



# **METROWEST YMCA**

## **School's Out and Framingham/Natick Day Camps Family Handbook**

School's Out – Ashland

### **Mindess and Warren Elementary Schools**

Located at Ashland Middle School  
87 W Union St, Ashland, MA 01721

School's Out – Framingham

### **Hemenway, McCarthy, and Potter Road Elementary Schools**

School's Out – Hopkinton

### **Elmwood, Hopkins and Marathon Elementary Schools**

Located at the MetroWest YMCA Family Outdoor Center  
45 East St, Hopkinton, MA 01748

School's Out – Natick

### **Lilja, Bennett-Hemenway, and Brown Elementary Schools and Wilson Middle School**

Located at East School  
90 Oak St, Natick, MA 01760

Summer:

### **Camp OCP**

### **My First Summer Camp**

280 Old Connecticut Path, Framingham MA 01701

### **Camp Clearbrook**

120 Parker Road, Framingham, MA 01702

### **Gymnastic Camp**

### **Y-STEM Academy**

Located at East School, 90 Oak St, Natick, MA 01760

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# I Overview of School's Out

## A MetroWest YMCA Mission Statement

The MetroWest YMCA is dedicated to providing programs and services that build healthy spirit, mind, and body for all.

## B Philosophy, Goals and Objectives

The central focus of School's Out is to foster growth and development, not only among the children involved in the program but also among their parents and other family members as well. Components of this goal include building intermediary youth outcomes such as problem solving communication skills to support positive development, academic and life success, learning by discovery age appropriate activities, individual and group activities, variety, and exploration.

School's Out helps foster the development of the child's individual potential by incorporating children in the curriculum planning and implementation process while providing quality experiential education in a safe and nurturing environment. Educators foster each child's growth through the offering of age-appropriate activities that include social, physical, creative and emotional challenges.

Children develop in many different ways and at many different times. We are committed to being sensitive to each child's growth and development. We are also sensitive to those children who are developing with disabilities. The MetroWest YMCA educators work to establish an atmosphere that enables all children to explore and grow.

School's Out is designed to provide recreational, social and educational activities that stimulate children's growth and development for the children enrolled. A special effort is made to develop a program that is developmentally appropriate to meet the individual needs of your child. School's Out provides a variety of positive, healthy and interesting activities that promote a child's physical, intellectual, emotional and social well-being. Our programs help children develop to their fullest potential while focusing on the YMCA Character values of caring, honesty, respect, and responsibility as well as 21<sup>st</sup> Century skills linked by research to academic success and a healthy lifestyle:

- Behavior
- Initiative
- Engagement in Learning
- Analysis and Problem Solving
- Communication Skills
- Homework
- Relations with Adults
- Relations with Peers

## C Statement of Purpose

The MetroWest YMCA School's Out is an experiential learning model where educators invest in the whole child, fostering positive growth and healthy development, while balancing the mind, body, and spirit. When we establish a common philosophy and partner with students, families, and schools we are able to work cooperatively to improve academic success, establish a culture of belonging, and strengthen our community.

Each day, students participate in project-based learning activities linked to the Common Core and engage in at least 30 minutes of moderate to vigorous physical activity. They also receive individualized homework support and a healthy snack with a fruit or vegetable. The curriculum includes opportunities to enhance social and emotional skills as well as interactions that build 21<sup>st</sup> century skills such as leadership, problem solving, engagement in learning, and initiative by means of small and large group activities and service learning projects.

## **D Non-discrimination Policy**

School's Out admits children of any race and ethnicity to all the rights, privileges, programs, and activities generally accorded or made available to all children and families at the YMCA. The YMCA does not discriminate on the basis of gender, race, religion, parents' marital status, cultural heritage, political beliefs, national origin, physical or mental disability, toilet training status, sexual orientation or ability to pay.

In an effort to ensure that all children and families are welcome and comfortable in our programs, holidays and cultural celebrations are not observed in our classrooms. We encourage children to discuss special events and meaningful parts of their lives while they are at school, but the educators do not design any activities or introduce concepts that are not inclusive and relevant to all of the children. It is our intention that no child or family should ever feel excluded or devalued.

## **E Licensing Information**

School's Out is licensed by either the Massachusetts Department of Early Education and Care (EEC) or the Massachusetts Department of Public Health (DPH) through local Boards of Health and are mandated to uphold all of the EEC or DPH rules and regulations pertaining to group day care licensing. The EEC regional office responsible for the program is located at 10 Austin Street, Worcester, MA 01609. The phone number is (508) 798-5180. Parents may contact EEC for information regarding the program's regulatory compliance history. Information regarding the regulatory compliance history for summer camp programs can be found at the Boards of Health for each community.

# **II Our Educators**

## **A Overview**

We believe the success of our programs, which ultimately rests in your child(ren)'s experience, lies in the quality of our educators. Our educators are carefully selected based on their experience, education, talents and interpersonal skills. They receive an in-depth orientation training to cover such areas as program goals, emergency procedures, group work, curriculum planning, philosophy of education, goals and objectives, and policy procedures. Our educators have a multitude of experiences and backgrounds. All of our educators must successfully pass the EEC Background Record Check that includes a CORI (criminal history), SORI (sexual Offender Records Information) and Department of Children and Families child abuse and neglect review. In addition, all employees in Education are considered conditional hires until their fingerprinting results are approved. Educators also receive training in first aid, CPR, and child abuse and neglect prevention.

## **B Educator and Volunteer Qualifications**

The YMCA provides its educators with many opportunities for development and advancement through staff training. The Site Directors inform their educators of all trainings available to YMCA staff. These trainings include conferences, workshops, college courses, and other opportunities. Educators are required to complete at least twenty hours of training per year.

The School's Out Director also contacts speakers to come to the YMCA to speak to educators on topics such as child abuse, behavioral problems, children with disabilities, positive guidance, and other pertinent issues.

In addition, the School's Out Director provides opportunities for educators to visit other School's Out sites in the community and within the YMCA. These visits provide the educators with the opportunity to observe different teaching styles and share program ideas with their colleagues.

The YMCA encourages volunteers to work at a School's Out site as assistant group leaders or similar roles. These volunteers receive appropriate orientation, training, supervision and staff development. They are chosen for their ability to meet the needs of the children. They must meet the same requirements as the staff in regards to Background Record Checks (BRC)'s, references, and an orientation to the program. Volunteers are encouraged to participate in trainings that are offered to the paid educators. Although volunteers must track the dates and times of their service, they are not to be left alone with children and must always be under the direct visual supervision of an EEC qualified educator unless they meet EEC certification requirements.

For a volunteer who is a parent of a child enrolled in School's Out, the Background Record Check and reference check is not applicable as long as this parent is not included in the required educator to child ratio.

The YMCA will describe, in writing, any arrangements they may have with any school or professional training program that will include an overview of student responsibilities as well as an explanation of the supervision of students by the training program and the YMCA.

## **III Children's Rights and Responsibilities**

### **A Educators' Responsibilities**

Educators are responsible for ensuring that children enrolled:

- Have a safe and reliable environment free of hazards.
- Have use of all of the equipment and space on an equal basis; equipment will be in functioning and clean condition.
- Have their ideas and feelings respected.
- Be guided into appropriate behavior using positive guidance strategies that are fair, equal and respectful of them.
- Have opportunity to express their anger, frustration, disappointment, joy, etc., in an appropriate manner.
- Have activities that allow participants to express their creative ability, as they explore and discover, while developing to their fullest potential.
- Have an environment that offers a variety of choices: physical, gross motor, quiet, indoor, outdoor, active and passive areas, creative, dramatic play and exploration.
- Have a right to voice their opinion on the rules and give input on activities offered.
- Have educators that care about them, enjoy being with them and help them grow.
- Are treated with the core values of the YMCA (care, respect, honesty and responsibility).

### **B Children's Responsibilities**

Children need to be responsible for:

- Learning to accept consequences for their own actions.
- Displaying character development traits: caring, honesty, respect and responsibility.
- Respecting the rules that are established for and by them.
- Controlling their anger so that their actions do not harm anyone.

- Not willfully damaging any equipment or property in the building or anyone else's property.
- Sharing equipment and facilities with all children in the program.
- Returning materials and equipment to the place they found them and before they start a new activity or go home.
- Participating in and carrying out an activity that they committed themselves to.
- Wearing seat belts while on the YMCA vehicles.
- Behaving in a manner, while in the YMCA vehicle, which allows maximum concentration of the driver (children who do not behave accordingly in YMCA vehicles will be suspended from the transportation privilege).

## IV Enrollment Procedures and Requirements

### A Registration and Enrollment Criteria

For children in grades kindergarten through fifth grade, registration for MetroWest YMCA School's Out is offered first to existing School's Out participant families to notify them of upcoming registration dates. Individual registration procedures are done throughout the year pending availability by appointment, and may include meeting with the Director or Site Director and a tour.

Registration is first offered to the existing participants, then to the established waiting list children and then to the public who inquire about registration. Our enrollment capacity is listed on our EEC license.

Complete enrollment materials must be submitted by August 1 in order to ensure your child(ren)'s participation on the first day of school. For children starting during the school year, there is typically a one to two week processing time before starting. No children can participate in School's Out, including summer camp and vacation day programming, if the family has a balance with the MetroWest YMCA.

Enrollment papers include a signed Pick-up Authorization, Basic Registration (with non-refundable fee), Emergency Information and Consent Forms. In addition, the program's Family Handbook must be read and a receipt slip signed and returned to the program verifying that parents understand and adhere to the policies and procedures set forth by the MetroWest YMCA. Please note that all authorizations and emergency contact information must be updated annually.

For Camp OCP, medical information from the pediatrician's office must include the following:

- Dates of immunizations (including Varivax/Varicella/Chicken Pox)
- Update Lead Test (yearly up to age 3)
- Date of physical
- Signature of Doctor

Enrollment and registration materials are confidential, but available immediately to:

- The program administrators and educators in the child's classroom
- The child's parents or legal guardians
- Regulatory authorities, on request.

### B Registration Changes

Any changes in registration information concerning you or your child(ren) must be arranged on an ongoing basis with the School's Out Director(i.e., changes in pick-up authorization, addresses, work or home phone numbers, emergency contacts, etc.) If you are adding day(s) to your child's schedule, we



require a minimum of one week notice. To withdraw your child from the program or drop day(s) from your child's schedule, we require 30 days notice. Changes will only be accommodated if space allows.

### **C Financial Information**

A non-refundable registration fee of \$60 will be charged. For returning families, the fee is \$30. For state-subsidized participants (contracted slots or vouchers), there is no registration fee required. Please note that families receiving YMCA assist are still required to pay the registration fee.

Upon enrollment, families on EEC vouchers and contracted slots must provide a deposit equal to the assessed parent fee for 5 full days of care which will be credited to the final week of enrollment. Regular tuition payments are due no later than the Monday the week before care is provided.

For all other families who register after August 15, pre-payment equal to the first full month's tuition will be required at the time of registration to reserve that child's slot and will be applied to the first month's charge. The bill for the second month will be adjusted for children who start mid-cycle. Tuition payments must be made in advance of service and are due on the 15<sup>th</sup> of the month prior to service unless alternative arrangements have been made. Tuition received after the 20<sup>th</sup> of the month will be considered late and be assessed a \$15.00 late fee.

Before and after school program rates are based on a 180 day school year broken into 10 equal payments that are charged monthly. As a result, each payment covers the costs associated with 18 school days that may or may not align with the monthly calendar. Tuition will be pro-rated for children who are not registered for an entire 18 day cycle. Rates are charged monthly and are not reduced for any weeks containing scheduled closures. Since the before and after school program is aligned with the host school, the payment cycle dates are adjusted for school closures due to inclement weather. MetroWest YMCA tuition rates include costs associated with days that School's Out is closed due to major holidays and Y professional development days. Therefore, families are responsible for payment for closures that fall on their child's scheduled day. In addition, families are responsible for payment when their child does not attend School's Out on their scheduled day or when extra days are used.

Overdue payments may result in termination from the program. Families with payments that are more than two weeks late may be asked to set up a payment plan that is approved by YMCA staff or withdraw their child from School's Out. The MetroWest YMCA will send all unpaid tuition fees to a collection agency.

Please note that children and families with unpaid balances at the MetroWest YMCA will not be allowed to register for any MetroWest YMCA program or service until their account is current.

### **D Financial Assistance**

The tuition is based on covering the operating costs of the program. Our Annual Campaign helps to keep tuition reasonable while allowing us to provide quality programming. Through the Y's Assist Program, we offer reduced rates to individuals and families who cannot afford the full price of membership, program activity or School's Out tuition. Eligibility is based on income level, family size and funds available. We require that all families who receive Assist explore other tuition subsidies, such as the Department of Early Education and Care voucher program, so that we can help as many families as possible. As a result, we also accept voucher payments through local resource and referral agencies and have limited contracted slot spaces for income eligible participants.

Ask the Director of Family Services or the Executive Director of Education for more details.

## **E Withdrawal Policy**

Parents must inform MetroWest YMCA School's Out in writing one month in advance if they are withdrawing their child from the program. Parents who fail to do so will still be liable for payment for one month after the center has been notified. The MetroWest YMCA reserves the right to terminate services with a two-week advance notice to families. When the health, welfare and safety of the child (i.e. a child running away from the group) or other children are at stake, the YMCA reserves the right to suspend or terminate services immediately.

## **F School's Out Curriculum – Communication and Academic Improvement**

In addition to providing daily enrichment activities that are designed to support school day learning and are linked to the Common Core, strong communication and a common culture between the Y and partner school is critical to the academic success of the students. Our full time site directors at each location serve as the Y link to the school during the school day while we try to hire school day teachers to work after school and serve as liaisons from the school to the Y. These positions ensure information is being shared as well as foster alignment and improve academic skills for individual students. Open communication is especially important for English Language Learners and students who need assistance accessing the curriculum.

We believe that working closely with host schools to align priorities and practices, especially relating to curriculum priorities, child guidance, emergency procedures, and meeting individual needs is critical to the short and long term success of the students. The school liaisons help ensure excellent communication and teamwork to enhance our combined efforts to support students and their families.

In addition, the school liaison works as a conduit of information and a champion of School's Out, to ensure information is being shared between the school and the Y to foster alignment and improve academic skills for students. The liaison helps to align school day learning with after school program learning especially relating to concepts, learning goals, and priorities for individual students and the school as well as works with the site director and school staff to identify needs and support individual students.

## **G Program Plan**

Every day, the Y presents enrichment activities that build on the learning completed during the school day through an experiential, project-based approach. The hands-on activities provide opportunities for exploration and learning in academic subjects such as STEM and ELA as well as 21<sup>st</sup> Century skill support, service learning, and leadership development. Daily enrichment projects are designed to incorporate a variety of different types of learning opportunities where students can build skills, practice concepts, and strengthen areas of weakness in areas of interest. Since these academic activities are presented as sequenced, active, focused, and explicit (SAFE), students are engaged and motivated to participate.

The daily activities provide a mixture of opportunities that build on the learning from the school day where students have the opportunity to explore ideas and practice concepts. Students participate in STEM and literacy enrichment with broad-based conceptual /cognitive learning that includes instructional content that goes beyond homework, tutoring, and rote skill practice. Healthy snacks based on standards developed by YUSA, Harvard University, and the National Institute of Out-of-School Time (NIOST) and moderate to vigorous physical activities for at least 30 minutes help keep young bodies healthy and improve their ability to focus and build strong minds.

At least once per week, arts education, through both visual or performing arts, are balanced with exposure to a variety of arts activities and projects that move students toward mastery in a particular

art area. Global learning engages students in cultural exploration that allows them to investigate the world, recognize perspective, communicate ideas and take action. Twenty-first century skill development is incorporated into project based learning that is aligned with school day curriculum; building skills such as teamwork, time management, and conflict resolution, and relating to 21<sup>st</sup> Century content such as STEM. Leadership development is integrated into youth leadership programs and project based activities.

Nutrition and wellness education teaches students the basics of a healthy lifestyle that they can use for the rest of their lives, while college and career exploration is offered at least twice per month and exposes students to different career paths as well as higher education opportunities.

The students plan, implement, document, and debrief service learning projects with clear learning objectives that help strengthen our community and/or the world at large at least one project per quarter.

During our before school programs, the Y incorporates the evidence based BOKS (Build Our Kids' Success) physical activity initiative of Reebok to wake up the bodies and brains of students so that they start their school day ready to learn. The flexible morning enrichment activities are created based on an emergent approach that builds and expands on the interests of the students to create fun and engaging activities.

Please note screen time is limited to computer based educational activities of no more than 30 minutes per day.

## **H Program Evaluation**

In order to ensure that School's Out site are operating at the highest level of quality possible, the MetroWest YMCA has adopted the Afterschool Program Assessment System (APAS) created by the National Institute on Out-of-School Time (NIOST). This comprehensive program evaluation tool includes two components designed to help after school programs improve their quality and reach desired outcomes for youth. The APAS includes two linked components to provide a detailed picture of program. The Assessing Afterschool Program Practices Tool (APT) includes an observation tool and a self-assessment questionnaire designed to strengthen program practices. The Survey of Afterschool Youth Outcomes (SAYO) collects data on program participants from after school educators and sometimes regular school day teachers. These pre- and post-surveys provide information that helps the YMCA educators tailor our programs to best support the growth of children in eight outcome areas:

- Initiative
- Engagement in Learning
- Analysis and Problem Solving
- Communication Skills
- Homework
- Behavior
- Relations with Adults
- Relations with Peers

Family questionnaires, child surveys, and input from school personnel are also used to guide program improvement and strategic planning.

## V Policies and Procedures

### A Child Guidance

One of the goals of our child guidance plan is to minimize opportunities for challenging behavior and to help children develop tools to make good decisions about resolving conflicts and solving problems so that children can demonstrate respect for each other and their environment as well as ensure the safety and security of everyone involved.

Behavior management is accomplished through a positive approach that respects the child as an individual. Educators actively incorporate communication, social and emotional regulation skills into the curriculum to support children in using appropriate behavior rather than focusing only on reducing challenging behaviors. Discipline procedures are handled individually, usually with a mild consequence that is associated with the particular infraction and incorporates the teaching of a more positive alternative.

Educators observe children to identify events, activities, interactions, and other contextual factors that predict or contribute to the child's use of challenging behavior. Once these negative behavior triggers are found, educators explore ways to minimize their impact to promote positive behaviors by the children through the modification of the environment or activities as well as provide adult or peer support.

The YMCA is committed to providing support and resources for the wellbeing of all the children in our programs. In addition to supporting educational and physical development for each child in our care, we are also able to offer support for the social and emotional development of children through our Developmental and Inclusion Specialists. The Developmental and Inclusion Specialists provides consultation, observation, strategies, informal assessments, resources and referrals to our staff and to interested parents. We are pleased to be able to support this important aspect of health and wellness at the YMCA. If you have any concerns about your child's development or behavior, speak with a member of the School's Out leadership team, who will consult with the Developmental and Inclusion Specialists. If you wish to speak directly to the Developmental or Inclusion Specialists, ask your Site Director for their contact information.

#### 1 Methods of Guidance Approved for YMCA Educators

Educators address challenging behavior by assessing the function of the child's behavior, convening families and professionals to develop individualized plans to address behavior, and using positive behavior support strategies.

When a challenging behavior occurs, the educators discuss the problem with the child in a developmentally appropriate manner. Educators respond to the child in a way that is safe for the child and others in the classroom, is calm, is respectful, and provides the child with information about acceptable behavior. When possible, the child is encouraged to suggest alternative solutions and assist in implementing them.

Educators also help children manage their behavior by guiding and supporting children to:

- Persist when frustrated.
- Play cooperatively with other children.
- Use language to communicate needs.
- Learn turn taking.

- Gain control of physical impulses.
- Express negative emotions in ways that do not harm others or themselves.
- Use problem-solving techniques.
- Learn about self and others.

A typical classroom intervention follows a three-step process depending on the infraction and the age of the child. First, the child would be redirected to a positive alternative to the negative behavior. Second, if the negative behavior continues, the child would be asked to leave the activity, but encouraged to find a different option. Third, if the negative behavior persists, the child would be separated from the rest of the group to a safe place within view and near the educator. The child may rejoin the group once he or she has demonstrated the ability to follow classroom guidelines and make appropriate behavioral decisions. Please note that although the time that a child is separated is not dictated by a set number of minutes, rather by the child's ability to demonstrate his or her capacity to make good decisions. Educators check in with the child periodically and the frequency varies based on the child's age.

In problematic situations where children exhibit persistent, serious, and challenging behaviors, educators, families, and other professionals will work as a team to develop and implement an individualized plan that supports the child's inclusion and success both at home and at the YMCA.

## **2 Restricted Methods of Behavior Management**

- No spanking or other corporal punishment.
- No cruel, unusual, or severe punishment, humiliation, verbal or physical abuse, neglect, abusive treatment.
- No denial of meals or snacks, drink/water, rest, bathroom facilities, or shelter as punishment.
- No force-feeding.
- No punishment for soiling, wetting, or not using the toilet or forcing a child to remain in soiled clothing or forcing a child to remain on the toilet or other excessive practices of toileting.
- No punishment related to eating or not eating food.
- Time-outs where children are isolated for a specific amount of time based on their ages. At the MetroWest YMCA, children may need to leave the group or their activity until they can demonstrate that they can make appropriate decisions about their behaviors. Educators help the children explore the situation as a learning experience so that the children can make more appropriate decisions in the future.

Any YMCA staff that violates any of the restricted methods listed above will be immediately suspended until Department of Children and Families and Department of Early Education and Care complete further investigation.

In all cases, suspension and/or expulsion of a child from School's Out is the final decision of the MetroWest YMCA President or his/her designee. Although a last resort, suspension may be necessary to ensure the safety of your child and of others in the group.

## **3 Child Guidance Procedure**

There are times when a child's behavior may be cause for concern by educators, the Site Director or members of your child's family. When this occurs, a conference with the appropriate YMCA staff and the child's parents/guardians will be held to outline the concerns and develop a plan for managing the behavior(s). The cooperative behavior management procedure will be presented to the

parent/guardian for their signature. In most cases, follow up meetings will be scheduled to discuss the progress of the plan.

In some cases it may be necessary to ask the parent to withdraw the child from the program –

- If the concerning behaviors have not diminished.
- If the problematic incident is the final incident in a succession of aggressive behaviors that are harmful to the child and/or other children/staff at the program.
- If it is determined that we are unable to provide the services that the child requires (i.e. special language or speech support, additional staffing, etc.). If this situation occurs, re-enrollment of the child will be considered after this phase has passed.

## **B Children's Evaluations**

All School's Out participants have the opportunity to have one formal evaluation each year. Evaluations may include progress toward SAYO outcome objective and developmental areas including cognitive, social, and physical growth. Parents/Guardians or educators may also request an individual conference with educators or the Site Director at any time.

## **C Special Needs**

The MetroWest YMCA will request and review information given by the parent related to the child's participation in the program. Identification of specific accommodations required to meet the needs of the child, which would include change or modification in the child's participation in regular activities, would be discussed, as well as identification of any special equipment, materials, ramps or aids. If such accommodations will cause undue burden on the program, the parent will be notified in writing, which would include reasons for the decisions. Parents may contact the Department of Early Education and Care (or the local Board of Health for camp programs) to review the decision.

## **D Referrals**

The MetroWest YMCA has information regarding resources for social, mental health, educational and medical services including dental check-ups, hearing or vision screening for families. Here are some of the more commonly requested community supports:

### *Counseling:*

SMOC Behavioral: (508) 879-2250

Wayside Youth and Family: (508) 879-9800

Advocates: (508) 485-9300

### *Medical Services:*

Dr. Jeffrey Zaref, Southboro Pediatrics in Framingham: (508) 872-1260

Natick Dental Partners (Pediatric Dentists): (508) 653-2417

MetroWest Medical Center: (508) 383-1000

### *Education and Special Needs:*

Ashland Public Schools (508) 881-0150

Ashland Public Schools, Special Education Department: (508) 881-0155

Hopkinton Public Schools (508) 497-9820

Hopkinton Public Schools, Special Education Department: (508) 497-9850

Framingham Public Schools, Parent Information Center: (508) 424-3420  
Framingham Public Schools, Special Education Department: (508) 424-3458

*Social Services and Tuition Assistance:*

Department of Transitional Assistance: (508) 661-6600  
Child Care Resources: (508)796-1829  
SMOC Helpline: (800) 620-2347  
United Way Call Center Information & Referral Line: 211

Inquiries about these referral services should be made through the Director. If an educator has a concern about a child, the behavior will be observed, recorded and reviewed before a referral is recommended. A parent meeting will be set up to discuss the program's concerns and referral in a sensitive and supportive way. All referrals are kept confidential.

If a child is at least 2 ½ years of age, the YMCA will inform the child's parent(s) or guardians(s) of the availability of services and their rights, including the right to appeal under Chapter 766. The YMCA will provide parents with a written statement including the reason for recommending a referral for additional services, a brief summary of the program's observations related to the referral and any efforts the program may have made to accommodate the child's needs. The YMCA will offer assistance to the child's parents by making the referral; written parental consent will be obtained before any referral is made. A written record of any referrals will be maintained, including records of conferences with parents and the results. The Director will have contacts for the Chapter 766 Programs.

## **E Procedures to Avoid Suspension or Termination**

Warnings and/or suspensions are used before termination is instituted when possible. Incidents will be documented and shared with parents when possible. A reasonable effort is made to work with the family prior to termination. Documentation of all referrals that are recommended for or requested by the parent is kept in the child's file.

Possible reasons for suspension and/or termination of a child from School's Out include:

- Inappropriate behavior or language by child, considered to be harmful to your child, educators or others (Families are still liable for payment for days suspended due to inappropriate behavior.)
- Inappropriate behavior or language by adult family members, considered to be harmful to your child, educators or others (Families are still liable for payment for days suspended due to inappropriate behavior.)
- Chronic tardiness at pick up time
- Chronic absenteeism
- Overdue fees
- Other, as determined and discussed with the Director

When a child is terminated from the program, the educators must prepare the child for termination in a manner consistent with his/her ability to understand, when possible. Suspension will not be for punishment or to circumvent the referral requirements and will not be in violation of the ADA.

## **F Clothing**

Children at the YMCA are active and involved. They should wear clothes that are seasonally appropriate, comfortable, practical, and wash easily. Please send your child to the program with an extra set of clothing in case of accidents. During the winter months, all children should come to the program with mittens, boots, hats and snowsuits. The MetroWest YMCA is not responsible for lost or damaged clothing. To protect your child from injury while running and climbing, we ask for no sandals or flip flops. Your child's shoes should cover the toes completely and be secure on their feet.

## **G Tooth Brushing**

With concerns about the increase in tooth decay (cavities) among children, School's Out includes the promotion of positive oral health and prevention of tooth decay in the curriculum. Educators assist children with brushing their teeth when they are in care for more than four (4) hours or have a meal in our care. This program is implemented safely by following the regulations for infection control set by the U.S. Centers for Disease Control and Prevention (CDC) and is free to the families. Children will be brushing with the direct supervision of our educators. The MetroWest YMCA provides new tooth brushes for each child after three months of use, or after they are sick.

## **H Toys from Home**

The educators discourage any toys/games/valuables from home being brought to the programs so that sharing does not become an issue and nothing is lost or broken. The Y provides toys that promote learning and essential skills which are rotated throughout the center. If a child brings in a toy to the program, the toy will be placed in their backpack until the end of the day.

## **I Holidays**

School's Out may not be open on the following days. Please note that alternative programming may be available through the YMCA for an additional fee.

|   |                             |
|---|-----------------------------|
| Professional Development (two days) ..... | late August/early September |
| Labor Day .....                           | September                   |
| Columbus Day.....                         | October                     |
| Veteran's Day .....                       | November                    |
| Thanksgiving Day.....                     | November                    |
| Day after Thanksgiving Day .....          | November                    |
| Christmas Eve (close at 1:00) .....       | December                    |
| Christmas Day .....                       | December                    |
| New Year's Eve (close at 1:00).....       | December                    |
| New Year's Day.....                       | January                     |
| Martin Luther King Jr. Day .....          | January                     |
| President's Day.....                      | February                    |
| Patriot's Day .....                       | April                       |
| Memorial Day.....                         | May                         |
| Independence Day.....                     | July                        |

## **J Inclement Weather Policy**

In the case of inclement weather, please call for a voice mail message for Framingham based programs at the Framingham Branch (508-879-4420) or for Hopkinton based programs at the Family Outdoor Center (508-435-9345) for cancellation or delayed opening changes. If poor weather develops during the day, parents and guardians may be asked to pick up their children early. The MetroWest YMCA also reserves the right to close early or consolidate programs and/or classrooms due to low attendance.



## **K Drop-off and Attendance Policy**

To ensure a child's safety at drop-off, family members and other authorized adults must walk the child into the site, sign the child in on the appropriate form, and make sure that an educator or camp staff member is aware that the child has joined the group. Drop-off and pick-up times are also great opportunities to connect with your child's educators and camp staff. If the educator or camp staff member is busy with another parent/guardian or engaged with children, feel free to wait until he/she has a moment or ask him/her to call you during the school day. Families are also welcome to email the Site Director, Area Director, School's Out Director or Director of Family Services who can forward any questions to the site.

We request that if a child will be absent from the program, parents/guardians must call the program office no later than 10:00 a.m. for full day programs. The Y will contact families in the event that the child does not arrive at the Y program and no advance notice has been received. If a child is absent on his/her regularly scheduled day, the family is still responsible for payment for Y services.

If a child arrives at a Y program without being registered, the educator or camp staff member responsible for supervising drop-off will connect with the appropriate Y office to determine the child's enrollment status and to share the enrollment status with the child's parent or guardian before the child is allowed to stay at the program. The child will only be allowed to stay if the entire registration and enrollment process, including payment of tuition, is complete. If the process is not complete, the drop-off supervisor will direct the family to the correct Y office or administrator to come to an appropriate resolution.

Attendance will be taken throughout the program hours. Educators will note any unusual arrival or departure times. All programs will repeat attendance procedures at times of transition (i.e., going to the playground, gym, etc.)

Within 15 minutes maximum of expected time of arrival that the parent has not called the program and the child was not picked up from school, every attempt will be made to contact the parent/emergency numbers in the event that the child is absent.

## **L Vacation Days**

Participants in YMCA School's Out may choose to participate in vacation care programming on days when school is not open. A notice detailing registration, field trip location, and an activity schedule will be distributed shortly before each vacation period. The family must provide lunches, snacks, and required medications unless otherwise noted.

Families can pay for each day individually or register at the beginning of the year for the vacation day package where they pay a fixed rate each month regardless of the number of vacation days there are in the month or if their child attends. (Families who receive EEC vouchers or contracted slots for financial aid must pay the full day rate when school is not in session regardless of whether the Y offers programming or if their child attends.) All families must submit a completed vacation day permission slip by the deadline date in order for any child to attend a vacation day program.

## **M Late Pick-Up Policy**

All employees' scheduled hours revolve around the program's closing time. On certain occasions, when a parent must be late, the YMCA has established these firm policies:

- Parents must call the YMCA to let us know what time they will expect to arrive if they anticipate being late.
- Parents will be assessed a \$10.00 fee for the first ten minutes, and \$5 for each five minute interval afterward when children are still in the program after the site closes. A late fee charge will be added to the parents' bill. Cash is not accepted.
- In the event of consistent tardiness, a meeting will be convened to discuss possible alternatives. Consistent cases of tardiness may result in your child's termination from the program.

In the event that the YMCA does not receive a prior phone call from the parent, the following procedures will be immediately implemented:

- A YMCA educator will contact parents for instructions. If contact cannot be made, a YMCA educator will call the people on the emergency contact list to arrange pick-up. The late pick up fee will still be required.
- If by 1 hour after closing, contact cannot be made to the child's parent or emergency contact people, a call will be placed to the Department of Children and Families (DCF) Emergency Unit to report an abandoned child. Educators will then follow instructions given by DCF as to what further arrangements are necessary. Parents will be informed to contact DCF for further instructions.

## **N Authorized Pick-Up Policy**

Prior to the child's enrollment in School's Out, the parent or guardian must complete a SchoolDoc profile including emergency pick-up authorization. If a child is to be picked up by someone other than an authorized person, the Y must be notified in writing. Parents or designated persons picking up children must come in the building and sign the child out. For your child's safety we will not allow your child to leave the site without an authorized person. Please have picture identification available. All authorized people must be 16 years of age.

Please be aware that if an educator suspects you have been consuming alcohol/drugs, you will be asked to have someone else pick-up your child. Your child will not be released to anyone believed to be under the influence.

## **O Transportation**

Transportation will only be provided to and/or from schools or other sites where a minimum of three children are transported. If your child misses the YMCA transportation vehicle, he or she should return to the school's main office and call the YMCA. A vehicle will return to the school and pick up your child as soon as possible. The YMCA is on a tight transportation schedule and advises parents to remind their children to be on time for daily pick-up. Please note that the YMCA is not responsible for providing transportation for children scheduled to use a public school bus. Educators will investigate any child missing from the scheduled transportation list. Going into the schools to search for missing children takes time and impacts heavily on the program.

School's Out participants are transported to/from school to the program site by MetroWest YMCA bus or van, transportation provided by the school system, educator escorts by foot, and parents who drive their children. The schools are responsible for the children until the YMCA vehicle arrives at the school, the public school bus arrives at the site or the child arrives at the program. Parents of the child are responsible for their child if he/she walks or the parent transports the child from school to the School's Out site.

To keep children as safe as possible, parents are encouraged to make sure that the child restraint system that is used for transporting children is installed correctly, designed for children of the same age and/or size, and in compliance with current Massachusetts law.

## **1 Parking**

The family members and adults listed on children's pick-up authorization forms may park in parking lots outside of the public. All children must be escorted by an adult to and from the program site. Let the Site Director or School's Out Director know if you or your child needs assistance with this process so that assistance can be explored. Please note that all cars must be turned off when no one is in the vehicle, even for short periods of time. Young children must never be left in the vehicle alone.

## **2 Field Trip Transportation Plan**

Children participating in field trips from School's Out will be transported in YMCA vehicles, public transportation, rented vehicles or transported by foot. The MetroWest YMCA is responsible for your child during transportation on field trips. In the event a vehicle should break down, alternative transportation will be secured at the branch with YMCA vehicles or rental vehicles. All groups visiting an off-site facility will be responsible for travel First Aid and emergency procedures. At least one person on the trip will be certified in First Aid and CPR. For camp field trips parents will receive a written itinerary before departure.

## **P Emergency Procedures**

Children experiencing minor injuries or illness such as bumps, bruises, scrapes, bee stings and stomach upsets will be treated by educators who have received First Aid training, taking note of specifications on the child's health form. Educators will fill out first aid forms and give a copy to parents, retaining a copy for the Y's records. Parents will be informed of all first aid given to their child. If their child's symptoms persist, parents will be asked to pick up their child.

In case of a major emergency such as suspected broken bones, puncture wounds, etc.; the child will be taken by ambulance to the nearest emergency medical facility. Health forms on file will include child and parent information, emergency numbers when parents cannot be reached and a medical release to seek treatment if parents cannot be reached.

## **Q Emergency Evacuation Plan**

Each School's Out site has evacuation instructions and routes posted at each exit.

- Children will walk escorted by their educators to the nearest exit.
- Using daily attendance records, educators check attendance to make sure all children are evacuated safely. Roll is called following evacuation to check for location of all children. The Site Director leaves the building last, after having checked all rooms in the site for any stragglers. Each classroom will bring the emergency contact information, first aid kit, and attendance records during an evacuation.
- Evacuation/Fire drills take place at least monthly. The Site Director is responsible for assuring that evacuation/fire drills are held at different times of the program day and are practiced with all groups of children. Specific procedures for each site will be provided and explained by the Site Director to all staff. The Site Director documents date, time and effectiveness of each drill and maintains documentation of the above-mentioned drills.

## **R Emergency Transportation Plan**

School's Out emergency procedures are as follows: A child who is injured at the YMCA and needs emergency medical care will be transported to the nearest emergency medical facility by ambulance. Parents or guardians will be immediately notified of the child's injury. If the parents or guardian cannot be contacted, the emergency contact list will be called. An educator will accompany the child to the nearest medical facility to await the child's parent, guardian or emergency contact person.

If a child is injured at a field trip location, an educator certified in first aid/CPR will assess the injury and instruct a fellow educator to obtain the child's emergency contact number from the vehicle and phone an ambulance, parent or guardian or emergency contact person and the YMCA's administrative staff. The child will then be transported by ambulance to the designated medical facility accompanied by an educator. The educator will stay with the child until the child's parent, guardian, or emergency contact person arrives at the medical facility.

## **VI Health Policy**

The focus of School's Out will not be limited to learning but will encompass the physical and emotional aspects of your child's development. We ask for your complete cooperation in accepting the rules we have made for the health and safety of each child, and in turn we pledge to you our diligence in maintaining good practices. If at times you are inconvenienced, we ask you to remember that in protecting someone else's child you will also help maintain a safe environment for your own. A full Health Care Policy is available upon request.

### **A Sickness**

Please keep your child at home if he/she seems listless, unusually irritable, complains of aches, is feverish, or seems to be unusually pale or flushed. It is better to be overcautious than to risk exposing the rest of the children and educators. The following is a guideline for you to follow in determining when to keep your child at home.

### **B When Your Child Should Attend the YMCA**

Children should be kept home for:

- Earache
- Fever over 101°
- Strep throat
- Stomachache
- Anything that is contagious, i.e. chickenpox, conjunctivitis, etc.
- The child is unable to keep up with the pace of the day
- Diarrhea/vomiting
- Rashes that are contagious
- Head Lice (until child is nit free)

Child May Come With:

- Earaches, strep throat (provided they have been on medication for 24 hours)
- Colds
- Hay fever
- Anything that is not contagious
- The child is able to keep up with the pace of the day

When a child is kept home due to illness, he or she must be symptom free, on prescription medication, or off nonprescription medication for at least 24 hours before returning to school.

Each child responds and reacts differently to sickness, so please be advised that the educators and Site Director may need to send children home if they are unable to participate and keep up with the pace of the day. If your child is at the program and becomes ill, you will be required to pick up your child immediately. Please be aware that these guidelines are set forth to help maintain the health and safety of your child and other children as well.

Please notify the YMCA program immediately if your child is exposed to a contagious disease. The Site Director will notify you if and when it is necessary to keep your child at home. All parents will be given notice if a child in the program has been reported to have a contagious disease. Notices will include information on symptoms and general information on the contagion.

### **C Administration of Medication**

Prescription medication administered to a child must have prior written parent authorization and will only be administered on the written order of the child's physician. It must be in the original container with the child's name, the name of the drug and directions for its administration and storage on the label. No educator shall administer the first dose of any medication to a child except under extraordinary circumstances and with parental consent.

When non-prescription oral medication needs to be administered, every attempt will be made to verbally contact the parent prior to giving it to the child. Non-prescription oral medication (i.e. cough syrup, Tylenol, etc.) must have written permission from a physician that is valid for one year. Written parental consent with dosage, times, days and purpose is also required and will be valid for either one week or one year depending on the situation.

When a child requires medication that requires special procedures, educators must receive specific training with a written performance evaluation indicating that they are competent in following the written special procedures.

All non-prescription topical ointments must have written parental consent (i.e. sunscreen, Vaseline, etc.). All products that are provided by the parent must be labeled and only used for their child. Consent is valid for one year.

School's Out will keep a written record of the administration of any medication that includes the time and date of each administration, the dosage, the name of the educator administering the medication and the name of the child. The YMCA will store all medications under proper conditions for sanitation, preservation, security and safety. All unused medication will be returned to the parent.

### **D Individual Health Care Plans**

Individual Health Care Plans are required for children with chronic medical conditions that have been diagnosed by a licensed health care practitioner. The plan must describe the chronic condition, its symptoms, any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment, and the potential consequences to the child's health if the treatment is not administered. The educator must have successfully completed training, given by the child's health care practitioner or, with his/her written consent, given by the child's parent or the program's health consultant that specifically addresses the child's medical condition, medication and other treatment

needs. The educator may administer routine, scheduled medication or treatment to the child with a chronic medical condition in accordance with written parental consent and licensed health care practitioner authorization.

In addition to the requirements for the routine, scheduled administration of medication or treatment included in the Individual Health Care Plan, any unanticipated administration of medication or unanticipated treatment for a non-life-threatening condition requires that the educator will try to contact the parents prior to administering such unanticipated medication or beginning such unanticipated treatment, or, if the parents cannot be reached in advance, as soon as possible after such medication or treatment is given. Educators will document all medication or treatment that is administered, whether scheduled or unanticipated, in the child's medication and treatment log.

The written parental consent and the licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner. Such consent and authorization must be renewed annually for administration of medication and/or treatment to continue.

## **E Infection Control**

All educators must be trained in infection control procedures as part of their new staff orientation. The full guidelines are located in the full Health Care Policy.

### **1 Hand Washing**

The MetroWest YMCA recognizes the importance of hand washing as the first line of defense against infectious disease. Unwashed hands are the primary carriers of infections. Educators and children will observe the following hand washing procedures:

- Children and adults' hands should be washed:
  - On arrival for the day.
  - After using the toilet.
  - Before meals and snacks, before preparing or serving food, or after handling any raw food that requires cooking.
  - Before and after playing in water that is shared by two or more people, outdoor play, handling pets and other animals, and any materials such as play dough, sand, dirt, sensory table materials, or surfaces that might be contaminated by contact with animals.
  - When moving from one program area to another such as going from playground to the classroom.
  - Educators also wash hands before and after administering medication and after handling garbage or cleaning.
- Educators assist children with hand washing as needed to successfully complete the task.

### **2 Maintenance and Cleaning**

To prevent the spread of infection, the following steps will be taken for washing and disinfecting specified equipment, items and surfaces:

- Educators will use disinfectant spray when cleaning counters, tables and garbage cans including diaper pails. Bleach or an approved EPA disinfectant will be used (¼ cup of bleach to one gallon is sufficient and safe for cleaning surfaces).
- Although all equipment, items and surfaces (including floors and walls) are washed with soap and water and disinfected as needed to maintain a sanitary environment, additional guidelines are also followed regarding the frequency of cleaning and disinfecting.

- Educators receive training on universal precautions annually to protect themselves and others when coming into contact with blood and other potentially infectious body fluids.

## **F Disinfectant Solution**

The disinfectant solution must be either a self-made bleach solution or a commercially prepared disinfectant that has been registered by the Environmental Protection Agency (EPA) as a sanitizing solution. (Registration can be identified by reading the product label and using the disinfectant precisely as directed on the label.) The household bleach used to prepare a self-made bleach solution must have 5.25% available chlorine as hypochlorite. A self-made bleach solution must be sealed with a cap and the solution must be prepared daily or tested daily in accordance with the Department of Public Health's guidelines. All such disinfectants must be stored in a secure place and out of the reach of children.

## **G Nutritious Snack or Lunch Suggestions**

School's Out will work with parents to help ensure that the children's nutritional needs are being met in accordance with USDA requirements. The YMCA will provide one nutritious snack to children attending School's Out on school days. Each snack the Y serves contains a fruit or vegetable along with another food group component. Gains are always 100% whole and water is the only beverage we serve. Families are required to provide snacks during vacation days and summer camp.

We suggest the following items for when your child needs to bring a lunch and/or snack. A nutritious lunch would include something from all four-food groups.

The YMCA will ensure that nutritious snacks are provided for children. In accordance with USDA guidelines our fruits and vegetable serving sizes will be between  $\frac{1}{4}$  and  $\frac{1}{2}$  cup depending on age. In addition the YMCA will follow parental or physician's orders in relation to special diets. Please label all food and beverage containers with the child's name. All unused food will be sent home daily.

*Please note that the MetroWest YMCA cannot refrigerate or warm up lunches. We require using ice packs and thermoses.*

Sandwich Suggestions: cheese, chicken, jelly or jam, tuna, meats (turkey, ham, etc.)

Sides: Orange, apple, pear, banana, peach, dried fruit, trail mix, cucumbers, pepper strips, crackers, unsweetened yogurt, muffins, granola bars, cheese sticks.

Beverage: water, 4-6 oz. 100% fruit juice (orange, apple, grape), milk

Please note that the following types of foods are prohibited at the YMCA: fried foods, sugar sweetened beverages, and foods high in sugar such as chips, soda, juice drinks, chicken fingers, cookies, and candy.

\*If a child in the site/group has a severe allergy to peanut or tree nuts, the program may impose a "no peanuts or tree nuts rule." This includes (but not limited to) peanuts/tree nuts found in: granola bars, trail mix, sandwiches, baked goods, and cereals.

## **H Allergies**

Any allergies to foods, chemicals or other materials MUST be listed in the "Allergies" section of the child's information form. Please include any reactions and treatments of the allergies. This information

will be placed on a master list and posted in food preparation and distribution areas. All educators will be informed of children's allergies and instructed to avoid these products.

## **VII Child Protection Policies**

### **A Preventing Child Abuse and Neglect Strategies**

These preventive strategies are designed to protect the children in YMCA programs and to protect YMCA staff and volunteers from being wrongly accused of incidences of child abuse.

- The YMCA has in place a comprehensive pre-employment screening procedure to screen out staff not suited for working with children.
- The YMCA will take any allegation or suspicion of child abuse seriously and will respond accordingly.
- Educators understand the legal obligation to report suspected abuse.
- Policies, procedures and training are available relating to discipline, supervision, staff/participant interaction, staff and volunteer Code of Conduct, etc.
- Staff understand what practices may be considered abusive and the difference between what may be considered appropriate and inappropriate touch.
- Defensive strategies have been identified for avoiding unfounded allegations in our yearly abuse prevention training for staff.
- Educators communicate frequently with parents/guardians regarding day-to-day activities and encourage parents/guardians to report or question any behavior or event their child may share that appears out of the ordinary.
- Parents/Guardians know that they can visit unannounced any program their child participates in, and are encouraged to do so.
- Staff try to identify stressed parents/guardians and offer support and referrals for help.
- Staff have learned how to discuss sensitive issues with children such as toileting, sleeping and questions about sex.
- Staff protect themselves and the YMCA by agreeing not to be alone with YMCA youth or program participants outside of YMCA programs or facilities (i.e. baby-sit, take children on trips, have them in their homes when others are not present, etc.).

### **B Mandated Reporting**

In order to insure the well-being of the children in our care, our educators have a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and Department of Early Education and Care, and to cooperate in any investigation of such possible neglect or abuse. (Massachusetts General Laws Chapter 119, Section 51A). We do not have discretion in this matter, but must make such referrals whenever we have reasonable cause to believe that a child might have been harmed by anyone, including non-family members, and we may be subject to criminal penalties if we fail to report such possible harm.

Moreover, in grievous cases, we may refer the matter directly to the police or consult with the District Attorney as well.

As a licensed provider of early learning and School's Out programs, we are mandated by Massachusetts State Law to report all incidents of suspected child abuse or neglect to the Department of Children and Families. If a case of child abuse is suspected by an educator or in the care of an educator, the following procedures have been put in place.



## **C MetroWest YMCA Procedures for Reporting Suspected Child Abuse**

The MetroWest YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms or verbal or emotional abuse. Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

In the event that there is an accusation of child abuse, the YMCA will take prompt and immediate action as follows:

1. At the first report or possible (probable) cause to believe that child abuse has occurred, the employed staff person it has been reported to will notify the Center Director, who will then review the incident with the YMCA President, or his/her designee. However, if the program director is not immediately available, the staff person should report to the senior staff member. This review by the supervisor cannot in any way deter the reporting of child abuse by the mandated reporter. Most states mandate each teacher or child care provider to report information they have learned in their professional role regarding suspected child abuse. In most states, mandated reporters are granted immunity from prosecution.
2. The YMCA will make a report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved. The person receiving the initial report will be responsible for confirming the facts reported and the condition of the child on the day of the first report.
3. After the information is secured and documented, the President or his/her designee will then determine if the Department of Children and Families (DCF) needs to be notified. If so, he/she will call DCF at (508) 872-8122 (8:00am to 4:00pm) or (800) 792-5200 (after business hours) and file a 51A report. Within 48 hours a written 51A will be filed with the Department of Children and Families. If any of the individuals involved are enrolled in a licensed program, the appropriate licensing agency will be notified immediately that a 51A was filed.
4. In the event the reported incident(s) involve a program volunteer or employed staff, the President will, without exception, suspend the volunteer or staff person from the YMCA.
5. If appropriate, the parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state or local agency.
6. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related because of the youth-involved nature of the YMCA.
7. Reinstatement of the program volunteer or employed staff person will occur only after all allegations have been cleared by DCF to the satisfaction of the persons named in #1 above and EEC, if relevant.
8. All YMCA staff and volunteers must be sensitive to the need for confidentiality in the handling of this information, and therefore, should only discuss the incident with the people directly involved.

## **VIII Parent Rights and Responsibilities**

### **A Parental Rights**

Chapter 28, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates to the Department of Early Education and Care the legal responsibility of promulgating rules and regulations governing the operation of day care centers (including Nursery schools).

The MetroWest YMCA is required to inform all parents of their rights and responsibilities at the time of admission of their child to the center. Section 7.04 of 102 CMR 7.00, the regulations that govern day care centers, contains more information.

### **B Parent Input and Volunteer Opportunities**

The MetroWest YMCA must have a procedure for allowing parental input in the development of program policy and procedures. The Director informs parents of their rights as parents to offer input into the program. Parents are encouraged to discuss concerns with their child's Teacher, Director or Site Director and to complete an anonymous evaluation. If they are not comfortable approaching the educator, the parent and Director develop a plan together to work towards a resolution. The MetroWest YMCA must provide an explanation to the parent when a parent makes suggestions as to the program or policy of a center and the MetroWest YMCA does not adopt the suggestions. If the parent requests a written response, the MetroWest YMCA must respond in writing to the parent. The program will decide whether or not the parental suggestions will be implemented.

Parents and other family members are encouraged to participate and volunteer in the program. We welcome short and long term volunteers in the program, for special activities and events, fundraising, administrative tasks, and more. Please contact the Site Director if you are interested in volunteering.

### **C Parent Visits and Conferences**

In order to ensure a quality program, we need your help. The YMCA encourages parents to visit at any time. Conferences may also be arranged by appointment. Open and friendly communication is essential.

Please notify the YMCA if you are going to be away for several days and your child will be in the care of someone else. This sometimes affects your child's behavior. Also, it is important for us to know who is responsible when you are away. Throughout the year, if there is anything unusual going on in your home, please let the Site Director. Even though your child may seem not to have been affected, it may show up in her/his behavior.

Remember, your child may be a bit timid and shy at first, so encourage your child to get involved with the program activities. As you gain feedback throughout the year, keep us informed. We need to have open communication between the program and the home as to how your child feels, what he/she likes and dislikes. As your child arrives home each day, discuss the day. Find out the name of the group he/she was assigned to, the names of the educators, and what activities took place that day.

Parent participation and input is welcomed. The children, educators and Director appreciate your creativity, ideas and leadership in activities.

We would appreciate hearing from you in writing as to what areas your child liked as well as those suggestions you may have. Your feedback is encouraged and will be studied during the year as well as

for future planning. Feedback and letters regarding School's Out can be mailed to the address on the front of this booklet. With this feedback, we can continue to grow and improve.

Parents' concerns or complaints about our program should be immediately directed to the Site Director or School's Out Director. Details surrounding the parents' concern or complaint will be reviewed, solutions will be discussed and an action plan will be implemented. Feel free to discuss any concerns or suggestions that you may have with the educators and/or the Director.

## **D Progress Reports**

Each winter, the School's Out educators complete written progress reports for all children enrolled in the program. We provide a copy of each report to the parent or meet with them to discuss their child's growth and participation in the program. Please note that we bring special problems or significant developments to the parent's attention as soon as they arise.

## **E Children's Records**

Information contained in a child's record must be privileged and confidential. The MetroWest YMCA will not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without written consent of the child's parent. The Y will notify the parent if a child's record is subpoenaed.

### **1 Access to the Record**

The parent must have access to the child's record at reasonable times. In no event must such access be delayed more than two (2) business days after the initial request without the consent of the child's parent. Upon such request for access, the child's entire record, regardless of the physical location of its parts, must be made available.

The MetroWest YMCA must establish procedures governing access to, duplication of, and dissemination of such information; and must maintain a permanent, written log in each child's record indicating any persons to whom information contained in a child's record has been released. Each person disseminating or releasing information contained in a child's record, in whole or in part, must, upon each instance of dissemination or release, enter into the log the following: his/her name, signature, position, the date, the portions of the record which were disseminated or released, the purpose of the records which were disseminated or released, the purpose of such dissemination or release, and the signature of the person to whom the information is disseminated or released. Such log must be available only to the child's parent and Y personnel responsible for record maintenance.

### **2 Charge for Copies**

The MetroWest YMCA must not charge an unreasonable fee for copies of any information contained in the child's record.

### **3 Amending the Child's Records**

A child's parent must have the right to add information, comments, data or any other relevant materials to the child's record. A child's parent must have the right to request deletion or amendment of any information contained in the child's record. Such request must be made in accordance with the procedures described below:

If such parent is of the opinion that adding information is not sufficient to explain, clarify or correct objectionable material in the child's record, he/she must have the right to have a conference with The

MetroWest YMCA to make his/her objections known; The MetroWest YMCA must, within one (1) week after the conference, render to such parent a decision in writing stating the reason or reasons for the decision. If his/her decision is in favor of the parent, he/she must immediately take steps as may be necessary to put the decision into effect.

#### **4 Transfer of Records**

Upon written request of the parent or guardian, the MetroWest YMCA must transfer a copy of the child's record to the parent, or any other person the parent identifies, when the child is no longer in YMCA care. The Y will ask the parent or guardian to sign a form documenting consent for transfer of records and/or verifying that the record was received.

#### **F Parental Responsibilities**

In order to maintain a comfortable and safe environment for children, families and educators, we have the following guidelines that we ask all adults to model the Y Character Values of caring, honesty, respect, and responsibility. The following are some examples of how these values can be implemented:

- Use appropriate language while in the program.
- Respect confidentiality by having personal conversations in private.
- Interact with others in a non-threatening and non-aggressive manner.

Failure to follow these guidelines may result in termination of care with parents still responsible for all fees including tuition for the following 30 days.

## **IX Responsibilities of the Program**

#### **A Providing Information to the Department of Early Education and Care**

The MetroWest YMCA must make available to the Department of Early Education and Care (EEC) any information required to be kept and maintained under these regulations and any other information reasonably related to the requirements of these regulations. This includes information in the child's records. Authorized employees of EEC are not to remove identifying case materials from the Center premises and are required to maintain the confidentiality of individual records.

#### **B Reporting Abuse or Neglect**

All educators are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Children and Families (DCF) or to the MetroWest YMCA's program administrator. The MetroWest YMCA must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

#### **C Notification of Injury**

The MetroWest YMCA must notify parents and guardians immediately of any injury that requires emergency care. They must also notify the parent, in writing, within 24 hours, if any first aid is administered to the child.

#### **D Availability of Regulations**

The program must have a copy of CMR 102 7.00, Standards for the Licensure or Approval of Group Day Care and School Age Child Care Programs, on the premises, available to any person upon request. If you have questions about any of the regulations, ask the personnel at the program for a copy.

## **E Confidentiality Policy**

The MetroWest YMCA respects each family's right to privacy and confidentiality. As a result, information such as incident reports and family specific supports including referrals regarding a child will only be shared with the child's legal guardians or parents unless the guardian or parent provides written authorization. Within the program, child specific information is shared with Y staff based on a need to know basis. EEC, our licensing authority, and NAEYC, our accrediting organization who may review children's files as part of an agency review. Information gathered for the Center's compilation of developmental checklists or portfolios may be shared with EEC, but all identifying information will be removed.

In addition, the following EEC regulation Confidentiality and Distribution of Records and Information 7.04(12) provides additional information about our confidentiality practices.

*Information pertaining to children and their families is privileged and confidential. No licensee or educator may distribute or release information about a child or his/her family to any unauthorized person, or discuss with any unauthorized person information about a child or his/her family without the written consent of the child's parent. The child's parent, at reasonable times, must, upon request, have access to everything in his or her child's record.*

*(a) The licensee must not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without the written consent of the child's parent(s) or pursuant to a court order. The licensee must notify the parent(s) if the child's record is subpoenaed.*

*(b) The child's parent(s) must, upon request, have access to their child's record at reasonable times. In no event may such access be delayed more than two business days after the initial request without the consent of the child's parent(s). Upon such request for access, the child's entire record must be made available regardless of the physical location of its parts.*

*(c) Upon written request of the parent(s), the licensee must transfer a copy of the child's records to the parent(s), or any other person the parent(s) identifies within a reasonable amount of time.*

*(d) The licensee must establish procedures governing access to, duplication of, and distribution of such information; and must maintain a permanent, written log in each child's record indicating each time a child's record has been released or reviewed.*

*1. Each time information is released or distributed from a child's record to someone who is not a program employee the following information must be recorded: the name, signature, and position of the person releasing or distributing the information; the date; the portions of the record which were distributed or released; the purpose of such distribution or release; and the signature of the person to whom the information is distributed or released.*

*2. Such log must be available only to the child's parent(s), to program personnel responsible for record maintenance, and to the EEC as part of its regulatory function.*

## **F Research, Experimentation, and Unusual Treatment Policy**

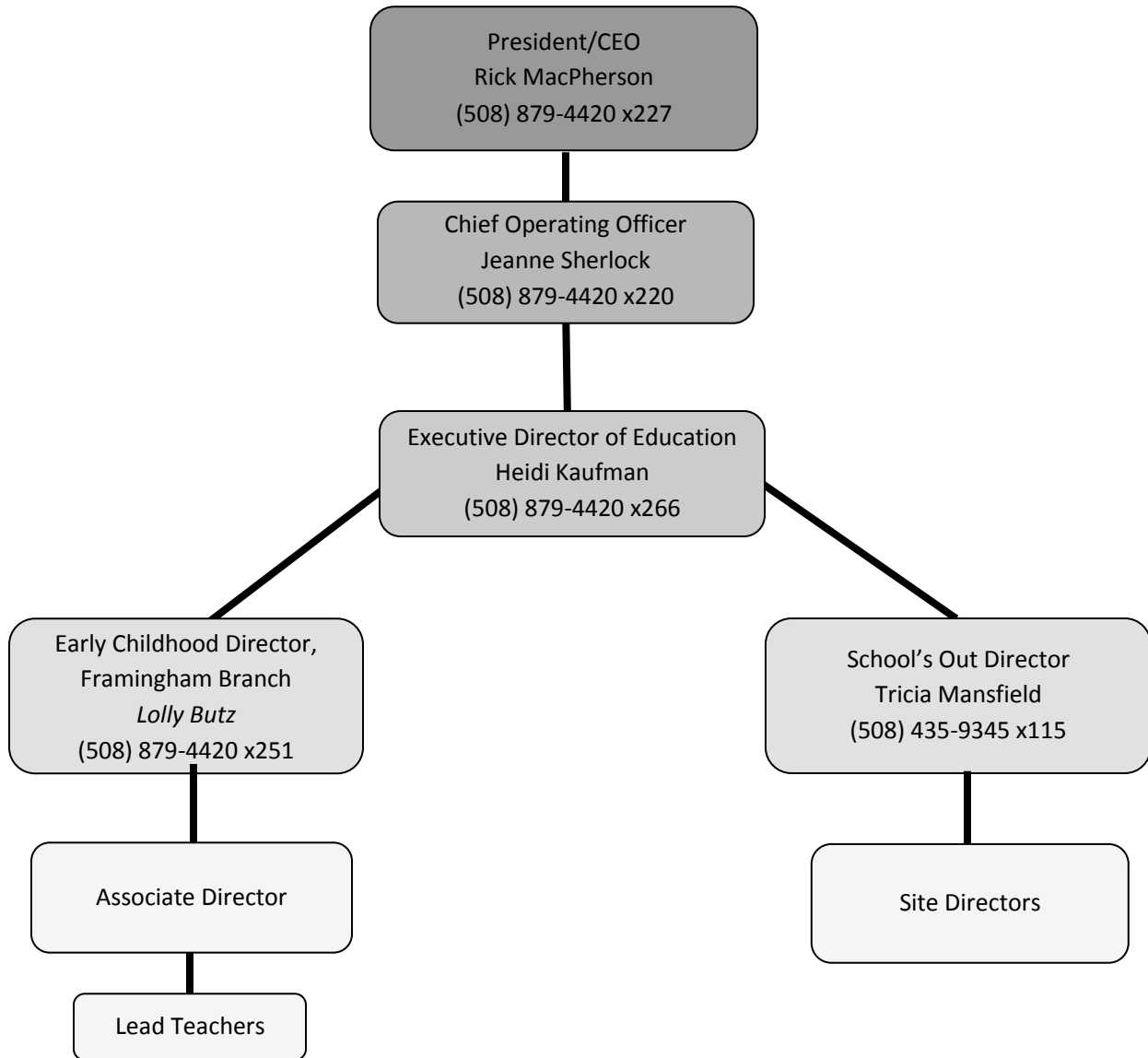
The MetroWest YMCA will not conduct or allow any research, experimentation, or unusual treatment involving children without the written, informed, consent of the affected child's parents or guardian, for each occurrence. In programs where observations of children (by other than parents of the children in the center) are common, a general written parental consent may be used. Observations mean that there is no interaction between the child and the observers and no identification of the individual child. The MetroWest YMCA will not allow and research, experimentation, or unusual treatment to take place in the programs that might harm a child. Research and experimentation shall not mean program

evaluation or data collection for purposes of documenting services of the program which do not identify individual children.

#### **G Unauthorized Activities Policy**

The MetroWest YMCA will not allow children to participate in any activities unrelated to the direct care of children without the written, informed consent of the parent(s) or guardian. "Activities" shall mean, but not be limited to: fund raising and publicity, including photographs and participation in the mass media.

## Appendix A: MetroWest YMCA Staff, Lines of Authority & Supervision



Our Policies and Procedures are based in part by the guidelines established by Massachusetts Department of Early Education and Care, the National Association for the Education of Young Children. Please see your child's Director or Executive Director of Education for more details.

## Appendix B: Framingham School's Out Rates 2018-2019

Our rates reflect the amount of time our programs are open based on the start and end times for the schools that the children attend during the day.

| School's Out at Hemenway and Potter Road Schools |                            |                             |
|--|----------------------------|-----------------------------|
| Weekly Schedule                                  | After School Standard Rate | Before School Standard Rate |
| 5 days   | \$109                      | \$60                        |
| 4 days   | \$99                       | \$54                        |
| 3 days   | \$77                       | \$42                        |
| 2 days   | \$55                       | \$30                        |

| School's Out @ McCarthy School |                            |                             |
|--------------------------------|----------------------------|-----------------------------|
| Weekly Schedule                | After School Standard Rate | Before School Standard Rate |
| 5 days                         | \$120                      | \$44                        |
| 4 days                         | \$108                      | \$40                        |
| 3 days                         | \$84                       | \$31                        |
| 2 days                         | \$60                       | \$22                        |

| Optional Care             |      |
|---------------------------|------|
| Vacation Day (Daily Rate) | \$50 |
| Snow Day (Daily Rate)     | \$50 |

### School's Out for ALL

Percentage paid based on gross household income\*

| Household Income    | Household Size |      |      |      |      |
|---------------------|----------------|------|------|------|------|
|                     | 2              | 3    | 4    | 5    | 6    |
| \$0 - \$16,000      | 20%            | 20%  | 20%  | 20%  | 20%  |
| \$16,001 - \$22,000 | 30%            | 30%  | 20%  | 20%  | 20%  |
| \$22,001 - \$28,000 | 40%            | 30%  | 30%  | 20%  | 20%  |
| \$28,001 - \$34,000 | 50%            | 40%  | 30%  | 30%  | 30%  |
| \$34,001 - \$40,000 | 60%            | 50%  | 40%  | 30%  | 30%  |
| \$40,001 - \$46,000 | 70%            | 60%  | 50%  | 40%  | 40%  |
| \$46,001 - \$52,000 | 80%            | 70%  | 60%  | 50%  | 50%  |
| \$52,001 - \$58,000 | 90%            | 80%  | 70%  | 60%  | 60%  |
| \$58,001 - \$64,000 | 100%           | 90%  | 80%  | 70%  | 70%  |
| \$64,001 - \$70,000 | 100%           | 100% | 90%  | 80%  | 80%  |
| \$70,001 - \$76,000 | 100%           | 100% | 100% | 90%  | 90%  |
| \$76,001 +          | 100%           | 100% | 100% | 100% | 100% |

The MetroWest YMCA is a 501(c)3 charitable organization.

Funds are raised to support School's Out for ALL

\* Additional documentation is required



## Appendix C: Hopkinton School's Out Rates 2018-2019

| <b>School's Out at the Family Outdoor Center, 45 East Street, Hopkinton<br/>Serving Marathon, Elmwood, and Hopkins Students</b> |                              |                       |
|---|------------------------------|-----------------------|
| <b>Weekly Schedule</b>  | <b>MetroWest YMCA Member</b> | <b>General Public</b> |
| 5 days  | \$95                         | \$100                 |
| 4 days  | \$86                         | \$90                  |
| 3 days  | \$67                         | \$70                  |
| 2 days  | \$48                         | \$50                  |

| <b>Optional Care</b>      |      |
|---------------------------|------|
| Vacation Day (Daily Rate) | \$50 |
| Snow Day (Daily Rate)     | \$50 |

### School's Out for ALL

Percentage paid based on gross household income\*

| <b>Household Income</b> | <b>Household Size</b> |          |          |          |          |
|-------------------------|-----------------------|----------|----------|----------|----------|
|                         | <b>2</b>              | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> |
| \$0 - \$16,000          | 20%                   | 20%      | 20%      | 20%      | 20%      |
| \$16,001 - \$22,000     | 30%                   | 30%      | 20%      | 20%      | 20%      |
| \$22,001 - \$28,000     | 40%                   | 30%      | 30%      | 20%      | 20%      |
| \$28,001 - \$34,000     | 50%                   | 40%      | 30%      | 30%      | 30%      |
| \$34,001 - \$40,000     | 60%                   | 50%      | 40%      | 30%      | 30%      |
| \$40,001 - \$46,000     | 70%                   | 60%      | 50%      | 40%      | 40%      |
| \$46,001 - \$52,000     | 80%                   | 70%      | 60%      | 50%      | 50%      |
| \$52,001 - \$58,000     | 90%                   | 80%      | 70%      | 60%      | 60%      |
| \$58,001 - \$64,000     | 100%                  | 90%      | 80%      | 70%      | 70%      |
| \$64,001 - \$70,000     | 100%                  | 100%     | 90%      | 80%      | 80%      |
| \$70,001 - \$76,000     | 100%                  | 100%     | 100%     | 90%      | 90%      |
| \$76,001 +              | 100%                  | 100%     | 100%     | 100%     | 100%     |

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**Funds are raised to support School's Out for ALL**

\* Additional documentation is required

## Appendix D: Ashland School's Out Rates 2018-2019

|   |  |  |
|---|--|--|
| <b>serving Warren and Mindess Elementary Schools and<br/>located at the Ashland Middle School</b> |  |  |
|---|--|--|

| Weekly Schedule | After School for<br>Warren School Students | After School for<br>Mindess School Students |
|-----------------|--|---|
| 5 days          | \$109                                      | \$112                                       |
| 4 days          | \$99                                       | \$101                                       |
| 3 days          | \$77                                       | \$79  |
| 2 days          | \$55                                       | \$56  |

| <b>Optional Care</b>      |  |      |
|---------------------------|--|------|
| Vacation Day (Daily Rate) |  | \$50 |
| Snow Day                  |  | \$50 |

### School's Out for ALL

Percentage paid based on gross household income\*

| Household Income    | Household Size |      |      |      |      |
|---------------------|----------------|------|------|------|------|
|                     | 2              | 3    | 4    | 5    | 6    |
| \$0 - \$16,000      | 20%            | 20%  | 20%  | 20%  | 20%  |
| \$16,001 - \$22,000 | 30%            | 30%  | 20%  | 20%  | 20%  |
| \$22,001 - \$28,000 | 40%            | 30%  | 30%  | 20%  | 20%  |
| \$28,001 - \$34,000 | 50%            | 40%  | 30%  | 30%  | 30%  |
| \$34,001 - \$40,000 | 60%            | 50%  | 40%  | 30%  | 30%  |
| \$40,001 - \$46,000 | 70%            | 60%  | 50%  | 40%  | 40%  |
| \$46,001 - \$52,000 | 80%            | 70%  | 60%  | 50%  | 50%  |
| \$52,001 - \$58,000 | 90%            | 80%  | 70%  | 60%  | 60%  |
| \$58,001 - \$64,000 | 100%           | 90%  | 80%  | 70%  | 70%  |
| \$64,001 - \$70,000 | 100%           | 100% | 90%  | 80%  | 80%  |
| \$70,001 - \$76,000 | 100%           | 100% | 100% | 90%  | 90%  |
| \$76,001 +          | 100%           | 100% | 100% | 100% | 100% |

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**Funds are raised to support School's Out for ALL**

\* Additional documentation is required

## Appendix E: Natick School's Out Rates 2017-2018

**Serving Bennett-Hemenway, Brown, and Lilja Elementary Schools & Wilson Middle School (5<sup>th</sup> and 6<sup>th</sup> graders only) located at 90 Oak Street Natick**

| <b>After School Care*</b><br>(school release until 6:00) | <b>Weekly rate</b> | <b>Transportation fee</b> | <b>Total Cost</b> |
|--|--------------------|---------------------------|-------------------|
| 5 days (weekly rate)                                     | \$109              | \$28                      | \$137             |
| 4 days (weekly rate)                                     | \$99               | \$26                      | \$125             |
| 3 days (weekly rate)                                     | \$77               | \$20                      | \$97              |
| 2 days (weekly rate)                                     | \$55               | \$14                      | \$69              |

| <b>Optional Care</b> |      |          |      |
|----------------------|------|----------|------|
| Vacation Day         | \$50 | Snow Day | \$50 |

### School's Out for ALL

Percentage paid based on gross household income\*

| <b>Household Income</b> | <b>Household Size</b> |          |          |          |          |
|-------------------------|-----------------------|----------|----------|----------|----------|
|                         | <b>2</b>              | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> |
| \$0 - \$16,000          | 20%                   | 20%      | 20%      | 20%      | 20%      |
| \$16,001 - \$22,000     | 30%                   | 30%      | 20%      | 20%      | 20%      |
| \$22,001 - \$28,000     | 40%                   | 30%      | 30%      | 20%      | 20%      |
| \$28,001 - \$34,000     | 50%                   | 40%      | 30%      | 30%      | 30%      |
| \$34,001 - \$40,000     | 60%                   | 50%      | 40%      | 30%      | 30%      |
| \$40,001 - \$46,000     | 70%                   | 60%      | 50%      | 40%      | 40%      |
| \$46,001 - \$52,000     | 80%                   | 70%      | 60%      | 50%      | 50%      |
| \$52,001 - \$58,000     | 90%                   | 80%      | 70%      | 60%      | 60%      |
| \$58,001 - \$64,000     | 100%                  | 90%      | 80%      | 70%      | 70%      |
| \$64,001 - \$70,000     | 100%                  | 100%     | 90%      | 80%      | 80%      |
| \$70,001 - \$76,000     | 100%                  | 100%     | 100%     | 90%      | 90%      |
| \$76,001 +              | 100%                  | 100%     | 100%     | 100%     | 100%     |

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**Funds are raised to support School's Out for ALL**

\* Additional documentation is required