



ENRICHING CHILDREN'S LIVES

**PARENT HANDBOOK: SCHOOL-AGE PROGRAMS GREATER
BURLINGTON YMCA**

Revised August 2017

Welcome to the Greater Burlington YMCA School Age Program

Welcome! The Y has a long history of providing school age care during the after school hours. We are located in many schools in Chittenden, Franklin, Washington, and Addison Counties. We are pleased that your child's school is one that houses a Y program.

Our programs are licensed and in compliance with Vermont State Licensing regulations; for more information on the Child Development Division visit <http://dcf.vermont.gov/cdd> OUR PHILOSOPHY

The Y AfterSchool philosophy states that school age children need a safe, stimulating environment after school where they can develop in a positive manner. The staff fosters this development by offering age appropriate activities that include social, physical, creative and emotional opportunities for growth. School age children are an integral part of the curriculum planning and implementation and are empowered to make their own choices regarding how they spend the after school hours.

Y AFTERSCHOOL GOALS

1. To be the best after school program we can be. 2. To help children develop to their fullest potential physically, intellectually and socially. 3. To deliver the program in a safe, fun, supportive, caring and positive environment. 4. To support and strengthen the family unit.

FIRST DAY INFORMATION/ORIENTATION Prior to the first day of the program, the school will receive a roster of who is attending the Y program. They are asked to share this information with the teachers in their school. However, it is the responsibility of parents to ensure that your child's teacher knows which days your child will be attending the program. S/he will ensure that your child knows where to go when school is dismissed. If you are not sending your child for any reason, please notify your director.

ORIENTATION The week before school starts, each Y Director will be contacting families enrolled in the program to confirm enrollment and answer any questions. It is also an opportunity for you to share information about your child that may better enable us to make their Y program experience a successful one. The more we know about your child, the better able we are to meet any individual needs. Directors are always willing to discuss any of your concerns or suggestions over the phone or set up a meeting if you feel one is needed. You will receive a newsletter when you pick up the first day giving you important information regarding the staff and how to reach the program in an emergency. New families are welcome to come with their child on the first day to ensure a smooth transition.

STAFF Each Director and Program Staff Member is qualified by experience and education that meets Vermont State Licensing Regulations. We hope you make an effort to meet your child's Director the first week of the program. Staff to child ratios range from 1:10 to 1:13. Staff are trained as mandated reporters, as well as maintaining confidentiality.

SCHEDULE

SCHOOL VACATIONS During most school vacations a full-day program will be offered at the Burlington Y and other area

schools. A flyer regarding vacation camp locations, registration fees and program dates will be available on the Y web site and at Y AfterSchool locations by mid-October.

EMERGENCY CLOSINGS The program will not run on 1/2 or full day weather/emergency closings as schools are not open and available. If your child's school is closing due to weather, you are responsible for your child at the time of dismissal.

PLEASE BE SURE THE SCHOOL KNOWS WHERE YOUR CHILD GOES IN THE EVENT OF AN EMERGENCY CLOSING.

If time allows, we will do our best to call parents who have a child attending the Y program that day. However, we may not be able to reach all parents.

If a school is on a delayed opening, before school programs will not run.

The Y program will make up snow days, if the school calendar dictates, at the end of the year. Y program tuition is based on the states mandated number of days. Therefore, fees are required as normal during snow day closings. You will not be charged for the make-ups at the end of the year. If school runs the whole day but after school activities are cancelled, the Y AfterSchool program will run.

PLANNED 1/2 DAY CLOSINGS The Y AfterSchool program will run on all planned 1/2 day closings. No additional fees will be assessed for these days. Children who normally attend Y AfterSchool on the scheduled 1/2 day are expected to attend and no sign up is necessary. Attendance will be taken like any other day and parents are expected to call if their child will not be in attendance. **PAYMENT**

PAYMENT FOR SCHOOL CLOSINGS AND ABSENCES

Weekly tuition rates remain constant regardless of partial week closings and snow days. If your school goes beyond the scheduled last day, you will not be charged additionally for snow day make-ups. There are no refunds or pro-rations for absences, partial weeks (i.e. first and last weeks of school), full-day closings or emergency closings (i.e. snow days). You are not charged for any scheduled full week closing such as those that typically fall in February and April.

PAYMENT Tuition payments are due on a weekly or a monthly basis. Payment must be made by credit card or bank draft from a checking or savings account. You can choose to have your payment processed every Friday for the following week or on the 1st business day of the month for the entire month's tuition.

You must complete and submit the Child Care EFT Authorization form to the Y Business Office at the time of registration. The Y Business Office is located at 266 College Street, Burlington, VT 05401. The hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Checks should be made out to Greater Burlington YMCA. You can call our accounts payable office with any billing questions at (802)652-8190.

TAX INFORMATION At your request, a statement will be sent showing childcare payments made to the YMCA during the previous calendar year. Per IRS requirements, your requested statements will be mailed no later than January 31st. For your convenience, this information is also available through our web site. For your tax filing information, our provider number is 03-0185810.

FINANCIAL ASSISTANCE In keeping with the Y's commitment to serve families regardless of their ability to pay, full and partial scholarships may be available. We welcome you to contact our Senior VP, Marsha Faryniarz at 802-652-8140 about eligibility requirements. A determination of your child's eligibility for tuition assistance will be made prior to the start of the program, if all information is in prior to the program starting.

CHILD CARE SUBSIDY Families receiving financial assistance from the State of Vermont's Child Care Subsidy Program are responsible for confirming that the Y has received a valid subsidy certificate and for paying their co-pay to the Y and any remaining balance if subsidy eligibility is terminated. All of the Y payment due dates and payment options apply to families receiving a child care subsidy.

FAILURE TO MAKE PAYMENT If your account should fall into arrears, you will receive a reminder from the Y. If after receiving the notice the account is not paid in full, or communication is not made with the accounts payable office, the Y reserves the right to cancel your enrollment from the program. The child's enrollment in any other Y program (i.e. vacation camp, summer program) will not be permitted until the account is paid in full. It is the sincere wish of the Y that none of the above steps will have to be taken. We appreciate you keeping your account up to date. **ENROLLMENT**

**** PLEASE NOTE THAT ALL CHANGES TO ENROLLMENT AND CANCELLATIONS NEED TO BE DONE THROUGH THE BURLINGTON Y. TELLING THE SITE DIRECTOR IS NOT SUFFICIENT!!**

ENROLLMENT CHANGES All changes in enrollment must be approved by administrative staff at the Burlington Y. Informing your site director is not sufficient, you are required to call the Y. Permanent changes to enrollment are permitted if space and staffing constraints permit. To make a change, a parent/guardian needs to call the Burlington Y at least two weeks before the change is to take place.

WITHDRAWALS A full two-week notification is required for all withdrawals. A parent/guardian must call the Burlington Y to cancel a child out of the program. Tuition is refundable if you have paid in advance of the withdrawal date. No withdrawals are permitted after June 1st. The registration fee and first week's tuition are non-refundable.

ACCEPTANCE ENROLLMENT POLICY The Y programs are offered to children between the ages of 5-12 who attend a school in which the program is available (Enrollment at our Founders location is up to age 14). Enrollment is subject to constraints of space and staffing. The legal staff to child ratio is 1:13, we try

our best to maintain a 1:10. **ADDITIONAL SUPPORTS** Modification of the program to accommodate the needs of qualified handicapped persons, including assignment of additional staff, may be made where such modifications are reasonable and necessary, do not fundamentally alter the nature of the program, and do not result in an undue burden on the Y. If your child has a support plan during the school day, we will make every effort to follow the plan, so far as it does not take our staff out of the 1:10 ratio. If behaviors or the needs exceed our ability to maintain state regulated ratios, the child may be asked to leave until the necessary additional supports are put in place by the family. Requests for modifications or auxiliary aids should be made as far in advance of commencement of the program as possible. The Y strives to make the program one that provides for the safety, wellbeing, and success of each child enrolled. In some cases, a one on one aide is necessary for a child to be successful in a Y program; however, funding an aide is the responsibility of the parent. The administrative staff at the Y can assist in writing grants to attempt to secure funds. For more information, please call Sara Robertston-Ryan, Director of School Age Programs, 802-652-8150.

WAIT LIST POLICY When a program is full, a wait list is started. A child will be put on the wait list when a program application is received at the Burlington Y. Should an opening occur, families will be contacted as soon as possible. Before the child can start the program, the registration fee and first week's tuition will need to be submitted to the Burlington Y. The wait list is effective for one school year only.

SCHOOL SUSPENSION If a child is suspended from school due to behavior challenges they are not able to attend the Y AfterSchool program until the school suspension is complete. This includes "in school" suspensions. If a child has spent the school day in an escalated situation, the Y may contact a parent or guardian to request an early pick up. **GUIDANCE**

PHILOSOPHY AND PROCEDURES

Two basic premises of discipline are:

- 1) Behaviors are bad, not children, and
- 2) Discipline should be a learning experience, not a humiliating one.

Preventative discipline strategies are incorporated into the program. Preventative discipline involves rules, informing children of the consequences of their choices, follow-through, consistency, humor, and redirection.

School and Y program rules encompass safety and respect, safety of oneself and those around him/her, and respect of other people and their property as well as materials and equipment. Whenever possible, children will discuss and help develop rules. Rules will be few in number and written in a positive manner. Rules will be posted in an appropriate area where children can see them.

Y staff will implement our progressive discipline policy when behavior expectations are not met. Listed below are the steps that will be utilized:

- 1) Verbal warning is given with an explanation of why the behavior is inappropriate.
- 2) Withdrawal from activity: Child will be removed from the activity, not the program space, and required to take some time to refocus. (1 & 2 may occur simultaneously)
- 3) Verbal communication between parent and program director.
- 4) If the behavior continues, the child will be required to take a day off from the program. *
- 5) If again, behavior continues the child will take 2 days off from the program.
- 6) If the behavior persists, suspension for one week will be implemented and a written contract will be drawn up. The child will sign the contract agreeing to acceptable behavior and alternative solutions. Parent and site director will also sign.
- 7) If contract is broken and prolonged disruptive, unsafe and unacceptable behavior continues, dismissal from the Y program may result.

***Steps 1-3 may be omitted if the director deems that the behavior was serious (i.e. endangering self or others) and that child was aware of the consequences of the behavior being addressed.**

BULLYING POLICY The Burlington Y recognizes that children in the Y AfterSchool program should be in a safe and positive environment. Bullying has no place and will not be tolerated in Y programs.

Bullying is defined as any overt act or combination of acts directed at another child or group of children and which: 1) Is intended to ridicule, humiliate, or intimidate the student 2) Is repeated over time

To address bullying, the Greater Burlington Y:

- ◆ Encourages children to report personally or anonymously to Y staff acts of bullying.
- ◆ Encourages parents or guardians of children to file written reports of suspected bullying as soon as possible after an event occurs
- ◆ Require Y staff who witness acts of bullying or receive student reports of bullying to immediately notify their supervisor
- ◆ Require supervisors to accept and review all reports of bullying, including anonymous reports
- ◆ Staff will contact the parent or guardian of the child who commits an act of bullying. The parent or guardian will be notified of the response from the Y staff and the consequences of the behavior.
- ◆ Staff will notify the parent or guardian of the child who was the target of bullying about what action will be taken to prevent future incidents

When determining a consequence for bullying, the following factors will be considered:

- ◆ Age, development, and maturity levels of the parties involved
 - ◆ Degree of harm
 - ◆ Surrounding circumstances
 - ◆ Nature and severity of the behavior
 - ◆ Incidences of the past or continuing patterns of behavior
 - ◆ Relationship between the parties involved
 - ◆ Context in which the incidents occurred
- Some of examples of consequences could be:
- ◆ Temporary removal from the program
 - ◆ Loss of privileges
 - ◆ Modification of schedule
 - ◆ Expulsion from the program
 - ◆ Legal action

RESPECT The Y staff will do all they can to ensure that the environment at all sites is one in which staff and children are made to feel safe and respected. Any child, staff, or parent who consistently displays a lack of respect for others through their words or actions, will be asked to leave the program. We ask parents to work with us in ensuring that each child understands the importance of mutual respect and that this policy is there for everyone's benefit.

PICK-UP To ensure Y AfterSchool staff are able to leave as scheduled, the Greater Burlington Y adheres strictly to the 6 pm closing time and has adopted the following late policy:

All children must be picked up no later than 6:00 p.m. Any child who has not been picked up by 6:00 will automatically be charged \$10.00 per family for the first 10 minutes and \$5.00 for every 5 minutes thereafter. This fee will be added to your tuition bill.

1. If, for any reason, a parent is not able to pick-up his/her child by 6:00 p.m., it is incumbent upon the parent to arrange for an alternate pick-up plan for their child.

2. If a child is not picked up by 6:15 p.m., the Director will call the emergency pick-up listed on your application.

3. If by 6:45 the Director has been unable to successfully reach any names or numbers on the application, the police will be called to assist with locating an authorized person to pick up the child.

. Children will only be released to those persons listed on the registration form as authorized persons to pick-up. Any other person coming to pick-up must have a note signed by the parent and must be someone the child recognizes. Staff may ask a pick up person for ID at any time.

Documentation of pick up is required daily. To do so, ensure that a staff person is present to see you remove the child from the program. All children eight years old and younger must be

physically picked up at the site by an adult (18 years or older). We ask that parents refrain from using cell phones during pick up. This will assist in making the transition from AfterSchool to home an easy one!

Please note that Y staff are not allowed to transport children.

CHILDREN WALKING/BIKING HOME Children ages nine and up may have written permission to walk or bike home. A written note granting permission for the child to walk must be given to the director. Be sure the note states the child's name, day's child is to walk home and is signed by a parent. Y staff reserve the right to deny the request if they feel the child is being put in an unsafe situation.

EMERGENCY PROCEDURES

FIRE DRILLS AND CENTER EVACUATIONS Every program will conduct monthly fire drills. Please see your program Director for more information.

STAFF TRAINING All Y staff are First Aid Certified and are required to participate in professional development yearly.

PROCEDURES FOR INJURIES AND ILLNESS

If a child is injured or ill, the Director will take whatever steps necessary to obtain emergency medical care. These steps may include, but are not limited to, the following:

1. Attempts to contact a parent or guardian.
2. Attempts to contact a parent through any of the persons listed on the emergency information form.
3. If we cannot contact the parent/guardian, or the situation warrants, we will call an ambulance or paramedic.

IMMUNIZATION RECORDS It is required that all students have immunization records on file. Parents need to provide this information or grant the Y the permission to obtain the record from the Vermont Immunization Registry. The Director at your program will have this form available if needed.

ILLNESS Children may not attend the program if they have a contagious illness, a high fever, vomiting, diarrhea or a bad cold. Parents will be called to come get their child if they exhibit any of these symptoms. Any child who becomes ill during the program hours will be separated from the other children until they can be picked up. Children who have runny noses, but otherwise are fine may attend the program.

Staff who have a contagious illness are not permitted to work with children until they are no longer contagious. Staff with chronic health conditions need to notify their supervisor if it may affect their job.

ADMINISTERING MEDICATION Medication which needs to be administered should:

1. Be brought directly to staff
2. Be in its original container
3. Contain written instructions as to quantity, time for administration, name and phone number of the doctor, and any other directions.

Additionally, written clearance must be given to the Y staff to administer medication. Medicine release forms can be obtained from the program Director.

If a child did not attend school during the day due to illness or injury, or was sent home early from school due to either, s/he will not be permitted to attend the Y AfterSchool program.

HEAD INJURIES If a child sustains a head injury while at a Y program, staff will immediately apply the proper first aid and look for signs of concussion. Depending on the extent of the injury, a non emergency call may be made or a call to 911. Parents will be called anytime a child sustains a head injury. Staff receive concussion information each year and this information is reviewed with them by their supervisor.

EPI PEN/INHALER POLICY If your child has an EPI pen to prevent an allergic reaction, we require that Y staff have access to 2 pens at all times. If your child requires an inhaler, one must be kept at the program at all times. Please ensure that these are readily available at the site in case of emergency. A medicine release form needs to be completed for both epipens and/or an inhaler.

HEAD LICE POLICY A child with head lice cannot be at a Y program. If head lice is found on a child, parents will be called to pick the child up immediately. The child is not permitted back at the program until proper treatment has taken place and no nits are found in the child's hair.

MISSING CHILD PROCEDURE Attendance is taken within the first ten minutes of each Y program. If a child scheduled to be there is not in attendance, staff will take the following action:

- ◆ Check absentee list to see if child attended school that day.
- ◆ Check mailbox at school to see if a message was left by the parent.
- ◆ Check with child's teacher to determine if s/he knows about child's whereabouts.

If the above steps are taken and the child's whereabouts have not been determined, the director will:

1. Immediately call the parents to ascertain the whereabouts of the child. If parents cannot be reached,

all other emergency contact names will be called.

2. If we are unable to reach anyone, the police will be notified immediately.

3. The Department of Children and Families will be notified if a child is missing.

PLEASE BE SURE TO LEAVE A MESSAGE AT THE SCHOOL OR ON THE PROGRAM VOICEMAIL FOR YOUR DIRECTOR IF YOUR CHILD WILL NOT BE ATTENDING ON ANY GIVEN DAY. If a parent/guardian does not notify us of absence to the program on several occasions, repercussions will be discussed.

NO SMOKING POLICY There is no smoking allowed at our programs.

SUSPECTED CHILD ABUSE AND NEGLECT As professional childcare providers, we are mandated by the State of Vermont to report any suspicions of child abuse or neglect.

Staff are directed to report all suspicions immediately to their Supervisor prior to calling the Department of Children and Families (DCF) to file the report. Parents will be notified of any such calls made by the Y staff unless we have reason to believe that informing the parent will put the child at an increased risk of abuse or neglect. If you as a parent should have any concerns regarding the treatment of your child by a staff member, you should notify the Director of School Age Programs immediately. If the suspected behavior warrants, a report is made to DCF, that individual will be suspended until s/he is cleared of any suspicions or until guilt has been proven in which case the employee will be dismissed.

PARENTAL CUSTODY Either parent of a child with legal custody may pick a child up from the program at any time. If there is a restraining order on one parent, the Y staff must have a copy of the court order on file. If no such restraining order is on file, we will need to release the child.

If one parent has sole legal and physical custody, we will need a copy of that order as well. This policy is to clarify custody and ensure the safety of your child.

The Greater Burlington Y recognizes that, on occasion, it is called upon by parents or others to provide information, reports or, sometimes even testimony, in legal or related cases. Because this can cause an impact on our other duties and because it is important to be consistent with our responses to such requests, it is the policy of the Greater Burlington Y to not provide information from a child's file (other than their own) or any other information to a parent or third party only upon proper service of a subpoena for the production of such documents or for the testimony of any staff, agent or employee of the Greater Burlington Y. In addition, the Greater Burlington Y believes it is important to observe a level of discretion and confidentiality when it comes to the children and families it serves. This makes the need for a consistent response to requests for information even more important.

PROGRAM

A TYPICAL DAY Although each day will vary depending on the energy level of the group, there is a standard format which will be followed on most days. The format is designed to give each child plenty of "choice time". A typical day will look like this:

ACTIVITY TIME ♦ Dismissal/Afterschool Check-in 5-10 minutes

- Children meet in designated area
- Attendance taken
- ♦ Free play 1/2-1 hour
- Outside or group games
- ♦ Snack Ongoing
- ♦ Choice activities 40 minutes
- ♦ Homework/quiet activities 40 minutes
- ♦ Wind down and clean-up last 30-45 minutes

New Y Programming

We will be running 4, 8 week sessions of Y Choice Club Activities. This will happen 3 days a week with the other 2 days available for field trips, community service, and rotating choice activities

FIELD TRIPS Field trips are planned 5-6 times throughout the year for each site. All trips will be planned at least 1 week in advance to give you adequate notice. Children may take a leased bus for these trips. Community field trips on foot may be taken and signs will be posted at the site with regards to the group's whereabouts. Field trips may or may not be optional depending on the number of staff and children who wish to attend. Some trips will be on a sign-up basis and 24 hour notice will be mandatory for withdrawing from any trip. This allows us to staff accordingly and to let our place of destination know the numbers to expect. All field trips will return to the site by 5:45 at the latest barring any unforeseen circumstances. Swimming may be a field trip for some sites and staff will follow all safety procedures as is outlined in licensing regulation 16. **FIELD TRIP FEES AND MONEY** On occasion we may ask that parents contribute towards the cost of a field trip. We will limit the number of trips taken that require additional fees.

We will not permit children to bring "extra money" on any Y field trip. The Y will provide all children with what they need for the trip. We appreciate your cooperation in this matter.

ANTI-BIAS ENVIRONMENT We strive to teach children in an inclusive environment. All programs will provide children with non- stereotyped books, posters, and toys. The equipment and curriculum will offer learning opportunities that reflect and value people of all ages, abilities, and ethnic backgrounds.

ENRICHMENT Enrichment activities are any additional outside resources used to fortify the curriculum. Entertainment, lessons, special art activities and visiting artists are examples of enrichment.

COMMUNITY SERVICE The Y believes that children who feel connected with the community in which they live, benefit from that connection. Therefore, every Y AfterSchool site will offer opportunities for children to make a positive difference in their school community through various service opportunities. We welcome any suggestions parents may have regarding such opportunities.

QUIET TIME/HOMEWORK In an effort to work with children and families on balancing school and other activities, the Y AfterSchool programs incorporate homework/quiet activity time into each program. Time will be allotted in which children will have the opportunity to work on homework in a quiet environment. Staff will be available to help with homework as needed. If children do not have homework, they may be asked to choose a quiet activity such as reading, puzzles, board games, etc. Staff is not able to check each child's classroom to determine homework assignment.

OUTSIDE PLAY The children will go outside daily, even if it's drizzling or snowing outside. If the temperature is below 20 degrees children will be given an option of staying indoors. If the temperature (with or without wind-chill) falls to 0 degrees or below, children will not go outside.

If the weather conditions are a danger to children (i.e. lightning), children will remain indoors until the threat has passed. Please be sure to dress your child appropriately for the weather. We do not have enough staff to stay inside with just 2-3 children. Whenever a group is outside a sign regarding their whereabouts and time of return will be posted. We will limit our outdoor time in extreme temperatures. Knowing that we go outside most days, please send your child with appropriate outdoor clothing. With warm temperatures, sunscreen will be applied as needed with parent permission.

Y CHILD CARE HOLIDAY POLICY We wish to be thoughtful in providing diverse exposure to all children in our care. We will be sensitive to all of our families when planning activities. We may at times include holidays of different cultures and their traditions to teach children respect and caring. Celebrations will be a form of honoring and observing various traditions, rather than focusing on parties and commercialism. We may use books, arts and crafts, food, music, games, and other age appropriate activities. We invite parent and community involvement as well.

SNACK Children in Y AfterSchool will receive a healthy snack daily. This is meant to be a "snack" to fuel your child for the afternoon. The Y makes these food breaks healthy, with the exception of a once a month sweets day to celebrate birthdays or other special events. We try to involve children in all aspects of snack from the planning to the serving of snack. If your child has any dietary restrictions, this should have been indicated on your Y program application. If you inadvertently left it out, please let your child's Site Director know the specifics.

If your child needs additional food, you are welcome to send an additional "healthy snack" with your child. However, we ask that you be mindful of any food allergies of children in the program. You can ask your Director if there are restrictions.

ELECTRONICS Electronics are not permitted at Y programs on a daily basis. The school age staff at a program site may designate a certain day in the month that these can be brought in from home as a "special activity". However, if a family chooses to allow their child to bring in an electronics, the child is responsible for keeping it safe. The Y staff will not be held responsible for missing games, accessories, ipods, etc.

BUDDY SYSTEM/OLDER SCHOOL-AGE CHILDREN Programming for the older school-age group (4th, 5th and 6th grades) will provide them with the opportunity to take some responsibility for themselves. Vermont State Regulations also state children may be in an area without direct supervision with the following provisions:

1. Staff know the whereabouts of each child.
2. Children are in approved "licensed spaces".
3. Staff are in earshot of the children and able to provide immediate intervention if needed.
4. Staff monitor children by in person checks at least every 10 minutes.
5. Staff have knowledge and approve of the activity in which the children are engaged (homework, club meetings, etc.)
6. Children participating in activities without staff presence are children who have a good understanding of the center's rules and policies regarding appropriate behavior and privileges and are capable of handling this responsibility.
7. No child shall be alone, except for toileting.

Children must earn these privileges. Children are made aware of the guidelines and the fact that privileges may be revoked. Special programming considerations and events will be planned for this age group throughout the year.

PARENT INVOLVEMENT The Y believes that parental involvement is necessary to the success of any child-care program. As parents, you are always welcome to visit the site anytime you wish without prior notice. Your cooperation with all policies and procedures is basic; take every opportunity to talk with Y staff about your child, ask your child about the program every day and take time to read the curriculum and the newsletters that go home. We also encourage you to volunteer any time or talents you may have to the program. As community members, you can assist staff by educating them about resources available in your town.

PARENT / STAFF COMMUNICATION Good communication between parents and their caregivers is essential in order to provide the best possible care for each child. The format for such communication may be formal or informal. It is vital that you always inform us of any changes occurring in your child's life that may affect behavior. These changes may include moving, hospitalization of a sibling or parent, alterations in the parents' relationship, or death in the family. School issues can also affect a child's behavior and we encourage you to share this information with us as well. Parents are welcome in the program, as well as having access to their child's file and information on staff qualifications.

CONCERNS We strive to run high quality programs but we understand that at times, parents may have a concern. If you have a concern about the program, we ask that you approach your Site Director. If you are not totally satisfied with the response or solution, you are welcome to call the Y: Director of School Age Programs (802)652-8150, School Age Coordinator (802)652-8152, or Youth Development Coordinator (802)652-8153. If they are unavailable, please contact Marsha Faryniarz, Senior Vice President.

To contact the Child Development Child Care Consumer Line, call 1-800-649-2642 or visit <http://dcf.vermont.gov/cdd> for more information on the licensing regulations.

SPECIAL TRANSPORTATION INFORMATION If your child is being transported from one school to another in order to attend the Y program, it is up to you to arrange such transportation with your school district.

The Y is not responsible for transportation to or from Y program sites.

BABYSITTING POLICY Employees of the Greater Burlington YMCA may not be alone with children of families who are enrolled in any Y programs when the employees and the children are outside of the Y. This precludes employees babysitting for families or having children visit employees' homes. Staff place themselves in a vulnerable situation when they are alone in a home with children. The child care policies of the Y are in place to protect children from abuse and also to protect staff from accusations of abuse. We encourage professionalism in all of our staff and feel that babysitting diminishes that teacher/parent relationship. Professionalism is a part of the evaluation process, and staff members' professional relationships will be considered during evaluations.

PARENTS UNDER THE INFLUENCE OF DRUGS OR ALCOHOL If a parent arrives to pick up a child and it is visibly evident that the parent is under the influence of drugs or alcohol, the Site Director must inform the parent that if s/he leaves with the child in a car, the police will be notified. If the parent is not willing to call someone else to get the child, and insists on bringing the child home, staff must follow through and notify police. It is expected that such conversations with a parent will take place out of earshot of any children and confidentiality will be respected. **VIDEOTAPING/PHOTOGRAPHING** There are numerous times throughout the year when the Y, local media organizations (radio, TV, newspapers) or authorized individual may want to videotape or photograph groups or individual children in our various programs for public relations or educational purposes. If you do not want your child to appear in any videos or photographs that may be used for PR or educational purposes please indicate as such on the permission form.

THE ABOVE POLICIES ARE FOR ALL Y SCHOOL AGE PROGRAMS. IF YOU FEEL YOU CANNOT ABIDE BY THESE POLICIES, YOU NEED TO CONTACT THE DIRECTOR OF SCHOOL AGE PROGRAMS PRIOR TO YOUR CHILD'S PARTICIPATION IN THE PROGRAM.