

**YWCA IS ON  
A MISSION**

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



## **contact information**

### **director of youth services**

**Amanda Bradbury**

**ywca** greater newburyport  
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## **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 many youth programs in our area, the **ywca** school-aged programs draw on 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 – 5<sup>th</sup> Grade
- **Location:** Bresnahan School (cafeteria, platform room, gymnasium and outdoor playground spaces)
- **Hours of Operation:** end of the school day until 6pm

**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, social enrichment and themed activities. A snack is offered each afternoon and spaces are made available to accommodate children who need to work on their homework. The **ywca** serves a diverse ethnic, religious and racial population. We recognize and celebrate holidays that are significant to our families as well as others that will encourage value and respect for the diversity of cultures in our community.

### **summer camp**

- **Ages:** Entering 2<sup>nd</sup> Grade – Entering 6<sup>th</sup> Grade
- **Location:** Bresnahan School (home base where all field trips take off from and return to)
- **Hours of Operation:** 8am-5:30pm (Mon-Thur) / 8am-4pm (Fri)

**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 closed. Our camp is geared towards adventure with lots of EPIC trips to maximize summer fun. A regular camp day is from 9am-4pm with extended care offered at our home base. Look for our upcoming summer brochure this winter.

## **transition plan**

As a program that is based on strong relationships between staff and children and among children, 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 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 are inherent throughout. Daily schedules and monthly activities are posted in program spaces for parents and children to see.

## **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 must contact the Program Director who will schedule 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 bring them to this appointment where they can be checked for completion and accuracy. Forms will need to be updated annually and returned with any necessary supporting documentation (at minimum you will need to return with a current physical with immunization record). If your child has any medications or allergies, additional forms are required before enrollment into the program. Also, if your child is on an IEP/504 with their school, we ask that you provide us with a copy of it so that we are able to be consistent with the school and better support your child. 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!

Once it has been determined that a youth program is the right match for your family, you will be directed through our online registration system, Community Pass. Registration is complete when the **ywca** has received all required forms, registration fee (non-refundable) and initial payments.

All families participating in the **ywca** after-school program receive a complimentary membership to our wellness facility.

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 services program without the required payment and registration submitted.***

## **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. 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 our child whether he/she attends or not.

A credit will be considered for illness/medical reasons or other uncontrollable circumstances with a doctor's official statement.

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 assist parents in finding funding support.

## **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. Please call the **ywca** youth services team at (508)451-0024 to report all absences for any reason by 9am.

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

As all campers attending summer camp arrive by parent drop off, phone calls will only be made the first day of a session if a listed participant doesn't arrive. This courtesy call is to alert parents of their enrollment in the session. No further arrangements will be made if a child does not arrive to camp.

In the case that a camper is not with the group at the time of pick up, the missing child procedures will be activated and followed.

No child will be accepted into a youth services program without the required payment and registration forms submitted.

## **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** provides transportation to scheduled field trips. Transportation is usually in the form of school bus. Camp brochure will inform parents of trips. Transportation may include but is not limited to walks, vans and buses. All fieldtrips depart from and return to the Bresnahan School at door 1 (333 High Street entrance).

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** - Kindergarten participants are escorted to the cafeteria starting at 2:40pm by their classroom teachers. First through Third Graders are supervised through the Bresnahan School dismissal procedure down to the cafeteria starting at 2:45pm. Fourth and Fifth Graders come from the Molin School on a designated public school bus and are dropped off at door #1 and supervised by the Bresnahan School dismissal procedure to the cafeteria starting at 3:55pm.

**Pick up** – Parents should park in the lot at 32 North Atkinson Street and enter the Bresnahan School through door #2. The after-school sign out station is located in the cafeteria where parents need to sign children out. Staff will direct parents through the pickup process when their child is in another program space away from the sign out station.

Children will be released to the parent 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 and must sign the child out of the program. Parents must inform the afterschool staff if someone other than a designated person will be picking up their child.

### **summer camp**

**Arrival / Pickup** - During the summer all camp drop offs and pickups will happen at door #1. Parents should use the North Atkinson Street lot to park in and then access to door #1 is up the stairs to the right of the lot. Door #1 will be unlocked from 8-10am and from 4-5:30pm, but during the time in between when the program is on trips it will be locked. All field trip buses will depart and return to door #1 in the bus loop.

No child can be dropped off to the facility parking lot or outside the facility. It is essential that parents understand that they are completely responsible for their children until they have released them to the appropriate camp staff.

Children will be released to the parent 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, the other children, the 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 person, 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 written notice, 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 called 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 by 6:30pm 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 there is a snow day (or other emergency closure of the Bresnahan School) declared by the Newburyport Public Schools, the **ywca** will not run the after-school program.

If after the children are in school, the Superintendent decides that impending or present conditions are such that there will be no afternoon kindergarten or afterschool programs, they will send out a

phone message to all parents saying that “there will be no PM kindergarten and no afterschool activities.” Their goal is to close the school buildings as close to the end of the school day as possible. When parents receive that call, we ask that they immediately begin to make arrangements for their child to be picked up or take the bus (if they have a bus pass) at the end of the school day. **ywca** staff will call parents to remind them to arrange for their child(ren) to be picked up after school. If necessary, **ywca** staff will be present after school until all children enrolled for the after-school program on that day are picked up. As this usually happens infrequently and only if driving conditions are expected to be hazardous (or the building emergency is sudden), we want to release our staff as well so please make sure your children are picked up as close to regular school dismissal time as possible.

## **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 not run the summer camp program on that day. Parents can call into the site phone for updates. The message on the site phone (508) 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 after school pick up. *We advise parents to make a backup plan now, rather than waiting until the day of the 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 must have 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 consequences that would follow – then allow children to make the choice and enforce the consequence. The most common consequence is the loss of a privilege. Giving a child the chance to “cool off” or refocus and/or individual discussion with the child away from the group may also be used. If a behavior continues the Program Director/Site Coordinator will contact a parent to discuss the situation.

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 (with discussion of Executive Director for serious matters).

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 policies

If the Program Director/Site Coordinator feels that the child cannot be safe for the remainder of the program, they will request that the child be picked up immediately. At the discretion of the Program Director/Site Coordinator the child may receive suspension from the **ywca** youth program.

Serious behavior problems will be handled in the following manner:

- ≈ Parents will be notified of any and all behavioral issues. Serious 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 to safety of the other children and 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.*

## **children with disabilities**

The **ywca** Greater Newburyport will accept applications for any child with a disability. 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. The size of the group to which the child will be placed and the appropriate staff/child ratio;
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 label all clothing/objects.

Children at the **ywca** are active and involved. They should wear clothes that are comfortable, practical, wash easily and are weather appropriate. All belongings should be labeled with the child's name.

Encourage your child that toys/objects, if brought to program, should be sharable. If a toy/object is increasing the likelihood of arguments, or the possibility of loss and disruption of program schedule, children will be asked to keep it in their backpacks during program hours.

We also ask that children refrain from bringing personal electronic devices to the program. Such devices include cell phones, gaming gear, iPods and mp3 players. Program staff may designate a time when games and electronics are permitted. Please only use/bring during these special event days. If a staff sees a child with these items they may be taken and returned once the parent arrives for pick up.

## **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 has worked with our healthcare consultant, Gabriel Kasper FNP to ensure the health and safety of all program participants. 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 any youth service program. A first aid kit will be maintained at each youth program. The first aid kit will be taken on field trips. Only staff holding a current certification in first aid may treat an injured child. An injury requiring more than simple first aid Children attending the after-school program are served a snack every afternoon. Monthly snack menus are posted at the program site. A listing of nutritional food is available upon request.

- ≈ If a child requires a special diet or has food allergies, parents must notify the staff in writing.
- ≈ All children's food allergies are posted for all staff to review.

## **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 in program rooms. 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.

## **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.

*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 (petroleum jelly, sunscreen, DEET free bug spray, anti-itch cream, petroleum jelly, moisturizing lotion 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**

In the event of a medical emergency, staff will call 911 and/or prepare to transport the child to the nearest hospital, while another staff member will contact the parents. When there is time and is practical, the child's doctor and parents are notified before a child is taken for treatment. Emergencies which require transport may include, but are not limited to, excessive pain or bleeding, loss of consciousness, eye or head injury, and broken bone, shortness of breath, abdominal pain or swelling.

In the event of a facility/natural disaster, the children will be evacuated from the program site. In order to prepare children, evacuation drills are held each month on varying days of the week, at varying times during the day, and at varying exits. If children are evacuated due to an emergency, staff will wait for the fire or police department to give permission for children to re-enter the building or relocate to the Newburyport Senior Center in the event that the emergency prohibits re-entry to the building. 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 close or follow its evacuation procedures if already in session.

In the case of a nuclear emergency, the youth programs follow the Massachusetts Emergency Management's Plan. The children and staff will be bussed to a reception center at Masconomet Regional School and then transported to Minuteman Regional High School on Marrett Road (off Rt 2A West) Lexington, MA where parents can pick up their child(ren).

There are resources in the city that will support our organization in the event of a natural disaster, including mental health professionals to help children, families, and staff.

## **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** licenser 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 anyone 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. Formal annual surveys are distributed to all parents to assist us with program development and implementation.

### **progress reports**

Progress reports are completed annually for each child. These reports are used to communicate during parent conferences and to plan programming and activities to meet the individual needs of children. Site Coordinators gather information from all program staff to complete these reports.

## **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.

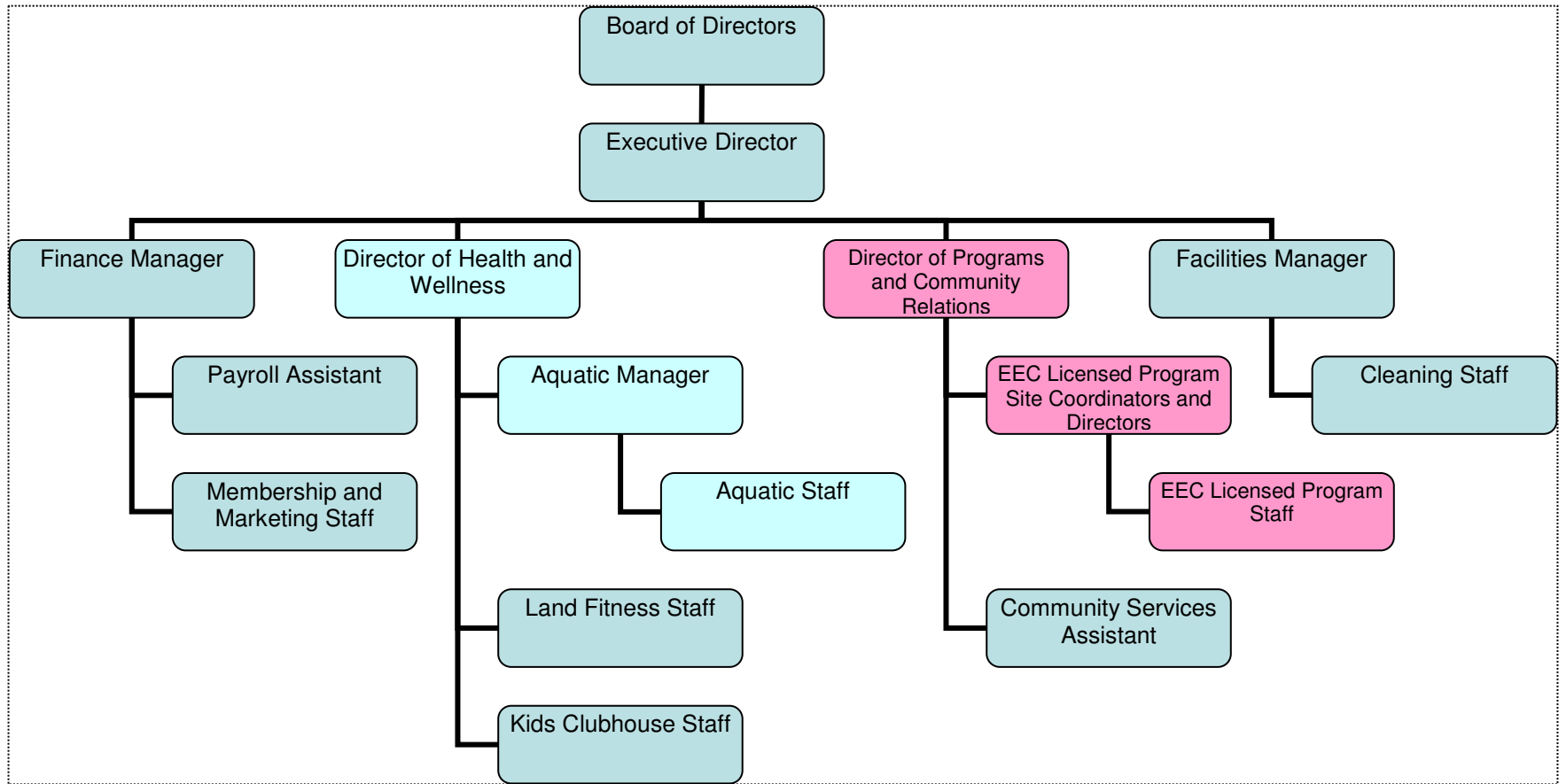
Parents **must** notify the **ywca** staff of any change in family information (address, phone number, marital status, etc.) A parent has the right to add information to her/his child's record at any time by

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.

# ywca greater newburyport organizational chart



## 40 developmental asset

### A. Support

1. **Family Support**- Family life provides high levels of love and support.
2. **Positive family communication**-Young person and her or his parent(s) communicate positively, and young person is willing to seek parent(s) advice and counsel.
3. **Other adult relationships**- Young person receives support from three or more non-parent adults.
4. **Caring neighborhood**- Young person experiences caring neighbors.
5. **Caring school climate**- School provides a caring, encouraging environment.
6. **Parent involvement in schooling**- Parent(s) are actively involved in helping a young person succeed in school.

### B. Empowerment

7. **Community values youth**-Young person perceives that adults in the community value youth.
8. **Youth as resources**- Young people are given useful roles in the community.
9. **Service to others**- Young person serves in the community one hour or more per week.
10. **Safety**- Young person feels safe at home, school, and in the neighborhood.

### C. Boundaries & Expectations

11. **Family boundaries**- Family has clear rules and consequences, and monitors the young person's whereabouts.
12. **School boundaries**- School provides clear rules and consequences.
13. **Neighborhood boundaries**- Neighbors take responsibility for monitoring young peoples behavior.
14. **Adult role models**- Parent(s) and other adults model positive, responsible behavior.
15. **Positive peer influence**- Young person's best friends model responsible behavior.
16. **High expectations**- Both parent(s) and teachers encourage the young person to do well.

### D. Constructive Use of Time

17. **Creative activities**- Young person spends three or more hours a week in lessons or practice in music, theatre, or other arts.
18. **Youth programs**- Young person spends three or more hours per week in sports, clubs or organizations at school and/or in community organizations.
19. **Religious community**- Young person spends one or more hours per week in activities in a religious institution.
20. **Time at home**- Young person is out with friends "with nothing special to do," two or fewer nights per week.

### **E. Commitment to Learning**

21. **Achievement motivation**- Young person is motivated to do well in school.
22. **School engagement**- Young person is actively engaged in learning.
23. **Homework**- Young person reports doing at least one hour of homework every school day.
24. **Bonding to school**- Young person cares about her or his school.
25. **Reading for pleasure**- Young person reads for pleasure three or more hours per week.

### **F. Positive Values**

26. **Caring**- Young person places high value on helping other people.
27. **Equitable & social justice**- Young person places high value on promoting equality and reducing hunger and poverty.
28. **Integrity**- Young person acts on convictions and stands up for her or his beliefs.
29. **Honesty**- Young person "tells the truth even when it is not easy."
30. **Responsibility**- Young person accepts and takes personal responsibility.
31. **Restraint**- Young person believes it is important not to be sexually active or use alcohol or other drugs.

### **G. Social Competencies**

32. **Planning & decision making**- Young person knows how to plan ahead and make choices.
33. **Interpersonal competence**- Young person has empathy, sensitivity, and friendship skills.
34. **Cultural competence**- Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds.
35. **Resistance skills**- Young person can resist negative peer pressure and dangerous situations.
36. **Peaceful conflict resolution**- Young person seeks to resolve conflict nonviolently.

### **H. Positive Identity**

37. **Personal control**- Young person feels he or she has control over "things that happen to me."
38. **Self-esteem**- Young person reports having a high self-esteem.
39. **Sense of purpose**- Young person reports that "my life has purpose."
40. **Positive view of personal future**- Young person is optimistic about her or his personal future.