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North Shore Youth Council's School Age Child Care Program Parent/Guardian Handbook

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Welcome to North Shore Youth Council's School Age Child Care (SACC) Programs! We are looking forward to the school year and watching your children grow and learn. This handbook has been prepared in order to provide parents/guardians with detailed information, and should answer some of the most frequently asked questions regarding our programs. Please review it carefully, as some of the items contained in this handbook do not apply to each program offered. If you have any further questions, please call our main office at 631-744-0207.

Our Mission

North Shore Youth Council (NSYC) is dedicated to helping youth and families cope in today's changing world. Our programs are designed to encourage young people to develop the life skills necessary to become responsible, successful adults.

What Can You Expect from Us?

- Your child will be cared for in a safe, supportive environment.
- We will provide your child with ample enrichment, prevention, and recreation opportunities.
- Our programs help build essential life skills in a positive, fun atmosphere that encourages their creativity and healthy development.
- You may address any concerns regarding your child or the program with the Program Director, the Site Director, or the main office at any time.
- You will be notified of any incidents or concerns we may have regarding your child.

What Can We Expect from You?

- You will pay appropriate program fees, on time and in full.
- You will keep the contact and health information regarding your child that we have on file up to date.
- You will pick up your child from the afternoon program on time.
- You will not send your child to the program if they are exhibiting obvious signs of illness.
- You will be receptive to any information or concerns we may have regarding your child, and be willing to work with us whenever necessary in order to ensure your child will be able to participate in our program.

Health & Safety in Our Programs

Working together with the local school districts and local health department, our programs play an important role in slowing the spread of diseases and protecting vulnerable students and staff, to help ensure students have safe and healthy learning and recreational environments. We will continue to collaborate, share information, and review plans that build on everyday practices to help protect the school community as a whole, including those who are high risk or have special health needs.

Before Care Program

Our before care programs accommodate families who need a safe place for their children before school starts each morning. We provide a stimulating environment with daily opportunities for enrichment and recreation before the school day begins. Children participate in a variety of age-appropriate indoor and outdoor activities, including recreational play, arts and crafts, games, reading, positive socialization, holiday and seasonal activities, and other special events. Outdoor activities are weather-permitting.

Children are allowed to bring breakfast from home and eat in the program at the designated time. Please do not send glass bottles or food with peanuts, tree nuts, etc. Children can also purchase breakfast through their school's breakfast program.

After Care Program

Our after care programs offer peace of mind to families who are looking for safe child care beyond the school bell. We provide a stimulating environment with daily opportunities for enrichment and recreation after the school day has ended. Children participate in a variety of age-appropriate indoor and outdoor activities, including recreational play, arts and crafts, games, reading, dedicated homework time, STEM activities, positive socialization, holiday and seasonal activities, and other special events. Outdoor activities are weather-permitting.

A snack break is made available each afternoon. Please send in a healthy snack and drink with your child. Please do not send glass bottles or snacks with peanuts, tree nuts, etc.

Supervision

Each program will have a Site Director and Child Care Workers on-site. All programs are overseen by our Program Director. The staff to student ratio is 1:10. These ratios are in compliance with the New York State Office of Children and Family Services (OCFS) regulations. Parents/guardians will meet the staff when they drop their children off in the morning or pick them up in the afternoon.

The following guidelines regarding staff to student ratio requirements will be adhered to at all times:

Minimum Staff/Child Ratios Based on Group Size

AGE	MINIMUM REQUIREMENT OF STAFF PER CHILDREN	MAXIMUM GROUP SIZE
Through 9 years	1:10	20
10-12 years	1:15	30

SACC programs may contain students who are 8 years old mixing with students who are 9 and 10 years old; in this instance, the ratio of 1:10 will be used.

When more than the maximum group size of children are in attendance, students will be separated into groups so that no one group contains more than the maximum allowed. Groups will be supervised by staff in separate activities. Groups will not contain more than 20 students when students are 6-9 years of age.

All staff employed in our child care programs are required to submit the following documents:

- National Criminal Record Check
- New York State Criminal History Record Check
- New York State Sex Offender Registry Search
- National Sex Offender Registry Search
- Statewide Central Register Database Check
- Staff Exclusion List Check
- State Sex Offender Registry, Child Abuse or Maltreatment, and Criminal History Repository Search
- New York State Foundations of Health and Safety certificate of completion
- Proof of fingerprint submission

- Criminal history disclosure form
- Medical form indicating a negative tuberculin test result
- Signed medical statement from a health care professional
- Resume with proof of qualifications
- Employment and personal reference check

All staff will also be required to complete training sessions on the following topics:

- Principles of child development
- Nutrition and health needs of children
- Child day care program development
- Safety and security procedures
- Business record maintenance and management
- Child abuse and maltreatment identification and prevention
- Statutes and regulations pertaining to child day care
- Statutes and regulations pertaining to child abuse and maltreatment

Each staff person and volunteer must complete a minimum of thirty (30) hours of approved training every two years. All SACC programs will have a staff person who holds a valid certification in cardiopulmonary resuscitation (CPR) and first aid on the premises of the program during program operating hours.

No person under the age of 18 will be left alone to supervise a group of children at any time.

Days/Hours

Our child care programs operate on all school days and follow the school district calendars. **It is the parents' responsibility to check with the program staff for information on hours of operation for early dismissals, delayed openings, parent/teacher conferences, etc.** Children may arrive as early as 6:45 AM for the morning programs. The after school programs are open from dismissal time at the respective school until 6:00 PM. You must pick up your child no later than 6:00 PM or a late pick-up fee of $15 will be added to your account for every 15 minutes you are late, rounded up to the nearest 15-minute interval. The late pick-up fee applies to each child at their respective site. Late pick-up fees apply to all program participants, including those on scholarship and DSS. Please make every effort to be on time; if you are going to be late, you must contact your child's site to let them know. You must also contact the site if there are any emergencies.

NSYC offers extended care for early dismissal days due to parent/teacher conferences. This separate program, which is not offered at all schools, has limited registration and is offered at an additional cost. Information regarding these extended care days will be made available on site.

Registration Procedure and Fee

Registration is on-going year-round. Online registration can be found on our website at www.nsyc.com. A $50.00 non-refundable annual registration fee is required for each child.

Our monthly rates are based on a full school year and no adjustments are made for school closings either planned or unplanned, nor are adjustments made for absent days. Once a child is enrolled in the program you must provide one-week written notice to withdraw. If you wish to change from one scheduling option to another you must provide written notice to the site director. You must also email the office for billing adjustment purposes.

Schedule changes will go into effect immediately when adding days to your schedule. If you are decreasing days on your schedule, changes will not go into effect until the following billing cycle. **It is imperative to let your child's teacher know of any changes to their schedule so that they are not sent home on the bus if they are expected at the program that day.**

Per Diem Rates

Per diem care is available for families who need occasional before or after school care. Per diem sessions must be purchased in advance in bundles, either 5 sessions for $150 or 10 sessions for $290. Each session may be used for either before school care or after school care. Families who plan to use per diem care regularly must pre-purchase these bundles by contacting the office. Per diem sessions must be added to your account and paid for before your child attends. Payments may be made by check, cash, or credit card.

Once purchased, per diem sessions may be used at any time during the current school year for per diem use only, but they expire at the end of the school year. Unused sessions cannot be rolled over to the following year and cannot be applied to extended care days or school break programs. Please be sure to purchase additional sessions before your balance runs out to ensure your child can attend when needed. In the case of an unexpected emergency, a one-time single per diem session for $30 may be approved during the school year without purchasing a bundle. Please contact the office if this situation arises. Thereafter, per diems must be purchased in a bundle.

When using per diem days, please call the NSYC main office to let us know that your child will be attending for that day. If using per diem days for after care, you MUST also let your child's school/teacher know so they are not accidentally sent home on the bus. Late pick-up fees will apply to per diem use if children are not picked up by 6:00 PM.

Discounts

*Sibling Discount - 1st child full rate, 2nd and additional siblings take 10% off individual rate
*Multi-Rate Discount - 10% off 5 days of both before & after care
*Active Military/Veteran Discount - Inquire with us to receive 10% off your bill
*Active Emergency Personnel Discount (Law Enforcement/Firefighter/EMS) - Inquire with us to receive 5% off your bill
*Cannot be combined

Billing, Payments, and Late Fees

Every parent/guardian must have a credit card or bank account on file and fill out the Tuition Express Automated Payment Processing Form. This form can be found on our website in the billing section of the School Age Child Care page or you can call the NSYC main office to request the link.

Billing for the school year will be done via e-mail. Every registration application must contain an accurate email address for this purpose. Billing is done on the 1st of the month for the current month. If you do not receive an email invoice, please contact the office to ensure that we have the correct email address on file; you are still responsible for payments. You can also view your billing statement and balance by logging into your account.

Payments are due by the 7th of the month and can be made by personal check, money order, cash, Visa, MasterCard, AMEX, or Discover. If paying by cash, the exact amount is required. Any returned checks will be charged a $20 bank fee, and all future payments must be made by cash, money order, or card.

Please make checks payable to North Shore Youth Council, P.O. Box 1286, Rocky Point, NY 11778, or in person at our office in the portables on the grounds of the Joseph. A. Edgar School in Rocky Point. Credit card payments can be made by logging into your account. If your card declines, you will be charged a $20 fee. Any payments that are not received by the 7th of the month will be automatically charged to the card/account on file. Any payment received after the 7th of each month will be subject to a $20 late fee. If your account reaches a two-month unpaid balance, your child will be suspended from the program until the full balance is paid. For the month of June, if payment is not received in our office by the 15th of that month, your child may be suspended from the program until payment in full is made along with any late payment fees that are due. If you request to place your account on a "recurring credit card basis," we will charge your card automatically on or around the 7th of the month.

If the 1st or the 7th of the month falls on a weekend, billing will take place on the nearest business day. Specific dates will be included in the monthly invoice email.

Please be advised that when registering through Procare, there is an option to save your card to your account. This does not enroll you in monthly recurring billing; this option saves your card for future payments made through your portal. If you wish to be on autopay, you must download and complete the processing form or call the office to request the link.

Late Pick Up

If your child is not picked up on time, there will be a $15 late fee for every 15 minutes you are late rounded up to the nearest 15-minute interval. The late pick-up fee applies to **each child** at their respective site. Please make every effort to be on time; if you are going to be late, you must call the site to let them know.

Parents/guardians will be contacted first if it is after the 6:00 PM pick-up time and a child has not been picked up. If the program cannot reach a parent/guardian and/or does not receive communication from them, the site supervisor will call the emergency contacts and/or alternate pick-up person listed on the registration. If after 45 minutes there is still no contact from a parent/guardian and/or any designated pick-up person, the program will call the Suffolk County Police Department.

Custody/Medical/Allergy/Behavioral

If there is a custody agreement or order of protection in place, all documents MUST be on file BEFORE your child starts the program.

All medical and/or allergy paperwork MUST be on file BEFORE your child starts the program. Please indicate all such information on the attached form. All personal and health information is protected and kept confidential.

NSYC is permitted by OCFS to administer emergency medications such as epinephrine auto-injectors, antihistamine and inhalers in some of our child care programs. If your child has a medical condition which requires the administration of medication during the program, you MUST complete the medical consent paperwork. These forms, which can be found on our website, must be filled out by the parent/guardian, the child's doctor, and the program director. If your child requires multiple medications on site, a medication consent form must be filled out for EACH medication.

If a child has an allergy or asthma and does not require medication, parents/guardians MUST fill out a medication exempt form prior to the start of the program to be kept on site.

If your child requires an Epi-Pen or allergy medications, we must have them at the site before your child starts the program. Prescriptions must be kept in their original containers and have a prescription medication label. Medications and medical consent paperwork must be kept in a labeled Ziploc bag provided by the parent/guardian.

Please make sure to check the expiration dates of medications to ensure they are usable. If a prescription/medication expires during the school year, it is the responsibility of the parent/guardian to supply a new medication immediately. Children will not be allowed to return to the program until the new medication has been received, unless a medication exempt form is filled out and signed.

In the event of a critical medical emergency, a child will be administered their medication first, 911 will be called, and parents/guardians will be called. The staff who will be responsible for administering medications will be successfully trained.

If you indicated on your child's registration form that they are receiving behavioral-related services, you MUST fill out an individual health care plan for your child prior to the start of the program so that the Site Supervisor is aware, can better meet your and your child's needs, and ensure safe, positive experiences during the school year.

Please be advised that our child care programs do not provide one-on-one aids for special needs and/or behavioral-related services. Our programs do accept one-on-one aids on a case-by-case basis provided by the parent/guardian and/or school district.

Parent/Guardian Notification & Emergency Contacts

Parents/guardians will always be called first in the event of any emergency. If your child has visible signs of illness while in the program (fever, vomiting, diarrhea, disorientation, dizziness, seizure) or is physically injured while in the program, Site Supervisors will attempt to contact you immediately by phone. If you cannot be reached, we will begin calling the names listed on your Emergency Contact Information provided when you registered your child. In the event emergency medical care is needed, the Site Supervisor will call an ambulance.

It is imperative that if you left us a cell phone number, your phone is turned on while your child is in our care. If you cannot receive cell phone calls because of your workplace, you must leave us a work number where you can be reached.

Please consider whether or not any of your emergency contact or parent contact information has changed since you registered your child (sometimes cell phone numbers change, emergency contact people are no longer available, etc.). Please request and fill out a new Emergency Contact Information sheet and return it to your Site Supervisor if any information has changed since registering your child.

If you would like to review the information we currently have on file for your child, please ask a Site Supervisor to show you your paperwork when you pick your child up or drop them off.

Attendance

If your child will be registered for after care, you MUST write a letter to your child's school/teacher at the beginning of the year indicating what days they are attending our program in the afternoons.

If your child will not be attending the program due to scheduled vacations or other planned absences, please notify the Site Supervisor. If your child is ill and will not be attending school due to illness, please

either ask to have that information passed on to us when you call the school to report your child's absence, or call the Site Supervisor directly and leave a message.

Our program will not refund payments made due to absences and/or extended absences during a given month due to illness or vacation. You will still be responsible for paying the month's tuition in full.

If you wish to revise the schedule of when your child will attend the program (for example, you signed up for five days per week but now realize you only need three), you may contact the Site Supervisor or Program Director and make them aware of these changes, and payments will be adjusted for the following month.

Hygiene/Cleaning/Disinfecting

We will be adhering to hygiene, cleaning, and disinfecting requirements set forth by the CDC, New York State, and the Suffolk County Department of Health.

All staff and children will be required to practice hygiene upon arrival to the program, between all program activities, before and after eating, and after restroom use.

All staff will be trained on proper handwashing procedures and ensure children follow protocol. Appropriate signage will be displayed in bathrooms and the cafeteria.

Staff will be responsible for cleaning and disinfecting materials, equipment, and spaces between groups.

EPA-approved hand sanitizer will be made available throughout common areas.

Disinfectants will be used by adult staff on a daily basis to ensure sanitary standards are met and maintained in accordance with health regulations.

Common areas, frequently touched surfaces, and shared materials will be cleaned and disinfected frequently/after each use. Playgrounds will be cleaned after each group.

Drop-off/Pick-up Procedures

Children attending morning programs MUST be escorted to the program by parents/guardians**. Children cannot be dropped off without being signed in.** Children attending afternoon programs MUST be picked up at the door by a parent/guardian/other designated pick-up contact. The pick-up person must sign the child out of the program.

Please be prepared to show ID upon picking your child up. Children will only be released to parents or those individuals designated by parents as approved pick-up people. This information will be on file at each site; if you send someone else to pick your child up from the program, and that person is not on file as an approved pick-up person, your child will not be released until you are reached and the pick-up is confirmed by you. Please send in a note whenever children are being picked up by anyone other than pre-designated individuals, and please make your child is aware of these changes whenever possible. The designated pick-up must always bring their license for verification. We will not release children to adults whom they appear to not know or whom they appear uncomfortable with or frightened of.

If anyone picking a child up appears to be under the influence of drugs or alcohol at the time of pick up, our program will not release the child to that person (even if it is a parent).

Program Schedule/Activities

We will have the use of outdoor play equipment/areas, so please dress your child accordingly, and plan for them to spend some time outdoors each day that the weather permits. Outdoor recreation will be modified to limit contact as best as possible and to include more lower-risk skill-building and conditioning activities.

In the morning programs, children will have the opportunity to play board games, card games, read, draw, color, catch up on homework, or play with other toys provided by the program. Some outdoor play time may be permitted, depending on the weather and time allowances. Children will report to their classrooms upon the start of the school day.

In the afternoon programs, children will report to the appropriate designated location in their respective buildings upon dismissal at the end of the school day. They will be signed in by staff and attendance will be taken. Children will have an opportunity for indoor play, including board games, card games, drawing, coloring, and other art projects, as well as outdoor play with appropriate play equipment every day. Some gym time may be scheduled as well (school regulations permitting).

Homework

Time is set aside each afternoon for your child to work on their homework. Homework help is offered during this time. However, homework arrangements must be made between the parent and child. NSYC staff will remind children about homework, but staff can only encourage your child to get their homework done. It will be the child's responsibility to stay on task and complete their homework. If children do not have homework, they may use this time for quiet reading or other quiet activities.

Snack

All children will be required to wash/sanitize their hands before and after eating.

Some parents may wish to send their child with breakfast and have them eat it at the program. We will not provide breakfast for children; if you are in need of a breakfast program, please contact the school.

Please be sure to pack a healthy snack for your child when they attend afternoon programs. On the rare occasion a child forgets their snack, one will be provided.

Children will not be allowed to share snacks or drinks with other children. Please stress to your child the importance of not sharing any snacks or drinks with anyone, for both health and allergy concerns. We ask that you avoid sending your child with any snacks containing peanut products. If your child has food or other allergies, and you did not indicate it on the registration form, please let us know as soon as possible.

If the cafeteria is being used for snack time, tables and benches will be disinfected accordingly.

Inclement Weather and Child Care Cancellation

In the event of a school/district wide closing due to inclement weather, all child care programs will be closed.

In the event of a delayed opening, there will be no morning care programs in the Mount Sinai and Shoreham-Wading River School Districts. Morning care will still be held in the Rocky Point School District, but follow the 2-hour delayed opening (ie; opening at 8:45 AM).

In the event of an early dismissal or cancellation by the district of all after school activities, there will be no after school care programs.

A child care cancellation form will be made available to all parents/guardians indicating the procedure to follow in the event of any snow/emergency dismissals (ie; child will be picked up at school by designated individuals, child will go home on specific bus, etc.). It is your responsibility to ensure that your child has someone either picking them up at school or picking them up from the bus stop.

Communication

If you are running late or anticipate a change in pick-up, we ask that you contact your Site Supervisor as early as possible. Site Supervisors will make their cellular phone numbers available to parents/guardians on the first day of school.

If you need to speak to someone at a time when the program is not in session, please call our office at 631-744-0207.

The Program Director or Site Supervisors will contact you if the need arises to discuss any issues involving your child's behavior or comfort level within the program. We strive for ongoing and open communication with parents and encourage you to contact us as soon as an issue arises.

Behavior Expectations

NSYC staff work to promote the physical, emotional, and social well-being of all children who participate in any programs we offer. To this end, staff will provide appropriate, proactive supervision and will encourage safe and appropriate interactions at all times. Children will be supported in their navigation of social relationships and will be guided in their interactions; staff will use redirection, encouragement, and positive reinforcement in order to shape positive behaviors.

All children are entitled to a fun and safe experience in our program. If a child's behavior does not permit them to participate with the rest of the group in our program's activities, they will be temporarily removed from the group and supervised until they are ready to rejoin the rest of the group.

Physical aggression toward other children or program employees will not be tolerated. Children will be removed from the group and supervised, and parents may be called to pick their child up early if the problem becomes serious enough to warrant their removal for the day. Longer-term suspensions are possible for recurring problems.

Parents will be notified in writing, through an incident report form, by Site Supervisors whenever their child has been formally disciplined while in the program.

Please be advised that our child care programs do not provide one-on-one aids for special needs and/or behavioral-related services. Our programs do accept one-on-one aids on a case-by-case basis provided by the parent/guardian and/or school district.

Fire Drills/Emergency Evacuation Drills

Under NYS licensure regulations, our programs are required to have an emergency evacuation plan and conduct regular fire drills. These will regularly take place during both morning and afternoon programs.

Each site has an OCFS-approved Emergency Plan which includes an emergency evacuation diagram, primary and secondary evacuation routes, methods of evacuation, and the designation of primary and secondary relocation sites.

Plans are posted on the program site's information board and will be made readily available upon request.

Each program holds and documents two shelter-in-place drills annually during which procedures and supplies are renewed.

The Program Director conducts and documents monthly inspections of the premises to observe possible fire and safety hazards.