



ALFOND YOUTH & COMMUNITY CENTER



Alfond Youth & Community Center **Preschool Program** Handbook 2024-2025

Serving youth ages 3-5.

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

BELONG BELIEVE ACHIEVE

Alfond Youth & Community Center, 126 North Street, Waterville
207-873-0684 www.clubaycc.org childcare@clubaycc.org

Dear Parents/Guardians,

Thank you for choosing the AYCC's Preschool Program to care for your child. We believe in nurturing young minds and fostering a love for learning in a warm, and inclusive environment. Our dedicated team of staff is committed to providing a foundation for your child's social, emotional, and academic environment. At the AYCC's Preschool Program, we embrace the curiosity and boundless energy of young learners, tailoring our curriculum to engage them in exciting and age-appropriate activities. With a focus on play-based learning, we create a dynamic and supportive atmosphere that encourages creativity, critical thinking, and positive social interactions.

Should you have any questions or concerns throughout your time in the program, please contact the Preschool Coordinator, Crystal Stanley at 207-873-0684 x253, or by email at cstanley@clubaycc.org.

Sincerely,

Crystal Stanley
Preschool Coordinator

Meet our Staff:

Chrissy Johnson, Senior Child & Youth Development Director

cjohnson@clubaycc.org / 207-873-0684

Chrissy moved to Maine with her family six 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 30 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 mountain biking, 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 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.

Amber Davis, Assistant Preschool Teacher

Amber grew up in Albion with her family. She was one of seven children and played an active role in the care of her siblings, learning about the various needs and learned to be quick on her feet. She knew early that she wanted to pursue a career working with children. Amber enjoys spending time with her two children, Grayson and Aspen and also enjoys singing in church choir and kayaking.

Austin Kelley, Assistant Preschool Teacher

A Massachusetts native, Austin attended the University of Maine in Farmington where he studied Elementary/Early Childhood Education. He is the oldest of the four siblings - two sisters and one brother. He watched them grow and assisted with their care. Before joining the AYCC, Austin worked primarily with infants. He loves being in our classroom and having the opportunity to learn and grow.

Enrollment for New Families

The Preschool Program enrollment process for new participants includes:

1. A one-time visit with parents/guardians, child and the Preschool Coordinator. This visit will help acquaint the family with the teachers, other children, and the routine, as well as the facility. It's a great time to answer questions, and calm the nerves of first-time childcare jitters. The best time to visit will be from 9:30-11:00 am Monday-Friday. Please contact Preschool Coordinator, Crystal Stanley to schedule your tour.
2. The registration form must be completed and returned to the Welcome Center.
3. The State of Maine Department of Education Child Nutrition form must be returned WITH the registration.
4. The child's immunization records must accompany the registration form. Families who reside in Maine may retrieve a copy of their child's record by visiting the State of Maine's portal here:

<https://www.maine.gov/dhhs/forms/impact-immunization-record-request>

4. Participants must hold a current Youth or Family Membership with the AYCC. Youth Memberships are \$50.00/year or families may choose to purchase a Family Membership, which begins at \$60.00/month. The AYCC offers financial assistance on our memberships. Visit the Welcome Center for details or visit our website for details at www.clubaycc.org/membership/become-a-member

NOTES:

- *If there are custody arrangements in place for a child, the custodial parent/guardian is requested to make those arrangements known to our staff at the time of enrollment. Relevant court orders must be provided.*
- **Preschool Wait List**—to be added to the list, please submit the completed registration, immunization records, and the nutrition form to the Welcome Center.

Annual Enrollment for Current Families

The Preschool Program requires annual registration to assure records are accurate and to sign off on any new or updated policies.

1. The registration form must be completed each Fall and turned into the Welcome Center.
2. The State of Maine Department of Education Child Nutrition form must be returned WITH the registration.
3. The child's immunization records must accompany the registration form. Families who reside in Maine may retrieve a copy of their child's record by visiting the State of Maine's portal here:

<https://www.maine.gov/dhhs/forms/impact-immunization-record-request>

4. Participants must hold a current Youth or Family Membership with the AYCC. Youth Memberships are \$50.00/year or families may choose to purchase a Family Membership, which begins at \$60.00/month. The AYCC offers financial assistance on our memberships. Visit the Welcome Center for details or visit our website for details at www.clubaycc.org/membership/become-a-member

Boys & Girls Clubs and YMCA of Greater Waterville at the Alford Youth & Community Center
126 North Street, Waterville, Maine 04901
207-873-0684 www.clubaycc.org childcare@clubaycc.org

State of Maine Rising Star Rating Program

The Rising Star rating program is a voluntary system for licensed childcare providers to have their quality assessed on a 5-star rating scale. Expectations for each step must be met before moving to a higher level. Every step is an important quality measure based on the following criteria:

- Licensing History
- Learning Environment (daily schedule, activities planned, etc.)
- Program Evaluations (looking at strengths and weaknesses)
- Staff Development (training opportunities for staff)
- Administrative Policies and Procedures (holiday closings, illnesses, etc.)
- Family Involvement (welcoming parents into the classrooms)
- Community Resources (where to find other services to help families)
- Child Observations (watching for children's interests and skills)

Program Description

The Alfond 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, and meals, arts, athletics, early childhood academic support, and a variety of other activities to enrich the lives of our youth every day.

NinjAdventure Zone - we will use the indoor play structure, small climbing wall, and the new lil' ninja soft play obstacle course inside the AYCC periodically.

Arts Activities - We will learn about various forms of art and how we can express our creativity. Art experiences will focus on the process, rather than the finished product and teach children how to symbolize the world around them.

Books - Each day there will be opportunities to explore wonderful children's books. Large and small groups as well as independent reading opportunities will be a part of our daily routine.

Daily Choices - These options are offered each day and will cover the domains of physical, social/emotional, linguistic, and cognitive development and cover the subject or content areas, including language, literacy, mathematics, social studies, science, art, music, physical education, sensory, and health.

Dramatic Play - 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, curriculum, or the interests of the children.

Morning Meeting - At the Morning Meeting each day we will sing, read a book or two, move our bodies 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.

Gymnasium & Outdoor Play - We strive to provide at least 60 minutes of gross motor play to all children each day. This is offered through indoor play as well as playground time. We understand the importance of physical activity in child development and give these opportunities several times throughout each day. If your child is not feeling well enough to go outside, please do not bring them to Preschool.

Snack & Lunch Time - We provide breakfast, and a nutritious, hot meal each day at lunchtime. We also offer two nutritious snacks daily: morning snack is at 10:15 am, and afternoon snack is between 2:30-3:30 pm. Parents/Guardians are welcome to send their child with snacks and meals. There is no refrigerator or microwave available to youth in the program. Please plan accordingly. **Due to allergens, all nut products are strictly prohibited.**

Specials - Children are offered several options each day to keep them active. They will have the opportunity for inside and outside play and make our best effort to go outside each day, weather-permitting. Additional activities offered: Art, Gym, Greenhouse/Gardens, Swim, and NinjAdventure Zone.

Teacher Conferences - At the AYCC, we know the vital role that continuous communication between teachers and families plays in a child's development and success. We want your child to benefit as much as possible while in our program. In addition to daily communication with parents/guardians, we also hold parent/teacher conferences twice per year. These conferences will provide information about each child's learning, development, and goals. Additional meetings can be scheduled as needed to ensure every child's success. Teacher conferences can be in person or virtual.

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 & Closures

The Alfond Youth & Community Center & childcare programs are CLOSED on the following HOLIDAYS:
Labor Day - Monday, September 2
Thanksgiving Day - Thursday & Friday, November 28 & 29
Tuesday & Wednesday, December 24 & 25
Memorial Day - Monday, May 26
Closed June 23-27 in preparation for summer programming (annual cleaning & training) - No Charge
Independence Day - Friday, July 4

There is no reduction of weekly fees assessed as a result of these holidays. It is not customary for the childcare programs to close due to weather. If you are unsure if we are open due to a snowstorm, please call the AYCC, check our Facebook page (facebook.com/clubaycc) or our website www.clubaycc.org/newsroom for postings.

Important Notice:

- Updates to this Parent Handbook are made throughout the year. When significant changes are made as deemed necessary by the AYCC or the Preschool Program, parents will be notified in writing. You may request a new handbook at any time, or download one from the website.
- The AYCC and Preschool Program reserves the right to change guidelines as situations arise. It is our goal to work with families to accommodate needs without jeopardizing the rules and regulations set by the State of Maine. The AYCC reserves the right to make policy changes at any time, without notification.

Childcare Fees

Required Fees	Description of Fee
\$50.00/Year for a Youth Membership or \$60+ per Month for a Family Membership	Annual AYCC Youth OR Family Membership (required). If the family receives qualifies for TANF, the Youth Membership is FREE. Financial Assistance for memberships is available through the AYCC's Affordable Access Program; see the Welcome Center for details.
\$267.00/Week	Full Day Program Monday - Friday - 7:00 am-5:30 pm
\$133.00/Week	Half Day Mornings Monday-Friday 7:30 am-12:30 pm Half Day Afternoons Monday-Friday 12:30-5:30 pm

The AYCC offers Financial Assistance to families for Membership Fees. Please contact Registrar & Billing Specialist for further information or with any questions regarding your childcare account - 207-873-0684 or email programbilling@clubaycc.org

PAYMENT POLICY

- Payments are due in full on Sundays before the upcoming week of service.
 - Payments not received on Sundays in advance will incur a \$10.00 late payment fee and could result in the loss of space in the childcare program. Late fees will be applied to accounts on Monday mornings.
 - Late fees must be paid prior to attendance.
- Payments may be made in cash, check (payable to AYCC), credit/debit.
 - Payments are accepted via phone (207-873-0684), in person at the AYCC, or online (scan QR code at right with device camera)
 - Payments may be auto-scheduled from a bank or credit card account. Additional paper work is required and written notice for any changes must be provided in writing 14 days prior to the next billing cycle
 - Payments declined or returned for non-sufficient funds (NSF) will incur an additional fee between \$10.00-\$30.00 per instance and must be paid immediately in addition to the total of the original fee that was returned. Personal checks and auto-scheduled payments will no longer be accepted after 2 instances of returns.
- Under all circumstances, a paid two-week notice is required for removing the child from any of our childcare programs.
- Aspire cards are not accepted at the AYCC. Direct withdrawal is required to use Aspire for all AYCC childcare programs.
- Those receiving third party assistance (i.e. State of Maine, etc.) are required to speak with our Registrar & Billing staff prior to the child's attendance for any program. They can be reached at 207-873-0684 or by email at programbilling@clubaycc.org.
- Families are allowed a one-time (per year), one-week vacation at no charge only if the Preschool Coordinator has been given a two-week notice prior to the week of vacation. Families taking additional vacations are required to pay 50% of their child's regular weekly fee to hold the child's spot in the program. A two-week notice is required, otherwise, the full weekly payment is due.



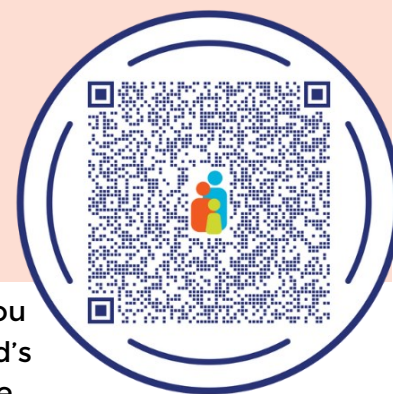
REFUND POLICY

- Children dismissed from any of our childcare programs will not receive any refund/credit and are not eligible to switch to another AYCC location.
- No refunds are available for partial attendance of a week.

CHILDCARE ASSISTANCE FROM A THIRD PARTY i.e. State of Maine, etc.

****IMPORTANT****

- It is the parent/guardian's responsibility to report any absences to the Childcare Site Coordinator for the program the child attends. These are considered excused absences and each child is allowed a limited amount of absences.
- Those utilizing third party funding for childcare must have a minimum attendance of 6 hours per week after school. During school vacations, children must have minimum attendance of 30 hours.
- Any absence not reported to Childcare Site Coordinators would be considered unexcused, and must be reported to the Childcare Affordability Program (CCAP). This may result in a change or loss of third party funding. Families will be responsible for any fees not covered in the event of an unexcused absence reported to CCAP.
- We have added a quick option for families to report their child's absence. Scan the QR Code at the right to report any absences.
- All third-party childcare payees must be reported to the Registrar and Billing Specialists before sending the child to the program.



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 Childcare Affordability Program (CCAP) and Transitional Child Care (TCC).

You may qualify for 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 DHHS office FMI.

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 on the following page.

THIRD-PARTY CONTINUED

There are three ways to apply for CCAP:

1. You can apply online:
<https://www.maine.gov/dhhs/ocfs/support-for-families/child-care/paying-for-child-care>
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 three months, please submit a denial letter along with your childcare registration.

Please also contact:

AYCC Registrar & Billing Specialist

email programbilling@clubaycc.org • phone 207-873-0684

Effective 07/01/2024

FAMILY SIZE	ANNUAL INCOME	MONTHLY INCOME (ANNUAL/12)	WEEKLY INCOME (ANNUAL/52)
1	\$68,067.35	\$5,672.28	\$1,308.99
2	\$89,011.15	\$7,417.60	\$1,711.75
3	\$109,954.95	\$9,162.91	\$2,114.52
4	\$130,898.75	\$10,908.23	\$2,517.28
5	\$151,842.55	\$12,653.55	\$2,920.05
6	\$172,786.35	\$14,398.86	\$3,322.81
7	\$176,713.31	\$14,726.11	\$3,398.33
8	\$180,640.27	\$15,053.36	\$3,473.85
9	\$184,567.23	\$15,380.60	\$3,549.37
10	\$188,494.20	\$15,707.85	\$3,624.89

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: [LIHEAP IM 2022-04 State Median Income Estimates for Optional Use in FFY 2022 and Mandatory Use in FFY 2023 | The Administration for Children and Families \(hhs.gov\)](#)

Above chart is from the State of Maine's website here:

<https://www.maine.gov/dhhs/ocfs/support-for-families/child-care/paying-for-child-care>

GENERAL INFORMATION & POLICIES

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.

Attendance/Notification of Absence

If your child has any contagious conditions, please let us know, even when they occur over the weekend. Please let staff know about extended absences. It is your responsibility to let us know in advance whenever your child will not attend the program on a regularly scheduled day. You may call the Preschool Coordinator, or let one of our Preschool staff know directly, or use our online form to report an absence. If you have reported to staff that your child will not attend and plans change, please contact the Preschool Program ASAP, as these changes can affect staff ratios, as well as meal count numbers. If you plan on dropping your child off later than usual, please communicate with us to ensure your child is included in the meal count for the day.

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.

Health Policy

Parents/guardians are required to make an immediate pick-up (within one hour of the call) for illnesses including lice, vomiting, diarrhea, fevers of 100.4 or higher, some bathroom accidents, or other health concerns that hinder the child's group participation. If the illness is contagious, a doctor's note will be required upon return or permission from the Preschool Coordinator. If sent home for illness, the child must stay home the following day. Your child must be symptom and fever-free without medication for a full 24 hours before returning.

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, dosage, and frequency. Medicine must be given to the child's teacher at drop off. If this is a new medication, the first dose of medication must be given at home. Our teachers will attempt to administer medication, but cannot force a child to consume medication.

Over-the-counter medication will not be given without written consent and recommendation of dosage and frequency from the doctor. OTC medications must be in the original container and be given to the child's teacher at drop off, and a medication form must be completed. Please note, cough drops, and hard candies are not permitted. We do not permit the use of fever-reducing medication (Tylenol/Motrin) while children are in the program, and teachers are unable to give it to the children. 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. A child must be well enough to participate in classroom activities. If a child is not well enough to participate, they will be sent home. Parents/guardians should exercise every caution and keep their children at home should unusual symptoms arise. If your child has been exposed to or has contracted a contagious disease, please report details to the Preschool Coordinator.

GENERAL INFORMATION & POLICIES continued

Health Care Consultation

Our program's Health Consultant is **Paul Ricci**, MaineGeneral Sports Medicine Athletic Training Coordinator. The MaineGeneral Athletic Training office is located on the second floor of the AYCC.

MaineGeneral Staff is trained annually in the health procedures and practices (below) through trainings, health resources, and with guidance from the identified health and well-being of the members of the Alfond Youth & Community Center programs.

- Medication Dispensing
- Access to Emergency Medical Services
- Prevention and Control of Communicable Diseases
- Common Childhood Illnesses
- Inclusive and Exclusionary Illnesses

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 potential 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.

Photos

The AYCC takes photographs of children in our programs and frequently uses the images and videos for marketing purposes. All families can opt-out of participation of marketing efforts within the 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.

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.

GENERAL INFORMATION & POLICIES continued

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.

FOR ASSISTANCE WITH AN IMMEDIATE NEED, OR CHANGES TO PICK-UP, ETC., please call the classroom at 207-873-0684 x399. Crystal Stanley may be reached at 207-873-0684 x253.

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:

- Website - www.clubaycc.org/newsroom
- Social Media - ([Facebook.com/clubaycc](https://www.facebook.com/clubaycc))
- Emails from the following domains: @clubaycc.org and @daxkoengage.com
- Phone calls and from the AYCC
- **YMCA360 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. More info: <https://www.clubaycc.org/programs/wellness-center/virtual/>

Sunscreen Policy

Please send your child to school with sunscreen already applied each day. Counselors will assist children in reapplying sunscreen from their backpack after lunch for outdoor pool and outdoor afternoon activities. Make sure to check the supply periodically for expiration date and to make sure there is enough.

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.

Confidentiality Policy

We believe that our parents/guardians, children, and staff deserve the right to privacy. It is our goal to represent the organization's mission and core values. Absolutely no information regarding a present or former individual (child, family, or employee) is discussed by staff with anyone outside of our Childcare Center or posted online. Staff members of the Alford Youth and Community Center programs may not offer babysitting services to families with children in our care.

GENERAL INFORMATION & POLICIES continued

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

To ensure that the AYCC Preschool 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 in 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 carry out these responsibilities.

Quiet Rest Time

The State of Maine licensing rules and regulations require each center to observe a rest time for this age group. Rest time begins after lunch and is based on the needs of the children in the program. If they do not wake on their own by 2:45 pm, the lights are turned on and they are encouraged to wake as naturally as possible.

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.

GENERAL INFORMATION & POLICIES continued

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 Preschool Coordinator.

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 childcare 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

ARRIVAL & DEPARTURE

Drop Off Operation

Children must be brought into the building by an adult. If you plan to drop off your child later than normal, please communicate this with staff as it affects staff/child ratios and meal counts. Please do not drop off during rest time as it is distracting and disrupting to children that are resting/sleeping.

- Escort your child into the classroom
- Sign in your child
- Convey messages to staff
- Help your child unpack
- Say a nice goodbye and depart

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 to complete the new authorization form. If written notice is not possible, parents/guardians must advise by telephone as soon as possible. When the escort arrives, they will be required to provide a photo ID for verification purposes.

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

NinjAdventure Zone & Climbing Wall

- ♦ No food or drinks are allowed in the space.
- ♦ Rough housing, fighting, wrestling and physical violence is not tolerated.
- ♦ NO RUNNING.
- ♦ No going behind the equipment.
- ♦ 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, No climbing on the sides of any equipment.
- ♦ Socks are required for the indoor playground and socks and sneakers are required for the Climbing Wall and lil' ninja soft-play area.
- ♦ Harnesses must be worn appropriately for Climbing Wall usage.

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

CHILDCARE LICENSING INFORMATION

All of the childcare programs at the AYCC are licensed by the State of Maine. Copies of our licensing certificates are available for viewing at the entrance to the Burger-Roy After School Program areas as well as the information boards at each off-site space. Copies of the licensing rules and regulations are available, with each Childcare Coordinator and can be found on the State of Maine's OCFS website. <https://www.maine.gov/dhhs/ocfs>

Reporting a Licensing Violation

The AYCC childcare programs are licensed by the State of Maine. Copies from the Fire Marshall and Maine State Licensing Childcare Division are available for your review. Should you feel the childcare program is in violation of the state requirements, you may contact the Department of Health & Human Services Division of Licensing and Regulatory Services at 207-287-9300, 1-800-791-4080, or by email at dlrs.info@maine.gov.

Child Abuse & Neglect Policy with Crisis Plan

The AYCC will ensure all staff and volunteers are aware of their responsibilities as mandated reporters in ANY SETTING in the employee's lives (both personal and professional) when there is reasonable cause to suspect abuse or neglect of a child under the age of 18.

Staff shall report to their immediate supervisor any witnessed detrimental actions or practices regarding the welfare of children in our care as defined by the division of Licensing and Regulatory Services. These actions include but are not limited to the following:

- Corporal Punishment
- Use a stick or other instrument in disciplining a child
- Sexual Abuse
- Lack of Supervision
- Neglect in any form
- Withholding food or drink
- Derogatory remarks about children or parents
- Name calling
- Shaming or embarrassment
- Unusual confinement

Prevention Measures to Protect from Potential Allegations

Staff and volunteers are trained to recognize the common signs and symptoms of child maltreatment or neglect which are shared during staff orientation and reviewed annually.

Trainings and policies include, but are not limited to:

- State Mandated Reporter Training
- MRTQ Health & Safety Training
- Boys & Girls Clubs Childcare Training
- Foundations Preventing Child Abuse in Serving Organizations
- AYCC policy restricting employees from being in a 1:1 situation with children (Rule of 3 OR 3 & Me)
- State background checks on all employees upon hire and every year afterward
- Policy & Procedures clearly laid out in the Parent Handbook & AYCC Employee Handbook

CHILDCARE LICENSING INFORMATION continued

Child Development Program (CAN) Protocol Steps

When a staff member or volunteer knows or has reasonable cause to suspect that a child is being abused or maltreated, the staff member will complete the following steps immediately:

1. Immediately contact the Childcare Program Director verbally and in writing.
2. The staff member will document in detail the concern or incident and discuss the situation to deem if it is an appropriate course of action to report. All AYCC employees are mandated reporters and are able to make a report to the State of Maine. When reports are made in good faith, reporters are immune from civil or criminal liability for the act or reporting or participating in the investigation or proceeding (Maine State Licensing for Childcare Facilities, article 21.1)
3. The Senior Child & Youth Development Director will assure the completion of all incident reports for all involved parties, including the details of the allegation or suspicion, the date Child Protection Intake was called, which relevant parties were notified when the report was filed, and whether the parent/guardian was notified of the allegation.
4. The Director will notify all relevant parties that the suspected child abuse or neglect has been reported to the State's Child Protective Intake. The Director will notify the CEO in writing of the incident or concern with the plan of action to be taken.
5. The Director and Staff will complete the Mandated Reporting Worksheet, which will then be filed onsite in a designated, locked space.
6. The Director will call on behalf of the AYCC to the Department of Health & Human Services (DHHS) within 24 hours of becoming aware of the suspected abuse and neglect. Whenever possible, (unless this notification puts the child in immediate or long-term danger, families will be notified and encouraged to be present when the Director makes the call.
7. If this is an internal call of which the incident occurred at the AYCC or off-site, all families of the children affected will be notified through an incident report with parental signature, as well as direct conversation in person or by phone. The incident report is filed in individual child files immediately.
8. The AYCC and its employees will cooperate with the State Investigator as necessary, including but not limited to allowing for safe interview spaces to designated individuals, access to pertinent records.

Suspected Child Abuse by Childcare Providers/Volunteers

When a staff member or volunteer knows or has reasonable cause to suspect that a child has been abused or maltreated by an employee of the AYCC. The following process will begin *immediately* by the Senior Child & Youth Development Director.

1. The Director will notify the CEO and Human Resources in writing and verbally of the incident or concern.
2. The incident will be investigated internally by HR, Senior Child & Youth Development Director, and CEO/Senior Staff, who will document in detail the concern or incident and discuss the situation to deem if it is an appropriate course of action to report.

CHILDCARE LICENSING INFORMATION continued

3. The HR Director will complete the Mandated Reporting Worksheet which will then be filed on-site in a designated, locked space.

4. The Director or HR Director will call on behalf of the AYCC to the Department of Health & Human Services (DHHS) within 24 hours of becoming aware of the suspected abuse and neglect.

5. Guardians of the children involved will be notified through an incident report with parental signature, as well as direct conversation in person or by phone. The incident report is filed in individual child files immediately.

While an active investigation is occurring with an AYCC employee or volunteer, the individual may be reassigned from the classroom and given a job that does not require interaction with children, they may be suspended or given leave (with or without pay) pending investigation of the accusation. No accusation or affirmation of guilt will be made until the investigation is complete. Staff or volunteers found guilty will be summarily dismissed or relieved of their duties.

If the accusation of a staff member or volunteer is deemed credible, the AYCC will complete its national internal reporting system process with both the Boys & Girls Clubs of America and the YMCA of the USA.

Packing List

Exploration and play are essential to a child's healthy development. Children should dress in comfortable play clothes that are weather appropriate. Children often soil their clothes when eating, playing, and participating in program activities. A spare set of clothes should be sent each day or left in your child's cubby. Please label everything with your child's name. We strongly encourage shoes that support active play.

- ◆ 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)
- ◆ Nap items (blanket, small pillow, stuffie)
- ◆ Sweatshirt or jacket for chilly days

Food/Beverages—a water bottle is essential! Children have access to fountains with cool, filtered water and are able to refill their bottles often. Snacks are always welcome. Please don't pack any nut products. If your child is hungry throughout the day, we ask that you pack additional snacks for them.

ALL PERSONAL ITEMS SHOULD BE LABELED with the CHILD's FIRST & LAST NAME. The AYCC and staff are not responsible for lost or stolen items. We maintain lost & found for one month and then items are donated locally.

Items NOT ALLOWED:

Items promoting alcohol, cigarettes, marijuana, or other inappropriate items are NOT allowed. Electronic devices such as game systems, tablets, laptops, phones and smart watches are not permitted and personal toys must be left at home.

CHILDCARE FOOD PROGRAM

Nutritious Meals & Snacks

Our Kitchen Staff provides breakfast, two snacks, lunch and options daily for full day care. 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.** Families may send their child with a lunch and/or snacks if they prefer. They AYCC is unable to refrigerate or microwave items.

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.

Federal Nondiscrimination Statement

February 15, 2023

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** Program.Intake@usda.gov

This institution is an equal opportunity provider.

State of Maine Nondiscrimination Statement

The Maine Human Rights Act prohibits discrimination because of race, color, sex, sexual orientation, age, physical or mental disability, genetic information, religion, ancestry or national origin.

Complaints of discrimination must be filed at the office of the Maine Human Rights Commission, 51 State House Station, Augusta, Maine 04333-0051. If you wish to file a discrimination complaint electronically, visit the Human Rights Commission website at: <https://www.maine.gov/mhrc/file/instructions> and complete an intake questionnaire. Maine is an equal opportunity provider and employer.

Preschool Program at the AYCC

Boys & Girls Clubs and YMCA of Greater Waterville at the Alfond Youth & Community Center
at the Alfond Youth & Community Center

126 North Street, Waterville

207-873-0684

www.clubaycc.org facebook.com/clubaycc

Chrissy Johnson Senior Child & Youth Development Director
Crystal Stanley Preschool Childcare Coordinator

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Registrar & Billing Specialist

programbilling@clubaycc.org



ALFOND YOUTH & COMMUNITY CENTER



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