



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Central and Northern Westchester

School Age Child Care (SACC) Parent Handbook

OUR MISSION

The YMCA of Central and Northern Westchester is committed to building strong kids, strong families, and strong communities throughout our area. We are a charitable, not-for-profit organization that welcomes all people regardless of age, race, religion, or economic status and strives to enrich each and every life through a unique, dynamic combination of programs that strengthens spirit, mind, and body.

Welcome to the YMCA of Central & Northern Westchester

Dear YMCA Families,

Thank you for choosing the YMCA School Age Child Care (SACC) program! For over 20 years, we have provided high-quality, affordable care to our local community. Our programs create a safe, nurturing environment where fun and learning go hand in hand. We are dedicated to upholding the YMCA's core values of **Caring, Honesty, Respect, and Social Responsibility** while ensuring the well-being of every child in our care.

Each of our SACC sites is licensed by the **New York State Office of Children & Family Services (NYS OCFS)** and undergoes regular inspections to maintain the highest standards. To ensure a smooth experience for both children and parents, we have created this handbook to outline our policies, procedures, and expectations. Please take a moment to review it, and don't hesitate to reach out with any questions or concerns.

We look forward to a fantastic year with your family!

Sincerely,

Kayla Hendrickson

Director of School Age Child Care Services
YMCA of Central & Northern Westchester

www.ymca-cnw.org

I. GENERAL INFORMATION

YMCA Main Phone (914) 949-8030

Administrative Staff & Contact Information

- **Kayla Hendrickson**, Director of Child Care Services; khendrickson@ymca-cnw.org
- **Alexandra Lord**, Senior Program Director; alord@ymca-cnw.org
- **Jackie Chavez**, Senior Program Director; jchavez@ymca-cnw.org
- **Virginia Ferrara**, Association Registrar; vferrara@ymca-cnw.org
- **Caitlynn Pia**, Assistant Registrar; cpia@ymca-cnw.org

SACC Program Directors

- **Alison Walsh**, Somers Programs; awalsh@ymca-cnw.org
- **Daisy Pulido**, Edgemont & Elmsford Programs; dpulido@ymca-cnw.org
- **Lucy Barry**, North Salem & Valhalla Programs; lbarry@ymca-cnw.org
- **Samantha Adams**, Mahopac Programs; sadams@ymca-cnw.org
- **Shelldy Beltre**, Eastchester Programs; sbeltre@ymca-cnw.org

Licensing Agencies

The NYS Office of Children and Family Services licenses all YMCA School Age Programs, ensuring compliance with all school-age program regulations.

- NYS OCFS- Regional Office
117 East Stevens Avenue
Valhalla, NY 10595
845-708-2400
- Child Care Council of Westchester
313 Central Park Avenue
Scarsdale, NY 10583
914-761-3456
- Child Care Council of Dutchess & Putnam
301 Manchester Road, Suite 201 A
Poughkeepsie, NY 12603
845-473-4141

Calendar & Hours of Operation

The YMCA Administration offices are open Monday through Friday from 8:30 AM to 4:30 PM. All YMCA School Age Programs follow the school district calendar.

Early Dismissals, School Delays & Closings

Scheduled ½ days will vary by district. Program Directors will send out notifications via email with more information.

- **School Closing:** If the school is closed for inclement weather or emergencies the YMCA Program will be **CLOSED**.
- **Delayed Opening:** If the school has a delayed opening, the Before School program will be **CLOSED**.
- **Cancellation of After-School Activities:** If the school district has canceled after-school activities, we reserve the right to close the program.

***If weather conditions become hazardous during after-school program hours, or there is a potential for worsening conditions, we reserve the right to close early. In this situation, you must arrange to pick your child up at the modified time. ***

There are no refunds for early dismissals due to weather or other emergencies.

Program Locations and Contact Information

Site Name	Address	Phone	Email	Hours of Operation
Austin Road	370 Austin Road Mahopac NY 10541	475.279.4157	austinroad@ymca-cnw.org	7:00 – 9:00 AM 3:00 – 6:30 PM
Elmsford	45 S. Goodwin Ave Elmsford, NY 10523	914.589.4943	elmsford@ymca-cnw.org	2:50 – 6:30 PM
Fulmar Road	55 Fulmar Road Mahopac, NY 10541	914.419.7646	fulmarroad@ymca-cnw.org	7:00 – 9:00 AM 3:00 – 6:30 PM
Greenville	100 Glendale Rd Scarsdale NY 10583	845.743.1228	greenville@ymca-cnw.org	3:00 – 6:30 PM
Lakeview	112 Lakeview Dr Mahopac NY 10541	914.806.6502	lakeview@ymca-cnw.org	2:30 – 6:30 PM
North Salem	173 June Road North Salem NY 10560	914.447.8715	northsalem@ymca-cnw.org	7:00 – 8:30 AM 3:00 – 6:30 PM
Primrose	110 Primrose St Somers NY 10589	914.804.3018 914.589.3404 (K)	primrose@ymca-cnw.org	2:05 – 6:30 PM
Seely Place	51 Seely Place Scarsdale NY 10583	845.743.1233	seelyplace@ymca-cnw.org	3:00 – 6:30 PM
SIS/SMS	240 Route 202 Somers NY 10589	914.447.8713	sis@ymca-cnw.org	7:00 – 9:00 AM 3:00 – 6:30 PM
Virginia Road	86 Virginia Rd White Plains, NY 10603	914.635.0779	virginiaroad@ymca-cnw.org	3:00 – 6:00 PM

II. PROGRAM POLICIES

Absence or Participation in Other School Activities

To ensure your child's safety and maintain accurate attendance records, please communicate any schedule changes with your site staff.

- If your child is arriving late due to a school-related activity (clubs, sports, tutoring), inform both the Youth Development Leader and the Program Director in advance.
- If your child is absent for any reason, notify the site by phone or email as soon as possible.

You'll find the appropriate contact information for each site in the directory included in this handbook.

Arrivals & Departures

Ensuring a safe and smooth transition during drop-off and pick-up is a top priority for our programs.

Morning Arrival: Parents/guardians must escort their child into the YMCA program site and complete the sign-in process each morning. While we understand mornings can be hectic, this procedure is required by the **New York State Office of Children & Family Services (NYS OCFS)** and is vital for your child's safety.

Afternoon Departure: Children must be picked up promptly at their scheduled dismissal time. Only individuals **18 years or older** who are listed as authorized pick-ups may sign out a child. Please ensure all authorized individuals are listed in your **Eleyo** account. If someone not listed arrives for pick-up and we have not received prior notification from a parent or guardian, we will be unable to release the child.

All pick-up persons must present valid **photo identification** until program staff become familiar with them. Due to staffing changes or new hires, we ask that authorized individuals always have their ID ready to show for your child's safety.

Cell Phone & Electronics Policy

To maintain a focused, safe, and respectful environment, the use of personal electronics is limited during program hours.

Each program site is equipped with a designated phone that children may use when necessary. Personal cell phones must remain stored in backpacks and are not to be used during program time. Taking photos or videos of other children is strictly prohibited. If this policy is not followed, the device will be confiscated and returned only to a parent or guardian at pick-up.

In compliance with NYS Office of Children & Family Services (OCFS) regulations, television and other electronic media are only permitted when part of a planned, developmentally appropriate activity. Children may not use personal devices such as iPods, iPads, cell phones, video games, smartwatches, or similar electronics during the program. These items will not be used as behavioral incentives.

Chromebooks/E-readers/Tablets may be used at the discretion of the Program Director and only during designated times. Thank you for helping us support a distraction-free and enriching experience for all children.

Homework Policy

Homework time is incorporated into the daily YMCA schedule to support children's academic routines. A quiet, supervised space will be provided each day. While staff are available to provide general guidance, we do not offer one-on-one assistance to avoid interfering with each child's individual learning style or the instructional methods used by their teachers.

Staff will not check backpacks or folders. If your child is expected to complete homework during the program, please discuss this with them directly. We also ask that families complete a Homework Agreement to ensure shared expectations around homework time.

All completed work should be reviewed at home. Quiet activities are available for children who do not have homework or finish early.

Personal Property

To minimize distractions and avoid lost or misplaced belongings, we strongly discourage children from bringing toys or personal items to the program. Items such as backpacks, jackets, water bottles, and lunch containers should be clearly labeled with your child's name.

Please note that the YMCA is not responsible for any lost, stolen, or damaged personal property.

Restroom Policies

Ensuring children's safety and privacy during restroom use is a top priority. Bathrooms must be checked by staff before use to ensure they are unoccupied by any unauthorized individuals. To maintain supervision and protect all parties, staff are not permitted to be alone with a child in a bathroom with closed doors.

While children use the restroom, supervising staff will remain visible in the doorway of the program space and maintain a clear line of sight. Only one child may use the restroom at a time to ensure proper oversight.

Please note that children must be fully potty trained and able to use the restroom independently, as YMCA staff are not able to assist with toileting needs.

Snack Policy

Due to a significant increase in food allergies and dietary restrictions, the YMCA will no longer provide a daily snack in our SACC programs. Families are encouraged to send a nut-free, healthy snack and a water bottle with their child each day.

Please no soda, gum, or hard candy, as these items are not permitted during program hours.

If your child has any food allergies or dietary needs, be sure to indicate them during registration and speak with site staff directly. (Refer to the **Allergies** section for more information.)

Transportation Policy

YMCA staff are not permitted to transport children in personal vehicles under any circumstances.

During YMCA field trips, appropriate staff-to-child ratios will be maintained on all buses. Children are typically seated with their assigned age groups, and staff will review transportation safety rules before departure. All children are expected to always follow these safety guidelines. Please note that buses are not allowed to make any unauthorized stops during transit.

Visitor Policy

To ensure the safety of all children, all visitors must check in with the Youth Development Leader upon arrival and sign in and out of the visitor log, clearly stating the purpose of their visit.

A visitor is defined as:

- A child who is not enrolled in the program
- An individual not picking up a child
- Someone who is not a parent or guardian
- Anyone who is not a YMCA or school staff member or approved volunteer

All visitors must be approved by the Program Director before entering the program space and will be escorted at all times by YMCA staff. Under no circumstances will a visitor be left alone with children.

III. BILLING, REGISTRATION & SCHEDULING

****Please refer to the Registration Guidebook for any scheduling, cancellations, billing, or registration questions. On-site staff are not permitted to make any changes****

Changes in Schedule/Cancellations

We understand that family schedules can change. Whenever possible, we will do our best to accommodate adjustments to your child's attendance. To request a change in scheduled days or to cancel participation, please log into your Eleyo account and submit the request in advance. Changes are subject to availability and must be confirmed through the system.

Extra Days

The YMCA offers flexible scheduling options for current participants who need to attend the program on an unscheduled day. This is an option only when available space can be guaranteed. Please log in to your Eleyo account to choose additional days. The participant must be registered in the program with billing information on file.

Financial Assistance

Financial assistance is available to those families who demonstrate sufficient need and provide the required documentation. Interested families may request a financial assistance form and submit it to the YMCA Registrar. Eligibility for financial assistance will be determined upon the availability of space and funds, review of the information given, and a letter of intent.

IRS/Tax Statements

Our tax I.D. number is 13-1740518

Tax statements are available in your Eleyo account after January 1st. Detailed instructions are in the Registration Guidebook.

Late Fees

A late fee of \$10 per hour will be charged if a child is at the program beyond their scheduled pick-up time. If a child is left at the program beyond 6:30 pm, a \$25.00 late fee will be charged. More than three (3) late pickups may cause termination from the program.

Payment Policies

A \$50 non-refundable registration fee is required for each application. Tuition and all associated fees are also non-refundable. No credits or refunds will be issued for absences due to illness, vacation, holidays, emergency closings, or snow days.

Monthly tuition is based on the minimum number of school days and is evenly distributed over ten months (August through May). Snow days, vacation breaks, and teacher conferences are factored into the annual tuition.

Tuition is due on the 28th of each month. A 3.49% payment processing fee will be applied to all transactions. Late or non-payment may result in termination of care.

Registration

Registration is accepted throughout the school year based on license capacity and availability. All participants must be YMCA members and may be enrolled in the SACC program. Your child will not be fully enrolled if the account is incomplete. Please visit <https://ymca-cnw.org/> for a link to our registration website, Eleyo.

****Please refer to the Registration Guidebook for any scheduling, cancellations, billing, or registration questions. On-site staff are not permitted to make any changes****

For any questions related to **registration, billing, or scheduling**, please contact our administrative team:

Virginia Ferrara, Registrar – vferrara@ymca-cnw.org

Caitlynn Pia, Assistant Registrar – cpia@ymca-cnw.org

IV. HEALTH & SAFETY

Abuse Prevention Policies

The YMCA is committed to maintaining an abuse-free environment where all relationships are healthy, respectful, and developmentally appropriate. We take proactive steps to prevent abuse in our programs, including:

- Comprehensive pre-employment screening, fingerprinting, and background checks
- Annual abuse prevention training for all staff
- Clearly defined policies governing staff and volunteer conduct

Our policy states that YMCA employees, consultants, volunteers, and interns shall not abuse children physically, verbally, sexually, mentally, or by neglect. Anyone who violates this policy will be subject to disciplinary action and/or termination of employment.

Child Abuse Prevention Guidelines

To maintain a safe and professional environment:

- Staff must never be alone with a child in a private setting.
- When escorting a child, staff must bring another staff member or two additional children.
- Pre-existing relationships (e.g., neighbors, babysitting) must be disclosed via a Pre-Existing Relationship Form.
- Staff may not babysit or transport program participants outside the YMCA, except in approved cases.
- Staff may greet children and families in public settings but may not engage in outside social interactions.
- Communication with participants outside of program hours must be reported to a supervisor.
- Staff must not post any photos or identifying information of children online or in public domains.

Reporting & Investigating Abuse or Inappropriate Behavior

All YMCA staff are mandated reporters and are required by law and YMCA policy to report any suspected or disclosed abuse involving children or vulnerable adults. Any person who knowingly fails to report suspected abuse or neglect violates YMCA policies and will be subject to discipline and/or termination.

In the event of an accusation of child abuse, the YMCA staff will take immediate action:

1. At the first report or allegation that child abuse has occurred, the employed staff to whom it has been reported will notify their supervisor. The YMCA staff will call NYS OCFS and cooperate to the extent of the law with any legal authority involved.

2. The supervisor will review the incident with the branch director. The supervisor and staff will complete a YMCA incident report. Oral reports to the SCR from a mandated reporter must be followed within 48 hours by a written report to the local Department of Social Services' CPS unit on form LDSS-2221A.
3. If the reported incident involves a program volunteer, employed staff, or YMCA member, the branch executive will immediately, without exception, suspend the volunteer or staff member from the YMCA until an investigation is completed. The accused would be suspended immediately and removed from the program.
4. The parents or legal guardians of the child or children involved in the alleged incident will be promptly notified per the directions given by CPS/ NYS OCFS

All information regarding allegations is treated with the highest level of confidentiality. Staff may only discuss incidents with designated YMCA leadership or legal authorities. If more than one child is involved, identities must remain confidential.

Youth-to-Youth Abuse & Bullying Policy

The YMCA does not tolerate any behavior that harms another child—physically, emotionally, or verbally. This includes bullying, name-calling, hazing, or sexualized language. All incidents are reported to leadership and handled individually, following our behavior policy. We are committed to fostering a safe, inclusive, and respectful environment for all participants.

Bullying is defined as repeated, intentional aggressive behavior involving a real or perceived power imbalance. This includes:

- **Physical bullying:** hitting, pushing, kicking, etc.
- **Verbal bullying:** name-calling, belittling, threats
- **Relational bullying:** exclusion, manipulation, gossip
- **Cyberbullying:** sending harmful digital messages or images, impersonation, or public shaming
- **Hazing:** degrading or dangerous initiation activities
- **Sexualized bullying:** inappropriate comments, gestures, sexting, or exposure

If a child is found with a weapon or dangerous item, authorities and OCFS will be notified immediately, and appropriate action will be taken. Encouraging or ignoring bullying is also considered a violation of this policy. These expectations apply to all youth, staff, and volunteers.

Allergies & Anaphylaxis Policy

To ensure the safety and well-being of all participants, families must disclose any allergies on the registration forms and provide all required emergency medications and documentation before the start of the program.

- If your child requires emergency medications (e.g., EpiPen, inhaler), at least one must be kept on-site at the program.

- Participants will not be permitted to attend without the necessary medical forms and medications on file.
- Specific information regarding required forms will be shared during registration through Camp Docs.

Upon enrollment—and any time there is a change—parents/guardians must update the program regarding their child’s allergy status and any prescribed emergency medications. A physician and parent/guardian will complete an Allergy Action Plan to ensure all staff can respond appropriately in the event of a reaction.

All documentation and emergency medications will be stored in a designated, staff-accessible area as outlined in our health care plan.

Failure to submit up-to-date allergy information and medical documentation will result in immediate removal from the program until all requirements are met.

Emergency Procedures

In case of an accident or emergency, the procedures will be as follows:

- A trained staff member will administer immediate, basic first aid.
- A staff member will contact the parent if immediate medical care is necessary or if the injury is from the shoulders up.
- If the parent or designated emergency contacts cannot be reached, the staff can call the designated physician and/or 911 for transportation to a hospital. A staff member will accompany the child to the hospital until a guardian arrives.
- Information about the accident will be documented on an incident report form and filed with the appropriate governing agencies as necessary.

Illness Policy

To protect the health of all children and staff, we ask that parents keep their child home if they are ill or have shown signs of illness the night before. If a child is sent home from school for any health-related reason, they may not attend the YMCA program that day.

If a child is too ill to remain in the program, a parent or guardian must pick them up within 30 minutes of being notified. If no one can be reached or the child’s condition worsens, staff will contact medical professionals and/or call 911. A staff member will accompany the child to the hospital and remain until a parent or guardian arrives.

Children will be sent home if they exhibit any of the following symptoms:

- Fever of 100°F or higher within the past 24 hours
- Vomiting or diarrhea
- Rashes with unknown cause
- Suspected communicable disease (e.g., pink eye, chickenpox, fifth disease)*
- Severe cold symptoms including coughing and unclear mucus
- Bronchitis or throat infections, including suspected strep
- Presence of nits or lice

*If your child is diagnosed with a communicable disease, please notify the YMCA within 24 hours so we can take appropriate precautions and inform other families. Your child may return to the program with a doctor's note or reasonable evidence of full recovery.

Medication Administration

The YMCA honors the Americans with Disabilities Act and will work with parents to accommodate their child's medical needs. All SACC sites that administer medication under the ADA will have staff trained per OCFS regulations. All YMCA programs are authorized to administer emergency medications, such as Epi-pens and inhalers. Parents must provide the appropriate forms before the child begins the program.

Shelter in Place

Every YMCA program must perform a Shelter in Place Drill two (2) times per year. This drill is a response to an emergency that creates a situation in which it is safer to remain in the building rather than evacuating (i.e., severe weather conditions, extreme temperatures, rabid animals, chemical/biological spills). In case of an emergency, each program has a designated relocation site. Parents will be notified of the relocation via email, social media updates, and/or phone calls.

Special Needs

The YMCA is committed to providing inclusive programs that welcome children of all abilities. Our goal is to create a positive, engaging, and supportive environment where every child can succeed and thrive socially and emotionally.

Our SACC programs are open to all students, including those with disabilities, provided they can safely participate without the need for one-on-one support. Children must be able to transition through the program space with general supervision to ensure their safety and full participation in activities.

When needed, the YMCA will review each student's needs, including their Individualized Education Program (IEP), if applicable, to assess appropriate staffing and accommodation. We strive to support meaningful inclusion without fundamentally altering the structure of the program.

V. EMPLOYEE INFORMATION

Babysitting & Outside Employment

To protect both your child and our staff, YMCA employees and volunteers are not permitted to babysit, lifeguard, or engage in one-on-one care outside of YMCA programs. Staff may not sign a child out of the program or transport children in personal vehicles under any circumstances. This policy aligns with recommendations from the National Council for the Prevention of Child Abuse and leading childcare licensing authorities.

Employee Qualifications

Each SACC program has a dedicated on-site supervisor who oversees daily operations. They are supported by head teachers and recreation counselors to maintain a 1:10 staff-to-child ratio per state regulations.

Our Youth Development Leaders typically hold degrees in education or related fields such as recreation or psychology and have a minimum of two years of experience working with children. All are certified in CPR and First Aid.

Before beginning employment, all staff undergo:

- Criminal background and fingerprint checks
- Child abuse registry screening
- Comprehensive training, including child abuse prevention, mandated reporting, behavior management, and safety procedures

For more information on minimum qualifications, visit the NYS Office of Children and Family Services (OCFS) website.

Supervision of Children

At the YMCA, children are never left unattended or unsupervised. Whenever possible, we ensure that two staff members are present during program hours. In instances where this is not feasible, staff are expected to remain in areas that are visible to others or request another staff member to check in periodically.

We strictly adhere to — and often exceed — NYS OCFS supervision requirements:

Ages 5–9: 1 staff for every 10 children

Ages 10–12: 1 staff for every 15 children

To maintain these ratios, we cap enrollment based on available staffing and space, ensuring a safe and supportive environment for all participants.

VI. PARENTAL PARTICIPATION & EXPECTATIONS

Communication

Open and consistent communication between families and YMCA staff is key to creating a high-quality childcare experience. All YMCA program sites use Class Dojo for daily parent communication, and most program-wide updates are also sent via email. Please be sure to check both regularly and add YMCA Constant Contact to your safe sender list.

Parents are encouraged to reach out to their site's Youth Development Leader via phone or email as needed. For additional support, Program Directors are also available.

Confidentiality

The policy of the YMCA SACC Programs concerning the confidentiality of information is as follows: Information that families give to the YMCA staff will be shared with other staff only on a need-to-know basis. No information about a YMCA family may be released to another agency without the written consent of the family unless required by law.

Emergency Contacts

Please list emergency contacts who can pick up your child promptly if needed. Keep all contact information up to date. If no one can be reached in an emergency, you authorize the YMCA to take necessary action, including allowing medical personnel to provide emergency care and transportation.

Information Changes

Parents are responsible for informing the YMCA of changes in address, phone numbers, billing information, and persons authorized to pick up children. This information must be kept up to date. Log in to your Eleyo account to update as needed.

Parent Feedback

From time to time, throughout the school year, the YMCA will send out electronic surveys to parents to provide you with a voluntary opportunity to provide anonymous feedback on the program and our level of service to you and your child. We encourage your participation in these surveys as they are a significant tool for the YMCA to strive for program excellence.

Participation & Appropriate Behavior

Parents are welcome to observe and engage with the program. All interactions with children must be positive; any inappropriate behavior may result in removal from the program and termination of the child's enrollment.

The YMCA is a drug, alcohol, smoke, and weapons-free environment. If a pick-up person appears under the influence and refuses alternate arrangements, law enforcement will be contacted for the child's safety.

VII. BEHAVIOR MANAGEMENT

The YMCA aims to help children develop self-control, responsibility, and positive social skills. Misbehavior is viewed as a teaching opportunity, not just a disciplinary issue.

Children are expected to participate independently in group activities and transition through the program space with general supervision. To ensure safety, no child will be permitted to endanger themselves, others, or property.

Per NYS OCFS regulations, physical intervention may be used briefly to prevent harm and help a child regain control when necessary. Staff work collaboratively with families to create individual behavior plans when needed, ensuring every child has the tools and support to succeed.

We use positive behavior strategies such as:

- Planning ahead
- Redirecting behavior
- Gentle intervention
- Temporary removal from activities
- Encouragement and support

Termination Policy

While we strive to support every child, there may be rare instances where suspension or removal from the program is necessary. These decisions are made case by case, and we will make every effort to work with families before taking such action.

Examples of behavior that may result in dismissal include:

- Physical aggression by a child or parent
- Verbal abuse, foul language, or disrespect toward staff or children
- Repeated violation of program rules or leaving the program area without permission
- Possession of weapons or dangerous items
- Incomplete required forms or ongoing late tuition payments
- Habitual late pick-ups

Fighting or intentional aggression will result in immediate removal, pending a meeting with the Program Director. Any parent who reprimands or threatens a child at the program will be asked to leave immediately and will be prohibited from entering the program in the future. Our priority is always the safety and well-being of all children in our care.

Children will not be expelled for:

- Filing a complaint with NYS OCFS
- Reporting abuse or neglect
- Questioning program policies or procedures