



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



The Bangor Region YMCA 2022/23 School-Age Academy Before & After School Program Handbook

General Guidelines of the YMCA School-Age Academy Program Policies and Procedures



August, 2022

THE BANGOR REGION YMCA

Dear Parents/Guardians,

It is our absolute pleasure to welcome you and your family to The Bangor Region YMCA School-Age Academy Before and After School Program. We are grateful that you chose us for this important job of supporting your family and look forward to serving your family.

Our dedicated leadership staff have gone through an intensive training so they can provide the best quality programming for your child, including educational support. In addition, we require our School-Age Academy staff to complete 40 hours of training annually to stay current in their field of work. We have created an educational environment in which staff supports each other through positive interactions in our program leading to positive learning experiences for your child. Without our remarkable team, our program's measured success would not be possible.

We are excited that you will have the opportunity to form important, lasting relationships with this amazing group of people. It is our philosophy that children need love, care, and encouragement to grow and develop a positive self-image, confidence, and to explore their passions and purpose. Our programs encourage your child's total development. Through teacher and self-directed activities, your child will learn new skills, grow intellectually, expand creatively and mature socially. Our program curriculum promotes and incorporates the YMCA's core values of Caring, Honesty, Respect, and Responsibility.

Should you have any questions, concerns, or comments throughout your experience in our programs, please feel free to contact us. And, again, thank you for entrusting us with the care, growth, and enrichment opportunities with your child.

Sincerely,

Keegan Wakana
School-Age Y Academy Director
kwakana@bangorY.org
207-941-2808 ext. 339

Olivia Smith
School-Age Y Academy
Assistant Manager of
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207-941-2808 ext. 327

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We are grateful to all our Superintendents who have worked closely with us during this difficult time to ensure we are providing the students and families of their district in the best way possible.

We appreciate **COLE LAND TRANSPORTATION MUSEUM** for their support of our Y!
Stop by their Museum in Bangor; children 18 years old and under are always free!

We also thank **BDN** for their support by being our Y's print media sponsor.

SCHOOL-AGE ACADEMY HANDBOOK

Top 15 Most Asked Questions and Answers for our Parents/Guardians:

- 1. What day does the Before and After School Program start?** Programs will begin September 6th or after, depending upon the date each school opens.
- 2. What time can I drop off my child?** If your child is signed up for **Before School**, your child can arrive at 6:30am.
- 3. What time do I need to pick up my child?** You must pick up your child before 6:00pm.
- 4. Are children required to wear masks? Masks are optional.** We are following the CDC guidelines.
- 5. What happens when I check in my child?** We are no longer conducting Temperature Checks when children are dropped off. You will sign your child in at the entrance to their Before School location. Parents/Guardians and children are **required to follow CDC guidelines. Any child with symptoms and/or a positive test for COVID-19 is not allowed to attend any of our programs at our YMCA or School-Age Programs On-Site at partner Schools.**
- 6. What happens if my child gets sick while in a Y Program?** If a child shows symptoms of COVID-19 we will have procedures in place to make sure that child is secluded from the group, but also safely placed until the parent/guardian arrives. Parents/Guardians must come pick up their sick child within 30 minutes of being notified. Failure to pick up your child within an hour could result in suspension or dismissal from the program.
- 7. Does my child bring lunch to program on snow days, in-service days, and vacation days?** YES. The Y will provide morning and afternoon snacks, but you are responsible for bringing a lunch for your child. If they receive a free lunch from their school, this needs to be worked out with the school. **All lunches and snacks brought into our program must be nut-free.**
- 8. Are children allowed to share snacks?** No, not at this time.
- 9. Are toys/novelties allowed at the Y?** No toys, stuffed animals, or novelties (e.g. Pokémon cards) allowed. Children are allowed to bring one fidget from home if needed to support their involvement in the program. However, this item cannot be shared with others and the Y is not responsible for the loss of this item. If children cannot use their item appropriately, they will be asked to leave it at home.
- 10. What will my kids be learning and doing in After School Program?**

AFTER SCHOOL PROGRAM SCHEDULE	
2:30 – 3:15pm	Students arrive off the bus Outdoor Health & Wellness Activities (weather permitting)
3:20 – 4:15pm	Healthy Snack
4:00 – 4:45pm	Choice Time Activity 1/Enrichment
4:50 – 5:20pm	Choice Time Activity 2/Enrichment
5:30 – 6:00pm	Clean Up/Small Group Games

- 11. Can my child leave my school work/laptop at the site?** The children and families are responsible for the school work and laptops and are NOT allowed to stay at the site overnight.
- 12. If my child has a BHP or 1-on-1 at school, are they required to come to the Y Academy Before & After School Program with my child?** Yes, they are absolutely required to be there to support your child.
- 13. Will the teachers at the After School Program help my child with their school work/homework?** Yes. We will have homework only at the request of parents/guardians. It is the parent/guardian's responsibility to ensure the child brings their school work with them.
- 14. Who do I contact if I have any questions about the program or need to reach my child's teacher in one of the Y Programs?** You can call Keegan Wakana, School-Age Y Academy Director, at 941-2808 ext. 339 or e-mail him at kwakana@bangorY.org. Or you can call Olivia Smith, School-Age Y Academy Assistant Manager of Programming, at 941-2808 ext. 327 or e-mail her at osmith@bangorY.org. We will be providing direct phone numbers to your child's location in the first week of program.

THE BANGOR REGION YMCA

Introduction to the YMCA

Mission Statement

The Bangor Region YMCA is a community leader in supporting children, adults and families in their lifelong quest for physical, emotional and social wellness.

YMCA School-Age Academy Program Philosophy

The Bangor Region YMCA is licensed by the State of Maine for 163 children ages 0-14 years old. We provide programming for children ages 18 months – 6th grade and want our families and our staff to be partners, working together in the best interest of the child. The Bangor Region YMCA School-Age Academy offers programs for children in kindergarten – 6th grade.

We welcome you and your child to our program and to our YMCA!

If you have not received a program guide outlining all the programs and services we offer to our community, please request one from our Welcome Center.

We believe the most important people in a child's life are their parents/guardians, and it is our honor to partner with you on your child's journey. Please feel free to talk with our teaching staff or Program Managers at any time. Open communication about each child helps us provide the highest quality programming.

Program Goals

- To support working parents/guardians with (part and full time) school-age programming that is safe, affordable and fun.
- To provide educational support and assist with their school work and homework assignments
- To provide quality school-age programming to outlying communities (when needed and feasible) not limited specifically to the Bangor-Brewer area.
- To provide quality experiences, companionship, activities, supervision and guidance for the child in a safe and nurturing environment.
- To provide opportunities for the child to develop physically, emotionally, socially, and intellectually.
- To help children develop positive attitudes and character traits.
- To help children develop self-confidence and independence.
- To provide an atmosphere in which children can learn to share and be a supportive member of a group or team.
- To help children make friends and get along with others.
- To provide children with choices.
- To offer a variety of activities that meets the interests and needs of children.
- Through participation in The Bangor Region YMCA programs, children will gain:
 - Positive peer interaction
 - Interaction with positive adult role models
 - Learn or improve self-help skills, which lead to improved self-esteem.
- To provide a planned program of developmentally appropriate activities.
- To employ qualified, experienced, and caring staff.
- To provide ongoing staff training and development.
- To provide ongoing program monitoring and evaluation.

Services Offered

The Bangor Region YMCA offers many programs for all Adults, Families and children, see our services offered listed below:

- | | | | |
|-----------------------------|---------------------------------------|-------------------------------------|-----------------------------------|
| • School-Age Y Academy | • Swim Team | • Aqua Fitness Classes | • Cycling Classes |
| • Preschool at the Bangor Y | • CPR/First Aid and Lifeguard Courses | • Cancer Care & Support | • Child Watch Babysitting Service |
| • Swim Lessons | • Land Fitness Classes | • Teen Center | • Babysitter's Training Course |
| • Pool Rentals | | • Summer Day Camp and Resident Camp | |

SCHOOL-AGE ACADEMY HANDBOOK

Our Promise to Parents/Guardians

We will provide the Best Practices in school-age programming.

The Bangor Region YMCA Youth Development Team understands that parents/guardians are the primary influence in their children's lives. We complement that influence by building a relationship of mutual trust and support with parents/guardians. Using open communication, we work with the parents/guardians to create the best possible program for each child.

Why strive for best practices in our School-Age Academy programs?

When Best Practices are implemented, a positive environment for the staff and the children under our supervision care is the inevitable outcome.

Our Youth Development Team strives to offer a high quality program for families. A high quality center is a stimulating, caring, and learning environment where:

- Children have the opportunity to develop secure relationships with staff.
- All children are treated equally.
- Children learn the ability to respect the rights of others.
- Staff cooperate with each other to provide positive role modeling.
- Children's self-esteem and individuality are encouraged.
- Staff provides a consistent approach with children and parents/guardians.
- Staff and parents/guardians work together. Staff and parents/guardians show mutual respect for one another.
- Staff respects the knowledge and abilities of others.
- A variety of activities are provided for children.
- Children are given choices throughout their day.
- Parents/Guardians are listened to.
- Parents/Guardians have the opportunity to contribute to the program and its evaluation process.
- The program reflects individual children's needs, abilities, and interests.
- The program enhances all areas of their development through thoughtful planning, observations and communication.

Confidentiality

We believe that our parents/guardians, children, and staff deserve the right to privacy. It is our goal to represent the YMCA mission and core values. Absolutely no information regarding a present or former individual child, family, student or employee is discussed by staff with anyone outside of our Youth Development Team or posted online.

Photos/videos will not be taken of children in our programs unless it is for programming purposes. Parent permission is required.

General Information

Days and Hours

Our School-Age Academy program is available from 6:30am until the start of your child's school day, and continues from the end of your child's school day until 6:00pm, Monday through Friday. The start and end times for our Before School and After School programs will fall within this time frame. We are not able to accommodate hours outside of this time frame.

For our After School program, there is a late fee of \$1 per minute for each minute a child is in programming past 6:00 pm.

Please be considerate and pick up your child on time. We know that on occasion there may be an emergency that arises. If you are going to be delayed, please notify The Bangor Region YMCA at 941-2808.

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Holidays and Closings

Our School-Age Academy is closed to observe the following holidays:

- New Year’s Day
- Martin Luther King Jr. Day
- Presidents’ Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous Peoples’ Day
- Veterans Day
- Thanksgiving
- Day after Thanksgiving
- Day Before Christmas Eve
- Christmas Eve
- Christmas Day
- Day after Christmas
- New Year’s Eve

There is no reduction of weekly fees assessed as a result of these holidays.

It is not customary for the Youth Development programs to close due to weather. If you are unsure if we are open due to a snow storm please call the YMCA, check Facebook, bangorymca.org or check your local news stations for postings.

Vacation & Time Off Policy

School-Age Academy weekly fees are based on 180 days of school and are divided equally by week (September-June); therefore, fees are not discounted or prorated for shortened weeks due to holidays, Board of Education scheduled days off, inclement weather, participant vacation, or staff Professional Development. You must register in advance for vacation days.

*If care for school age children is needed on snow days or vacation weeks, additional fees and registration forms are required.

Arrival and Departure

Children must be brought into the building by an adult. The adult must sign their child in and out with school-age staff at the Welcome Center.

When dropping off your child:

- Please escort your child into the building.
- **Masks are optional at our YMCA site.** For those families participating in our on-site programs at their respective schools, we will follow the Mask Guideline for your specific School Department. Parents/Guardians and children are **required to follow CDC guidelines.**
- Convey messages to the staff

When picking up your child:

- Children will be released only to a parent, legal guardian or those people listed on the emergency contact sheet/registration form for pick up.
- Staff will be in the lobby and will contact your child’s teacher to ask them to bring your child to you. Your child’s teacher will give you an update of your child’s day.

Photo ID is required for all parent and guardian pick-ups. Parents/Guardians must authorize the School-Age Program’s office in writing to release their child to a person not listed on the authorization form. In the event that written notice is not possible, parents/guardians must advise by telephone as soon as possible. When the escort arrives, they will be required to submit a photo ID for verification purposes.

If a parent or legal guardian arrives for child(ren) and appears to be under the influence of alcohol or drugs, the Program Manager will request the local police to evaluate the parent/guardian to determine fitness to drive.

Payments for School-Age Academy Programs

COST:	5-DAY	Mon/Wed/Fri	Tue/Thu
BEFORE SCHOOL	\$59	\$41	\$28
BEFORE & AFTER SCHOOL COMBO	\$131	\$95	\$66
AFTER SCHOOL	\$83	\$54	\$38
VACATION WEEKS	\$192	\$132	\$90

SNOW DAYS

COST:	\$54 PER DAY
If your child is new to our program, there will be a one-time \$25 registration fee.	

Fees are based on enrollment, not attendance.

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As has always been the case, **School-Age program payments are due no later than the Monday prior to the next week of service.** If we do not receive payment by that Monday, you will receive a phone call, letter, and/or e-mail from The Bangor Region YMCA. You will be given 2 days (Wednesday prior to week of service) to bring your balance current. If this does not happen, **your child will not be allowed to attend our School-Age program until payment is received.** In other words, if we do not receive payment by Wednesday, your child will not be able to attend program on Monday, or any day thereafter **until payment is made.** There will also be a **\$20 Late Payment Fee** added to your invoice. You will also be responsible to pay the next week of school-age program at that time. If your child is held from attending due to lack of payment for one week, we will then have to open up their spot to another child on our waiting list. We are unable to hold slots for accounts in arrears. There is also a one-time \$25 non-refundable registration fee due when you register your child for our School-Age programs.

In addition, we will be adding a \$25.00 fee for any payments made by a credit/debit card or a checking/savings account that are returned for insufficient funds.

Any past due balances that are currently on our books will be turned over for collections immediately.

Enrollment Procedure and Forms

Available School-Age Academy Programs

- Before School (For Bangor, Brewer and Veazie Students Only): Kindergarten – 6th Grade
- After School: Kindergarten – 6th Grade

School-Age Academy Program Enrollment Procedure

- Completed School-Age Academy Registration Form
- Immunization Record**
- Physician's Consent Form
- Payment Contract
- Other various authorization forms
- If there are custody arrangements in place for a child, the custodial parent/guardian is requested to make those arrangements known to the School-Age Academy staff at the time of enrollment. If any relevant court orders are in effect, a copy of the court order(s) will need to be provided.
- We cannot withhold a child from a parent, legal guardian or authorized adult without valid court documentation that specifically outlines the arrangements.

****Please note: A copy of current immunizations is required upon enrollment. If your child cannot be vaccinated due to medical reason, licensing requires a written document from your child's physician stating this upon enrollment is required.**

Program Structure

Ratios

Our staff to child ratio for The Bangor Region YMCA School-Age Academy are as follows per State Licensing Requirements is 1:13

After School Program

The Bangor Region YMCA School-Age Academy Program is located at The Bangor Region YMCA, depending on the school your child is attending and the School-Age program your child is enrolled in. We offer a variety of activities daily for children in kindergarten to 6th grade. We have created and implemented a curriculum filled with choices designed to engage a variety of interests.

- Educational Support
- Music
- Arts
- Homework Help
- Swimming (for children who are located at our Y)
- Science and much, much more!

Children arrive to the After School program by bus from area schools. Children are greeted by staff, taken to their designated areas for snack and attendance is taken. Choices of structured activities will be offered throughout the afternoon that your child may choose from.

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Off-Site After School Locations

Each location follows the same program goals, as our on-site location. Children will come straight to us after school where they will be given a healthy snack, homework help, free time and organized activities (group games, arts and crafts activities, or something fun the staff has planned).

Each site has a Y phone so you can reach the staff if you are running late or plans have changed and someone else may have to pick up your child. These phones will only be on during program time from 2:30pm to 6:00pm. If you know earlier in the day that someone else may be picking your child up, or your child will not be in program, please call The Bangor Region YMCA and let Keegan Wakana or Olivia Smith know. They will relay the message to the staff.

Bangor Region YMCA: 207-941-2808

Keegan Wakana, School-Age Y Academy Director: 207-941-2808 ext 339

Olivia Smith, School-Age Y Academy Assistant Manager of Programming: 207-941-2808 ext 327

Screen Time

We will be offering screen time for online homework.

School Vacations

School vacations are not included in enrollment. If your child needs to attend during a school vacation, additional enrollment will be required 1-2 weeks prior to the scheduled vacation.

In-Service Days/Half Days

We offer programs for days that schools hold an in-service day. Parents/Guardians can register in advance at The Bangor Region YMCA's Welcome Center. We will try to accommodate all half days, but please check with management to ensure that we have care available. All schools are welcome, but space is limited.

Snow Days

All day care is provided for days that school has been unexpectedly closed. The hours of service offered are 6:30am – 6:00pm. This service is provided to all children in kindergarten – 6th grade and all children will need to be dropped off at The Bangor Region YMCA. To have your child attend on a snow day, you must register your child at the Welcome Center upon arrival.

What to Bring for School-Age Academy Program

- **Masks are optional at our YMCA site.** For those families participating in our on-site programs at their respective schools, we will follow the Mask Guideline for your specific School Department. For programs that require masks, please pack extra masks in case one gets wet.
- School supplies (paper, pencil/pen, etc.)
- Lunch with a drink* (We encourage all kids to eat their Fruits and Veggies before their sweeter items. For drinks, please only pack 100% juice products and water.)
- Swimsuit and Towel for those children at the Bangor Region YMCA. It is our goal to try and get all locations to the Y for swim days. Swim days are held on Friday.
- Sneakers
- Appropriate outdoor clothing
- Water Bottle (please make sure to label with your child's name)
- Sunscreen for sunny days

*** Please remember we are nut and peanut free.**

If school is cancelled while the children are still at school, the school will deliver your child to their designated Y Academy location.

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Bus/Transportation Rules

Most School Districts will provide bussing from Before School to your child's school and After School location designated for your child. For those very few school districts who are not providing this, The Bangor Region YMCA will have to utilize their busses and contract with Cyr Bus to make this happen, but the goal is that school districts are using their CARES ACT funds to help support transportation for all families.

In cases where a child does not follow the rules of riding the bus, the Program Manager will inform the parents/guardians by phone, in person, or written referral when necessary.

Children who become a serious disciplinary problem on the bus may have their bus privileges suspended for a reasonable time by the Program Manager. In such cases, the parent/guardian of the child is responsible for the child's transportation to school or the after school site, until such time that the student's behavior allows them to be readmitted to ride the bus.

The following is the protocol, which will be used by The Bangor Region YMCA:

1. Verbal warnings will be given unless the driver and/or Program Manager deem a written warning necessary.
2. Written warnings will be issued by the Program Manager to the parent/guardian.
3. A maximum of two written warnings will be issued before a child will be denied transportation.
4. After two written warnings have been issued, any further breach of discipline will cause denial of transportation for a minimum of three days.
5. Any child who continues the discussed misbehavior will not be permitted to utilize our transportation system until a meeting is held with the parents and/or guardian, child, Transportation Company (if necessary) and The Bangor Region YMCA.
6. Immediate denial of transportation may be necessary when a serious disciplinary problem warrants it.

Parents and/or guardians of children being denied transportation because of disciplinary action are required to continue paying their complete fee.

Swim Class

After School Swim (For students at the Y)

Swim for After School Program is offered on Fridays. Children will walk from their Y classroom down to the pool area to swim and then return to their classroom after swim.

Swimmers will wear bracelets that indicate if they are a shallow end or deep end swimmer. Green bracelets indicate deep end and orange bracelets indicate shallow end.

In case of emergency (i.e. chemical issues, thunder & lightning) all swimmers will evacuate from the pool into the locker room and wait for instructions from the staff.

Masks are optional at our YMCA site. Children will not be wearing face masks while swimming.

Swim Lessons

If you would like to sign your child up for swim lessons (available for our on-site kids), the After School Staff will bring your child down to their lessons. Please make sure to tell our staff, Jason, Keegan, or Olivia that your child is signed up so they know to take them to class.

Water Safety Rules

When children are active in water play or are engaged in our swim program, all staff and children will adhere to the following:

1. Only Coast Guard approved Personal Flotation Devices (PFDs) are permitted.
2. Walk at all times in the pool area. No walking in the gutter or on the benches.
3. All jumping must be done from the gutter facing the pool. Diving is only permitted at depths 9 feet or greater. Twists, flips, and partner jumps are not permitted.

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4. No rough play.
5. Food, gum, or beverages (other than water) are prohibited in the pool area. Glass containers are prohibited.
6. Prolonged underwater breath-holding is prohibited in this facility. This practice can lead to Shallow Water Blackout.
7. All personal training, coaching, and swim instruction are to be scheduled through the YMCA. Outside instruction is prohibited.
8. Patrons with open cuts, blisters, inflamed eyes, contagious skin rashes, or any communicable disease are not permitted in the pool. Anyone who has or had diarrhea in the past two days should refrain from using the pool.
9. Spitting, nose blowing, urinating, and depositing foreign matter into the pool is prohibited.
10. The pool may be closed as necessary for the health, welfare, and safety of the patrons. The pool will be cleared during thunderstorms and will remain closed for 30 minutes after the last thunder is heard.
11. Animals are not permitted anywhere in the pools.
12. The lifeguards have final say. Please respect their decisions.

The pool/water area shall:

1. Have a lifeguard on duty at all times. Lifeguard certification or water safety training certificate is posted.
2. Be free of toys, clutter and debris.
3. Have sufficient clarity. The bottom of the pool/water is clearly visible at the deepest part.
4. Have all lifesaving equipment conspicuously and conveniently on hand.
5. Have a first aid kit readily available.
6. Have an emergency plan readily available.
7. Legible water safety rules posted.
8. Telephone in the pool area is available and in working order.

Nutrition

Our After School program at the Y is a part of the Child and Adult Care Food Program.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

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Meals

For children who are with us in our vacation/in-service days, parents/guardians must provide lunch. A morning and afternoon snack will be provided.

For Before School, a small breakfast will be provided.

For After School, a healthy snack will be provided.

Snack consists of water, a light fare, at least a half cup of fruits or veggies are served. **During COVID, we will NOT be serving family style.**

Water is the only beverage supplied to drink and is always available to your children.

Children are not allowed to consume energy drinks, soda or any juice less than 100% juice, while in any of our School-Age Academy programming.

If your child has an allergy to food(s) please inform the staff. We will do our best to accommodate our meals and snacks to ensure all children's safety.

Injury

Incident and Accident Reports

If a child becomes injured during program hours, the following steps will be taken by the staff:

1. Minor injuries will be treated on-site, in accordance with the accepted First Aid practices. The incident will be documented on an accident report and reviewed with the parent/guardian at pick up. Once the report is signed, it is added to the child's file.
2. Injuries requiring immediate further medical attention will be handled in the following manner:
 - a. Perform emergency first-aid.
 - b. Dial 911.
 - c. Notify the hospital emergency room, parents/guardians, child's physician and senior staff, as soon as possible. Accompany child to the hospital, if parent/guardian is not present on site.
3. If immediate emergency medical attention is not needed, the procedure will be as follows:
 - a. Perform needed first aid.
 - b. Notify the child's parents/guardians regarding additional steps to be taken.
 - c. Transport child to the hospital or doctor's office at parents'/guardians' request.
 - d. Report accident to senior staff.
4. Serious accidents or death will be reported to the Department of Health and Human Services within 24 hours
5. All incidents and injuries will be documented and reviewed with the parents/guardians within 2 business days.

Accident and Emergency Procedures

The Bangor Region YMCA School-Age Program staff members are infant, child and adult CPR and First Aid certified. Any accident requiring first aid treatment will be reported by staff on an accident/incident report. Parents/Guardians are asked to read, sign, and return the report to the teacher. A copy of the report is filed in the child's folder. Minor accidents such as small cuts, scrapes, skinned knees, etc. are cleaned and covered with a bandage. Bumps and bruises are treated with ice packs. Parents/Guardians are notified immediately of accidents that may require a doctor's care. If an accident occurs that requires immediate medical care, the child will be taken to the nearest health care facility in the company of a staff member. The emergency procedure form in the registration packet authorizes the School-Age Academy Team to obtain medical care when your child must be treated in your absence.

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Accident Insurance

The Bangor Region YMCA liability insurance does not extend to accidents occurred by children on the premises or in any of our off-site School-Age Academy program locations. Parents/Guardians should take steps to ensure they have adequate means to provide for medical expenses arising from any injury sustained while in care.

Illness/Medication

The Youth Development Center illness policy adheres to the Department of Health and Human Services (DHHS) and focuses on both the needs and the behavior of the ill child as well as the ability of the staff to meet the child's needs without compromising the care of other children. We understand and appreciate the needs of working and student parents/guardians, yet it is essential that children in our programs are protected from exposure to illness. Children want care from their parents/guardians in the comfort of their own home when they are not feeling well.

When illness develops, the parents/guardians will be notified. If you are unable to pick your child up we will contact your emergency contacts.

Parents/Guardians must come pick up their sick child within 1 hour of being notified. Failure to pick up your child within an hour could result in suspension or dismissal from the program.

Fever Definition

Fever is defined as having a temperature of 100.4°F or higher.

Our staff will take an initial fever reading and then re-check in 30 minutes. This helps to give an accurate reading. Children who have a fever of 100.4 or higher will be sent home and cannot return until they have been fever free for 24 hours without the use of fever reducing medication.

Symptoms requiring your child to stay home:

- Fever that is 100.4 degrees or higher.
- Vomiting: 2 or more times in a 24 hour period, not responding to OTC medications, and child is in obvious discomfort.
- Children receiving antibiotics must have 24 hours of medication in their system prior to returning to childcare.
- Your child's illnesses may require a doctor's note to return to childcare.
- Any signs of COVID-19.

Symptoms requiring your child to be sent home:

- Fever
- Vomiting
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability or confusion
- Diarrhea: runny, watery
- Bloody stool: blood or clots found in the stool.
- Frequent scratching of body or scalp, lice, rash or any other spots that resemble childhood diseases, including ringworm.
- Any illness accompanied by uncontrolled coughing, irritability, persistent crying, difficulty breathing or wheezing.
- Any signs of COVID-19.

The Program reserves the right to send home any ill child for any reason. In general, a child must be well enough to participate in classroom activities. If a child isn't well enough to participate in the program, they will be sent home. Parents/Guardians should exercise every caution and keep their children at home should unusual symptoms occur. If your child has been exposed to/has contracted a contagious disease, please report details to the School-Age Programs Manager.

Children with chronic illnesses/physical ailments may continue to participate in classroom activities with Pediatrician permission.

Medication Administration

Children requiring medication during the hours they attend programming will receive it under the conditions as described below:

- All medication must be either prescribed or recommended by a physician and written documentation must be provided to the Program.
- Medication will only be administered to a child with written parental/guardian authorization indicating the condition requiring medication, the dosage, time and potential side effects. If the medication is given in response to certain symptoms, those symptoms must be specified.
- Prescription and non-prescription (over the counter) medication must be in the original container and will be followed as indicated on the container.
- Non-prescription medication dosages must match the recommended dosage listed on the container unless otherwise specified in writing by the pediatrician/doctor.
- Non-prescription medication must have the child's name written on the container. Cough drops and/or hard candies are not permitted.
- The first dose of all new medication or change in dosage of current medication must be given at home – please notify the Program Manager of any medication that the child is currently taking; which includes cold medicine, etc.
- Dosage and time(s) will be followed as accurately as possible. The staff member who gives the medicine will sign or initial the medication form indicating that the medication was administered.
- Staff will communicate with parents/guardians about any concerns regarding the medication and or information about the child.
- Medications are kept in a medicine box or in the refrigerator – out of reach of children.
- Medications that are to be given once a day should be given at home.
- Any OTC medications brought from home must be given to a teacher and a medication dispensing log be filled out – OTC medications may not remain in the backpacks or child's belongings. This must be prescribed by a doctor and a doctor's note must accompany the medication.
- Staff will attempt to administer medication, but cannot force the child to consume the medication.

Nebulizer Treatments

Nebulizer treatments may be administered in the classroom. First time treatments need to be given at home. In the event that a first time treatment needs to be given in the classroom, we ask that the parent/guardian administer the treatment. Staff will make every attempt to administer on-going treatments to a child; however, if a child refuses treatment the staff will contact the parent/guardian for further recommendation. Our staff cannot administer medication to a child against his/her will.

Blood Exposure

An exposure is defined as contact with blood or bodily fluids to which universal precautions apply such as:

- An injury to the skin (i.e. cut with a sharp object).
- Mucous membranes.
- Skin that is chapped, chafed, or otherwise affected so that an effective skin barrier is not present.
- A bite or injury that results in blood exposure.

Protective gloves are worn by the staff when dealing with blood or bodily fluids. If exposure does occur, the following steps will be taken:

- Wash with soap and water after exposure to infectious materials or after taking off gloves or other personal protective equipment.
- Use antiseptic, cleansers or towelettes if no washing facilities are available.
- Place contaminated items in a plastic bag and discard in the proper location.
- Notify supervisor immediately.
- Teacher or Program Manager will contact parents/guardians.

COVID-19

To help keep children, staff, and members of the Y safe, you must adhere to the following:

- For the families with children in our licensed School-Age Y Before and After School program, MASKS ARE OPTIONAL at our YMCA site. For those families participating in our on-site programs at their respective schools, we will follow the Mask Guideline for your specific School Department. For departments that require masks, please pack extra masks in case one gets wet.
- Do not send your child to our School-Age programs if your child has a fever or any signs/symptoms of COVID-19.
- Pick your child up from program if they express any signs of illness related to COVID-19.
- Inform Y staff and do not send your child to program if they experience any of the following:
 - A fever (100.4°F or higher), cough, sore throat, shortness of breath or any other COVID-19 symptoms listed by the CDC in the past 24 hours: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
 - Been in a household with someone who has traveled outside the country in the past month or out of state in the last 14 days.
 - Come into contact with anyone who has tested positive for COVID-19
 - Been around anyone experiencing signs of illness

For all instances where a child is ill and needs to be picked up from program or is unable to attend program, we will require that child to see a physician to get clearance to return to programming. A doctor's note will need to be provided.

If a child shows symptoms of COVID-19, parents will be called to pick up the child. If a child tests positive for COVID-19, your child may be required to quarantine based on DHHS/CDC guidelines.

Parents must come pick up their sick child within an hour of being notified. Failure to pick up your child within an hour could result in suspension or dismissal from the program.

Communicable Disease

We are required to inform parents/guardians of illness in our School-Age Programs. These policies were taken from "Managing Infectious Diseases in Childcare and Schools", American Academy of Pediatrics and through the direct consultation of Dr. Ellen Lauer, DO, Penobscot Pediatrics.

Some of the most common contagious illnesses and policies are:

Head Lice

Children with head lice (small, tan colored insects that live on the scalp) should be treated with a medicated shampoo rinse or lotion developed specifically for head lice. The child must be excluded from the program for at least 24 hours after treatment. A School-Age Program staff member will check the location of the nits when the child re-enters the classroom and if the child is nit-free, then they will be re-admitted into the program. Some children may require a second treatment with medicated shampoo a week later. Routine checks are conducted by the YMCA.

Chickenpox

Chickenpox is an illness with a rash and fever caused by the varicella-zoster virus.

Signs or symptoms of chickenpox:

- Rash (small red spots and bumps blistering over 3 – 4 days, and then forming scabs). Blister crops will pop out over a period of several days, so that the person who has the chickenpox for more than a day or so will have some red bumps, blisters and scabbed over blisters all at the same time.
- Rash is more noticeable on the trunk than exposed parts of the body.
- Rash may appear inside mouth, ears, genital areas and scalp.
- Fever, runny nose, cough.

The incubation period for chickenpox is usually 14 - 16 days; however, occasionally it can be as short as 10 days and can last as long as 21 days after contact.

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The most contagious period after exposure to chickenpox is while the rash is spreading. A child can be contagious a day before the rash appears.

An infected person will no longer spread the virus when all of the blisters have scabs and no new blisters re-form.

Chickenpox is considered a reportable illness. Please take the necessary steps to confirm your child has chickenpox. Once your child is confirmed, please notify the Program Manager. We are required to post the illness in our program areas.

A child may return to the School-Age Academy program after no new blisters have formed, all blisters have scabbed (usually after 6 days of the start of the rash) and overall health has improved.

Health Care Consultant and Responsibilities

Our School-Age Programs's Health Consultant is Dr. Ellen Lauer of Penobscot Pediatrics. Her office phone number is 947-0147.

1. Approve Health Policies
2. Available for consultations
3. Provides information about specific medical issues
4. Provides access to other medical resources

Emergency Procedures

Under certain unsafe conditions, we may be instructed to or feel it necessary to perform emergency evacuation or lockdown procedures to ensure the safety of the children and adults. Understanding each situation is unique, and that no one plan will accommodate the many different possibilities that may occur while the children are in our care; we have outlined an in-depth plan to protect the children and adults at our facility. You may review a copy of the detailed plan upon request but below is a brief explanation of the plan. Please contact the Bangor Region YMCA Chief Programs Operations Officer with any questions.

- In an emergency situation like a natural disaster or lock down, adults and children will remain here at The Bangor Region YMCA unless instructed by emergency personnel/CEO to leave the premises. If conditions remain hazardous due to environmental factors, all children and adults will be relocated to the safest location in the building. Everyone will stay put until we are informed it is safe to do otherwise.
- In an emergency situation, like a fire or gas leak, and we are asked to relocate to a nearby location, The Bangor Region YMCA will relocate children to the parking lot across from the YMCA located on Second Street in Bangor. If the emergency makes it unsafe to wait nearby at the above location, we will move the children to The Bangor Region YMCA Camp Jordon (101 Camp Jordan Way, Ellsworth ME). Both locations will be a safe location for pick up. If we are calling from one of these locations, we need you to come and get your child upon receiving the call. We will remain present with the children until all have been picked up.
- In the event of a civil emergency evacuation, local police, fire, hospitals and radio stations will be contacted immediately to inform the public of the evacuation. YMCA officials will be responsible for informing the appropriate authorities. If the town instructs us to vacate the town, we will follow the town wide evacuation procedures as instructed. YMCA staff will make every effort to contact parents/guardians as soon as they are physically able to do so. If time permits, parents/guardians will be contacted prior to the evacuation. As the safety of the children and staff are paramount, notification may occur after any evacuation.

Inclusion Policy

"All children are unique, whether they have a disability or not. Childcare providers and programs are also unique."

At The Bangor Region YMCA, we actively promote inclusive practice in order to best meet the needs of the children, families and staff in all of our youth programs. All children are welcome to attend our school-age programs regardless of ability, need, background, culture, religion, gender or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other.

In order to achieve this, we actively engage with children, parents/guardians, and other organizations as appropriate.

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Procedures

Admissions

- In order to provide an open and accessible service for all children and families, admissions are accepted on a first come, first served basis where possible.

Valuing Diversity in Families

- Our staff regularly engages with parents/guardians to facilitate information sharing and to ensure parents/guardians are involved in planning for their child's learning and development.
- Information sharing between staff and parents/guardians ensures a partnership approach which happens in the form of daily communications as well as scheduled meetings as required.
- Staff, children, and parents/guardians work together to ensure that food served in our facility meets the medical, cultural and dietary needs of each child.
- Parents/Guardians and children are encouraged to contribute to various aspects of our service. For example, providing information or resources illustrating aspects of their lives, culture or community.

Accessibility and Flexibility

- An induction process is carried out for all families and children new to the service. This involves registration, information sharing about family and child, the service and the exploration of policies and procedures of the service.
- Because the need of each family and child can vary, the service will respond to individual needs where possible, for example, period of induction, times of attending the program, etc.

Representation and Participation

- The curriculum, activities, books, materials and environment are used to reflect the diversity of all children, families and the wider community. Where possible, these will be adapted as necessary to facilitate the inclusion of all children within the daily routine and activities of the service.

Licensing

All School-Age Academy Programs are licensed by the State of Maine. Copies of our licensing certificate are available for viewing at each School-Age Academy location. A copy of the licensing rules and regulations are available in the School-Age Program Manager's office at the Y.

How to Report a Licensing Violation

Locations of the Bangor Region YMCA School-Age Academy programs are licensed by the State of Maine. Copies from the Fire Marshall and Maine State Licensing Childcare Division are available for your review. Should you feel the school-age programs are in violation of the state requirements, you may contact the Maine Department of Health and Human Service Division of Licensing and Regulatory Services at (207) 287-9300 or 1-800-791-4080 or email dhrs.info@maine.gov.

Child Abuse Prevention

The Bangor Region YMCA School-Age Academy will make all staff and volunteers aware during annual trainings of their responsibilities as mandated reporters when there is reasonable cause to suspect abuse or neglect of a child under the age of 18.

Staff and volunteers will be trained to recognize the common signs and symptoms of child maltreatment or neglect which are discussed during staff orientation and during annual training.

Whenever a staff member or volunteer knows or has reasonable cause to suspect that a child is being abused or maltreated, the staff member will contact the Program Manager. The Program Manager will make the call to the Department of Health and Human Services (DHHS) 1-800-452-1999 within 24 hours of becoming aware of the suspected abuse and neglect. All School-Age Program staff are mandated reporters and are able to make a report.

When reports are made in good faith, reporters are immune from civil or criminal liability for the act or reporting or participating in the investigation or proceeding. (Maine State Licensing for Childcare facilities, article 21.1)

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Suspected Child Abuse by Childcare Providers/Volunteers

If a staff member or volunteer is suspected of child abuse or maltreatment of a child in our program, that member or volunteer will be reported to the proper authorities for investigation. They may be suspended or given leave (with/without pay) pending investigation of the accusation. Staff or volunteer may also be removed from the classroom and given a job that does not require interaction with children. No accusation or affirmation of guilt will be made until the investigation is complete. Staff or volunteers found guilty will be summarily dismissed or relieved of their duties.

The Bangor Region YMCA School-Age Academy Team and its staff/volunteers shall cooperate in the investigation of allegations of abuse and neglect by:

- Meeting with DHHS or law enforcement investigators and answering questions related to the investigation.
- Testifying in court when served with summons.
- Providing written records related to the investigation when served with a summons.
- All records are open for Child Protective Services, Department of Health and Human Services at their request.

The Rights of Children

Children receiving Child care from Child Care Facilities have the following rights.

1. Children must be free from emotional, physical and/or sexual abuse, neglect and exploitation.
2. 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.
3. Each Child has a right to an environment that meets the health and safety standards in this rule.
4. Each Child must be provided Child care services without discrimination to race, age, national origin, religion, disability, sex or family composition.
5. 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.
6. Each Child has the right to the implementation of any plan of service that has been developed for that Child in conjunction with community or state agencies by the Child Care Facility.
7. Each Child has the right to Developmentally Appropriate activities, materials, and equipment.
8. Children with disabilities have the right to reasonable modifications to Child Care Facility policies and practices.

Custody Arrangements

Parents or guardians are required to notify the Program Manager of any custody arrangements involving their enrolled child(ren). You must furnish documents, such as divorce decree, that states to whom your child may be released. Law enforcement officers require this information in the event an unauthorized person seeks to remove your child from our program.

Attendance/Notification of Absence

If your child has any contagious conditions please let us know, even when they occur over the weekend. Please let staff know about extended absences. After one week of unexplained absences, The Bangor Region YMCA School-Age Academy Team reserves the right to terminate services and replace your spot with another child.

Our main concern is the safety of your children. It is your responsibility to let us know in advance whenever your child will not be attending the program on a regularly scheduled day. You can phone this information to the Program Manager or tell your child's teacher directly.

If your child is absent from program and we have not heard from you, we will call to check the status of your child. Consistently failing to notify us of your child's absence may result in suspension and/or termination from the program.

Late Pick Up Fees

Late fees will be charged for each child picked up after the scheduled closing time. Please be considerate and pick up your child on time. We know that on occasion, there may be an emergency that arises. However, a late fee will be charged for late pickups at a rate of \$1.00 a minute. A child who is picked up late from program 3 times will be removed from program. If you are going to be delayed, please notify the School-Age Academy by calling the Y at 941-2808 or the location your child is in.

Suspension and Dismissal Policy

Removal From the Program

The determination to ask a family to leave our School-Age Academy is difficult, and may be disruptive to the program, staff and potentially to the family. We strive to provide the best possible care to everyone who has chosen our program. However, in the following circumstances, the YMCA may be unable to continue to provide care:

1. Failure to provide complete, accurate and up-to-date paperwork.

- Registration Forms/Handbook sign off
- Current immunizations
- For any medication to be stored and administered in a program, the YMCA requires appropriate paperwork signed by the parent/guardian. Any children with expired medication will not be allowed at the program until new medication is provided.

2. Failure to pay for child care services in a timely and consistent way.

- The School-Age Program, one payment is due before the child starts the program.
- Payment for each week of care is due the Monday before services are rendered. Overdue accounts will be assessed a late fee on Thursdays. If we do not receive payment by Wednesday, your child will not be able to attend program on Monday, or any day thereafter **until payment is made.**

***Please Note:** In the case of missing paperwork or late payment, the Registrar or Program Managers will contact the family through phone calls, emails and/or letters home and at the program. Families will be given one week to provide up-to-date paperwork or to make arrangements for payment. If the problem has not been resolved, the YMCA will be unable to provide care until the requirement has been met.

3. Failure to comply with the Bangor Region YMCA's Policies and Procedures.

The YMCA strives to resolve disagreements and challenges in order to maintain strong, positive relationships with members and families. Under certain extraordinary circumstances, the YMCA may be forced to ask a family to leave our School-Age program. These circumstances may include: repeated late pick-up from program; excessive absenteeism from program; repeated failure to supply necessary supplies (for example, extra clothing, diapers and baby wipes, food or weather-appropriate clothing for a child), abusive behavior toward YMCA staff, volunteers, or other members.

4. Dangerous or disruptive behaviors.

The YMCA is committed to working with children and families to resolve challenging behavior issues. YMCA staff may work with supervisors, peers and outside consultants to find a solution that will help children develop positive behaviors. However, in extreme circumstances, YMCA administrators may ask a family to leave a program. In these cases, every effort will be made to provide families with advance notice and to help families identify community resources and alternate care arrangements.

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Child Behavior Guidelines

Disrespect toward staff or property or repeatedly injuring other children or staff will not be tolerated. If deemed unsafe behavior, a parent or guardian will be contacted in order to remove the child from the program. To ensure safety, the parents/guardians must remove the child from the program within 30 minutes of notification. The staff and parents/guardians together to develop a plan to prevent future inappropriate behavior. If the behavior continues, the child may be suspended from the program for a determined amount of time or expelled entirely from the program. The following procedures will take place when a child's behavior is inappropriate:

In the School-Age program, the child will be given a verbal warning and redirected to another activity. If inappropriate behavior continues, the child will be removed from the group until staff believes that the child is ready to re-enter the group safely. Whenever possible, unless staff determine that a child's behavior continues to be dangerous to themselves or to others, the period of removal from the activity will be limited to 1 minute per year of the child's age, up to a maximum of 10 minutes.

Inappropriate behavior can be, but is not limited to, the following:

- a. Biting
- b. Kicking
- c. Hitting
- d. Swearing
- e. Bullying
- f. Flight Risk (running away from the program)
- g. Grabbing/pinching
- h. Throwing toys, furniture, etc.

Whenever there is a serious concern about a behavior or discipline problem, the staff will verbally and in writing (via Behavior Report Form) inform the child's parent or guardian, it is the parent's/guardian's responsibility to sign the Behavior Report Form. All forms will be stored in child's file, and parents/guardians can request a copy at any time.

If behaviors continue to arise, the Program Managers and family will meet to develop a plan of action to resolve the problem and regular reports will be given to the family on the child's progress.

In the event that a child receives an assessment from a local health, education or mental health services provider, families are encouraged to share the results of these assessments with the center. The YMCA strives to work as a team with family, consultants and staff. The YMCA will facilitate observation time in the program if it is considered helpful. (Any costs relating to these services are the responsibility of the parent or guardian).

It is suggested that parents or guardians advise staff of any physical or emotional conditions for which the child is being treated. Any changes in a child's behavior (i.e. sudden aggressiveness or withdrawal) noted by the staff will be brought to the attention of the parents or guardians. YMCA staff members may not physically or verbally abuse a child, nor may a child be physically restrained except when it might be necessary to protect the safety and health of the child or others. Staff members are prohibited to use abusive, neglectful, corporal, humiliating, or frightening punishment. All staff members receive training in guidance and discipline issues upon hiring and on a continual basis.

Changes/Withdrawals

In order to assure accuracy, a written notice is required for changes such as: payment options, change in schedule and attendance, or things in which a fee change would be applicable. A **two week notice** is required and payment will be taken for two weeks after giving the program your notice.

Additional days of service may be available depending on program availability. Please contact the School-Age Programs Manager for more information.

We require a written notice stating your intentions to withdraw from our program, a minimum of **two weeks** before doing so.

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Parent Involvement

The YMCA staff is available by appointment to meet with parents/guardians as needed. This enables parents/guardians to meet with teachers, plan events and help evaluate the program. A strong home/program connection is important to building a good environment for your child. Parent/Guardian participation is important as it enhances the programs and provides balance in the life of your child.

The facility will promote communication between families and staff by using the Brightwheel app. Parents/Guardians will receive an invitation to download the app once their child is enrolled in our School-Age Academy program. Parents/Guardians are encouraged to sign into the app to view pictures of their children, receive updates about their day, view the weekly curriculum, and directly communicate with teachers.

The YMCA's Youth Development Programs encourage parents/guardians to participate in activities with the children, and welcomes them to visit the program during the day. Parents/Guardians are welcome to set up a time with the Program Manager to tell a story to the class, share a family tradition, or just take a break and chat with their child throughout the day. Parents/Guardians are also encouraged to participate and chaperone field trips.

In addition, the YMCA strives to incorporate multicultural learning experiences. In the event that the YMCA Youth Development Program is not parallel with your family's values and practices, please feel free to speak to a program teacher or any senior staff member at any time.

Child Guidance and Discipline Policies

The YMCA is committed to working with children and families to resolve challenging behavior issues. YMCA staff may work with supervisors, peers and outside consultants to find a solution that will help children develop positive behaviors. However, in extreme circumstances, YMCA administrators may ask a family to leave a program. In these cases, every effort will be made to provide families with advance notice and to help families identify community resources and alternate care arrangements.

For all age groups, if a behavior issue arises, the staff will address the child or children directly following the YMCA policies of positive guidance and discipline techniques based on developmentally appropriate practice, including positive guidance, redirection and setting clear limits that encourage children to develop self-control, self-discipline and positive self-esteem.

1. Staff will divert attention away from any activity that they disapprove of by substituting another plaything or leading the child to another activity.
2. Staff will offer children choices of activities/games they can participate in.
3. Staff will set limits for children that are consistently enforced and are based on reasons children can understand.
4. Children will be given warnings when they have behaved in an unsafe manner. Warnings are necessary to allow children to know in advance what to expect, reduce resistance and ease transitions.
5. Staff will structure the environment in such a way to help reduce misbehavior and accidents.
6. Staff will redirect behavior. It is necessary at times to move a child away from a behavior by suggesting an alternative acceptable behavior.
7. Staff will model appropriate behaviors for children.
8. Staff will be aware when a conflict between children arises. Staff will engage children in helping to solve the problem by analyzing the situation and all possible solutions, and working with the children to pick one they all agree as the best one.
9. Staff will separate children if they are having difficulty getting along.
10. Staff will remain objective when there is a problem with a child.
11. Staff will give children positive attention, and will engage children in behaving positively.
12. Staff will encourage children to behave positively and to continue to behave in safe, appropriate ways.
13. Staff will explain the consequences of misbehavior to all children, and will continually remind students of the consequences.
14. No child will be physically restrained unless it is necessary to protect the health and safety of the child and others.
15. Program Managers and staff will discuss positive guidance techniques with parents/guardians, and will review these techniques as needed during the period of the child's enrollment.

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16. The parent/guardian will be required to pick the child up from the youth development program when a child's behavior is deemed unacceptable and/or is a safety risk to self or others. When the parent(s)/guardian(s) have been called to pick up the child, a meeting between the parent(s)/guardian(s), staff, and Program Manager will be held to develop an Individualized Success Plan. Parents must come within 30 minutes of being called to pick up their child. Failure to do so could result in suspension or dismissal of the program.
17. If a child's behavior is determined by the Program Manager and Chief Programs Operations Officer to be a danger to the child, to other children, or to the staff in a program, parent(s)/guardian(s) will be required to withdraw the child from the program.

Quality Rating System

"Quality for ME" is a voluntary system for licensed childcare providers to have their program quality assessed on a 4-step rating scale. Expectations at each step must be met before achieving a higher level. Every step is an important quality measure based on the following criteria:

- Licensing history
- Learning environment (daily schedule, activities planned, etc.)
- Program evaluations (looking at strengths and weaknesses)
- Staff development (training opportunities for staff)
- Administrative policies and procedures (holiday closings, illnesses, etc.)
- Family involvement (welcoming parents/guardians into the classrooms)
- Community resources (where to find other services to help families)
- Child observations (watching for children's interests and skills)

The Bangor Region YMCA Youth Development Center has achieved a Step 2 Ranking. All off-sites are a Step 1 Ranking. Meaning that **our programs exceed standards** as defined by licensing standards.

Staffing (requirements and training)

The School-Age Y Academy Director and School-Age Y Academy Assistant Manager of Programming supervise and support the operation of all programs, Off-Site Coordinators, and Staff.

Each program is staffed by a Coordinator whose responsibility is the operation of that particular program, included but not limited to the supervision of children and staff, program planning and implementation, communication and parents/guardian relations. The Coordinators are supported by additional staff based on the needs and size of the program.

Qualifications and training of staff - The following requirements and qualifications are established in the Rules for the licensing of childcare facilities for the state of Maine.

Director and/or Program Manager:

The Director and Program Manager shall be at least 21 years of age and meet one of the following:

- Degree in Early Childhood Education – Bachelor of Science/Bachelor of Arts.
- Degree and experience – an Associate in Arts/Associate in Science (AA/AS in Early Childhood Education and (3) years direct childhood experience; or
- AA/AS and experience – AA/AS in a related field with (18) credit hours in Early Childhood Education and (3) years direct childhood experience
- BA/BS and experience – BA/BS in related field with (18) credit hours in Early Childhood Education and (3) years direct childhood experience.
- Credential and experience – Child Development Associate (CDA) as awarded by the CDA National Credentialing Program with (5) years direct experience, or

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- Experience and training – (7) years of experience and (180) hour training in healthy, safe environments, child development; observations and assessment; developmentally appropriate practice; guidance; relationships with families; individual and cultural diversity or business and professional development; childcare, early childhood education topics related to operating a childcare facility; or other subjects related to age or characteristics of children for whom care is planned.

School-Age Academy Program

Directors and Program Managers of School-Age Academy programs (After School Care) will:

- Have a BA/BS in Early Childhood Education or closely related field such as elementary education or recreation management or
- An AA/AS in Early Childhood Education or closely related field such as elementary education, youth development or
- Recreation management and (2) years of experience or
- Meet requirements of a CDA or (7) years of experience and (180) hours in above topics.
- Qualifications of Childcare Staff
- All must be at least (17) years of age to work in our School-Age Academy program.
- All staff shall have a high school diploma or equivalent or is attending high school or enrolled in a GED (General Education Development) preparation program.

All staff shall demonstrate the following:

- The ability and willingness to comply with all applicable laws and rules;
- The ability to provide, safe, compassionate services;
- A history of honest and lawful conduct. We require two complete background checks.

In addition, all staff will be required to obtain and maintain the following trainings:

- CPR/First Aid in infant, child and adult
- 9 training hours per year in Health and Nutrition & Physical Activity/Movement
- How to be a Mandated Reporter

Annual Training Requirements:

- Staff scheduled to work 20 hours or less per week must have 18 hours of training per year.
- Staff scheduled to work more than 20 hours per week must have 30 hours of training per year.
- Teachers and the Program Managers must have 40 hours of training per year.

Supervision of Staff

Upon hire, immediate supervisors and the Program Manager will orient new staff, including volunteers, prior or during the first week of services in the following:

- Rules for the licensing of childcare facilities
- YMCA Personnel Policy Handbook
- YMCA Best Practices Handbook for Childcare Employees
- Fire drills and other emergency procedures

All current staff will show documented evidence of on-going trainings. Each staff member will be evaluated yearly on performance and will have documented evaluation on file.

Volunteers and substitutes will be provided orientation to enable them to carry out their assigned responsibilities.

SCHOOL-AGE ACADEMY RESOURCE LIST

Bangor Region YMCA Resource List

Info Line (An area wide information resource center) Toll Free 211

Crisis Resources

Partners for Peace	www.partnersforpeaceme.org	945-5102 1-800-863-9909
Womancare Dover-Foxcroft	www.womancare.org	564-8165 Day
Mayo Hospital (ask for Womancare Advocate)	www.mayohospital.com	564-8401 Evening (call will be returned) 1-888-564-816
New Hope for Women		1-800-522-3304
Care Net Pregnancy Center		594-1616
My Choice Crisis Pregnancy Centre		1-800-773-9595
Abused Women Helpline		594-2128 1-800-522-3304
Adult & Child Abuse/Neglect	www.maine.gov	1-800-432-7825
DHHS Adult Intake (24-hours)	www.maine.gov	1-800-624-8404
DHHS Child Intake (24-hours)	www.maine.gov	1-800-452-1999
Child Help USA	www.childhelp.org	1-800-422-4453
Child Protective Services	www.maine.gov	561-4220 1-800-432-7802
Mainely Parents	www.wcpa.net	1-800-249-5506
Phone Help 24 Hour Crisis Lane	www.wcpa.net	1-888-568-1112
Suicide Prevention (phone HELP)	www.wcpa.net	1-888-568-1112
National Poison Control	www.aapcc.org	1-800-222-1222
Rape Response Services	www.raperesponseservices.org	989-5678 1-800-310-0000
Youth Crisis Program(CHCS) answering service		1-800-499-9130

Children's Services

Child Development Services	www.maine.gov	
Penobscot County		947-8493
Piscataquis County(GUIDE)		564-3115
Knox County		594-5933
Coordinated Care Service for Children with Special Needs	www.maine.gov/DHHS/BOH/CHCN/documents/PDS.gov	287-5139 1-800-698-3624
National Center for Missing & Exploited Children	www.missingkids.com	1-800-843-5678
National Runaway Switchboard	www.1800runaway.org	1-800-621-4000
Maine Parent Federation(SPIN)	www.MPF.org	1-800-870-7746
UCP of Maine (formerly: United Cerebral Palsy of Northern ME)	941-2952	
Child and Family Services		594-4262

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Consumer Protection/Legal/Legislative Services

Attorney General's Office: Public Protection Unit (M-F 9am-Noon)	Consumer.mediation@maine.gov	626-8849
Law Project (Penquis)	www.penquiscap.org	973-3671
Lawyer Referral and Information	www.mainebar.org	622-1460 1-800-860-1460
Disability Rights Center	www.DRCME.org	1-800-452-1948
Maine State House of Representatives	www.maine.gov	1-800-423-2900
Maine State Senate	www.maine.gov	1-800-423-6900
Pine Tree Legal Services-Bangor Office	www.PTLA.org	942-8241
US Consumer Product Safety Commission	www.cpsc.gov	1-800-638-2772
Maine Equal Justice Partners	www.mainebar.org	626-7058
Maine Lawyer Referral Service	www.mainebar.org	1-800-860-1460
Volunteer Lawyers Project	www.mainebar.org	1-800-442-4293

Employment/Training/Education Services

ASPIRE	www.maine.gov	561-4175 1-800-432-7825
Eastern Maine Community College	www.emcc.edu	1-800-286-9357
Employment Security Commission Job Service	www.maine.gov	1-800-593-7660
Literacy Volunteers/Adult Learning Opportunities	www.lvmaine.org	1-800-322-5455 947-8451
Penobscot Job Corps Center		990-3000
TDC Job Search Assistance Program	www.jobcentral.com	1-800-834-0292
University of Maine:	www.umaine.edu	
University College Bangor		262-7720
Onward Program		581-2319
Orono Campus		581-1110
Augusta-UROCK		596-6906
Knox County Parent Education		594-1980
Rockland Career Center		596-2600
Costal Economic Development		596-2600
MidCoast Community Education		594-9764
Maine Center for Women, Work and Community		596-2600

Energy

HEAP (Fuel Assistance/Penquis)	www.penquis.org	
Penobscot and Piscataquis Counties		973-3630
Knox County		596-4200
State Energy Program		287-3831

Family Services

Alpha-One Resources for People with Disabilities	www.alphaonenow.org	941-6553 1-800-300-6016
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SCHOOL-AGE ACADEMY RESOURCE LIST

American Red Cross	www.pinertree.redcross.org	941-2903 594-4576
University of Maine Cooperative Extension Penobscot, Piscataquis and Knox Counties		1-800-287-1485
Eastern Agency on Aging	www.EAAA.org	941-2865 1-800-432-7812
MaineCare	www.maine.gov/DHHS	
MaineCare Problems		1-800-321-5557
MaineCare Member Services		1-800-977-6740
TDD		1-800-977-6741
Maine Center for Women Work and Community	www.womenworkandcommunity.org	262-7840
Maine Department of Human Services (DHHS) Bangor	www.maine.gov	561-4100 1-800-432-7825
Maine Department of Human Services (DHHS) Knox	www.maine.gov	596-4200 1-800-432-7825
Mainely Families Support Groups	www.maine.gov/DHHS	1-800-249-5506
Penquis	www.penquis.org	1-800-215-4942
Autism Services		
CACFP		
Child Care		
Family Life Education (with Health Services)		
Foster Grandparents		
Head Start / Early Head Start		
Health Services / Family Planning		
Home Energy Assistance		
Law Project		
Lynx		
Own Me		
PATT (Parents Are Teachers, Too)		
Penquis Dispute Resolution Center		
Weatherization		
Bangor		973-3500
Dover Foxcroft		564-7116
Lincoln		794-3093
Knox		596-0361
Salvation Army-Office	www.salvationarmyusa.org	941-2990 941-2993 Family Store
Parent Works		596-0014
Youth Links		594-2221
GEAR Parent Support and Training		1-800-264-9224

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Financial Services

Aid to Families with Dependent Children	www.maine.gov	561-4100 Toll Free 1-800-432-7825
Child Support Enforcement and Location	www.maine.gov	561-4100 Toll Free 1-800-432-7825
Credit Counseling Centers, Inc.	www.moneymanagement.com	1-800-439-2227
Internal Revenue–Federal Tax Information	www.IRS.gov	1-800-829-1040
Social Security Administration	www.socialsecurity.gov	1-800-772-1213 Bangor Office 990-4530
Workers Compensation Commission	www.maine.gov	941-4550 Toll Free 1-800-400-6856

Food Assistance

Food Stamps–DHHS	www.maine.gov	561-4100 Toll Free 1-800-432-7825
Meals for ME – Eastern Agency on Aging	www.eaaa.org	941-2865
WIC Program	www.wicforme.org	945-3743
Knox County		594-3648
Bangor		Toll Free 1-800-470-3769
Statewide		1-800-437-9300
TTY		287-8015

Health Services

AIDS Project Hotline		774-6877 Toll Free 1-800-851-2437
MidCoast Family Planning		594-6880
Alcohol and Drug Counseling Programs		
Acadia Hospital	www.acadahospital.org	973-6100
Acadia Recovery	www.acadahospital.org	973-6420
Al Anon Information Line	www.maineafg.org	1-800-498-1844
Alcoholics Anonymous	www.aamine.org	1-800-737-6237
Choice Skyward		594-6900
Community Health & Counseling	www.chcs/me.org	947-0366
DEEP Program	www.acadahospital.org	973-6100
MidCoast Substance Abuse Counseling		236-2819
Wellspring Inc.	www.wellsprings.com	1-888-590-2879
Women’s House	www.wellsprings.com	941-1639
Men’s House	www.wellsprings.com	941-1600
American Cancer Society	www.cancer.org	1-800-464-3102
American Red Cross (Pine Tree Chapter)	www.pinetree.redcross.org	941-2903

SCHOOL-AGE ACADEMY RESOURCE LIST

American Diabetes Association Toll Free 1-888-342-2383

Dental Health Clinics

Dental Hygiene School-University College of Bangor www.uma.edu/ucbdentalhygiene.html 262-7872
 Penobscot Dental Center www.pchcbangor.gov 992-2152

Division of Disease Control 287-3960

HIV / STD Testing

Bangor STD Clinic www.cityofbangor.gov 947-0700
 Downeast AIDS Network www.downeastaidsnetwork.org 667-3506
 Eastern Maine AIDS Network www.maineaidsnetwork.com 990-3626
 Waldo / Knox AIDS Coalition 338-1427

Hospice

Hospice-Pine Tree (Dover) 564-4346
 Hospice of Eastern Maine www.babn.org 973-8269
 973-7000 alternative number
 Hospice of St. Joseph's www.stjoseph-me.org 262-1810
 Kno-Wal-Lin 594-9561

Hospitals – General Community Services

Charles Dean Hospital – Greenville www.cadean.org 695-5200
 Eastern Maine Medical Center – Bangor www.emmc.org 973-7000
 Maine General Medical Center – Waterville www.maine-general.org 872-1000
 Mayo Regional Hospital – Dover Foxcroft www.mayohospital.com 564-8401
 Millinocket Regional Hospital – Millinocket www.mrhme.org 723-5161
 Penobscot Valley Hospital – Lincoln www.pvhhealthcare.org 794-3321
 St. Joseph Hospital – Bangor www.stjoseph-me.org 262-1000
 Seabasticook Valley Hospital – Pittsfield www.seabasticookhospital.org 487-5141
 Penobscot Bay Medical Center www.penbayhealthcare/penbaymedical.org 596-8000
 Waldo County General www.wchi.com 338-2500
 Miles Memorial www.mileshealthcare.org 563-1234

Immunization Clinics

Bangor STD Clinic www.cityofbangor.gov 947-0700
 Penobscot Valley Hospital (call for an appointment) www.pvhhealthcare.org 794-3321
 Knox County Health Clinic 594-6996

Mental Health Services

Acadia Hospital www.acadiahospital.org 973-6100
 Dorothea Dix Psychiatric Center www.administration.ddpcmaine.gov 941-4000
 TDD 941-4322
 Charlotte White Center (Dover-Foxcroft) www.charlottewhitecenter.com 564-2464
 1-888-440-4158
 Community Health & Counseling Center:
 Bangor www.chcs-me.org 947-0366
 1-800-924-0366
 Dover-Foxcroft-Children's 564-8175
 Dover-Foxcroft Health Services 564-2267

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Coordinated Care		1-800-924-0366
Lincoln		794-3554
		1-800-520-3554
University of Maine Psychological Service Center	www.umaine.edu	581-2031
Penquis Family Health Services Family Planning	www.penquis.org	
Bangor		973-3650
Dexter		924-7383
Lincoln		794-3313
Millinocket		723-4994
Maine Public Health Nurse — Bangor		561-4100
		1-800-432-7825
Rockland District Nurse Association		594-4522
Mid Coast Speech and Hearing Center		230-6380
Town Nurse Services		
Dexter Public Health Association (Wed 8-10am)		924-7215
Quitting Smoking Program (National Cancer Inst.)	www.cancer.gov	1-800-4-CANCER

Housing

Greater Bangor Area Shelter (Homeless)		947-0092
Maine State Housing Authority	www.mainehousing.org	1-800-452-4668

Transportation

The LYNX (Penquis)	www.penquis.org	973-3695
		1-866-853-5969
Coastal Trans Inc.		596-6605
		1-800-289-6605

SCHOOL-AGE ACADEMY POLICY AGREEMENT

School-Age Academy Policy Handbook : Revised August 2022

****Action Required. This form MUST be completed and returned to the Y. E-mail it to academy@bangorY.org or give it to your child's teacher.****

The Bangor Region YMCA Parent/Guardian Policy

I verify that I have been given a copy of the School-Age Academy Handbook.

I understand and accept full responsibility for reading these policies and procedures completely and asking for clarification related to sections that I may not fully understand or about which I have questions.

I will address all comments and questions concerning the School-Age Academy Handbook directly to the School-Age Programs Manager.

I further understand that this Parent/Guardian Policy can be changed in parts or in its entirety. Any changes will replace previous School-Age Academy Policies.

Parents/Guardians will be notified of any approved changes in the School-Age Academy Policy.

Parent/Guardian Signature: _____ Date: _____

Print Name: _____

Child's Name: _____

WORKFORCE QUESTIONNAIRE. As a non-profit organization, The Bangor Region YMCA relies on the support of grants to help provide quality programming for our community. Some of these grants help us provide Emergency Childcare, Summer Camps, and our School-Age Academy program. **WE NEED YOUR HELP! Please select the industry of your profession** so we can include in our grant applications the **percentage of families** in each industry we serve. Your personal information will **not** be shared. **THANK YOU!**

- Hotel/Commercial Lodging
- Banks/Credit Unions
- Mail/Shipping/Delivery/Distribution
- Food/Household Retail (example: Grocery Stores • Household Goods, Convenience Stores and Gas Stations • Animal Feed and Pet Supply Stores • Restaurants and Bars – Curbside Pickup, Takeout, and Delivery Only • Office Supplies • Electronics and Communications • Laundromats and Dry Cleaning)
- Construction/Hardware/Auto/Manufacturing (example: Hardware Stores and Home Repair; Automobile Repair; Bicycle Repair; Plumbers and Electricians; Industrial Manufacturing; Boat Builders)
- Healthcare including Pharmacy and Other Medical Supply Stores • Behavioral Health, Health Care, Dental Care, and Long-Term Services and Supports Providers and Organizations • Psychiatric and Long-Term Care Facilities • Veterinary Clinics and Animal Welfare • Group Homes and Residential Treatment Facilities
- Utilities (Heating Fuel Maintenance and Delivery • All Utilities Such as Electricity, Water, Wastewater and Telecommunications Trash Collection, Transfer Stations and Redemption Centers)
- Agriculture Forest Products and food processing • Garden Stores and Green Houses
- Fishing and Aquaculture, Fishing Supply and Bait Shops
- Legal, Business, Professional, Environmental Permitting and Insurance Services
- Other Essential: Real Estate Activities • Biomedical • Life Science
- Public Transportation
- Food Banks/pantries
- School Employees/Teachers/Childcare

SCHOOL-AGE ACADEMY

THE BANGOR REGION YMCA is a community leader in supporting children, adults, and families in their lifelong quest for physical, emotional, and social wellness.

17 Second Street
Bangor, ME 04401
207.941.2808
BangorYMCA.org