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North Shore Youth Council's School Age Child Care

Parent Handbook & COVID-19 Safety Plan

Please Note: The guidance from the Centers for Disease Control and Prevention, the New York State Office of Children and Family Services, and the Suffolk County Department of Health contained in this safety plan is subject to change. This plan may be updated based on that guidance and at the discretion of North Shore Youth Council.

Updated 9/9/20

Welcome to North Shore Youth Council's School Age Child Care Program. We are looking forward to the new school year and watching your children grow and learn. Our goal is to help parents and guardians balance the needs of their family with the associated risks of COVID-19 while offering a program that provides peace of mind and safe, supervised child care before and after school. Our programs are licensed by New York State and adhere to all requirements that accompany licensure.

This handbook and safety plan has been prepared in order to provide parents and caregivers with detailed information, and should answer some of the most frequently asked questions regarding our program. Please review it carefully, and don't hesitate to call if you have any further questions or comments after reading it.

Our Mission

North Shore Youth Council 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 program helps 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 Supervisor, or the main office at any time.
- You will be notified of any 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.

COVID-19 Safety in Our Programs

Working together with the local school districts and local health department, our child care 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.

Overview of COVID-19 Safety Precautions

- All staff are thoroughly trained and prepared to work under new guidelines and procedures.
- Physical areas, events, and activities are modified to support proper physical distancing.
- Smaller group sizes stay together during programs.
- Adequate supplies and procedures are in place for maintaining and executing good hygiene, disinfecting, and cleaning.
- Sufficient personal protective equipment (PPE) is available for all staff and emergency situations.
- Health surveys prior to the start of the program.
- Signed waivers of understanding and liability from all staff and families.
- Daily health screenings and temperature checks.
- Individuals stay home when feeling sick.
- Open communication between all staff, families, and school administrations.
- Commitment to following all procedures, policies, and mitigation efforts for a healthy community.

Before School Care Program

Our *Before School Child Care Programs* accommodate families who need a safe place for their children before school starts each morning. We do our best to provide a stimulating environment with daily opportunities for enrichment before the day begins. Children can participate in the variety of age appropriate activities we offer, including arts and crafts, board games, reading time, socializing, and special events.

After School Care Program

Our *After School Child Care Programs* offer peace of mind to parents and guardians who are looking for safe child care beyond the school bell. Children will have the opportunity to engage in a wide variety of age appropriate enrichment activities to support their growth and development. After school programs include socialization, homework help, board games, recreational play, reading time, arts and crafts, creative workshops, and special events.

A snack break will be made available each afternoon. We request that you send in a snack and drink with your child. We request that you do not send glass bottles or snacks with peanuts, tree nuts, etc.

Supervision

Each program will have a Site Supervisor and Child Care Workers. The staff to student ratio will be 1:10 at all times, in order to comply with NYS licensing regulations. Parents will meet supervisors 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

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 20 children are in attendance, students will be separated into groups so that no one group contains more than 20 students. 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 in any SACC programs will be required to submit to North Shore Youth Council 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 to Child Care Council
- 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 childcare 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.

Child care workers will be at least 18 years of age; no person under the age of 18 will be left alone to supervise a group of children at any time.

The Program Director for the SACC programs in Rocky Point is Cyndi Donaldson. The Program Director for the SACC programs in Shoreham-Wading River is Beth Healy. The Program Director for Mt. Sinai is

Nancy Kloska. Please do not hesitate to contact them regarding any issues or concerns you may have regarding the program. You may reach them at 631-744-0207 or on their cell phones:

Cyndi Donaldson 631-377-9168

Beth Healy 631-988-0605

Nancy Kloska 631-889-9612

Days/Hours

The program will operate on all school days and will follow the school calendar. Students may arrive as early as 6:45 AM for the morning programs. The after school programs will be open from dismissal time at the respective school until 6:00 PM. You must pick up your child no later than 6:00PM or there will be a late pick up fee. Late pick up fees must be paid on site and apply to all program participants, including those on scholarship and DSS. You must also call the site in case of any emergencies. **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.**

NSYC offers extended care for early dismissal days due to parent/teacher conferences. This separate program 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. Applications are available on-line at www.nsync.com or you may call our office at (631) 744-0207 for a registration form. 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 programs you must provide 30 days 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 or call the office for billing adjustment purposes.

You are entitled to two schedule changes per year. There will be a \$10.00 fee for each additional change. **It is also 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.**

If your child will no longer be attending childcare programs and you wish to cancel, you MUST call the office at 631-744-0207. You will incur charges on your account unless we have it on file that you are cancelling your account.

Per Diem Rates

As of the 2020/21 school year, per diem days will be **pre-purchased** in increments of 5 time slots which you can use for before or after care at a fee of \$20.00 each (total of \$100.00). You will receive a punch card at the time of purchase which you can use any time of the school year for per diem **only** (cannot be used for extended care days, school break fun days, etc.). The cards will be kept at the site and punched when your child attends. Before your card is depleted, you can purchase additional cards. Cards must be purchased at the office via check, cash, or credit card. **PLEASE DO NOT LET YOUR CARD RUN OUT BEFORE YOU PURCHASE ANOTHER ONE.** If you purchase a card and decide to switch your child to a

regular schedule, the balance will be applied to the regular schedule rate. You will still have to pick up your child by 6:00 PM or late pick-up fees will apply.

Discounts

A 20% discount will be given for each additional child in the same family. The discount will be taken off the lower priced program and is ONLY AVAILABLE FOR THOSE ATTENDING ON A FULL TIME BASIS (5 DAYS PER WEEK).

NSYC is an approved vendor of the Suffolk County Department of Social Services which provides free or low cost subsidized childcare services for eligible families residing in Suffolk County. For more information, please contact them directly at 631-854-9930.

Billing and Late Fees

Billing for the school year will be via electronic mail. Every registration application must contain an accurate email address for this purpose. Billing is done in advance on or about the 25th day of each month for the following month. **IF YOU DO NOT RECEIVE AN EMAIL INVOICE YOU ARE STILL RESPONSIBLE FOR MAKING YOUR PAYMENT ON TIME, SO IT IS NECESSARY TO CALL THE OFFICE IF YOU DO NOT RECEIVE AN EMAIL STATEMENT. IF YOUR CHILD IS ATTENDING THE PROGRAM, YOUR FEE IS DUE!**

Any payment received after the 7th of each month will be subject to a \$20.00 late fee. If payment is not received in our office by the 15th of each month, your child will be in danger of suspension from the program until payment in full is made along with any late payment fees that are due.

Payments

Payments are due at the start of each month. Payments 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 \$20.00 bank fee and all future payments must be made by cash or money order. Please make checks payable to North Shore Youth Council. Payment can be mailed to North Shore Youth Council, P.O. Box 1286, Rocky Point, NY 11778, or in person at our office on the grounds of the Joseph A. Edgar School in Rocky Point. Credit card payments can be made by paying through the link attached to our online statement or by calling our office at (631) 744-0207. You may request that we place your account on a "recurring credit card basis" and we will charge your card automatically each month on or around the 1st of the month.

Late Pick Up

If your child is not picked up on time, THERE WILL BE A \$15.00 LATE FEE FOR EVERY 15 MINUTES YOU ARE LATE ROUNDED UP TO THE NEAREST 15 MINUTE INTERVAL. For instance, if you are 15 minutes late there will be a \$15.00 late fee; if you are 20 minutes late there will be a \$30.00 late fee. 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 who receive any type of financial assistance are still required to pay the late pick up fee in full upon arrival to the program. The late pick up fee is not covered by DSS or other financial assistance.

Custody/Medical/Allergy

All custody, 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.

North Shore Youth Council is permitted by the Office of Children and Family Services to administer emergency medications such as epinephrine auto-injectors, antihistamine and inhalers in 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 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.

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.

Health Screenings and COVID-19 Protocol

As part of our registration process and in accordance with New York State regulations, every individual (child care employee, volunteer, parent, child, and essential visitors) must complete a one-time health attestation and a daily COVID-19 health screening. The screening must ask about COVID-19 symptoms in the past 14 days, a positive COVID-19 test in the past 14 days, and/or close or proximate contact with any confirmed or suspected cases of COVID-19 in the past 14 days. Responses must be reviewed and documented daily.

Temperature checks and health screenings will be conducted each morning and afternoon on all staff and children. A temperature check with a no-touch thermometer must register below 99.9 or as directed by the health department. High temperatures will be given a second reading by the site supervisor. All health screenings will be documented and logged.

Any staff or child who is feeling ill or presenting with fever or flu- or cold-like symptoms must stay home.

If a staff member is feeling ill during the course of the program, they will be assessed by the Site Supervisor in a secure area for a wellness check. Any staff that presents with a fever or flu- or cold-like symptoms will be asked to go home. If symptoms are suspected to be COVID-19, they will be separated from all children and staff in the program. All parents will be called and notified immediately of a possible case in child care. Staff must be free of fever without medication for 72 hours and have a doctor's note of clearance. A plan for staff absenteeism will be developed to maintain proper staff-to-child ratios. It is recommended that staff members who are high risk or have serious underlying health conditions consult with their medical provider to assess their risk.

If a child is feeling ill during the course of the program, they will be taken to the Site Supervisor in a secure area for a wellness check. Any child that presents with a fever or flu- or cold-like symptoms will have their parent/guardian or emergency contact called to have them picked up. If symptoms are suspected to be COVID-19, they will be separated from all children in the program and be picked up immediately. All parents will be called and notified for pick up and be made aware of a possible case in child care. Children will need to provide a doctor's note of clearance to return to the program.

Any staff or child absent from the program must notify the Site Supervisor. Based on the absence, a follow-up will be conducted to determine the individual's return to the program and whether a doctor's note of clearance is required.

Parents/guardians will not be allowed entry into child care programs, but in the event that a parent/guardian of a child must be isolated because they have tested positive for, or exhibited symptoms of, COVID-19, they will be advised that they cannot enter or approach the site for any reason.

- If the parent/guardian – who is a member of the same household as the child – is exhibiting signs of COVID-19 or has been tested and is positive for the virus, we will utilize an emergency contact authorized by the parent to come pick up the child. As a “close contact,” the child must not return to the program for the duration of the quarantine.
- If the parent/guardian – who is a member of the same household as the child – is being quarantined as a precautionary measure, without symptoms or a positive test, staff will walk out

or deliver the child to the parent/guardian at the boundary of, or outside, the premises. As a “contact of a contact” the child may return to the program during the duration of the quarantine.

- If a child or their household member becomes symptomatic for COVID-19 and/or tests positive, the child must quarantine and may not return or attend the program until after quarantine is complete.

In the event that any individual (staff, child, or child family member) receives a positive diagnosis for COVID-19, the case will be reported to the proper health authorities and all staff and families will be notified immediately, with the confidentiality of the individual maintained. All areas of contact will be cleared out and cleaned and sanitized per the CDC guidelines.

NSYC will maintain a log of every person including employees, parents/guardians, children and any essential visitors who may have close or proximate contact with other individuals at the work site or area, excluding deliveries that are performed with appropriate PPE or through contactless means.

NSYC will designate a Site Safety Monitor in childcare programs whose responsibilities include continuous compliance with all aspects of the COVID-19 Safety Plan.

Symptoms of COVID-19 include: cough, fever, chills, shortness of breath, muscle aches, unexplained loss of smell or taste, sore throat, diarrhea, nausea, headache, and fatigue.

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 frequent absences. If your child is scheduled to attend five days a week, and is absent from school for several days 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.

Physical Distancing

Though the number of children attending child care programs varies, children will be grouped into cohorts not exceeding 15 children.

6 ft. physical distancing will be maintained at all times for all staff and children.

Precautions will be taken in regards to the flow of staff and children to help minimize close contact.

Any time that employees are less than 6 ft. from each other or interacting with children, they must wear a face covering.

We will implement practices to maintain adequate social distancing in small areas, such as restrooms, and signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas.

In-person staff gatherings (e.g. breaks, meetings) will be limited to the greatest extent possible.

We will prohibit non-essential visitors on site and establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.

Face Coverings

Face coverings will be worn with guidance from the CDC and as required by New York State and the Suffolk County Board of Health.

All children will be required to wear face coverings while attending programs. At the discretion of Site Supervisors, timed mask breaks will be given during the course of morning and afternoon programs.

Face coverings will not be used by anyone who is unable to medically tolerate such covering, including children for whom such covering would impair their health or mental health, or where such covering would present a challenge, distraction, or obstruction to the program.

All staff will be required to wear a face mask indoors and at all times when interacting with children, regardless of physical distance.

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.

Designated staff will be responsible for cleaning and disinfecting bathrooms. Daily logs detailing the date, time, and scope of cleaning/ disinfecting will be maintained by staff.

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

Locations for drop-off and pick-up at each school are as follows:

- Mt. Sinai Elementary – front entrance vestibule
- Frank J. Carasiti – cafeteria door behind school
- Joseph A. Edgar – cafeteria door under awning
- Miller Avenue – front entrance vestibule
- Wading River – front entrance vestibule

A temperature check with a no-touch thermometer and health screening will be conducted by a staff member at both drop-off in the morning and at arrival to child care in the afternoon. Temperatures must register below 99.9 or as directed by the health department. High temperatures will be given a second reading. All health screenings will be documented and logged.

To limit any possible exposure, parents/guardians will not be allowed entry into child care programs, unless there is an emergency, they need to speak with the Site Supervisor, or a special circumstance, in which they will be subject to a health screening and be required to wear a face covering. Parent/guardian health screenings will be logged when signing in with the visitor's log. This is a precaution in case we need to conduct contact tracing.

Morning program students must be escorted to the program by parents. Children cannot be dropped off without being signed in. A staff member will be at the door to conduct the daily health screening and temperature check and sign children into the program.

In the afternoon, all children being picked up from the programs must be signed out. 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 program, 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 program, 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 along with a temperature check. 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). Parents or caregivers who are picking children up when children are playing outside will be directed to the playground area for signing children out.

Events and activities will be modified as needed to maintain health and safety, ie; staff will help children maintain physical distancing within reason, activities will be conducted outside in appropriate weather whenever possible, only one group allowed per activity, staff and children will be required to wash/sanitize their hands, sharing of multi-use materials and equipment will be limited and disinfected after each use, etc.

Commonly touched surfaces will be cleaned frequently.

Any planned special events will take place on a group level to account for a smaller number of participants. While we will prohibit non-essential visitors on site to the extent possible, any visiting individuals that have been approved to provide enrichment and special events will be subject to the same health assessment as staff and children. They will be required to maintain safe physical distancing, wear a face covering, and wash/sanitize their hands.

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. North Shore Youth Council 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.

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 the After School Program. 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 virus 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 childcare programs will be closed.

In the event of a delayed opening, there will be no morning care programs in the Mt. 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.

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. Each supervisor will be in possession of a program-operated cellular phone at all times during the program and can be reached on this phone whenever the before or after care programs are in session. If you receive a voicemail message, it is because the supervisor is busy at the moment you are calling. They will return your call promptly. The phone numbers associated with each site will be made available to parents 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.

Discipline

North Shore Youth Council will 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.

Fire Drills/Emergency Evacuation Drills

Under NYS licensure regulations, our program is required to have an emergency evacuation plan and conduct regular fire drills. These will 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 hold 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.