



EARLY CHILDCARE PROGRAM HANDBOOK

Licensed by the State of Maine, Department of Health & Human Services
Serving children ages 3-5.

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Dear Parent/Guardian,

Thank you for choosing the Alfond Youth and Community Center's Early Childcare Program to provide care for your child(ren). We understand that you may have many questions or concerns and we hope the information in this handbook answers any questions that you may have but please feel free to speak to us in person or give us a call at 207-873-0684. We want to make sure that everyone is well informed.

Sincerely,

Crystal Stanley
Early Childcare Program Coordinator

Contact Information

207-873-0684

Chrissy Johnson - Child & Youth Development Dir.
cjohnson@clubaycc.org

Crystal Stanley - Early Childcare Coordinator
cstanley@clubaycc.org

Program Description

The Alfond Youth and Community Center's Early Childcare Program provides children in the greater Waterville community the opportunity for a safe and educational childcare option. The AYCC provides quality care, nutritious snacks, arts, athletics, early childhood academic support and a variety of other activities to enrich the lives of our youth every day.

Hours of Operation

»Full Day Schedule - Monday-Friday, 7:00am-5:30pm

»Half Day Schedule - Monday-Friday, 7:30am-12:30pm OR 12:30-5:30pm

Holidays The AYCC will be closed on the following dates:

Labor Day Mon, Sept 7	Thanksgiving Day (and day after) Thurs, Nov 26 & Fri, Nov 27	Christmas Eve & Day, Thurs & Fri, Dec 24 & 25	New Years Day, Fri, Jan 1	Memorial Day, Mon, May 25
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Vacations

We will offer childcare for December, February and April school vacations. However, it is required that we have a minimum of six children enrolled and paid (in full) in advance for each week.

If a family chooses to take a vacation, a two-week advanced notice must be given and the parent/guardian is responsible for half of the childcare fee for the week(s) chose so that your child's spot will be held.

Fees

»Full Days - **\$165.00 weekly, per child**

»Half Days - **\$100.00 weekly, per child**

Payments are due in full by Sunday for the upcoming week of service.


The Alfond Youth and Community Center does not currently offer scholarships on the Early Childcare Program, however, we do accept third party payments (i.e. State of Maine, DHHS, ASPIRE, etc.) This must be secured prior to the child's attendance in the program. Please contact Third Party Specialist, Danielle Bragg at 207-873-0684 or via email at dbragg@clubaycc.org

Leaving the Program

A two-week PAID notice is required prior to leaving the program.

Program Activities

Our program offers many opportunities for young children to play, learn, and grow in all developmental areas. We understand children develop at their own unique rate. Each day may be slightly different, but the following elements will offer the children lots of ways to explore and grow.

Gathering Circle <p>At circle each day we will sing, read a book or two, and build community in the group. It is a time to get to know one another and talk about the day's choices. The circle will set the tone for learning throughout the day.</p>	Daily Choices <p>Activities that use math, science, literacy, social studies, and writing will be offered each day as choices for the children. Some of these areas will also be included in dramatic play, art or in reading books.</p>	Art Activities <p>We will learn about various forms of art and how we can express our creativity. Art experiences will focus on process rather than product, and teach children how to symbolize the world around them.</p>	Books & More Books <p>Each day there will be multiple opportunities to explore wonderful children's books. Large and small group and individual reading opportunities will be a part of our daily routine.</p>
Dramatic Play <p>Children will be given the opportunity to explore further learning through open play time in dramatic play. Children will have a chance to act out familiar scenes in their community and explore different roles that they see in their daily lives. This area will change throughout the year, based on themes in the classroom or interests of the children.</p>	Adventure Playland <p>We will use the indoor play structure, bounce houses, and small climbing wall located in our facility periodically.</p> 	Snack & Lunch Time <p>The AYCC provides a nutritious, hot meal each day at lunchtime. However, if the family would like to send the child with lunch, they may do so.</p> <p>We recommend sending the child with snacks from home as well as a water bottle each day. <i>*See back page for Non-Discrimination Statement.</i></p> <p><i>Due to allergens, all nut products are strictly prohibited.</i></p>	Specials <p>Children are offered several options each day to keep them active. Children will have the opportunity for inside and outside play and time on the playground equipment. We make our best effort to go outside daily, weather permitting.</p> <p><i>During normal program circumstances, children are offered open swim time, as well as karate. Due to current protocols, these programs may not be available.</i></p>

Parent Information & Responsibilities

Should there be any changes in residence or contact information, please let the Program Coordinator know as soon as possible. It is very important that our staff are able to reach the parent/guardian in case of emergency.

Health Policy Parents/guardians are required to make an immediate pick-up within the hour for behavior problems, illness (temp. above 100.4*), lice, or some bathroom accidents. If the illness is contagious, a doctor's note will be required or permission from the Director must be given. If you require our staff to administer prescription medication, you will need to complete a medication form. All medication must be in an original container with the child's name. Over the counter medication will not be given without written consent. Medications will be stored in a locked drawer at room temperature. If refrigeration is needed or if other special instructions are required, you must speak to the Program Coordinator. If an antibiotic is prescribed, children must be on the antibiotic for 24 hours before returning to school. Children must also be fever free, without medication, for 24 hours before returning to school.

Additional Health Measures

Safety remains the number one priority of the Alfond Youth & Community Center, and we are doing everything possible to keep children, our staff, and volunteers protected from the COVID-19 virus. We continue to monitor all updates from the CDC, our partners at MaineGeneral Medical Center and the State of Maine, Department of Health & Human Services. We continually monitor the guidelines and will adjust these protocols as necessary.

To meet the guidelines put forth by the State of Maine and recommended by the CDC, we have had to make several changes to our normal procedures and policies, such as drop-off, pick-up, and health protocols. We hope to return to our normal routines at some point in the future, but until then, these safety guidelines will supersede our existing policies.

For the time being, we have instituted and will continue to adhere to the following health and safety procedures:

- Screening for fever and possible COVID-19 symptoms and exposure questions at drop-off.
- Asking that children remain symptom free for **48 hours** before returning to childcare if sick or sent home.
- Requiring multi-layer masks for everyone ages 3+.
- Drinking fountains have been shut off, however, staff are able to fill water bottles or use single use cups.
- Eating in our classroom space instead of the cafeteria.
- Separating any staff/child with symptoms or fever during programming into a specific health area which can be fully sanitized if used.
- Encouraging hand washing/sanitizing as often as possible and necessary.



Parent Information

Impairment Policy If the staff feel that the adult picking up the child(ren) is under the influence of drugs or alcohol, the staff will strongly recommend that another person is called for pick-up. If the recommendation is not acted upon, staff will notify the Waterville Police Department.

Absentee Policy

If your child is going to be absent, please inform the Program Coordinator by phone or email, especially if you receive third-party payments, such as CCSP. A lack of notice regarding absences could result in jeopardizing your child's third party subsidy program.

Parents/guardians are required and responsible to pay their child's weekly tuition each week, even if their child does not attend the program as a result of illness or family emergencies.

Families on vacation must pay half tuition for one week of vacation each school year. Failure to adhere to this policy could result in losing your child's spot in the program. Additionally, a two week PAID notice is required prior to leaving the program, regardless of attendance.

Payment Policies & Information

Payments Due

All payments are due by close of business on Sundays for the upcoming week of service. Any payment received after close of business on Sundays will be considered late and a \$10.00 late fee will be charged. If fees are not received on Sunday, then services will not be available to your family for the following week. Payments can also be made in person, over the phone with a credit or debit card or by using our Online Services. Also, payments can now be scheduled in advance.

Returned Checks / Card Payments / EFT's

Payments must be in cash, check, money order, debit or credit card. Checks, credit card payments or EFT payments returned for Non-Sufficient Funds (NSF) or declined will be charged a \$25.00 fee and must be paid in cash or money order within 5 business days. Personal checks will no longer be accepted after 2 NSF checks.

Online Services ****NEW THIS YEAR****

Each family has their own account in our database, called Daxko. This is the system where our Welcome Center records the child's information, registrations, and payments for childcare and programming. Payments for childcare can now be made online weekly, or scheduled in advance. A valid email must be on file to utilize this service. For assistance, please contact Wendy Grenier at 207-873-0684 or email wgrenier@clubaycc.org. To access the online account, please visit: https://operations.daxko.com/online/2109/Security/login.mvc/find_account

Childcare Assistance - **This process must be completed and approved PRIOR to the child attending the program, unless personally paying for your child care fees.**

If your family qualifies for any **third party childcare assistance/subsidy**, you MUST first obtain childcare assistance or reimbursement prior to the child's attendance in the program. The most commonly utilized and accepted are the Child Care Subsidy Program (CCSP) and Transitional Child Care (TCC).

You may qualify for Transitional Child Care (TCC) If you have received TANF in the last 12 months, or been open TCC in the last 30 days, have earnings at the time TANF closed, and are working now. If "yes" to all, you maybe be potentially eligible for Transitional Child Care.

Contact the Child Care Unit: (207)624-5200; Email: Childcare.dhhs@maine.gov; or visit your local DDHS of- fice for more information.

If "no" to any TCC questions, Are you a parent who is: working, in school, in a job training program, or a guardian that is the age of 65 with retirement documentation? See income guidelines to the below:

If income eligible, you may be potentially eligible for the Child Care Subsidy Program.

State of Maine Income Guidelines:

Is your income at or below 85% of the State Median Income (SMI)?

Family Size	Weekly Income
1	\$690.48
2	\$902.94
3	\$1,115.39
4	\$1,327.85
5	\$1,540.30
6	\$1,752.76
7	\$1,792.59
8	\$1,832.43
9	\$1,872.26
10	\$1,912.10

(please note this chart changes annually)

There are three ways to apply for CCSP:

1. You can apply online:
<https://www.maine.gov/dhhs/ocfs/ec/occhs/step.htm>
2. Call (207) 624-7999 or 1-877-680-5866; or
3. Visit your local DHHS office for more information.

If you have already been denied for these services in the last 3 months, please submit a denial letter along with your ASP registration.

You may also contact Danielle Bragg, AYCC Third Party Specialist for assistance – email dbragg@clubaycc.org or call 207-873-0684

Parent Information (cont.)

Pick-Up Operation

Children will be released only to those people identified on their pick-up list. **A photo ID is required for pick-up.** To add someone new, please contact the Program Coordinator.

A late fee of \$5.00 per 15 minute intervals will be charged for every child that is picked up past 5:30pm. If a child is not picked up by 5:30pm, the persons on the pick-up list will be called to ensure prompt pick-up.

Child Abuse & Neglect Policy

The Alfond Youth & Community Center's childcare programs, including the Early Childcare Program are licensed by the State of Maine, Department of Health & Human Services. We are required by law to report any suspected cases of child abuse or neglect. Identity and information shared in this required report is kept strictly confidential. All AYCC staff are mandated reporters.

Children's Responsibilities

To ensure the Early Childcare Program is a positive place for kids to go, we believe the children have certain responsibilities. These responsibilities include respecting themselves as well as their peers and the staff that work here. Children will be responsible for cleaning up after themselves and to conduct themselves in a manner that is appropriate and safe for everyone. We require the children to respect the staff, other children and the Alfond Youth & Community Center property.



When these simple guidelines are encouraged and supported, we believe we create a positive place for kids to go. The staff will support children through positive reinforcement for good behavior, and encouraging them to do their best.



Lost & Found

Please place your child's name on all items of clothing and all belongings they bring to childcare. This will ensure they go home with all their belongings. We have a lost and found box and will keep items for one month before donating them to a local organization.

Toys From Home

We ask parents to keep the children's toys safe by keeping them at home. Toys can become an item that may start conflicts, so we urge children not to bring them to childcare.

Child Guidance & Dismissal Policy

The AYCC wants all children to feel safe and cared about while attending the AYCC and any of its programs. We understand that children attending our programs may still be learning emotional skills and self-regulation strategies. Our goal is to help support and guide children in navigating and honing these critical skills during their time in childcare. Staff will guide and provide behavioral support as necessary, however, children may be sent home due to incidents involving physical aggression, safety or health concerns (ie. spitting, biting) and high levels of elopement or other behavioral challenges that require consistent support and/or multiple staff person support. Repeated occurrences or extreme cases may result in further action, to include temporary dismissal, up to permanent dismissal from the program.

Suspension and Dismissal Policy

The Alfond Youth and Community Center reserves the right to dismiss or suspend the enrollment of any child if their behavior continues to be harmful to themselves or to others or if the child's needs cannot be met within the program.

Other reasons for dismissal or suspension include:

- »Illness
- »Lice or nits present
- »Fever of 100.4° or higher
- »Diarrhea
- »Vomiting
- »Inability to independently use bathroom facilities
- »Other health concerns preventing the child's participation in group activities
- »Parents/guardians not complying with Alfond Youth and Community Center childcare policies
- »Failure to make payments or frequent late pick-up of children
- *Behaviors that cause an unsafe environment for the child, their peers, or the program staff.

We document and file all incidents and refer to them to consider suspension or dismissal. We will make every attempt to keep children in the program, including scheduling parent meetings, using positive reinforcement, creating behavior plans, and assisting in finding support services for families. If you have questions about this policy, please feel free to speak with the Program Coordinator.

Additional Information

Confidentiality Policy

All incidents, accidents and observation forms are kept on file for review. These forms are kept strictly confidential.

Licensed Childcare Requirements

The Alfond Youth and Community Center's Early Childcare Program offers licensed childcare through the State of Maine's Department of Health & Human Services and is limited to the number of the children enrolled in the program.

Parent/Guardian Involvement

If at any time, the parent/guardian wishes to volunteer or visit, please make arrangements with the Program Coordinator. Anyone wishing to volunteer will need to complete the AYCC's Volunteer Application. Background checks will be performed on all staff and volunteers in the facility.

**Nutrition Program Non-Discrimination Statement

Federal

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

State

This institution is an equal opportunity provider. In accordance with State law this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, sexual orientation or disability. (Not all prohibited bases apply to all programs)





Mission To inspire and enable all young people and their families to realize their full potential as healthy, productive, responsible and caring citizens.

Boys & Girls Clubs and YMCA of Greater Waterville
at the Alford Youth & Community Center
126 North Street, Waterville, Maine 04901
P: 207-873-0684 F: 207-861-8016
clubaycc.org facebook.com/clubaycc

