportation to or from the program.

## **summer camp**

During summer camp, the YWCA contracts a school bus company to provide transportation to scheduled field trips. Camp brochure details all tentative trips and changes are updated weekly during camp sessions. Fieldtrips depart from the Bresnahan School at door 1 (333 High Street entrance) and return to the YWCA Wellness Center (13 Market Street).

Should a vehicle fail to operate, or the driver of the vehicle deems the vehicle unsafe to transport children while away from the program site, safe, reliable alternate transportation will be arranged immediately. Camp staff will ensure the safety of all children while awaiting alternative transportation. The vehicle driver or staff member will use their best judgment and training received as to when to evacuate a vehicle in a breakdown situation. Children will be quickly but safely moved (across road if necessary) to a secure location away from the vehicle.

## **drop off & pick up policy**

### **after-school program**

**Arrival** – Participants arrive to the program through the school dismissal process.

**No Shows** – If a child doesn't **arrive to after-school program** on a day he/she is scheduled to attend and it is not already notated on the sign in sheet, the staff taking attendance will do the following in this order:

1. Scan the program space to ensure that the child wasn't overlooked during sign in.
2. Scan the school dismissal manager report to see if an exception was overlooked.
3. Check in with after-school staff present.
4. Go to the school reception office located at Door #2 and report the missing student. The school will take over locating the child (checking with appropriate teacher, contacting parents and/or police) and will report back to the program.

**Pick up** – Participants are released to a parent/guardian or authorized pick up person. Children will be released to parent/guardian or adult (18 years of age) who is designated on the child's signed *Transportation Authorization Form*. If staff cannot visually identify a pick up person, they will be required to present a picture ID before releasing the child. Please make sure to keep an ID handy during pick up in case there is a substitute staff person and also make this policy known to any authorized pick up people that will be picking up your child so that they are prepared.

## **summer camp**

**Arrival** – Campers are greeted and checked in by designated camp staff at Door #1 to the Bresnahan School. Door #1 is located in the bus loop between the Senior Center and the Bresnahan School via the entrance at 333 High Street. There is also ample parking in the North Atkinson Street lot (32 North Atkinson Street) and Door #1 can be accessed by following the stairs to the right of lot. Parents should be prepared to remain with campers until staff indicate that they have been received and are all set. ***No child can be dropped off to the facility parking lot or left unattended.***

**No Shows** – If a child doesn't **arrive to camp** by 9:15am on the first Monday of a registered session, the parent will be contacted to ensure that they are aware that they are enrolled in the session. On all subsequent camp days of a weekly session, children will be marked absent if they do not arrive and the staff haven't been made aware of an alternate arrival time. We encourage parents to use the site phone number to make the camp staff aware of absences as well as late arrivals or pick ups.

**Pick up** – Children will be released to a parent/guardian or adult (18 years of age) who is designated on the child's signed *Transportation Authorization Form*. Upon first introduction to any parent or authorized release person, staff will require picture ID before releasing the child. At pick up, the adult must alert a staff person that s/he is taking the child out of the program. Parents must inform the summer staff if someone other than a designated person will be picking up their child.

## **substance abuse policy**

The YWCA Greater Newburyport Youth Services reserve the right to determine whether or not an authorized person is competent to take a child home without placing the child at risk. In the rare event that an authorized person arrives under the influence of alcohol or any other illegal substances the Program Director/Site Coordinator will suggest to the authorized person that another authorized person on the contact list be called. If the authorized person becomes belligerent or aggressive, the Program Director/Site Coordinator present must consider the possibility of injury to the child, other children, and staff and by state law will be required to:

1. Call the police at 911.
2. Otherwise prevent the authorized person from taking the child until the police have arrived.
3. Remove the child from the authorized person's presence until the police have arrived.

The intent of this policy is not to embarrass, humiliate or harass authorized persons. Its sole purpose is to protect your child(ren) who you have entrusted to our care. The YWCA Greater Newburyport Youth Programs reserve the right to deny access to program services to persons who abuse this policy.



It is the responsibility of the parent to inform any and all authorized persons, whom may transport their child, of this **STRICT** policy.

## **late pickup policy**

Parents are expected to pick up their children at or before closing. Out of courtesy to the staff and your child(ren), parents must call the site cell phone as early as possible if they are going to be late. For the first late pick-up, parents will be given a warning, but not charged the late fee. For all subsequent late pick-ups, a fee of \$1.00 per minute (per family) will be charged. Parents who are consistently late will be contacted by the program administrator for a reassessment of their childcare needs, as more than 3 late pick-ups is grounds for termination.

### **If a child has not been picked up within a ½ hour after the program has closed and the YWCA staff has been unsuccessful at:**

Contacting a parent/guardian or designated authorized emergency person

#### **And**

Parent/Guardian or authorized person HAS NOT contacted the YWCA to inform staff of late arrival

The YWCA will follow these procedures:

- Contact the Department of Children and Families Child at Risk Hot Line and inform them that we have an abandoned child.
- A YWCA staff member will stay with the child until a DCF social worker takes over the situation.
- The YWCA staff member will attempt to leave a message for the parent or authorized person as to where to locate their child.

## **inclement weather/programs closing**

### **after-school program**

The YWCA after-school program operates in a Newburyport Public School building. As a result, and for program consistency, our after-school program follows the school closure system of the Newburyport Public Schools.

When a school closing is declared by the Newburyport Public Schools, the school buildings are closed for the day. This decision is usually made by 6:30am and is broadcast to you in a robocall message from the school. On these days when school is cancelled, there is also no YWCA childcare.

If after the children are in school, the Superintendent decides that impending or present weather conditions are such, school can be closed early or the building can be closed at the end of the school day with “no afterschool activities”. If a change in dismissal or afterschool activities is warranted, you will again receive a robocall message stating what has been decided. Please pay careful attention to the announcement and understand that the YWCA afterschool childcare program is part of afterschool activities and will be closed whenever afterschool activities are cancelled for the afternoon. The decision to close afterschool activities is usually made by 11:30am; but could be made earlier or later if an emergency situation arises. The goal is to close the school buildings as close to the end of the school day as possible. ***When you receive this call, you will need to have an alternative plan for your child's afternoon. Parents need to change their students'***

**dismissal plan online in the dismissal manager or contact the Bresnahan School by phone to change the dismissal plan.** The administrative team from the YWCA work on location at the Bresnahan School and will remain on site to ensure that all participants have been accounted for. The expectation is that children will be dismissed as either a rider or a walker at the school dismissal time.

It is also possible that the YWCA afterschool program will close early due to inclement weather. The afterschool program will close in the case of a state of emergency being declared or at the discretion of the program director. It is our goal to keep our families as well as our staff team safe, so a decision to close early will be made if impending or present weather conditions are such that there is concern for staff driving home in the evening. Should the program decide to close early due to a weather emergency, you will receive an email blast and it will be by 2pm whenever possible. The expectation is that you will arrive to pick up your child as close to the indicated time as you can.

### **summer camp**

The YWCA summer camp has a home base in a Newburyport Public School building. When there is an emergency closure of the Bresnahan School declared by the Newburyport Public Schools, the YWCA will close camp for the day. The summer camp will close any time that a state of emergency is declared. The program will send out an email blast and/or call families via phone. Parents can call into the site phone for updates. The message on the site phone will be updated regularly with information regarding all closures and re-openings.

**\*\*All of these scenarios involve parents having a plan in place. One for a full day of care and the other for early pick up. *We advise parents to make a backup plan now, rather than waiting until the day of an emergency.***

### **behavior**

Our commitment to all the children in our care prompts us to implement a clear and consistent behavior policy. The YWCA Greater Newburyport has a **ZERO TOLERANCE** policy with regards to violence. All children should feel safe and secure while at the YWCA. No bullying, verbal threatening, ridiculing, or physical violence towards another child, staff member, or equipment will be tolerated. Our childcare programs create a community environment where everyone has mutual respect for one another and feel physically and emotionally safe. The YWCA Greater Newburyport takes a positive approach to teaching proper behavior rather than a punitive one. The positive values of the 40 Assets (caring, equality and social justice, integrity, honesty, responsibility and healthy lifestyle) are the basis for our expectations.

### **behavior management plan**

The YWCA youth services team strives to consistently implement techniques and strategies with ***the ultimate goal of teaching/instructing/encouraging a child to manage his/her own behavior.*** Some of these techniques include positive reinforcement of appropriate behavior, role modeling and providing redirection with focus on the behavior rather than the child. Whenever possible, staff will discuss children's choices of behavior and natural consequences that would follow – then allow children to make a choice and enforce the consequence if need be. Giving a child the chance to “cool off” or refocus and/or individual discussion to process through a situation with the child away from the group may also be used. If a behavior persists or intensifies the Program Director will contact the parent to discuss.

No child shall be subject to abuse or neglect, cruel, unusual, severe, or corporal punishment including:

- ≈ Any type of physical hitting inflicted in any manner upon the body
- ≈ Punishments which subject a child to verbal abuse, ridicule, or humiliation
- ≈ Denial of food, rest or bathroom facilities
- ≈ Punishment for soiling, wetting, or not using the toilet or excessive toileting
- ≈ Punishment related to eating or not eating

It must be understood that every situation is different. Each incident will be dealt with on an individual basis with the determining factor being what is best for the program and child involved. Consequences are at the discretion of the Program Director.

Youth services staff will **IMMEDIATELY** contact parents when these situations warrant:

1. Physical fighting with another child happens or seems imminent
2. Habitual use of Swearing/Foul language
3. Hitting and/or Kicking a staff member/visitor/child
4. Inappropriate physical touching of staff member/another child/visitor
5. Leaving program areas
6. Repeated infringements of program safety policies

If the Program Director/Site Coordinator feels that a child cannot be safe for the remainder of the program day and the program doesn't have the capability to manage the situation effectively, program staff will contact the parent and request that the child be picked up as soon as possible. At the discretion of the Program Director/Site Coordinator the child may be asked to stay out of the YWCA youth program for a length of time. Suspension of services is never used punitively, but as a "cooling off" period to try to reboot, develop a plan and communicate it through to the family/child as well as staff team before moving forward. Healthy boundaries are established most effectively when the team has time to respond and not react.

Serious behavior problems will be handled in the following manner:

- ≈ Parents will be notified of any and all behavioral issues. Behaviors will be documented in writing detailing the situation and efforts made by staff to resolve the situation. At the discretion of the Program Director/Site Coordinator, a meeting may be set up to discuss the issue and a behavioral contract may be put into place to support the child and to modify the behavior.
- ≈ If behavioral issues continue, the child may be suspended for a day or may be suspended until a meeting is held between the child, parent and Program Director/Site Coordinator. All documented prior incidents will be reviewed and the child will be placed on a behavioral plan according to their developmental needs and level. At this time, a decision will be made to determine if the program is able to meet the child's needs.
- ≈ Should future incidents occur, the YWCA Program Director/designated staff may recommend the child is unable to return to program and give the family 5-days notice. If the child's behavior is severe and endangering the safety of the child, other children and/or staff, the YWCA reserves the right to stop service effective immediately. Any fees paid in advance will be returned on a prorated basis.

*\*Please note: the YWCA is unable to hold or restrain a child if he/she is putting him/herself in a situation where they could harm themselves or another child. Should any situation arise where this*

*occurs, the parent will be contacted for immediate pick up and the child may be terminated without notice. The YWCA staff will use their discretion and request emergency safety support when deemed necessary.*

## **children with special needs**

The YWCA Greater Newburyport will accept applications for any child. The Program Director, with parental permission, will obtain information related to the child's participation in the program in order to make the best judgement of the program's ability to serve the need(s) of the child.

Information will be obtained from the local Education Agency and/or other health and service providers. Parents should submit a copy of the child's IEP/504 to the Program Director.

Once all relevant information is received, the Program Director and parent(s) will meet to discuss specific accommodations, if any, that will be required to meet the child's need(s). In writing, these may include, but are not limited to:

1. Any change or modification in the child's participation in regular program activities
2. Any change or modification to the program's staff/child ratio: 1 staff to 13 children
3. Any special equipment, materials, ramps or aids needed for the child.

Once the YWCA and the parent decide that the program is able to serve the child's need(s), the YWCA will receive parental permission to participate in the development and review of the child's program plan in cooperation with the local Education Agency and/or other health and service providers.

Should the YWCA determine that the accommodations to serve the child would cause an undue burden to the program; the parent will receive written notification within 30 days of receipt of authorized information. Written notification will state the reasons for the YWCA's decision. Reasons may include, but are not limited to:

1. The nature and cost of the accommodations needed to provide service for the child at program;
2. The ability to secure funding or services from other sources;
3. The overall financial resources of the YWCA;
4. The number of persons employed by the program;
5. The effect on expenses and resources, or the impact otherwise of such action upon the YWCA.

## **clothing, electronics and personal items policy**

The YWCA is not responsible for lost, stolen, or damaged items children bring to the program. Please only send in items that are necessary. These items can include items that the program has requested children come in with like a refillable water bottle or a change of clothing.

Children at the YWCA are active and involved. Their clothing will support them in the endeavor of play, so please send them in clothes that are comfortable, practical, wash easily and are weather appropriate. We highly recommend labeling your child's belongings.

Encourage your child that toys are not needed at program. The program provides all kinds of wonderful activities and supplies that are meant to amplify the daily activities. Personal toys from home are not needed and tend to create more management for the staff and inequity amongst the

children. We know that there is an exception to every rule as children are individual, so please talk to the staff if you have any concerns about personal items in programs.

We also ask that children refrain from bringing electronic devices to the program. Such devices include cell phones, gaming gear, iPods and mp3 players. Program staff may designate a special day/time when games and electronics are permitted. If a special event is planned to include electronics, the program will alert families and will have a detailed plan for how the event will be managed and children supervised.

The program appreciates families' support in keeping toys and electronics at home.

## **health and safety**

The YWCA Greater Newburyport and its staff realize that you are entrusting us with the health and safety of your children. The YWCA Greater Newburyport works in collaboration with the Newburyport Public Schools health department with the School Nurse Leader functioning as the program's healthcare consultant. A copy of the full health care policy is available upon request from the Program Director/Site Coordinator. All emergency telephone numbers will be posted by each phone in program sites.

## **first aid**

An adult trained in health care policy, emergency procedures, first aid and cpr will be on site in all youth service program. A first aid kit will be maintained at each youth program and taken on field trips. Only staff holding a current certification in first aid may treat an injured child. Staff are trained to administer first aid as appropriate and to call for help and/or emergency services when deemed necessary. A full plan is maintained in our health care policy.

## **allergies / alerts**

Any allergies and/or alerts MUST be listed in a child's intake packet. This information is kept on a master list and posted where staff can access it any time that they need to. All staff will be informed of children's allergies and instructed to avoid applicable products. Please inform the Program Director/Site Coordinator if any additional accommodations are needed. The after-school program provides a daily snack. Monthly snack menus are posted at the program site and the SC can work with you to coordinate an individual plan for your child.

## **oral health care**

In January 2010, EEC issued new regulations for licensed child care programs that include a requirement that educators assist children with brushing their teeth if children are in care for more than four hours or if children have a meal while in care [606 CMR 7.11(11)(d)]. This regulation is intended to:

- ≈ Help children learn about the importance of good oral health
- ≈ Provide information and resources regarding good oral health to childcare programs and families
- ≈ Help address the high incidence of tooth decay among young children in Massachusetts, which is associated with numerous health risks.

Our after-school program runs less than 4 hours each afternoon and we do not serve any meals in program, so children will not brush teeth while in YWCA youth programs.

## **sick children policy**

Though we hope it never happens, children do get sick during program hours. If your child has any of the following symptoms, we will call you and/or the emergency contacts you have provided us with to arrange to have your child picked up. It is important when filling out the *Emergency Medical Consent Form* in your child's intake packet that you provide us with contacts and their phone numbers who are available during program hours. While waiting for parents to come pick them up, children will be kept in a quiet area away from the rest of the group. If your child is mildly ill but does not display symptoms warranting a call home, they will be directed to quiet activities away from the rest of the group.

COVID-19 –The YWCA youth programs are working in collaboration with the Newburyport Public Schools (NPS) and following all recommendations and guidance as directed by the NPS Medical Advisory Team. COVID-19 Health & Safety Protocols are maintained on the NPS website where parents can view the most up to date information.

Fever – If a child has a fever of 100 degrees or more, a parent will be notified to pick up the child immediately. Children may return to the program when the fever has subsided for 24 hours without fever reducing medication of any kind.

Vomiting – If a child vomits, a parent will be notified to pick up the child immediately. Children may return to the program 24 hours after vomiting has stopped.

Diarrhea – If a child has two or more watery stools, a parent will be notified to pick up the child immediately. Children may return to the program 24 hours after bowel movements have returned to normal. If a child must return to the program with stools looser than normal due to antibiotics, etc., a written doctor's note will be required to re-admit the child.

Impetigo – If a child has any crusted or moist sores, a parent will be notified to pick up the child immediately. Children will not be re-admitted to the program until they have seen a doctor. Children diagnosed with impetigo may return to the program 24 hours after they begin antibiotics.

Conjunctivitis – If a child has red eyes or discharge coming from eyes, a parent will be notified to pick up the child immediately. Children will not be re-admitted to the program until they have seen a doctor. Children diagnosed with conjunctivitis may return to the program 24 hours after they begin antibiotics.

Strep Throat – If a child shows symptoms such as fever with a rash or sore throat, parents will be notified to pick up the child immediately. Children will not be re-admitted to the program until they have seen a doctor. Children diagnosed with strep throat may return to the program 24 hours they begin antibiotics.

Lice – If a child has any lice or nits in their hair, a parent will be notified and advised how to treat the lice. The school will be notified of any lice in order to control the population within the building.

Colds – Often children can function well in a group setting when suffering from a common cold. However, any child well enough to come to the childcare program will be expected to participate with the other children in the usual outdoor activities. A common side effect of a cold is a runny nose. Generally, a clear discharge is okay while a thick yellow or green discharge is a sign of a more serious infection. If a child has yellow or green discharge, the childcare staff will use their discretion in asking parents to pick up the child and then keep the child at home.

**\*If a child does not attend school, they may not attend the after-school program that day.**

## **medication administration**

The YWCA recognizes that some children are on medications that need to be administered during program hours. In order to ensure that medication is administered as intended by the child's physician, the following precautions are taken:

- ≈ ALL medications must have parental written authorization. No deviation in dosage will be permitted unless by authorized written order of the child's physician. All pills must be counted by YWCA staff and the parent and both must initial paperwork to verify amount of pills received.
- ≈ Medication must arrive in its original container, which must include doctor's order (written /label), which indicates child's name, dosage, # times administered daily, and # days to be administered.
- ≈ A record is maintained in the child's file and central log of any medications administered which includes: child's name, name of medicine, time and date administered, dosage, and name of staff person administering medicine.
- ≈ All medication except inhalers will be administered by a staff person or, upon written request of a parent, the child may administer his/her own meds, under supervision of staff. With written parental consent and authorization of physician, children with asthma may carry and use their own inhaler.
- ≈ Non-prescription medications can be administered only when accompanied by a doctor's order.
- ≈ Topical ointments and sprays (bug spray, sunscreen, petroleum jelly, hydrocortisone 1%, Vaseline Intensive Care, Lubriderm Intensive Moisture, Aquaphor and triple antibiotic ointment) will be applied to the children with parental permission and when deemed necessary/beneficial by staff trained in first aid.

## **emergency plans**

### **emergency evacuation**

Evacuation procedures are posted near exits.

The SC is responsible for the planning and logging of monthly evacuation drills.

In the case of a real emergency evacuation, the most senior staff member will control the evacuation.

When an evacuation drill is initiated:

- ≈ Children and staff immediately begin exiting the nearest door in their area.
- ≈ A staff member will bring the attendance sheet, medications, and evacuation kit containing first aid kit, emergency binder, drinks and snacks.
- ≈ All children and staff proceed quickly and orderly to the designated location.
- ≈ Staff quickly account for children using the attendance sheet to make sure all children are present. If a child is missing, report the child's name to the SC or another of the designated people in charge who will in turn report to the police and fire departments.
- ≈ After the fire department inspects the situation, they will give permission for the children to re-enter.
- ≈ In the event of real emergency that prohibits re-entry to the building, the children will be relocated to the Newburyport Senior Center. Parents will be notified to pick children up.

- ≈ If it is uncertain whether the program will be able to open the following day, parents will call into the site cell phone at (508) 451-0024 where the recorded message will be updated regularly.

### **nuclear emergency**

State and local officials, together with NextEra Energy Resources, have prepared a detailed emergency plan to protect people who live, work, visit, go to school and/or daycare within 10 miles of Seabrook Station. Plans are tested annually by drills, evaluated exercises and inspections. The YWCA participates in these plans and tests annually and is prepared to follow the protocols as specified by the Massachusetts Emergency Management Agency.

### **uninhabitable program site**

If a site is uninhabitable due to a natural disaster, loss of power, loss of heat, or loss of water; parents will be notified and the program will not open. If a site becomes uninhabitable while a program is already in session, emergency evacuation procedures will be followed.

### **lock down emergency**

Lock down procedures are designed to keep children and staff safe within the facility until police or other emergency responders can respond and eliminate the threat. The site coordinator is responsible for the planning and logging of lockdown drills. To prepare children, a lock down drill is held at minimum of annually.

- ≈ An announcement will be made over the program walkie-talkies:

- “Lockdown with warning”
- “Lockdown with intruder”

This announcement will be repeated several times. Lockdown with warning indicates that the threat is outside of the school and lockdown with intruder indicates that the threat is inside of the school.

- ≈ Call 911 – All staff/adults on premise are empowered to call 911 in an emergency without anyone’s permission! Make all efforts to use a land line when possible.
- ≈ Staff will make a quick visual sweep of the hallways, restrooms, and facility grounds for students and secure them in the nearest room.
- ≈ Shut all doors into the room, shut off lights and encourage children to sit quietly.
- ≈ Move students away from all doors and windows.
- ≈ Take attendance of all students and notify a site coordinator of any missing students.
- ≈ The SC or designated staff will notify the YWCA about the emergency.
- ≈ Do not open any doors or windows until notified by a site coordinator, or public safety official.
- ≈ Parents will be notified that there was a lock down.
- ≈ Incident reports should be filled out immediately following the incident.

Staff debrief at the end of the day.

### **suspected abuse and neglect**

YWCA Greater Newburyport childcare staff are mandated reporters of child abuse and neglect. According to the Department of Children and Families abuse is: The non-accidental commission of any act by a caretaker upon a child under age 18 which causes, or creates a substantial risk of, physical or emotional injury; or an act by a care-taker involving a child that constitutes a sexual offense under the laws of the Commonwealth; or any sexual contact between a caretaker and a child



under the care of that individual. This definition is not dependent upon location (i.e., abuse can occur while the child is in an out-of-home or in-home setting). The Department defines neglect as: Failure by a caretaker, either deliberately or through negligence or inability, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, emotional stability and growth, or other essential care; provided, however, that such inability is not due solely to inadequate economic resources or solely to the existence of a handicapping condition. This definition is not dependent upon location. (i.e., abuse can occur while the child is in an out-of-home or in-home setting)

A YWCA staff member who suspects child abuse and neglect should immediately contact the Program Director to discuss the accusation. When appropriate, the Director can assemble a team of employees to review the accusation. When appropriate, the Executive Director should also be informed.

The team should immediately review the circumstances of the accusation to determine if the evidence suggests that child abuse and neglect has occurred. If the preponderance of evidence suggests that child abuse or neglect may have occurred:

- ≈ The Director will call and notify the Department of Children and Families within 24 hours.
- ≈ The Director will then verbally notify the Executive Director once the call to DCF has been placed.
- ≈ The Director will notify the parent that a call has been placed to DCF unless advised by DCF not to do so.
- ≈ The Director will then submit a written report to DCF within 48 hours.

Any member of a team, who is a mandated reporter may, independently report to DCF if the team chooses not to do so. An employee who makes a report to DCF must inform the Director that a report has been made. In such an event, the parent will be notified (unless DCF advises not to do so) and the Executive Director will be notified. The DCF Area Office is located at 3 Ferry Street, Bradford MA 01835. Their phone number is (978) 469-8800.

## **institutional abuse and neglect**

Institutional abuse and neglect is the accepted term, which refers to abuse and neglect occurring in a licensed institutional setting, including school age programs operated by the YWCA. These procedures have been developed in accordance with Department of Early Education and Care 606 CMR 7.11(4) for handling any suspected incident of institutional child abuse or neglect.

If any employee of the YWCA has reason to believe that a child is suffering from institutional abuse or neglect or if she or he receives a report from a parent or community member alleging institutional abuse or neglect, she or he shall make a report to the Director of Program and Community Relations (Director) or the Executive Director if the act of abuse or neglect was allegedly committed by the Director. (Note, throughout the following policy, when the Director is indicated, substitute the Executive Director if the act of abuse or neglect was allegedly committed by the Director.)

Once the Director learns of an accusation, she or he will immediately remove the staff member from any direct care with children. The staff member will be instructed to engage in specific tasks away from children.

The Director will gather information regarding the allegation within 24 hours of the allegation. Information shall be gathered in as confidential manner as possible, however, it may be necessary to interview: the person making the allegation, the employee about whom the allegation has been made and other employees who are aware of the allegation.

Based on the interviews the Director will prepare a written report for the Executive Director and it may be included in the accused employee's personnel file. Based on this report and in consultation with the Executive Director, a determination will be made whether or not to report a 51A to the Department of Children and Families. This determination will be made within 24 hours as required by law. In any event, the Executive Director is to be given full details regarding the allegation as soon as possible and as the investigation proceeds. In the event that a 51A report is not filed or is filed and later found not to be substantiated, the employee can request to the Executive Director that anything placed in her or his personnel file be removed.

After the internal investigation is complete, if the Director determines that an act of institutional child abuse or neglect may have occurred, she or he will immediately file a 51A with the Department of Children and Families and will, in the case of licensed child care, immediately notify the YWCA's licensor at the Department of Early Education and Care no later than 24 hours after the allegation is made. DCF may either screen in the report and initiate an investigation or report back to the YWCA that the incident is not a reportable condition in which case DCF considers the matter closed. The DEEC will conduct a separate investigation and will report their findings back to the YWCA.

When the action of an employee is reported to DCF and DEEC, the accused employee will be immediately placed on paid or unpaid suspension at the discretion of the Executive Director and will immediately leave any YWCA premises. This suspension will remain in place until both DCF and DEEC have concluded their investigations.

### **health care policy**

A copy of the complete Health Care Policy is kept in the SACC Office on site and will be provided to parents upon request.

### **parental involvement and communication**

Parent communication is critical to the success of our program and is essential in providing a program that is meaningful to both the parent and the child. We work closely with parents to accommodate each child's individual needs whenever possible. Parent visits (planned or unannounced) are permitted at any time during program hours, whether their child is in care or not.

### **parent conferences**

Individual parent conferences are scheduled upon request of either a parent or staff member and can be requested at any time. Parents are invited to make suggestions and share input about the program and/or their child(ren).

### **progress reports**

Progress reports are completed annually for each child. Our curriculum is threaded with experiences that encourage children to develop an appreciation for diversity, a sense of their leadership potential and a value for a caring respectful community. The focus of our progress report reflects the experiences that your children have based on our planned curriculum and learning experiences that

interconnect with the 40 assets of positive youth development. Each child in our program is unique. Though there is a developmental framework for the acquisition of competencies and skills, we recognize that each child's journey through development is at their own pace. Our feedback about your child reflects that understanding. The program has purposefully chosen the "internal assets" portion directly from the *The Developmental Assets Framework* to focus on.

## **referral**

Youth Services staff with direct care positions will have the responsibility to observe and document any concerns they have with regards to a child. These concerns may include, but are not limited to:

Educational Delays	Vision	Gross Motor
Emotional	Hearing	Economical
Physical	Speech	Behavioral
Dental	Fine Motor	Social

If a staff has a specific concern about a child's development or behavior, the staff member will request an observation from the Program Director. The Program Director will be informed and the following steps will be taken:

- ≈ If the Program Director agrees, he/she will arrange for a meeting with the parents to notify them of the program's concerns and will prepare a list of possible referral resources.
- ≈ At the meeting, the Program Director will provide the parent with a written statement including the reason for recommending a referral for additional services, a brief summary of the program's observation related to the referrals and any efforts the program may have made to accommodate the child's needs.
- ≈ The program administrator will offer assistance to the child's parents in making the referral. If the parent requires extra support, a YWCA staff person will, with written consent, assist the parent to contact the referral agency.
- ≈ If the parent refuses referral or recommended service provision by referral agency, the child may be terminated from the program.

## **children's records**

Program participant records are the property of the YWCA. Individual files are confidential and kept locked on site. All information contained in a child's record is privileged and confidential and cannot be released without written consent of the parent. Authorized representatives from the EEC/Department of Public Health have the right and responsibility to review all records at reasonable intervals. The YWCA will not distribute or release information in a child's record to anyone not directly related to implementing the program plan without written parental consent. A parent will have access to their child's record at reasonable times. Upon such a request for access, the child's entire record will be made available. A reasonable fee may be charged for copies made of information from the child's record. Staff will maintain a log in each child's record indicating any time the record has been released. The log will be available only to the child's parents and program personnel responsible for record maintenance. State regulations require the following information to be documented:

- ≈ Name, signature, and position of person releasing or distributing the information.
- ≈ The date and portions released or distributed.
- ≈ The purpose of such release or distribution, including records that are subpoenaed.

- ≈ The signature of the person to whom the information is distributed or released.

Parents **must** notify the YWCA staff of any change in family information (address, phone number, marital status, etc.) A parent has the right to add information to her/his child's record at any time by making the information available, in writing, to the Site Coordinator. A parent also has the right to request deletion or amendment of any information contained in the record in accordance with the following procedure:

- ≈ Request a conference with the Site Coordinator to make the objection known.
- ≈ A parent will receive, in writing within one (1) week after the conference date, a decision and reasons for the decision.
- ≈ If the decision is in the parent's favor, the record will be changed immediately.

Records are retained for a period of at least five (5) years after the child has left the program. Upon written request of the parent, a copy of his/her child's file can be released to him/her, or any other people the parent identifies.