

# AYCC'S PRESCHOOL PROGRAM HANDBOOK

Serving youth ages 3-5

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

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](http://clubaycc.org) [facebook.com/clubaycc](https://facebook.com/clubaycc)



Dear Parents/Guardians,

Thank you for choosing the Alford 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. We would be happy to speak with you or take you on a tour of our wonderful facility.

Sincerely,

Chrissy Johnson  
Child & Youth Development Director

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## **Meet our Staff:**

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

Chrissy moved to Maine with her family four years 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 25 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.

### **Crystal Stanley, Preschool Coordinator** **cstanley@clubaycc.org / 207-873-0684**

Crystal grew up in the Albion area and received her education from Kennebec Valley Community College and University of Maine at Augusta. Crystal knew early on that she wanted to work with children, she started out working as a nanny and soon progressed to working as a substitute teacher and ultimately found her place working in the Early Childcare field in different center settings. Crystal enjoys going camping with her family, 'Jeeping' with her husband, and spending time outside gardening and enjoying nature. Crystal lives in Waterville with her husband, and children Quinn and Malynah.

## Program Description

The Alford Youth & Community Center's Preschool 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

Morning Half Day Schedule - Monday - Friday 7:30am-12:30pm

Afternoon Half Day Schedule - Monday - Friday 12:30-5:30pm

## AYCC Holidays Observed

The Alford Youth & Community Center & childcare programs are CLOSED on the following <b>HOLIDAYS:</b>
Labor Day - Mon, Sept 5
Thanksgiving Day (and day after) - Thurs & Fri, Nov 24 & 25
Monday, December 26
Memorial Day - Mon, May 29

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

## Childcare Fees

Required Fees	Description of Fee	
\$40.00/Year - Youth or \$50+ per Month - Family	Annual AYCC Youth OR Family Membership (required). If the family receives qualifies for TANF, or has attended an AYCC summer day camp, the Youth Membership is FREE. Partial scholarships are available; see the Welcome Center for details.	
\$165.00/Week	Full Day Program Monday - Friday - 7:00am-5:30pm	
\$110.00/Week	Half Day Mornings Monday-Friday 7:30am-12:30pm	Half Day Afternoons Monday-Friday 12:30-5:30pm

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**The AYCC offers Financial Assistance to families for Membership Fees. Please contact Krista Rogers, Childcare Billing Specialist for further information or with any questions regarding your childcare account.  
207-873-0684 or email [krogers@clubaycc.org](mailto:krogers@clubaycc.org)**

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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 <a href="https://bit.ly/3aDOWEE">https://bit.ly/3aDOWEE</a>			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](mailto:wgrenier@clubaycc.org)

To access the online account, please visit:

[https://operations.daxko.com/online/2109/Security/login.mvc/find\\_account](https://operations.daxko.com/online/2109/Security/login.mvc/find_account)

## Payment Policies

- Families are responsible for paying their childcare fee weekly, regardless of attendance.
- Childcare Fees are due on Sundays, PRIOR to the upcoming week of service. A \$10.00 late fee will be assessed to accounts if payment is not received by 10:00am on Monday for the week of care.
- Pro-rated fees are not 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 Thanksgiving holidays.
- **Absences from the program must be reported to the Preschool Coordinator, Crystal Stanley - [cstanley@clubaycc.org](mailto:cstanley@clubaycc.org) or 207-873-0684**
- Families must provide the Preschool Coordinator with their family vacation schedule at least two weeks in advance to hold the child's spot. With a two week notice, families are responsible for half of the child's weekly tuition during their vacation. Without a two week notice, families are responsible for the full weekly tuition to hold the child's spot in the program. Families are allowed one week in June-August and one week September-May at the half tuition rate with advance notice.
- Frequent late or non-payments will result in the requirement of automatic scheduled payments and/or loss of childcare service to the family.
- Returned payments for non-sufficient funds, decline will incur a fee of \$10-\$30.00 per transaction and must be paid in full within 5 business days.
- Families who may be going through financial hardship should reach out to our Childcare Billing Specialist, Krista Rogers - 207-873-0684 / [krogers@clubaycc.org](mailto:krogers@clubaycc.org) to discuss options. We are happy to work with families.
- A two-week PAID notice is required when leaving the program.

## 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](mailto:Childcare.dhhs@maine.gov); or visit your local DDHS office for more info.

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.

### 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.
4. You may also contact Danielle Bragg, AYCC Third Party Specialist for assistance – email [dbragg@clubaycc.org](mailto:dbragg@clubaycc.org) or call 207-873-0684 x787.

### **\*\*IMPORTANT\*\***

It is the parent/guardian's responsibility to report any absences to the Childcare Director for the program the child attends. These are considered excused absences and each child is allowed a limited amount of absences.

Any absence not reported to Childcare Directors would be considered unexcused, and must be reported to CCSP. This may result in a change or loss of third party funding.

Effective 05/14/2022 until 09/30/2022

FAMILY SIZE	ANNUAL INCOME	MONTHLY INCOME (ANNUAL/12)	WEEKLY INCOME (ANNUAL/52)
1	\$51,435.28	\$4,286.27	\$989.14
2	\$67,261.52	\$5,605.12	\$1,293.49
3	\$83,087.76	\$6,923.98	\$1,597.84
4	\$98,914.00	\$8,242.83	\$1,902.19
5	\$114,740.24	\$9,561.68	\$2,206.54
6	\$130,566.48	\$10,880.54	\$2,510.89
7	\$133,533.90	\$11,127.82	\$2,567.95
8	\$136,501.32	\$11,375.11	\$2,625.02
9	\$139,468.74	\$11,622.39	\$2,682.09
10	\$142,436.16	\$11,869.68	\$2,739.15


Add 3% for additional family members. For families with more than one child in care, the youngest child is always considered the first child enrolled. The total amount of assessed fees to a family shall not exceed 10% of the family's gross income for all of their children.

Weekly fee assessments must be rounded down to the nearest dollar. All assessed parent fees shall be paid directly to the caregiver by the parent.

SMI DATA: [https://www.acf.hhs.gov/sites/default/files/documents/ocs/COMM\\_LIHEAP\\_Att3HHSPGTable\\_PR\\_FY2023.pdf](https://www.acf.hhs.gov/sites/default/files/documents/ocs/COMM_LIHEAP_Att3HHSPGTable_PR_FY2023.pdf)

### 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.

<p><b>Gathering Circle</b></p> <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>	<p><b>Daily Choices</b></p> <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>	<p><b>Art Activities</b></p> <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>	<p><b>Books &amp; More Books</b></p> <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>
<p><b>Dramatic Play</b></p> <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>	<p><b>Adventure Playland</b></p> <p>We will use the indoor play structure, bounce houses, and small climbing wall located in our facility periodically.</p> 	<p><b>Snack &amp; Lunch Time</b></p> <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><b><i>Due to allergens, all nut products are strictly prohibited.</i></b></p>	<p><b>Specials</b></p> <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>Additional activities in Dance, Karate, and Wellness options will also be offered as available throughout the year.</p>

### Parent Information & Responsibilities

Should there be any changes in residence or contact information, please let the Preschool 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 Preschool 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.

## **Video Surveillance System Usage Policy & Procedures**

The purpose of the AYCC video surveillance system is to help make the AYCC safer for youth, visitors, members, and employees by providing surveillance of key public space areas to reduce crimes, injuries, accidents, and incidents. The primary use of the system is to allow the after-the-fact investigation of accidents, incidents and potentially crimes, within the AYCC. Cameras are currently installed around the public spaces (rooms, hallways, building exterior) within the AYCC. Cameras are not used to specifically protect private properties within the facility and are not located around areas where the public might have an expectation of privacy (e.g., locker rooms & restrooms). For the protection of AYCC members and community members, individuals are generally not permitted to view security footage other than what is visible real time security feed featured in the AYCC welcome area. Recorded video will be made directly available to the general public only to the extent required by law.

## **Parent Information**

**Absentee Policy** If your child is going to be absent, please inform the Preschool 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.**

**Leaving the Program** A two week PAID notice is required prior to leaving the program, regardless of attendance.

**Photos** The AYCC actively takes photographs of children in our programs and frequently uses the images for marketing purposes. All families have the opportunity to opt out of these programs as part of our registration form.

Additionally, program staff often take photos of children participating in our daily activities. These photos are shared to a PRIVATE Group on the app, *Homeroom*. Access to this group is only provided to immediate family members of the children currently enrolled in the program. Families may download the app, and request access to the group, maintained by our Preschool Coordinator. A waiver for participation in this app is included in the registration form. The app is free and is available for download for Android, iOS and there is also a web version.

**Communication** Preferred communication during program hours are via phone as access to emails during the day can be challenging. Additionally, if a child is sent home for the day or in case of emergency, our staff will call parents/guardians.

General information regarding Preschool and other AYCC programs may come via email.

Weather alerts and other facility or program closure information may come from one or more of the following communication tools: Social Media - ([Facebook.com/clubaycc](https://www.facebook.com/clubaycc)); emails, phone calls and from the *Daxko Mobile App*. This is a free app used for communications regarding AYCC programs. The app offers text notifications and provides daily AYCC schedules and other helpful information. The app is available for free download for both Android and iOS.

## **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 Preschool 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 Alford Youth & Community Center's childcare programs, including the Preschool 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.

**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.

## **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 Alford 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 Preschool 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.

## **Childcare Food Program**

### **Nutritious Meals & Snacks**

Our Kitchen Staff provides breakfast, two snacks, lunch and dinner options daily for full day care. Our Preschool Program offers 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.



## Children's Responsibilities

To ensure the Preschool Program is a positive place for kids to go, we believe the children have certain responsibilities. These responsibilities include:

1. Being KIND
2. Being SAFE
3. Having RESPECT for themselves, peers and staff

Children will be responsible for cleaning up after themselves and to conduct themselves in a manner that is appropriate and safe for everyone. 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 Alford 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
- »Fever of 100.4° or higher
- »Vomiting
- »Other health concerns preventing the child's participation in group activities
- »Parents/guardians not complying with Alford Youth and Community Center childcare policies
- »Failure to make payments or frequent late pick-up of children
- »Lice or nits present
- »Diarrhea
- »Inability to independently use bathroom facilities
- \*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 Preschool Coordinator.

## Additional Information

### Adventure Playland / Climbing Wall / Gronk Zone

- ◆ No food or drinks are allowed on equipment.
- ◆ Rough housing, fighting, wrestling and physical violence is not tolerated.
- ◆ NO RUNNING.
- ◆ No going behind the equipment.
- ◆ Should an inflatable begin losing air, the equipment MUST be exited immediately.
- ◆ Use all equipment appropriately.
- ◆ Use slide appropriately; bottom down, feet first. No jumping, no going head first, and no climbing up the slide or the sides. Only the ladder is to be used for climbing.
- ◆ The obstacle course is one-way only, beginning with the back of the course. No bouncing in the tunnel and no stopping in the middle.
- ◆ No climbing on the sides of any equipment.
- ◆ Socks are required for bounce houses and socks and sneakers are required for the Climbing Wall and Gronk Zone use.
- ◆ Harnesses must be worn appropriately for Climbing Wall usage.

These rules are for everyone's safety while in Adventure Playland and the Gronk Zone.

Staff are fully trained on safely operating the Climbing Wall.

#### 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](mailto: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)

## Child & Parent Rights

### Excerpt from the State of Maine, DHHS Licensing Guidelines for Childcare Facilities (p. 37)

#### SECTION 10.

#### RIGHTS OF CHILDREN AND PARENTS

A. Rights of Children. Children receiving Child care from Child Care Facilities have the following rights.

1. Children must be free from emotional, physical and/or sexual abuse, neglect and exploitation.
2. Each Child has the right to freedom from harmful actions or practices that are detrimental to the Child's welfare, and to practices that are potentially harmful to the Child.
3. Each Child has a right to an environment that meets the health and safety standards in this rule.
4. Each Child must be provided Child care services without discrimination to race, age, national origin, religion, disability, sex or family composition.
5. Children must be treated with dignity, consideration and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the Child Care Facility.
6. Each Child has the right to the implementation of any plan of service that has been developed for that Child in conjunction with community or state agencies by the Child Care Facility.
7. Each Child has the right to Developmentally Appropriate activities, materials, and equipment.
8. Children with disabilities have the right to reasonable modifications to Child Care Facility policies and practices.

B. Rights of parents and legal guardians of Children receiving Child care from Child Care Facilities.

1. A Child's Parent or Legal Guardian must be fully informed of items or services which are included in the rate they pay for Child care services.
2. A Child's Parent or Legal Guardian has the right to be fully informed of findings of the most recent inspection conducted by the Department. The Child Care Facility must inform Children's Parents or Legal Guardians that the licensing inspection results
3. Parents or Legal Guardians must be notified by the Child Care Facility within two business days of any actions taken against the Child Care Facility by the Department, including but not limited to, decisions to issue conditional Licenses, refusal to renew a License, or to impose fines or other sanctions. 10-148 CMR Ch. 32, Child Care Facility Licensing Rule Child Care Centers, Nursery Schools, Small Child Care Facilities, Other Program

## Packing List

- ◆ Water bottle, labeled with child's name
- ◆ Additional snacks as desired (no nut products)
- ◆ Weather appropriate gear - outside activities take place year round
- ◆ Socks & sneakers for physical activities
- ◆ Swim suit & towels
- ◆ Change of clothes (in case of accidents)

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### Preschool Program at the AYCC

Boys & Girls Clubs and YMCA of Greater Waterville at the Alford Youth & Community Center (AYCC)  
126 North Street, Waterville  
P: 207-873-0684 F: 207-861-8016  
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