



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARENT HANDBOOK

YOUTH DEVELOPMENT PROGRAMS

Sanford-Springvale Maine YMCA



Sanford-Springvale YMCA
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A LETTER FROM OUR SCHOOL-AGE COORDINATOR

Dear Families,

I truly appreciate the wonderful opportunity to partner with you in supporting your children's growth and development. Together, we can create a warm, nurturing environment where our kids can flourish. Your involvement and collaboration are invaluable as we join hands to give your children the love and support they deserve. Together, we can make a meaningful difference in their lives!

Our Core Values (Caring, Honesty, Respect, and Responsibility) guide everything we do. It is vital that we uphold these principles as we help our children become successful and productive members of our community. By embracing these values, we set a strong foundation for their future.

Thank you for being an integral part of this journey. Together, we can make a lasting impact on our children's lives and the communities they are a part of. On behalf of the Sanford-Springvale YMCA, Kids Out Staff, and myself, we look forward to continuing this vital work alongside you!

Warm regards,
Jordan M. Godin
School-Age Program Coordinator
(P) 207 324 4942
jgodin@sanfordymca.org

YMCA VALUES & COMMITMENT

OUR VALUES

Caring: To be sensitive to the needs of others and to respond as challenges arise.

Honesty: To tell the truth, have integrity, and build trust.

Respect: To value the worth of every person and treat others as you would like to be treated.

Responsibility: Do what is right and be accountable for your behavior and obligations.

OUR COMMITMENT

Welcoming: We welcome individuals in all programs and facilities.

Develop: We develop programs that respond to the needs of our members, participants, and community.

Utilize: We utilize hiring and employment practices that are free of bias.

Hiring: We hire and maintain a diverse staff and corps of volunteers.

Maintaining: We maintain a safe environment free of discrimination or harassment against any individual.

One of our goals is to consistently attract, develop, motivate, and retain the most talented and competent staff members to help us achieve our mission, values, and commitments. The YMCA seeks individuals who embody the core values of caring, honesty, respect, and responsibility in spirit, mind, and body.

GENERAL YOUTH DEVELOPMENT INFO

POLICIES & PHILOSOPHIES

Our Child Care Staff Team

Our dedicated teachers, assistant teachers, site leaders, and site assistants strive to make a positive difference in the lives of children. We hire individuals who have experience working with children and are committed to educating the children they care for. Each staff member brings and shares unique talents and interests with the children we serve. We train our staff each year on topics relevant to their classroom or site. In addition, our staff are trained and certified in First Aid, CPR, and AED and complete training in Child Abuse Prevention, Sexual Harassment Prevention, and Blood Borne Pathogen Management. We are proud of our team's daily work as your child learns and grows.

Inclusion Policy

The Sanford Springvale YMCA strives to create an inclusive environment where everyone feels welcome and has a sense of belonging and connection to their community. We welcome people of different races, ages, religions, and physical abilities and anyone in our diverse community looking for a place to feel welcome.

Equal Opportunity Provider

The YMCA is an equal opportunity provider. Applications for enrollment are accepted without regard to race, religion, sex, cultural heritage, disability, marital status, economic status, national origin, or other protected class. We celebrate diversity and know our children benefit from an enriched learning environment.

Disciplinary Philosophy

Our Youth Development Programs use the Y's core values as our disciplinary philosophy framework. Caring, Honesty, Respect, and Responsibility are discussed daily; children are held accountable for living by these values while in our

program. Children needing help following the core values may be asked to take a break from the program or no longer participate. Our disciplinary techniques are designed to promote self-correction and self-regulation of emotions in children continually. We consistently reinforce, encourage, and reward positive behavior, trying not to give attention to negative behavior.

We use techniques such as redirection, encouragement, and support to help influence children as they grow and learn. We teach conflict resolution skills by encouraging the children and staff to communicate and label their feelings by "using their words." Children who are having a difficult time regulating their bodies or emotions are encouraged to take time to re-group or "take a break." When the child feels ready and relaxed, the staff and child will discuss the situation and resume their time with the group.

Aggressive and violent behaviors are not and will not be tolerated at any of our Youth Development Programs. If there is concern with a child's behavior, the parent will be notified immediately, and appropriate action will be taken. This may include suspension or termination from the program. Communication between the child, parents, and staff is vital for your child's success in our program. It is imperative that, as a parent, you notify us of any changes at home or in school that may be affecting your child's behavior or mood.

Three Rule Policy

All Youth Development Programs have a firm line on three behaviors/actions that we cannot tolerate in any manner and will take immediate action on. Staff will follow a three-step process, and all behaviors/actions will be handled case-by-case. The final step of our three-step process is terminating childcare services for the remainder of the program.

- We do not tolerate behaviors that cause physical harm to other program participants
- We do not tolerate behaviors that cause physical harm to program staff
- We do not tolerate behaviors that put the child at immediate risk of injury (I.E., Running from the program area, running from staff, not responding to

staff requests, or spitting)

If a child's behavior violates one of the Three Rules Philosophies, the child will first earn a one-day suspension. Should behaviors continue, the subsequent suspension is two days. This will continue up to 3 days before a behavior plan is implemented. Should the child be unwilling or unable to meet the program and behavior plan requirements, the child may be dismissed for the remainder of the school year.

Interpretation ELL

Interpretation services for English Language Learners (ELL) are available at the Sanford-Springvale YMCA. Our trained interpreters can assist with communication between non-English speaking individuals and staff members to ensure everyone can fully participate in our programs and services. We are committed to providing a welcoming and inclusive environment for all members of our community.

HEALTH & SAFETY INFORMATION

Accident and Injuries

We monitor our program offerings and facilities to ensure a safe and comfortable environment for all participants. However, at times, accidents happen. In the case of minor injury, staff certified in first aid procedures will administer first aid. The staff person supervising your child during the accident will fill out an accident report. Accident reports will be given to the parent/guardian at pick-up and must be signed. If a severe injury or death occurs in our program, we must report the incident and all documentation to the State of Maine.

In an emergency, staff trained in first aid and CPR will care for your child as needed while 911 and you are called. If you and/or your emergency contact person(s) cannot be reached, a childcare staff member will accompany your child to the hospital and stay until you arrive. The YMCA does not provide health insurance. Please keep your child's insurance information up to date in our files in case of an emergency.

Health Care Consultant

If a primary care physician cannot be reached for a medical or healthcare-related question, we will contact Mrs. Amy Sevigny, BSN, RN, CPN. If the circumstances involve a child, their primary care physician will be called first. Mrs. Sevigny will be on call if the primary care physician cannot be reached.

In any medical or health-related emergency, we will call 9-1-1.

Mandated Reporting

As required by the State of Maine, we are mandated to report to the State of Maine any instance of suspected child abuse or neglect. This includes suspected physical, sexual, or emotional abuse along with neglect. All childcare staff are required to attend child abuse prevention training.

YMCA Child Safe Policy

Parents place their trust in the Y to help their children thrive. Our core values—caring, honesty, respect, and responsibility—are part of everything we do. Because of this, we place great value on creating the most child-safe environment possible. When parents are well informed about safety protocols, it greatly assists our constant vigilance of all who have potential access to children. The following should be established: zero-tolerance YMCA policies should be regularly communicated to parents. Parents should be regularly encouraged to report any deviation from these policies immediately.

- A child should never be alone with a staff member (but may be separate if in full view of others).
- Children should not be contacted by YMCA staff except for issues relating directly to active YMCA activities (i.e., no letters, emails, telephone calls, texts, Facebook, visits, non-YMCA excursions, etc.).
- Children should always be transported in YMCA-identified vehicles (or appropriately identified vendor-operated vehicles), never in a staff member's vehicle, and never alone.
- Y staff members should not babysit Y members or program participants. If the babysitting relationship pre-existed the Y relationship, the School-Age Program Coordinator could make an exception. Still, a specific

acknowledgment should be signed by the parents and the babysitting staff member and retained by the Y.

- Parents who become aware of hazing, bullying, or similar behavior should report the incident to the School-Age Program Coordinator. Such behavior is often the precursor of peer-to-peer abuse and must be addressed.
- Children should be encouraged to discuss their experiences with their parents and identify any behavior or activity that made them uncomfortable.
- Children in childcare must sign in and out of programs daily and will only be released to preauthorized individuals.
- Parents should be given the names of at least two separate Y individuals they may contact if they believe any issue needs to be addressed.
- Maine law requires staff to report cases of suspected abuse to the authorities.

Our employees complete an extensive child abuse prevention training program, and supervisors and managers complete additional training to promote a child-safe environment. All staff members are mandated to report any suspected child abuse. If you have any questions or concerns regarding a YMCA staff member or program, please inform the School-Age Program Coordinator.

Reasons to Keep Child Home

If your child is experiencing any of the following symptoms, please keep them home so that the other children are not exposed to the illness:

- An elevated temperature (100.4)
- Diarrhea and/or vomiting
- Unexplained rashes
- Discharge from eyes or ears
- Has any contagious illness
- Is starting a new antibiotic

To ensure the health of all children, if your child is given medication for an illness or a fever, they must go at least 24 hours without medication before returning to the program.

Alcohol and Substance Abuse Policy

The YMCA promotes a chemical-free environment; smoking and vaping are not permitted on YMCA or Campgrounds. Anyone caught smoking or vaping on the grounds will be asked to leave the premises, extinguish their cigarette, or discontinue device use. Individuals who are or seemingly are under the influence of drugs and/or alcohol will be asked to leave the premises. As mandated reporters, our role is to keep your child safe from harm; therefore, anyone arriving to pick up a child seemingly under the influence of drugs and/or alcohol will not be permitted to leave with a child. An emergency pick-up will be contacted to pick up the child, and authorities will be notified if necessary.

Medications

Parents must fill out a medication release form before the staff can administer any medication to a child. All medication must be in its original container with the child's name on the container. Staff will administer the dose according to the instructions on the container. A doctor's note must be provided for any other dose. Please be sure your child has received 24 hours' worth of medication before returning to the program.

Head Lice

Suppose a child is found to have live nits/head lice while in care. The parent will be notified immediately to take the child home for treatment. Shampoo and household sprays are available at local pharmacies. To return to the program, a child must be free of live nits/lice. A staff member will check the child's hair in the morning before the child is dropped off for the day.

Children with Special Needs

Our youth development programs are inclusive and serve families of children with special needs. Our Youth Development Programs will make every effort to accommodate children with special needs; however, we must be equipped or qualified to handle the demands of certain situations. Each circumstance will be handled individually on a case-by-case basis. A trial period will be identified to ensure the child's success in our program.

Developmental Screenings

In our youth development programs, we are constantly and regularly taking anecdotal and formal observations. We may recognize or anticipate several developmental challenges children face through these observations. If we feel your child needs to have their skills screened in any area, we will work collaboratively with the family, school district, and Child Development Services to ensure we are best meeting the needs of all children.

Record Management

The Sanford-Springvale YMCA maintains separate files for each child served and retains these records for at least three years after the child leaves their respective program. These files will include the date, year, and daily attendance start and end. The Sanford-Springvale YMCA will also retain records of completed fire drills for at least three years for each site.

5210 Program - "We are proud to be a 5210 program."

Our program is committed to helping raise a healthier generation of children. Therefore, the Sanford-Springvale YMCA has made it our policy to follow the Let's Go! Priority Strategies for healthy eating and physical activity.

1. We limit unhealthy choices for snacks and celebrations.
2. We limit sugary drinks.
3. We prohibit the use of food as a reward.
4. We provide opportunities to get physical activity every day.
5. We do not provide any screen time.

The Rights of Children in Childcare Programs – State of Maine Rules and Regulation Handbook

- Children must be free from emotional, physical, and/or sexual abuse, neglect, and exploitation.
- Each Child has the right to freedom from harmful actions or practices that are detrimental to the Child's welfare and to practices that are potentially harmful to the Child.

- Each Child has a right to an environment that meets this rule's health and safety standards.
- Each child must be provided with Childcare services without discrimination based on race, age, national origin, religion, disability, sex, or family composition.
- Children must be treated with dignity, consideration, and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the Child Care Facility.
- Each Child has the right to implement any service plan developed for that Child in conjunction with community or state agencies by the Child Care Facility.
- Each Child has the right to Developmentally Appropriate activities, materials, and equipment.
- Children with disabilities have the right to reasonable modifications to Child Care Facility policies and practices

The Rights of Parents and Legal Guardians in Childcare Programs – State of Maine Rules and Regulation Handbook

- A child's parent or legal guardian must be fully informed of items or services included in the rate they pay for childcare services.
- A child's Parent or legal guardian has the right to be fully informed of the findings of the most recent inspection conducted by the Department. The childcare facility must inform children's parents or legal guardians that the licensing inspection results are public information and inspection results must be posted prominently on the premises.
- The child care facility must notify parents or legal guardians within two business days of any actions taken against the child care facility by the Department, including but not limited to decisions to issue conditional Licenses, refusal to renew a license or to impose fines or other sanctions.

KIDS OUT ENRICHMENT PROGRAM

PROGRAM PHILOSOPHY

The primary goal of the YMCA Childcare is to provide a safe and happy place to stimulate your child's mind, develop creativity, enhance self-esteem, and incorporate the YMCA's focus areas for youth development, healthy living, and social responsibility.

ENROLLMENT

Please begin the enrollment process by completing an enrollment packet. A \$25 registration fee (only for new members) and the first week's payment are due at registration.

All children enrolling in the YMCA Kids Out Enrichment Program must be at least five years old and enter kindergarten before their first day. Programs are available for grades K-6.

Waiting List

We maintain a waiting list for each classroom or age group that reaches capacity. To place a child on the waiting list, we collect the parent's name, phone number, email, child's name, date of birth, and payment method. Siblings of current participants receive first preference for new openings. Enrollment from the waiting list depends upon several factors, including the size of the site. The Youth Development Administrator will call the parent when an opening becomes available. Parents have two business days to accept the opening and enroll the child. If the contact information is no longer valid, a parent chooses not to enroll the child or fails to respond to voicemails or emails regarding the opening, the child will be removed from the waiting list. Parents must check in with the Youth Development Administrator every three months to confirm they wish to remain on the waiting list.

Youth Enrichment Program Cancellation and Termination Policy

If a child is removed from the program for any reason, their slot will be filled immediately. If you wish to re-enroll the child later and a slot is available, the child may return, but their slot is not guaranteed.

Reinstatement into the program will require a registration fee of \$25.

NOTE: TWO WEEKS' NOTICE TO WITHDRAW THE CHILD FROM THE PROGRAM MUST BE GIVEN TO THE YMCA IN WRITING, OR YOU WILL BE CHARGED ACCORDINGLY.

Extended absences from the program **MUST** be coordinated with the Youth Development Administrator, Michelle Hunter.

mhunter@sanfordymca.org

Financial Assistance

All families are eligible and encouraged to apply for financial assistance. A limited amount of money is available for childcare fee assistance. A scholarship application may be picked up at the Welcome Center; please direct any questions to Jordan Godin, School-Age Program Coordinator, at jgodin@sanfordmyca.org. The Y also accepts payments from a third party. Until any arrangements have been made for the third-party payments or a scholarship has been approved, you will be responsible for making your payments. Scholarships and discounts must be separate.

Payment Policies

All childcare payments are due on or before the Friday before the week of service. Tuition is paid one week ahead and can be done by automatic withdrawal from a valid Visa, Mastercard, Discover, or American Express card; Checks made payable to Sanford-Springvale YMCA are also acceptable. **There will be a \$25 late fee assessed for all late payments. Failure to comply with payment policies may result in suspension or termination of childcare services.** All financial obligations must be met before children can return to the program or any other YMCA program or membership. Families with two or more children enrolled in the program receive a 10% benefit toward the second and additional children

registered.

There is NO adjustment to program fees due to change in or lack of attendance. Charges are determined by the level of participation chosen at registration. Program registration or attendance changes must be given at least two weeks prior and submitted on a Status Change Form. The changes will take two weeks to take effect programmatically and financially. We will be flexible with this time frame when possible.

Child Care Registrations are only accepted with a COMPLETED and SIGNED Fee Agreement Form. All third-party sponsored program participants MUST provide us with a current contract agreement. Contract expirations are the parent/guardian's responsibility. Expired contracts will result in a complete tuition application to the parent/ guardian effective immediately after the DHHS contract expiration date. Failure to pay assessed parent/guardian fees will result in the application of full tuition fees or termination of childcare services. We reserve the right to change our fees when deemed necessary.

Pick Up Policy

We require that you thoroughly complete the information in the admission packets so that we may determine who has permission to escort your child off the premises. If an individual arrives to pick up your child who is not listed as an emergency contact or escort, we will not release your child into their custody. You must notify us of any changes to the list as soon as possible. We will ask for a photo ID and compare it to the pickup list. Until the staff learns who you are, please be prepared to show your ID as well.

If there is an emergency and someone not on your list is picking up your child, you must send in a written note or call the YMCA (207-324-4942) with the information of the person picking up. The person picking up must also bring a picture ID.

Late Pick-Up Policy

All programs end promptly at 6:00 p.m. If you cannot pick your child up by this time, please arrange for someone else to do so. Late fees will be accruing at 6:01 p.m. Late pick-up fees will be assessed under the following guidelines:

-For the first 1-5 minutes, you will be charged \$15 (for the five-minute duration, regardless of how many minutes you are late). The charge will be an additional \$1 per minute after that.

These fees must be paid at the time of pick up. Multiple late Pick-ups or failure to pay late fees can result in the Termination of service.

PROGRAM FEATURES

As a participant of the Sanford-Springvale YMCA child care programs, your child will participate in an enriching program filled with fun physical activities and character-building programs. Our experienced staff works to help each child build resilience while promoting the YMCA's core values, which include social and emotional learning for all.

Before Care

Morning programs offer a variety of activities and choices until the start of the school day. Kids will stay engaged with arts and crafts, board games, and group games. We will also provide a breakfast option for those who need it in the morning.

After Care

In the afternoon, YMCA children are dismissed to the designated site location. Schedules vary from site to site but include:

- Arrival, attendance, Core Value conversation
- Snack and water bottle fill up
- Outdoor Play or Active Indoor Play
- Homework support

- Craft Options

SNACKS & LUNCHES

We provide all our children with a snack during after-care programs. However, parents are allowed to provide their own snacks if their child wishes to eat something other than the snacks provided. Please note that snacks provided by parents must meet our 5-2-1-0 commitment.

On full-day care and vacation days, we ask parents to provide two to three snacks, a lunch for their children, and a water bottle. We ask parents to label children's items to ensure containers go home with the correct child.

NO SCHOOL OPTIONS

Several days each school year are when school is not in session, but the Y is open. We will offer all-day programs to children enrolled in our before-and-after-care programs. These days are included in the before-and-after-care tuition. Programs will be from 6 a.m. to 6 p.m. during these all-day care days.

SCHOOL VACATION WEEKS

The Y runs a vacation camp program during school vacation weeks (December, February, and April). We offer arts and crafts, gym and outdoor games, and other choice activities. Spots are filled on a first-come, first-serve basis. The vacation camps fill quickly. If you require childcare services during these weeks, please be aware of the registration deadline. To enroll in vacation camps, you must have a zero balance with the Finance Department. Registration forms will be available online and must be filled out before being accepted for vacation week.

EMERGENCY RELOCATIONS BY SITE

Should there be an emergency where staff must evacuate children to a safe location, staff will contact both Andy Orazio, Sanford-Springvale CEO, and Jordan Godin, School-Age Program Coordinator. At this point, Andy and/or Jordan will

initiate emergency pick-up plans. One of our bus drivers will drive the YMCA bus to the emergency relocation site, pick up all students and staff, and safely transport them to the Sanford-Springvale YMCA. Below is a list of each school and where their emergency relocation will be.

Sanford Schools:

Carl J. Lamb (CJL) – Sanford-Springvale YMCA
 Pride – Sanford-Springvale YMCA
 Margaret Chase Smith (MCS) – Sanford High School

RSU 57:

Waterboro – Waterboro Fire Station
 Shapleigh – Shapleigh Fire Station
 Alfred – Alfred Fire Station

RSU 60:

Vivian E. Hussey (Hussey) – Will walk to the Fire Station Downtown
 North Berwick (NOBO) – Mary Hurd Library
 Lebanon – Hanson Elementary School

HOURS OF OPERATION

Before School Care

Hours of Operation: 6:00 am-9:00 am

After School Care

Monday, Tuesday, Thursday, and Friday hours of Operation: 3:00 pm-6:00 pm
 Wednesday hours of Operation: 2:30 pm-6:00 pm

Dates Child Care is Unavailable

Independence Day	Labor Day
Thanksgiving	The Friday after Thanksgiving
Christmas Eve (Closed 2024)	Christmas Day
New Year's Day	Memorial Day

Age of Students

We can accept students of age five at registration up to 11.

Children enrolled in before care only:

They are eligible to attend our program at no additional cost on school holidays and days when school is wholly canceled due to inclement weather. However, they cannot attend PM on early release.

Children enrolled in after care only:

Are eligible to attend our program at no additional cost on school holidays, days when school is canceled due to weather, scheduled early release days, and early release days due to inclement weather. These children cannot attend a delayed start in the morning.

Children enrolled in before and after care:

Children can attend our program at no additional cost on school holidays or single no-school days, school cancellations due to inclement weather, scheduled early release days, and early release days due to inclement weather. Children not enrolled in our programs are not eligible to attend any care after school. The school-age program coordinator will make exceptions on a case-by-case basis.

All children are eligible to enroll in our Vacation Camps for school closings longer than one day. To enroll, a vacation camp registration form must be completed. These registration forms will be released online before scheduled school vacations. If you have any questions about your child's status or eligibility for care, please do not hesitate to call us at 207 324 4942.

Number of Children Served:

We must maintain a ratio of 1 adult to 13 students at each site, and each site is required to have a minimum of 2 staff members. Our ratio is 1:13.

SNOW DAYS & INCLEMENT WEATHER

The Y offers full day care on most snow days for current program participants. Our snow day program will run from 7:00 a.m. and close by 6:00 p.m.

In the event of a school delay, all before-care program participants are welcome to come to our program until school starts. Should there be a 1-hour delay, before-care programs will open at 6 am. If there is a 2-hour delay, programs will open at 7 am.

Should schools close early due to inclement weather, after-care programs will be available for one additional hour after school dismissal. Parents must pick up their children or arrange for another trusted adult to pick up their children in these instances.

Please follow us on Facebook as we will post closings and delays and start information there.

Parent Involvement

Parent involvement is crucial for a child's development and success. Research has shown that children whose parents are actively involved in their education tend to perform better academically and have better social skills. At our programs, we value parental involvement and believe that it is essential to creating a supportive and nurturing environment for our students. We welcome families to join us and share their passions, skills, hobbies, and experiences. We love to see parents actively participating in their child's learning journey and joining in on the fun we have at our programs. Together, we can help our children reach their full potential.

If you are interested in getting involved, please contact Jordan Godin, School-Age Program Coordinator. Depending on the duration and details of the visit, a volunteer application may need to be completed.

Jordan Godin - jgodin@sanfordymca.org

How to Contact the State Licensing Department

If you want to reach the state licensing department, contact the Maine Department of Health and Human Services Office of Child and Family Services.

Address - 11 State House Station, 2 Anthony Ave, Augusta, Maine

Phone - (207)287-5020.

If you are deaf, hard of hearing, or have a speech disability, you can use a TTY to communicate with them. Dial 711 and specify that you want to be connected to the Maine Department of Health and Human Services Office of Child and Family Services. They will be happy to assist you and answer any questions.

2025 Rates

**Rates are subject to change at the start of each new year

	DAYS	MEMBER	NON-MEMBER
Before Care	1 – 3 Days	\$65	\$70
Before Care	4 – 5 Days	\$75	\$80
After Care	1 – 3 Days	\$75	\$80
After Care	4 – 5 Days	\$85	\$90
Both	1 – 3 Days	\$85	\$90
Both	4 – 5 Days	\$105	\$110