

Before & After School CHILD CARE for Half Hollow Hills

Child Care Parent Handbook



2019-2020



REACH COMMUNITY & YOUTH AGENCY

Providing social, recreation, education, informational and advocacy programs for youth and families of Half Hollow Hills and Commack since 1972.

REACH CYA Administrative Offices: Fran Greenspan Administration Center, 525 Half Hollow Rd., Dix Hills, NY 11746
631-549-9417 Fax: 631-549-1272 Website: www.reachcya.org Email: info@reachcya.org

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Enrollment

- Enrollment is on a first-come, first-served basis subject to capacity limits set by OCFS. Space is limited. A wait list will be established when the program is at capacity.
- Families have the flexibility of registering with a **Consistent Schedule** or an **Inconsistent Schedule**. *Students on an Inconsistent Schedule will only be accepted if daily space allows.*
- Families must register every year.

DAILY FEES

Before School: Consistent Schedule \$11.00/day

Inconsistent Schedule \$13.00/day

After School: Consistent Schedule \$15.00/day

Inconsistent Schedule \$17.00/day - space permitting

ENROLLMENT REQUIREMENTS:

- **Completed Application**
- **Annual Registration Fee: \$60 per family, \$40 each additional child**
- **Last Month Security Deposit: \$200 per family** - *This deposit will be applied to your final invoice at the end of the school year. Unused funds will be returned to you in July.*
- **Emergency Medication:**
If your child requires emergency medication to be kept on site you and your child's physician must:
 - ▶ Complete a **Written Medication Consent Form** and **Individual Health Care Plan** for each medication. *Forms can be found on our website or through our office.*
 - ▶ Submit the forms and the medication with your application.
- **INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED**



Welcome to REACH Community & Youth Agency

REACH CYA is a non-for-profit organization working in cooperation with Half Hollow Hills School District. REACH CYA has provided social, recreational, educational, information and advocacy programs for youth and families since 1972.

REACH CYA child care programs are held in each elementary school for children in Kindergarten through Grade 5. The programs are licensed by the New York State Office of Children & Family Services (OCFS). Each program maintains a minimum ratio of 1 staff person for every 10 children.

Unlike other child care programs, REACH CYA allows you the flexibility of using our Before School and After School programs with a **Consistent Schedule** or **Inconsistent Schedule**. *Please see Before School Program (page 3) or After School Program (page 5) for important schedule details.*

After School families must follow our 12:00PM After School Schedule Change deadline.

Go to: Online After School Schedule Change Form at www.reachcya.org

Before School Program 7:15 to 9:15 AM, Monday - Friday

The Before School Program is held in each elementary school and follows the school calendar.

- **Breakfast** is served until 8:15am and includes: a variety of cereals including low sugar options; breakfast bars; bagels; water; low-fat milk. *(See Allergy & Food Restrictions, Page 6)*
- **Arrival:** Parent/guardian **MUST** escort their children into the school building and sign in daily. Children may never be dropped off at an outside door. Children may never be dropped off before 7:15 AM.
- **Dismissal:** Children will be dismissed from the program to their classrooms.
- **Extra Help:** Children may be released from the Before School Program for extra help or morning school activities with written parent permission. Full daily program fee will apply.

Before School Schedules It is not necessary to contact our office when your child will attend or will be absent. Permanent changes to your child's schedule must be submitted by email.

- **Consistent Schedule:** You will be asked to provide us with your child's schedule. You will be billed at the discounted Consistent Schedule Daily Fee rate. Consistent Schedules must be maintained to qualify for the discounted fee. Consistent Schedule use will be monitored.
- **Inconsistent Schedule:** You may use the program on an as-needed basis and will be billed at the Inconsistent Schedule Daily Fee rate.

Program Activities

Activities include age appropriate recreational games, arts & crafts, and organized active play in the gym and outdoors when weather permits. Homework Time is not provided in the Before School program.

After School Program

3:15 to 6:15 PM, Monday - Friday

The After School Program is held in each elementary school and follows the school calendar.

- **Snack** is provided daily and includes: water; baked chips; low calorie cookie and cracker options. *(See Allergy & Food Restrictions Page 6)*
- **Arrival:** Children are greeted by staff and attendance is taken. Once a child reports to our program, they cannot return to their classroom or be released to an after school activity.
- **Dismissal:** Parent/guardian/authorized adults **MUST** sign-out the child upon pick-up.
- **Pick-Up Information:** All adults must be on your authorized list. Photo ID will be required. You must contact the REACH CYA office if someone other than yourself or those on your authorized pick-up list will be picking up your child (see Password Information). A child will **NEVER** be released to anyone who is not on your authorized list unless you have contacted the office.

After School Attendance Procedures

- When a child, scheduled to attend our program, does not arrive and the REACH CYA office has not been contacted by the parent/guardian, an immediate search for the child begins and the following actions are initiated:
 - ▶ Parent/Guardian is contacted. *Please make sure you are available to be reached and your contact information is current.*
 - ▶ Once child's attendance is confirmed by parent, REACH CYA will assist in locating the child by calling the school and, if necessary, the transportation office.
 - ▶ If a child takes the bus home in error, REACH CYA will request that the child be re-routed back to school. Parent will be notified upon child's return.
- When a child arrives, and was not scheduled to attend, the following actions are initiated:
 - ▶ Parent/Guardian is contacted.
 - ▶ If parent has neglected to inform REACH of child's attendance, and space is at capacity, parent may be asked to pick up child immediately.
 - ▶ If parent cannot be reached, the school will be contacted in an effort to gather information.
 - ▶ If the child arrived in error, every effort will be made to get child on their bus after confirmation by parent.
- If parent/guardian cannot be reached, we will attempt to reach the persons listed on your Emergency Contact List.
- Attendance changes will only be accepted when communicated by the parent/guardian. We cannot accept information from the school or from a child. Please help us avoid unnecessary concern about your child's safety and notify the REACH CYA office whenever your child will not attend our program.

Program Activities

- Activities include age appropriate recreational games, arts & crafts, organized active play, Special events and enrichment activities are enjoyed throughout the year.
- Gross motor play is a regulatory requirement. Activities take place in the gym and outdoors, when weather permits. Requests to keep a child inside requires a doctor's note and our ability to cover staff to child ratios.

Homework Time

Approximately 45 minutes is allocated for students to work on homework, study, or read during the After School program. Children are directed to work independently. Staff is available to answer questions regarding homework directions, provide encouragement, and oversee that children are quietly on task. Staff may not work 1:1 with children and cannot review homework for errors or completion.

After School Schedule Changes ▶ 12:00pm deadline to avoid Penalty Fees ◀

- **Consistent Schedule:** Your child is guaranteed a spot in the program on the days you have registered for. You will be billed at the discounted Consistent Schedule Daily Fee rate. Consistent Schedules must be maintained to qualify for the discounted fee. Consistent Schedule use will be monitored.
 - ▶ Changes to your child's schedule must be received by 12:00pm.
 - ▶ **Cancellation Fee:** If you cancel a scheduled day, you are responsible for a Cancellation Fee. *(See Penalty Fees page 10)*
 - ▶ Adding an unscheduled day is subject to space availability and there is no guarantee that a spot will be available for your child.
 - ▶ Permanent changes must be submitted one week in advance to avoid Cancellation Fee. Permanent changes must be send by email, and are subject to space availability. You will receive a confirmation of your child's new schedule for your final approval.
- **Inconsistent Schedule:** You may use the program on an as-needed basis if space allows. There is no guarantee that a spot will be available for your child. You will be billed at the Inconsistent Schedule Daily Fee rate.
 - ▶ You must contact the REACH CYA office by 12:00pm every time you request to use the program.
 - ▶ Use of an Inconsistent Schedule does not guarantee you a spot in the program and is subject to daily space availability.
 - ▶ **Cancellation Fee:** If you cancel a scheduled day, you are responsible for a Cancellation Fee. *(See Penalty Fees page 10)*
- **All After School Families** must notify both the REACH CYA office and your school:
 - ▶ When your child **will not** attend the program on a scheduled day. This includes absences, early pick-up, clubs, scouts, and other school activities.
 - ▶ When your child **will attend** the program on an unscheduled day.
 - ▶ When your child is attending an after-school club or activity and will be **arriving late**. (Full daily fee will apply.)
 - ▶ When a scheduled after-school activity has ended or is cancelled.

How to request a daily Schedule Change prior to 12:00pm:

- ▶ Use our **ONLINE SCHEDULE CHANGE FORM** located at www.reachcya.org, or
- ▶ Call the REACH CYA office at 631-549-9417

IMPORTANT:

- Children will be accepted only if space allows.
- Emails will not be accepted to make daily schedule changes.
- Our Online Schedule Change Form should never be used after 12:00pm for same day changes.
- Advance scheduling of future dates is not recommended as they are subject to daily space availability.

Supervision

- Our programs maintain a minimum staff to student ratio of one adult for every ten children.
- REACH CYA staff members are dedicated individuals who enjoy working with children. All staff undergo an extensive background check and meet or exceed all requirements set by NYS OCFS.
- REACH CYA Administrators and Program Site Supervisors oversee the program. In addition, OCFS inspectors visit the programs regularly.
- As mandated reporters, staff is required to report any suspicion of abuse or neglect
- Jill Lubeck, School Age Child Care Director, supervises the program staff.

Financial Assistance

Financial assistance for child care may be available through Suffolk County Department of Social Services. Call 631-854-3349 or 631-854-9407 for more information and request an *Application for Child Care Subsidy*.

Health & Safety

- In accordance with OCFS regulations, parents are responsible to implement immediate pick-up arrangements in the event their child is sick. This includes signs and symptoms of fever, vomiting, rash or other infectious illness. Parents will be notified immediately in the event of an illness or serious injury. Please notify us if your child is contagious.
- REACH CYA is licensed to administer emergency medication only. This includes: Epinephrine Injection devices; Diphenhydramine (Benedryl or Generic) when accompanied by an Epinephrine Injector (Diphenhydramine cannot be accepted without an Epinephrine Injector); Inhaler; and Nebulizer. A Written Medication Consent Form and Individual Health Care Plan must be completed for each medication upon enrollment and must be signed by parent and physician. Expired medication must be replaced immediately.
- It is important for parents to inform REACH CYA of any special health, behavioral or developmental needs their child may have. Detailed information must be provided on the Medical, Behavioral or Developmental Needs form in the registration packet. An Individual Health Care Plan is required to help meet a child's needs.

Allergies & Food Restrictions

- All foods in our program are peanut and tree nut-free and from facilities that do not process nut products. We also provide options for children with food restrictions. Complete snack lists are available.
- Outside food is not permitted in the program unless it is for a medical reason. Nut-free snacks may be sent from home when a child has medical dietary restrictions that are confirmed by a physician's written statement, with approval by the REACH CYA Child Care Director.

Drop-Off and Pick-up

In an effort to protect the health, safety, welfare and privacy of children in our care, NYS licensing regulations do not permit parents or authorized pick-up persons to sit or linger in our program at drop-off and pick-up time, this includes the playground when in use by our program. Parents and pick-up persons are not permitted to approach or engage other children in the program. Parents may not go to their child's classroom. Under no circumstances will a child be released to anyone, parents included, who shows signs of being under the influence of drugs or alcohol.

Password Information

Parent Password: The registration form will ask you to specify a password to be used by yourself and our office staff. This password will confirm your identity when you call to inform the office of alternate arrangements, such as when another person will be picking up your child.

Custody Agreements

A copy of supporting court documentation must be kept on file at REACH CYA regarding custody agreements and/or pick-up restrictions. All information will be kept confidential in your child's file. REACH CYA cannot prevent a parent from picking up his/her child unless copies of court orders are on file.

Phones, Devices, Personal Belongings

- Use of social media and the internet is not permitted in the program.
- REACH CYA staff are in contact with the REACH CYA office via cell phone.
- Use of personal cell phones and devices that can take photographs are not permitted in the program.
- Parents may not take photographs of students in the program.
- REACH CYA is not responsible for the loss or damage of electronic equipment or personal items.

Fundraising & Donations

REACH CYA's child care programs rely solely on tuition payments to meet its financial needs. We may sponsor fundraising events to help purchase equipment and to offset operating costs. REACH CYA welcomes donations of new and gently used toys and games.



NOTICE – No firearms, shotguns or rifles are permitted on school premises.

Behavior Management

Behavior guidelines have been developed to help children acquire and improve self-control and to learn techniques to resolve conflicts peacefully through positive guidance and communication. REACH CYA rules are posted and are reviewed with the children. In addition, a Student Behavior Agreement is required to be signed by each parent and child upon enrollment. REACH CYA staff is trained to guide children in becoming responsible for their own actions and to help them grow in respect for the rights and feelings of others.

When conflicts develop, the staff will listen to what each child has to say and help resolve the conflict through effective communication. In some instances, children may be removed from one activity and redirected to another. Older children may be asked to complete a Student Report Form (to explain their actions and what s/he will do in the future) to be reviewed and discussed with the Program Supervisor.

In the event of inappropriate behavior a parent may be asked to pick up their child from the program. If behavior continues after steps have been taken to facilitate improvement, a suspension followed by exclusion from the program will occur if deemed necessary for the safety and well-being of the children and staff.

- REACH CYA reserves the right to suspend a child from the program at any time based on the severity of their behavior. Such behaviors may include:
 - ▶ Purposeful harm to others
 - ▶ Threats of violence
 - ▶ Any instances of bullying
 - ▶ Persistent use of bad language
 - ▶ Rude or socially unacceptable behavior, drawings, writings
 - ▶ Disregard of staff direction and guidance
 - ▶ Verbal harassment of peers or staff
 - ▶ Unauthorized departure from assigned child care space
- REACH CYA complies with the Half Hollow Hills Code of Conduct and reports serious behaviors to the school administration.
- Parents are encouraged to support REACH CYA's efforts to ensure appropriate behavior. If an issue occurs between children, parents must speak with REACH CYA staff and will not be permitted to approach other children in the program.

CHILD ABUSE and MALTREATMENT

The abuse or maltreatment of children is against the law. Go to OCFS.ny.gov/main/cps/ for information and resources. If you suspect abuse or neglect report it immediately at 1-800-342-3720.

If a child is in immediate danger call 911.

Safety Drills

- **Fire Drills:** Fire Drills are conducted monthly at various times. Use of multiple egress strategies are practiced so that children learn alternate exit routes for safe evacuation.
- **Shelter-in-Place:** Shelter-in-Place drills are conducted in the event of an emergency that requires indoor safety such as a severe weather condition.
- **Lockdown:** A Lockdown is put into action when a person, near or in the building, poses a threat to the safety of children and staff. Lockdown drills consist of evacuation when possible, or hiding quietly in a locked room away from windows and doors. Police, HHH, and REACH CYA administration will be alerted.
 - *Notification of Shelter-in-Place and Lockdown Drills will be posted at the program.*

Emergency Relocation Information

If an emergency arises during our program and relocation is necessary, the HHH transportation department will transport our children to a safe location within the district.

Location #1: Fran Greenspan Administration Center, 525 Half Hollow Rd, Dix Hills

Location #2: HHH High School West, 375 Wolf Hill Road, Dix Hills

Emergency Closings *Check www.hhh.k12.ny.us or www.reachcya.org for closings.*

Child care programs follow the district calendar.

- **SCHOOL CLOSURES** - If the school district is closed, REACH CYA Before and After School Programs are cancelled.
- **DELAYED OPENING** – In the event of a delayed opening the Before School Program will be cancelled.
- **EARLY DISMISSAL** - In case of an early dismissal the After School Program will be cancelled.
- **EMERGENCY or HAZARDOUS WEATHER** – In the event of unsafe situations REACH CYA reserves the right to close the After School Program early or cancel the program.
 - Parents must have alternate arrangements in place in case of emergency closings. We encourage you to use these arrangements whenever conditions are hazardous. If weather conditions worsen during the afternoon, we may insist that parents use these alternate arrangements to ensure the safety of the children.
 - Parents are required to keep all work and emergency numbers current.
- **PARENT NOTIFICATION** – Parents will be notified by **TEXT and EMAIL only**.
 - One text will be sent to each parent/guardian on file.
 - You will not be able to reply to the text message.
 - Email notifications will also be sent.
- **SCHOOL ANNOUNCEMENTS** – If your school announces: **“All After School Activities are Cancelled”** this does not include the REACH CYA Child Care Program. We will contact you directly if our program closes.

Daily Fees

REACH CYA Federal Tax ID # 11-2248985

Before School Program	Consistent Schedule	\$11.00/day
	Inconsistent Schedule	\$13.00/day
After School Program:	Consistent Schedule	\$15.00/day
	Inconsistent Schedule	\$17.00/day
Daily Sibling Discount:	per each additional child, per program	- \$1.50/day

Your invoice will be prepared and emailed to you at the conclusion of each month based on your program usage. Your invoice will include any penalty fees that were incurred. Invoices must be paid by the last day of each month.

Penalty Fees

Penalty Fees apply to all families. There will be no exceptions or warnings. This “No Exception” rule allows us to treat everyone consistently and fairly.

Early Drop-off Fee: **\$1.00 per MINUTE** - before 7:15am
Repeat offenders may be suspended.

Late Pick-up Fees: **\$1.00 per MINUTE** - 6:16 to 6:30pm
\$2.00 per MINUTE - after 6:30pm
Repeat offenders may be suspended.

Failure to Sign-In Fee: **\$5.00** - Failure to sign your child in to the Before School Program.

Failure to Sign-Out Fee: **\$5.00** - Failure to sign your child out of the After School Program.

Past Due Fee: **\$15.00** - Charged when tuition is not received by the last day of the month.

- ▶ REACH CYA reserves the right to suspend child care services when accounts are past due.
- ▶ REACH CYA reserves the right to change payment terms based on delinquent or slow payment history. This includes but is not limited to: pre-payment plans; cash or money order only payments; cancellation of special payment arrangements.
- ▶ Failure to adhere to these guidelines may result in suspension.

Returned Check Fee or Returned Online Bank Transaction Fee: **\$20.00**

Penalty Fees – After School Schedule Changes: (See Page 5)

All schedule changes must be received by 12:00pm the day of the program or penalty fees will apply. This includes absences, early pick-up, adding an unscheduled day, cancelling a scheduled day, late arrival, when clubs begin and end, scouts, etc. Repeat offenders may be suspended.

Cancellation Fee: **\$7.50 per child** – Cancelling a scheduled day. Applies to both Consistent and Inconsistent Schedules.

Late Notification Fee: **\$10.00 per child** - Schedule changes received after 12:00pm.

Failure to Notify Fee: **\$15.00 per child** - Failure to inform REACH CYA of schedule changes by 3:00pm

Early Arrival Without Notification: \$5.00 per child – Failure to inform REACH CYA when an after school club or activity has ended or is cancelled.

Online Billing

- REACH CYA utilizes an online, easy-access, billing system.
- Your invoice will be prepared and emailed to you at the beginning of each new month.
- You will be billed based on your program usage.
- Your invoice will include any penalty fees that were incurred.
- Invoices must be paid by the last day of each month.

Parent E-Bill & REACH CYA Portal

You will be sent an invitation to create a portal after your first invoice is prepared.

All enrolled families **MUST** join the REACH CYA Portal.

- This web-based portal will allow you to:
 - VIEW YOUR CHILD CARE ACCOUNT
 - VIEW YOUR OUTSTANDING BALANCES
 - MAKE PAYMENTS FROM YOUR BANK ACCOUNT
 - ACCESS THE HISTORY OF ALL YOUR TRANSACTIONS
 - SEND COMMENTS OR QUESTIONS REGARDING YOUR INVOICE
 - PRINT COMPLETE STATEMENTS FOR YOUR RECORDS
- You can login to your account at any time by using the Portal URL found on your invoice or through the **Parent E-Bill** link found at www.reachcya.org.
 - ▶ Your username is your email address.
 - ▶ Paperless invoices will be emailed to you each month.
 - ▶ A text message alert will be sent to you when your new invoice is emailed to you.
 - ▶ Payments must be received by the last day of the month.
 - ▶ Payment can be made directly from your bank.
 - ▶ If you prefer, you may make payments by mail or in person.
 - ▶ Credit cards are not accepted.
 - ▶ Payments will not be accepted by staff at program sites.
 - ▶ Penalty Fee will apply if payments are not received by the last day of the month.

Sample Invoice with \$0.00 Past Due

- Simply Click on “Go To Portal”
- Pay Current Invoice

CURRENT INVOICE
\$100.50
PAST DUE INVOICE(S)
\$0.00

View/Pay your Current and Past Due Invoice(s) by going to your Portal.

[GO TO PORTAL](#)

Sample Invoice with \$20.50 Past Due

- Simply Click on “Go To Portal”
 - Pay Current Invoice
 - Pay Past Due Invoice
- (Current Invoices do not include any past due balances)*

CURRENT INVOICE
\$100.50
PAST DUE INVOICE(S)
\$20.50

View/Pay your Current and Past Due Invoice(s) by going to your Portal.

[GO TO PORTAL](#)

Past Due Accounts/Suspension

- Your payment must be received by our office by the last day of the month to avoid late fees and possible suspension of child care services.
- Past Due Fees are applied the first of every month.
- Past Due accounts will receive a payment reminder via email requesting payment upon receipt.
- Suspension Notifications will be sent via text.
- Suspension of child care services will go into effect the 10th of the month for all accounts that remain past due.
- Suspensions will be lifted once payment is initiated.
- If you are experiencing financial difficulty, please call our office at 631-549-9417 to discuss your account.



More about REACH CYA

Since 1972, REACH Community & Youth Agency has worked collaboratively with the Commack and Half Hollow Hills school district communities to identify the concerns of youth, parents and schools, and develop programs to meet those needs. Over 3500 youth participate in REACH CYA programs each year. REACH CYA is governed by a community based Board of Directors and is part of the Huntington Youth Bureau's system of comprehensive services.

REACH CYA programs include:

- ▶ Universal Pre-K
- ▶ Elementary School Aged Child Care
- ▶ After School Homework & Enrichment for Middle School
- ▶ Character Education Presentations
- ▶ Peer Mediation/Conflict Resolution Training
- ▶ Babysitter Training
- ▶ Drama Skills
- ▶ Volunteer and Community Service Opportunities for Grades 6-12
- ▶ Open Basketball for Grades 6-12
- ▶ Summer Field Trips for Grades 6-12
- ▶ Parent Education Workshops with HHH PTA Task Force

****For After School Program Only****

School Teacher's Note

- Please deliver this note to your child's teacher if you will be using the After School Program with a CONSISTENT SCHEDULE.
- For children with an INCONSISTENT SCHEDULE, please be sure to notify your child's teacher when you have made arrangements with REACH CYA for your child to attend.

Dear Teacher,

My child, _____, will be attending the REACH CYA After School Program on the following days:

_____Monday

_____Tuesday

_____Wednesday

_____Thursday

_____Friday

_____Inconsistent Schedule (parent will notify teacher)

Parent/Guardian Signature

Date