



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA of Pawtucket Inc. School Age Childcare

Section 1: GENERAL INFORMATION

INTRODUCTION

The YMCA of Pawtucket strives to provide quality a childcare program that is affordable, safe and is accessible to the greatest number of families in an effort to strengthen our community. Many parents in today's modern world are working or furthering their education. These parents need assurance that their children are receiving quality care and proper supervision. The YMCA's School Age Childcare Programs allows children to be supervised by trained staff while enjoying the social, physical and cultural interactions with their peers. Our programs provide supportive environment in which the child has the freedom to be creative and grow into a happy, healthy individual. The program has a mix of activities that are structured through lesson planning and activities decided by the children. Children are offered a variety of age appropriate activities which include homework tutoring, STEAM, arts and crafts, active group games, individual time to explore, quiet games, reading and special projects. Nutritious snacks and meals are provided at the appropriate times.

We know that we cannot provide quality care unless it takes place within the context of the family. Together we can make an excellent team. We hope to make the transition into our program easy and comfortable for you and your child. We look forward to working with you throughout your child's stay with us.

OUR MISSION STATEMENT

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

OUR PHILOSOPHY

We believe that children should realize their potential and self-worth. As part of the YMCA of Pawtucket, we are concerned with the individual child's feelings and attitudes in the various stages of development. Children are provided with a challenging and pleasant environment of doing, thinking, exploring and discovering. Many hands-on activities are offered for the children to experience.

We feel the relationship between parents and staff is very important. This relationship is built daily through verbal and written communication, a monthly newsletter, parent boards and opportunities for family involvement.

The following goals are specific to the YMCA

- To support and strengthen the ties that bonds families.
- To help children develop to their fullest potential.
- To deliver the program in a positive YMCA environment of safety, support and care.
- To strengthen our community.

Specifically, our mission is to provide services and activities which help people regardless of age, sex, race or religion to develop in spirit, mind and body; to recognize and fulfill their responsibilities to the family, the community and to each other; and to improve their health and lifestyle.

CHILDREN'S RIGHTS

Staff is responsible for ensuring that children enrolled in our program:

- Have a safe and reliable environment free of hazards.
- Have use of all fully functional equipment and space on an equal basis.
- Have their ideas and feelings respected.
- Have discipline that is fair, equal and respectful to them.
- Have the opportunity to express their anger, frustration, disappointment, joy, etc. in an appropriate manner.
- Have activities that allow participants to express their creative ability, explore and discover, while developing to their fullest potential.
- Have an environment that offers a variety of choices.
- Have the right to voice their opinion on the rules and have input on the activities offered.
- Are treated with caring, respect, honesty and responsibility.
- Have the right not to be bullied.

Bullying is intentional aggressive behavior that happens repeatedly over time and is more than an isolated incident. It can take the form of physical or verbal harassment and involves an imbalance of power (a group of children can gang up on a victim or someone who is physically bigger or more aggressive can intimidate someone else, for instance). Bullying behavior can include teasing, insulting someone (particularly about their weight or height, race, sexuality, religion or other personal traits), shoving, hitting, excluding someone, or gossiping about someone. Bullying can cause a victim to feel upset, afraid, ashamed, embarrassed, and anxious about going to school. It can involve children of any age. Bullying behavior is frequently repeated unless there is intervention. Any bullying incidents will involve intervention from staff and be dealt with on a case by case basis.

ENVIRONMENT

Children are encouraged to explore their own world. Children are encouraged to explore their own world throughout our programs which contain a variety of developmentally appropriate activities. We also recognize that environment is not just space, it is also the atmosphere. We at the Pawtucket YMCA strive to create a safe, stimulating, interesting and nurturing space for all children who come to our program.

THE STAFF

We believe the success of the program lies in the quality of our staff. Each member is carefully selected based on his or her experience, education, character, talents and interpersonal skills. All staff come together for orientation, training, to discuss program goals, emergency procedures, group work and curriculum planning.

All of our staff have met strictly enforced state standards and meet all Department of Children, Youth and Families (DCYF). Each staff member must also pass reference checks, fingerprinting, criminal record checks and state screening. The YMCA provides various trainings for staff such as Child Abuse Prevention and Detection, Behavior Management, Curriculum Development, Food Safety and Handling and CPR and First Aid. Staff also receives at least 20 hours of training annually to meet DCYF guidelines.

The YMCA of Pawtucket, Inc.'s management starts with a community led volunteer Board of Directors. This is something that YMCA of Pawtucket, Inc. has had in place since it's incorporation in 1893. The director of this particular program will also receive support from a management team consisting of the Branch Executive, Director of Childcare Services and Directors from other licensed sites.

Centers also have unannounced visits by members of the management team and by the licensor from DCYF.

Parents are invited to give opinions at any time. They are also surveyed regularly on all aspects of the program in which they have entrusted their children.

EQUAL OPPORTUNITY AND NON-DISCRIMINATION

The Pawtucket YMCA programs admit children of any race and extend to all the rights, privileges, programs and activities generally accorded or made available to all children and families at the YMCA. The YMCA does not discriminate on the basis of race in administration of its educational policies, athletics and other childcare administered projects. The YMCA's policies are to provide membership opportunities to all people regardless of religion, race, sex, marital status, disability, cultural heritage, political beliefs, national origin or sexual orientation.

LICENSING AGENCY

All YMCA of Pawtucket programs are licensed by the Department of Children, Youth and Families Services (DCYF), and are mandated to uphold all of the rules and regulations pertaining to childcare licensing.

Section 2: GETTING STARTED

ENROLLMENT PROCEDURES

The YMCA strives to make enrollment easy for today's parents. Your child's childcare and education are one of the most important choices you will ever make. Our enrollment process is designed to allow you time to visit, ask questions and observe the program.

ENROLLMENT

Once the decision to enroll has been made, the enrollment packet must be filled out completely. Your registration cannot be processed without all information in and fees paid. Enrollment into the program is a commitment to the childcare slot while enrolled. Childcare applications must be into the main office of your branch on the Wednesday prior to the Monday you wish to start. A \$35 non-refundable processing fee (\$50 Family max), Application, Medical Information and Payment Agreement and Federal Food program (at some programs) must be complete or your registration will not be processed.

CONFIDENTIALITY OF RECORDS

All information contained in your child's records is privileged and confidential and cannot be released without your written consent. Authorization representatives from the

Department of Children, Youth and Families and the Department of Education have the right and responsibility to review all records upon request. Children's records are kept on file at the YMCA for three years.

OPEN DOOR POLICY

The YMCA practices an open-door policy. Parents are welcome to visit the program at any time it is in operation. Parents will be accompanied by the site coordinator or the childcare director when entering the program space.

SUPERVISION OF CHILDREN

Children are under the direct supervision of childcare staff at all times. Designated staff supervises all aspects of the program. All childcare programs meet or exceed recommended DCYF ratios as follows:

Kindergarten	1:12	School-Age	1:13
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Section 3: TUITION & ATTENDANCE POLICIES

FINANCIAL AID

Financial aid is available to eligible families upon request and is based upon household size and income or emergency needs. Applications for financial aid are available at all program sites and at the YMCA office. Another way we try to keep childcare affordable is to give a 15% discount on childcare fees for the second and any additional child of the same family enrolled in full time childcare program. Part time programs are **not** discounted. Financial assistance is applied to the youngest child's tuition.

MEMBERSHIP

Family and youth memberships give the family or youth discounted rates on all programs offered by The YMCA of Pawtucket including childcare rates.

PAYMENT

All childcare payments are made using our hassle-free automatic drafting system. Fees can be deducted from your checking, savings, Visa or MasterCard accounts. All information will be kept confidential. Your account will be debited early Friday morning for the following week's payment.

TERMINATION FOR NON-PAYMENT

Consistent payment return is sufficient cause for termination of services. If service is terminated by the center for non-payment, the YMCA of Pawtucket, Inc. will pursue collection of the full amount due. A family with an outstanding balance will not be permitted to enroll in any YMCA program until that balance is paid. Two consecutive non-payments will result in the loss of childcare until that balance is paid in full.

LATE PICK-UP PENALTY

If child has not been picked up by the close of day a late fee will be assessed. On the **3RD** late pick-up, parents will be asked to secure alternative childcare arrangements. All late pick-ups are logged. It is your obligation to call the center and notify us of any emergency situations. If we do not receive a call after a half an hour of closing, the

local Police Department will be contacted, they will in turn notify the Department of Children, Youth and Families.

For Example: Late fees are assessed on a **per child** basis. They are as follows:

The center closes at 5:45 p.m.

5:45-6:00 p.m. Grace period (for occasional situations)

6:00-6:15 p.m. \$15 per child

After 6:15 p.m. An additional \$2.00 per minute per child.

The center closes at 6:30

\$2.00 per minute per child

ALCOHOL & DRUG POLICY

The YMCA reserves the right to determine whether an authorized person may not be 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 substance, the YMCA has established these policies:

- Child will not be released to the individual
- The Y **will** contact the local police and report the incident
- The Y **will** contact DCYF (RI-CHILD) and report the incident

The YMCA reserves the right to deny services to anyone who abuses this policy.

ABSENCE

When your child is going to be absent, please call your site and leave a message of child's absence. If your child has a contagious illness, let us know at the earliest possible time, we need to alert the staff and parents. **You are obligated to pay your weekly rates regardless of whether your child attends a full week.**

HOLIDAYS

The YMCA of Pawtucket, Inc childcare programs are closed on the following holidays: Labor Day, Columbus Day, Thanksgiving Day, The Day after Thanksgiving (replacing Veterans Day), Christmas Day*, New Years Day* Martin Luther King Day, Memorial Day, Independence Day, & Victory Day

* indicates a 2:00p.m. Closing on the eve of the holiday (Christmas Eve and New Year's Eve) if the holiday falls on a weekday.

VACATION REQUESTS

Parents must inform the staff of any week-long vacation request in writing two weeks prior to the vacation. You are allowed 2 weeks a year where you will be not be charged your weekly fee for childcare. Any additional time, you will be required to pay the normal fees. December, and April school vacations are optional and available at a different rate.

EMERGENCY CLOSING

In the event of an emergency that could jeopardize the health and/or safety of your child, the program may take action to close. We will try to remain open if at all possible. However, if the emergency warrants closing due to bad weather, state of emergency,

etc., we will have no alternative but to close. In that event, we will contact parents and you should also check the Channel 10 or Channel 12 website for closing information. You may also sign up www.ribroadcasters.com and a text will be sent directly to your phone. We will also try to contact you by phone as soon as a closing is decided. We will also post this information on our Facebook page and App.

HALF DAYS/SCHOOLS CLOSING (NON-HOLIDAY)

All school age childcare programs follow the local public school calendar. If the public schools have a non-holiday closing or a half-day, the YMCA will provide the extra childcare at no additional charge.

SNOW POLICY

We will make every effort to accommodate parents if school is cancelled by **attempting** to open at the Main Branches. (Transportation will not be provided). Please call prior to arriving at the site, do not assume that we will be open. Parents should check the Channel 10 or Channel 12 website for closing information. You may also sign up www.ribroadcasters.com and a text will be sent directly to your phone. In the event of severe weather, program staff will notify parents of building closure. Our mobile app will be updated throughout the school year to reflect closures.

DELAY OF START TIME

If schools are delayed our school site programs please refer to your site-specific plan.

CANCELLATION OF AFTERSCHOOL ACTIVITIES

If after school activities are cancelled while the children are in school, the afterschool childcare sites will also be open but we ask that families to get to the site as soon as possible for the safety of their child and staff.

EARLY DISMISSAL DUE TO WEATHER

If school is let out early the school we will also be closed for afterschool programs. Children must follow alternate transportation plan as designed in your registration packet.

WITHDRAWAL FROM PROGRAM

A **two-week written notice** is needed when withdrawing your child from the program. Failure to do so may result in payments due for two weeks of care. If you chose to return to the program at any time, a \$35 registration fee will be charged. Any children asked to leave the program due to behavior problems are given a one-week notice when possible.

Section 4 HEALTH AND SAFETY

HEALTH RECORDS

All children must have an up to date medical form on file signed by a physician. All children must be up to date on all immunization according to the recommendations of the American Academy of Pediatrics, and the Center for Disease Control of the United States Public Health Service, and the Academy of Family Practice.

NO SMOKING POLICY

There is no smoking permitted in any of our childcare facilities.

BABYSITTING POLICY

It is the policy of the YMCA of Pawtucket, Inc that YMCA staff may not provide babysitting duties for any members or participants of the YMCA at any time.

SNACKS/Meals

Nutritional Guidelines for Childcare

Mission: Kids thrive when their physical, cognitive and social-emotional development is nurtured. By creating more healthy choices, the Y's Healthy Eating Physical Activity (HEPA) Standards lay the foundation for a positive youth development journey.

Beverages

- Our programs serves water during snack time. Milk is provided to those children that are enrolled in our dinner program.
- Sugar-sweetened beverages from home are not allowed.

Family Engagement

- Our YMCA will provide family engagement newsletters monthly that include a physical activity or healthy eating component for your family.

Grains

- When serving grains like bread, cereals and crackers at least half of these items will list whole grains as the first ingredient.

Trans Fat

- Our program never serves food with greater than 0 trans-fat, as indicated on the nutrition facts label

Physical Activity/Screen Time

- Physical activity will be offered for a minimum of 30 minutes a day for half day programs (under 4 hours) and 60 minutes per day for full day programs (Over 4 hours). Weather permitting, children will be outside. Proper attire should be worn for all conditions.
- Our programs encourage children to work on relationship building and to be social. This is an obstacle when children use electronics (TV/movies, video games, iPod etc.) As such we limit screen time in our programs. We understand that there are children that need to use the computer for homework assistance. Staff will monitor their time and will ensure that it is for educational purposes only.

Fruits and Vegetables

- We will provide a fruit or vegetable a minimum of 2 times per week for snack, if available. In addition, programs that provide lunch will have a fruit and vegetable served daily.

Outside Food

• We ask that you follow our guidelines when bringing in food into our program. This includes not bringing in sugar sweetened drinks or unhealthy breakfast during drop off.

Special Occasions

If you would like to provide a treat for your child's birthday, consider sending in non-food items to help create a fun environment for celebrations:

- Small toys from Dollar Store
- Tattoos
- Stickers
- Bubbles

You may also send in healthier treats for children to enjoy. Here are a few suggestions:

- Fruit Kabobs
- Vegetable and dip such as salsa or hummus
- Low sodium, whole grain pretzels
- Ants on a log (celery with cream cheese and raisins)
- Fruit smoothies
- Low sugar yogurt with granola or fruit
- String cheese

ILLNESS

We recognize the problems of parents who have a sick child and must go to work. Yet, the safety and health of all the children is our main concern. Parents must arrange for alternative care for days when their child cannot attend because of illness. Parents are called if their child is in need of a doctor's attention, is contagious, or in need of prolonged individual attention from staff.

Your child must be excluded from childcare if in the last 24 hours he/she has a fever, vomiting, diarrhea or any other contagious conditions. If your child is sent home with any of the above, your child may not attend childcare the next day. They must wait 24 hours before returning to the center. Whenever your child has experienced any of the following symptoms within the previous 24-hour period, you will be expected to make other childcare arrangements for the comfort of your child and the health of the other children in the center.

- Fever of 101—Children sent home with a fever in the middle of the day may not return to the center until they have been fever-free for a full 24-hour period.
- Vomiting/Diarrhea—Stomach viruses are contagious. A child who is vomiting or has diarrhea should remain at home until the vomiting or diarrhea has stopped and the child can keep food and liquids down for a 24-hour period.
- If a child has a contagious condition of any kind, including but not limited to: strep throat, flu, respiratory infection, conjunctivitis, infectious rash, hepatitis, chicken pox, measles, mumps, scabies, impetigo, etc., that child will not be allowed to attend until all symptoms have cleared.

If your child has the symptoms of a contagious disease such as chicken pox, hand and mouth, pink eye, impetigo, strep throat etc, your child must be seen by a health care

provider and cannot return to school without a note from the health provider saying he/she is not contagious any longer.

MEDICATION

Medication can be administered to the children when delivered to the center by the parent. All medications must be in the original labeled containers with both the child's name and doctor's name. In order to give the child any medications or prescriptions the parent must give written authorization and consent by signing a release form and medication tracking form. In addition to providing a note from a licensed medical doctor with specific administration requirements. **We cannot administer medication without a physician's signature.** This form will include parent signature, date, time to be given, amount to be given, name of medication as well as any other specific instructions as to the administration of medications.

The instructions on the medication bottle will be considered the proper instructions and will not be altered unless accompanied by a doctor highlighting alternative administration or dosing requirements. If the prescription is for 3 times a day the center will give **1 dose during the day**; if the prescriptions is for twice a day, the center **will not administer the medication. If staff has any questions or concerns, the medication will not be given.** No over the counter medication will be administer by program staff. All medications must be handed to a staff member, not to be left in cubbies, lunchboxes or backpacks. Any medication that is left at the site will be disposed. The center is not responsible for keeping prescription. Staff will note on the medication tracking form the amount of medicine given to them and then the parent will initial the form. This is to insure the proper tracking of all medications.

FIRST AID POLICIES /INCIDENT REPORTS

The staff will administer basic first aid to children who experience minor injury. Minor accidents such as cuts and scrapes will be treated with soap and water, bruises and bumps with ice. Parents are informed of this when they pick up their child. In case of head injury, the parent will be called immediately. Written notification will be made to the parent for these minor incidents in the form of an injury report.

In cases of more serious injuries, the staff member in charge will determine if an ambulance (911) should be called. After that, we will make an immediate attempt to contact a parent. The staff member in charge or their designate will accompany the child in the ambulance to the nearest hospital and remain until the parent arrives.

EMERGENCY PHONE NUMBERS

The center must be notified of any changes in address, workplace or home telephone numbers in writing. It is critical that parents list someone other than themselves on the emergency pick up list. This person must be someone who can be contacted in case of medical emergency. **It is the parent's responsibility to keep all information up to date.**

ALLERGIES & EMERGENCY MEDICAL INFORMATION

Any allergies to food, chemicals, medications or other materials should be listed in the "Allergies" section of the child's information form. This information will be placed on a

master list and posted at each site. All staff will be informed of children's allergies and instructed to avoid these products.

PROCEDURES FOR REPORTING SUSPECTED CHILD ABUSE CASES

In order to insure the well being of the children in our care, all staff is mandated under the state law to report incidents of possible neglect or abuse, including physical, sexual and psychological abuse to the Department of Children, Youth and Families and to cooperate in any investigation of such possible cases. We must make referrals whenever we have reasonable cause to believe that a child might have been harmed by anyone, including non-family members. Failure to report such possible harm may result in criminal penalties for the YMCA.

In the event that there is an accusation or suspicion of child abuse, the YMCA will take prompt and immediate action as follows:

1. At the first report or probable cause to believe that child abuse has occurred, the individual has the obligation to report any suspicion to DCYF and to notify the program Director, who will then review the incident with the Director of Childcare Services.
2. The person receiving the initial report will be responsible for confirming the facts reported and the condition of the child on the day of the first report.
3. Data concerning the child will be obtained through discussions with the initial reporter and other staff.
4. All YMCA staff involved in any of these stages will cooperate fully with all investigative procedures by the Child Protective Services.

The YMCA advocates a positive guidance and discipline policy with an emphasis on the positive reinforcement, prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, striking, biting, kicking, squeezing, withholding food or restroom privileges, confining children in small locked rooms or verbal or emotional abuse.

An affectionate touch and the warm feelings it brings are an important factor in helping children grow into loving and peaceful adults. However, the YMCA staff and volunteers need to be sensitive to each person's need for personal space. The YMCA encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

Section 5: DAILY ROUTINES

DAILY COMMUNICATION

Your child will be spending many hours each week in our care. We hope you will speak to us daily to keep us informed about the small, but important changes that can affect your child's ongoing development. Feel free to talk to the Site Coordinator or counselors when dropping off or picking up your child. Our goal is to develop an ongoing bond with your family.

Newsletters and calendars will be posted at the site at the beginning of each month. All parents are responsible for the information provided in the newsletter. This informs you

of special days, upcoming events, reminders, and curriculum highlights. This information is important to the program; please read them.

Feel free to discuss your child's day with the staff. Please keep in mind that the staff must continue to monitor the rest of the children. For extended discussions, you can arrange an appointment. If you are going to be late, it is your responsibility to contact your emergency pick up person to pick up your child before closing. Then call the site to inform us of who will be picking up your child.

ARRIVALS

Parents must accompany children directly into the building and sign them in and out each day. Parents or caregivers (**over the age of 18**) must sign children in and out daily. Children should not be signing themselves in or out. Maintaining daily attendance, including specific parent signatures is imperative. Under no circumstance may a parent leave a child at the center prior to opening or without making sure the child has been properly received by the staff. **Children will not be accepted into the program without a parent signature. We will leave the child with the Principals office if they are not signed in properly. If this happens repeatedly we will ask you to leave the program.**

DEPARTURE/RELEASE OF CHILDREN

Children shall only be released to the parent or to an individual (**must be 18 years or older**) authorized by the parent to pick up the child and whose identity can be verified by a proper identification card bearing his/her photograph. **The Director must be made aware of any custody and or restraining orders related to the child. These must be on file.**

To ensure the security of the children, staff will follow the following pick-up procedures:

- Verify the individual is currently listed on the pick-up list.
- Check a photo identification to be sure it matches the name on the list including familiar parents.
- The staff reserves the right to refuse the release of a child they feel may be at risk.

A photo ID is required at the time of pick-up each day. We understand staff may be able to identify a parent during the pick-up process, but proper identification is required daily.

EMERGENCY AUTHORIZATIONS

In the event of an emergency when you cannot pick up your child and no one on your pick-up list is available; we ask that you place a call to the director of your childcare site as soon as possible. If it is between the hours of 9am and 3pm please call the main office and ask for the childcare director. The Director will take your information regarding the new authorized person and will call you back to verify the initial call based on the information provided in your child's file (keeping your file updated is very important). Please add that person to your authorized pick up list the next day.

CURRICULUM HIGHLIGHTS

In an effort to support what children are learning in school, YMCA programming attempts to coordinate between regular school day/year and the YMCA. Some examples of this are:

- Children in the program will have the opportunity to complete homework and will be given assistance if needed.

EARLY RISERS

Early Risers is a program for those children who need care before school starts. The goals for this program include:

- To provide a safe and convenient drop off program
- To provide a safe means of transportation to school
- To gear up a child for the day's activities, making sure the child has all the things needed for a happy day.
- To have flexible open-ended activities ranging from quiet activities to gross and fine motor
- To build friendships in a relaxed environment

OUTSIDE PLAY

We find that outside play is very beneficial to our children. Outside play allows for gross motor activities such as running, jumping. Please be sure that children bring appropriate outside gear on a daily basis. Our staff will attempt to bring the children out once a day weather permitting.

Appropriate clothing should be worn daily. This includes coats, hats, gloves and boots during winter months. It is also suggested that children dress in layers so they may feel comfortable throughout the day. Sneakers are the most appropriate shoe wear; sandals, boots, flip flops and party shoes are dangerous to wear on the playground and will prevent your child from being allowed to play on the playground.

DISCIPLINE/CONFLICT RESOLUTION

The staff uses a behavior management style that is consistent with helping the children develop control of their own behavior through guidance and support in a warm and caring way. Effort is given in helping the child solve their predicament through the use of words. Social skills are encouraged to continue to grow. The staff receives training on different methods and the various developmental levels and expectations for your child's age group.

Guidance and discipline should always be developmentally appropriate and based on an understanding of the individual needs of each child. Whenever possible, children will be allowed to resolve conflicts and find solutions themselves. A staff member will intervene when necessary. Among the staff's tools are: clarifying expectations, redirections, reinforcing positive behavior in others, individual or group problem solving, offering choices, and relocation. When these are ineffective and the behavior puts any child or staff at risk, the staff will seek the help of the Director. A meeting is then set with the Director and the parent to discuss the difficult behaviors. Referrals may be

recommended at this time for help. Should this behavior continue, a suspension from the program will be considered. Termination from the program will be used at the discretion of the Director. All reasonable efforts will be made by the Director to help the parent find alternative care.

The YMCA of Pawtucket does not provide 1:1 care services. If your child requires an aid during the school day must have an aid provided by the child's family during the before and after school program. The YMCA of Pawtucket is unable to provide such aides because doing so would result in an undue burden under the ADA (American's With Disabilities Act).

BUS PICK-UP/DROP OFF (If applicable)

Since your child will be bused to and from school, it is important for us to know if your child will be attending each day. Please notify us by 7:30am for Early Riser Programs and by 2pm for afterschool pick-up at 725-0773 to let us know if your child is absent from school or not attending our program.

CONCERNS-COMPLAINTS-GENERAL QUESTIONS

If you, at any time, have any complaints, concerns or questions regarding the care that your child is receiving, please see the Site Coordinator immediately. You may also speak the Childcare Directors located at the main branches. If you do not get any satisfaction call the main office at 727-7515 and speak to the Executive Director of Childcare Services. Situations cannot be rectified if they are not known. We welcome your feedback and input at any time.

The information in this handbook is important for you to look to with regards to policies and procedures. Please take the time to read the handbook, some policies and procedures have changed. This form below will be placed in your child's file,