

AYCC'S

ASP – Mill Stream

HANDBOOK

After School Program at
Mill Stream Elementary School
26 Mercer Road, Norridgewock, Maine

Site Coordinator - **Amanda Landry**
207-649-0240
alandry@clubaycc.org

Serving youth ages 5*-12

*Five year olds must be entering Kindergarten for the
2021-2022 school year.

Licensed by the State of Maine,
Department of Health & Human Services

A satellite location of the Boys & Girls Clubs and YMCA of Greater Waterville
at the **Alfond Youth & Community Center**
126 North Street, Waterville, Maine 04901 p: 207.873.0684 F: 207.861.8016
clubaycc.org facebook.com/clubaycc



Dear Parents/Guardians,

Thank you for choosing the Alfond Youth & Community Center's childcare programs to provide care for your child(ren). We understand that you may have questions and we hope the Parent Handbook provides you with the information to answer all of your questions. Please feel free to speak with any of our supervisors in person or give us a call at 207-873-0684 (Waterville) or 207-660-0240 (Mill Stream). We would be happy to speak with you or take you on a tour of our wonderful facilities.

Sincerely,

Chrissy Johnson
Child & Youth Development Director

2021-2022 Locations

Waterville
AYCC

Oakland
Atwood Primary

Canaan
Canaan Elementary

China
China Primary

Norridgewock
Mill Stream Elementary

Meet our Senior Staff:

Chrissy Johnson, Child & Youth Development Director **cjohnson@clubaycc.org / 207-873-0684**

Chrissy moved to Maine with her family a few summers ago from southern NH. She graduated from the University of Vermont with her Bachelor's degree in Sociology and received her Master's degree in Educational Studies from Rivier University. Chrissy began her career working in an after school program for the YMCA almost 20 years ago. She has dedicated her life to working with children and has experience in several different childcare and educational settings including after school programs, early childhood centers, university lab schools, and summer camps. Chrissy enjoys running, dancing, and hiking with her husband and two boys, Angus and Ewan.

Amanda Landry, Site Coordinator - Mill Stream **alandry@clubaycc.org / 207-649-0240**

Amanda grew up in the small town of Smithfield and originally had the desire to pursue a career in the dental field. Upon experiencing having her own two children she realized her true desire was being apart of the growth and success of all children. She has been apart of the AYCC for a little over 2 years as well as being an Education Technician for local schools and a Group Coordinator at Day Camp Tracy. Amanda's passion is the happiness of children and the development in which starts at such a young age. She enjoys making memories, new experiences and is very adventurous. When she's not working, she spends her time in outdoor activities such as hiking, camping, kayaking and spending quality time with her two children and fiancé.

AYCC Holidays Observed

The Alfond Youth & Community Center & childcare programs are CLOSED on the following HOLIDAYS :	
Labor Day - Mon, Sept 6	Thanksgiving Day (and day after) - Thurs & Fri, Nov 25 & 26
Christmas Eve - Fri, Dec 24	New Years Eve - Fri, Dec 31, 2021 (closing early—TBA)
Memorial Day - Mon, May 30	

Vacations & Other No School Days

Vacation Camps are generally open M-F from 7:00am-5:30pm and have an increased cost.

Snow days - The ASP is open on snow days when area schools shut down due to inclement weather. There is no additional fee for this service. Our hours are 7:00am to 5:30pm. The Alfond Youth & Community Center reserves the right to close early if needed due to extreme inclement weather. Staff will notify parents by telephone and/or text alert in the event that this happens.

Early Release Days - When area schools have an early release, the After School Program will open at 12:00pm.

In Service Days - the program will be open for in-service days from 7am-5:30pm and are included in the cost of the regular childcare fee, unless the child attends on a day different from their normal schedules. Families must check with the Coordinator to see if there are spots available for that day. The full day fee will be applied to the child's account.

Schedule Policy

Those taking family vacations outside of the school scheduled vacations (Dec, Feb, Apr) must provide the Coordinator with two weeks notice to hold their child's spot in the program. If advance notice is not provided, the family will be responsible for the full weekly fee during the absence.

- Families must choose a 2, 3, or 5 day schedule for each week at registration and are responsible for paying their chosen schedule fee weekly, regardless of attendance.
- Pro-rated fees are no longer available for non-attendance due to illness, quarantines, and holidays that do not occur during a school vacation week such as Labor Day, Memorial Day, and the Thanksgiving holidays.
- Changes to the ongoing schedule must be given to the Coordinator two weeks prior to the change. Billing will be adjusted accordingly.
- School Vacations require separate registration form and fees. Paperwork will be available 3-4 weeks prior to the vacation.

All payments are due by close of business on Sunday. Weekly payments are due in full on Sundays before the upcoming week of service. If payments have not been made prior to or the day of service, a late fee will be charged. (\$10.00/week for payments received after Monday at 10:00am for the week of service.)

If fees are not received prior to the child's attendance, childcare services will not be available to you. If your child is sent to the program from the bus without payment, then the parent will be called to make a payment and/or to pick-up the child early.

Childcare Fees

Annual Youth or Family Membership Required		
\$40.00/Year Youth or \$50/Month Family	Annual AYCC Youth OR Family Membership (required). If the family qualifies for TANF, or if the child attended one of our summer day camps, the Youth Membership is FREE. Partial scholarships are available; see the Welcome Center for details.	
Childcare Fees - Per Child		
Daily	Weekly	Vacation Fees
\$13.00	\$65.00	\$30.00/day

Payment Options

Locations	Cash	Check	Credit/Debit	EFT	Scheduled Payments (via credit/debit or EFT)
Welcome Center at the AYCC 126 North Street, Waterville	x	x	x	x	x
Phone - 207-873-0684			x		X (only if info is on file)
Online https://bit.ly/3aDOWEE			x	x	x

Online Payment Services

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

Program Description

The Alfond Youth & Community Center's childcare programs provide children in the Norridgewock community the opportunity for safe childcare options. The AYCC provides quality care, nutritious snacks, youth mentoring, arts, athletics, academic support and a variety of other activities to enrich the lives of our youth each day.

Amenities

Arts Program Our arts program offers participants the opportunity to express their creativity and individuality with age appropriate activities in several different mediums.	Homework Assist Our staff is able to assist children with homework after school each day. Library Time Children may have the opportunity to use Mill Stream's library while in the program.	Active Play Play areas include gymnasium, playground and other outdoor areas. Children have supervised rotations in these areas each week. Children should bring weather appropriate items each day.
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Counselor Qualifications, Training & Supervision Policy

All childcare staff are required to be at least 18 year of age. Once hired, they are required to enroll in the Maine Roads to Quality Program, which requires that they continue their education and have a minimum of 18 hours of training each year. They are also required to carry First Aid and CPR certifications, be fingerprinted and background checks are run on all staff.

The AYCC takes pride in the supervision of each child. Whether inside or outside, at least one staff member is aware and responsible for the ongoing activity.

Childcare Food Program

Nutritious Meals & Snack

Our Kitchen Staff provides breakfast, two snacks, lunch and dinner options daily for full day care. Our after school programs offer one snack and a meal. We follow the USDA School Food Nutrition Guidelines. Families may send their child with a snack if they prefer. Peanut or nut products are prohibited.

Our food program is mainly funded through state and federal grants and as such, we require each family to complete the U.S. Department of Agriculture's Child and Adult Care Food Program application at the end of the registration packet. Completing these forms allows us to provide FREE, quality, nutritious snacks and meals to all our childcare participants, but especially to children who may otherwise go without.

Our After School Programs offer a nutritious daily snack at all of our sites and a daily snack and meal at our Waterville sites.

Backpack Nutrition Program

The AYCC Kid's Kitchen, through generous sponsors, provides backpacks full of nutritious snacks/meal items to youth in our childcare programs. These packs provide children with supplemental food and nutrients that some of them may not have access to over the weekend. Families interested in participating should complete the registration and turn it into the Welcome Center (included in registration packet).

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 ere they applied for benefits. Individuals who are deaf, heard 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)

Pick-Up Process

Children will be released only to those individuals identified on their pick-up list (registration form). **A photo ID will be required for pick-up**, please inform all individuals on the list. To add a name to the list, please turn in a Pick-Up Authorization Addendum Form or contact one of the supervisors.

If a child is picked-up late (after 5:30pm), a **late fee** of \$5.00 will be charged for every 15 minute interval after 5:30pm. The late fee must be paid before the child will be allowed to return to the program.

We will not send children in taxis without written authorization. Please notify the taxi service that they must come in to sign the child out and show proper identification. Children are not permitted to sign themselves out or walk home. This is for the safety of your child.

Lost & Found

Please place your child's name on all items of clothing and on all belongings they bring to the program. Each childcare will have a Lost & Found area and will keep items for a few weeks before donating the items to Goodwill.

Toys From Home

Members are asked to refrain from bringing personal items to childcare to avoid conflict, damaged, lost or stolen items. Toys can become items that may start conflicts, so we urge children to keep them at home. The AYCC is not responsible for lost, stolen or damaged items. ****Fidget spinners, LOL dolls & Pokemon Cards, electronics and cell phones are not allowed in the ASP.**

Child Abuse & Neglect Policy

The Alfond Youth & Community Center's childcare programs are licensed by the State of Maine's Department of Health and Human Services. We are required by law to report any suspected cases of child abuse or neglect. Identifying information shared in this required report are kept strictly confidential.

General Health Policy

Parents/guardians are required to make an immediate pick-up (within 1 hour) for illnesses including lice, vomiting, diarrhea, fevers of 100.4 or higher, bathroom accidents, or other health concerns that hinder the child's group participation. If your child did not attend school for illness or behavior issues, your child may not attend our program that day. If the illness is contagious, a doctor's note will be required upon return or permission from one of the supervisors. If sent home for illness, the child must be symptom free for 48 hours.

Impairment Policy

If program staff suspects 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, the staff will notify the police department.

Schedule Policy

Families must choose a 2, 3 or 5 day schedule for each week at registration. Changes to the ongoing schedule must be given to the Coordinator two weeks prior to the change. Billing will be adjusted accordingly. If the family needs care unexpectedly, they should communicate with the Coordinator to verify that space is available and the account will be charged appropriately.

Those taking family vacations outside of the school scheduled vacations (Dec, Feb, Apr) must provide the Coordinator with two weeks notice to hold their child's spot in the program. If advance notice is not provided, the family will be responsible for the full weekly fee during the absence.

Parent/Guardian Notice:

The Alfond Youth & Community Center will continue to provide leadership and guidance for all participants in regard to bullying education and prevention. Your child will be required to meet all expectations in regards to behavior that is consistent with the current surrounding schools policies

Alfond Youth & Community Center Bullying Policy

It is the intent of the Alfond Youth & Community Center to provide all youth with a safe, orderly and respectful recreational environment that is a safe place to play, exercise and learn. It is not our intent to prohibit children from expressing their ideas, including ideas that may offend the sensibilities of others, or from engaging in civil debate.

Bullying, as defined in this policy, it is not acceptable and is strictly prohibited conduct at the Alfond Youth & Community Center. Any person that engages in conduct that constitutes bullying shall be subject to disciplinary consequences up to and including expulsion from the facility and loss of membership. A person's bullying behavior may also be addressed through other behavioral interventions.

For the purpose of this policy, "bullying" means any physical act or gesture such as repeated negative/derogatory comments or name calling, or any verbally, written, or electronically communicated expression made with the intent to harm, distress, intimidate, threaten, or coerce another individual.

Confidentiality Policy

All incident, accident, and observation forms are kept on file for review. These forms help staff implement behavior plans as well as lesson/activity ideas. All forms are kept strictly confidential.

Children's Responsibilities

To ensure that the After School Program is a positive place for kids to go, we believe that the children have certain responsibilities. These responsibilities include respecting themselves, as well as their peers, and the staff members who work here. Children will be responsible for cleaning up after themselves and to conduct themselves in a manner that is appropriate and safe for other children around them. We ask children to be respectful of others personal space and property as well as work to maintain a safe body. They are also responsible for staying with their groups and keeping track of their personal belongings.

When these simple guidelines are encouraged and supported we believe we create a positive place for all kids to be. The staff members will support children through positive reinforcement for good behavior, and encouragement for them to perform to the best of their abilities. We ask the parents/guardians to help us carry out these responsibilities.

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 & Dismissal Policy

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

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

We document and file all incidents and refer to them to consider suspension or dismissal.

Transportation

Transportation for FULL DAY CARE

Parents/Guardians are responsible for providing transportation to and from the AYCC for childcare.

Transportation for AFTER SCHOOL CARE

Children are the responsibility of the appropriate school department until they are checked into the AYCC's care. The program opens at 2:15pm and parents/guardians are responsible for prompt pick-up by 5:30pm.

If children are sent to the program without registration forms, membership or payment for the week, the parent/guardian will be contacted immediately to rectify the situation.

Licensed Childcare Requirements

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

Fire Drill Procedure

Fire evacuation drills must be performed at least once per month for all children and adults present. A record of these drills are kept and is available for review by the Department of Health & Human Services. These drills are performed according to the policies and procedures that are posted in each room throughout the facility.

Personal Care & Aides Policy

If your child is required to have a Personal Care Aid/Behavioral Specialist during school hours, you will be required to have a Personal Care Aide/Behavioral Specialist present during your child's attendance in the ASP. We do not coordinate these services. If parents wish for ASP staff to speak with personal care/aids, a release must be signed.

Parent/Guardian Involvement

If at any time, any parents/guardians who wish to volunteer or visit, please make arrangements with one of the supervisors. Parents who wish to volunteer will need to complete a Volunteer Application and a background check per DHHS regulations.

After School Program at Mill Stream

26 Mercer Road, Norridgewock, Maine 04957
207-649-0240

A satellite location of the Alfond Youth & Community Center (AYCC)
126 North Street, Waterville

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