



FREQUENTLY ASKED QUESTIONS

1. Where can I find a list of all policies regarding the Before-School and After-School Programs?

The parent handbook may be downloaded from our company website. Please visit www.colonieyouthcenter.org to download a copy and review the policies prior to the start of the school year. If you are unable to download a copy, please call 518-438-9596 to request a mailed copy.

2. Who do I call if I have a question?

If you have questions or concerns regarding program operation, enrollment, payments, or other concerns please contact the Colonie Youth Center offices at 518-438-9596 or email us at info@colonieyouthcenter.org.

3. What should I do for the first day of school?

If your child is enrolled in our Before-School Program, please walk your child to the program entrance and sign them in on the attendance sheets or tablet.

If your child is enrolled in our After-School Program, please send a note to your child's teacher informing them that your child is enrolled in the After-School Program and indicate that they should stay at school for the After-School Program.

For the safety of your child, our staff will ask for identification from all adults picking up the child (ren). This will occur until staff become familiar with your child (ren) and the adults authorized to pick them up. All children must be signed out by the person picking them up.

4. What do I do if my child will be absent?

In the event of illness or absence (Scouts, intramurals, roller-skating, etc.) from the After-School Program, please contact CYC at 518-438-9596 prior to 2:00PM. *Your child's school office is not responsible for passing messages to the After-School Program.*

5. What do I do if I want to make a change to my child's enrollment?

Any change to a child's enrollment requires written notification, signed by the account holder, and submitted to the CYC Administrative Office. This may be done via e-mail to info@colonieyouthcenter.org

During the course of the school year, withdrawal from the Before-School and/or After-School Program(s) requires written notification to the CYC office at least **2 weeks prior to the child's last day of attendance**. Failure to give notice will result in continued charges to your account. Program staff may not accept withdrawal notifications.

6. How do I reach the Before-School and After-School Programs if I have an emergency?

Each Before-School and After-School Program is equipped with a cell phone. These numbers will be included in the parent newsletters e-mailed prior to the first day of school.

7. What is the earliest time to drop my child off and the latest time to pick them up from the program?

The earliest drop-off time at the Before-School Program is 7:00AM. The latest pick-up time from the After-School Program is 6:00PM. **In the event that you will be late there is a \$15 fee for every fifteen minutes or any part thereof.** The clock at the program site will be used to determine the late fee. An invoice for the late fee will be sent from the Administrative Office. (All charges will be enforced regardless of scholarship or DSS status.)

8. What if my child requires medication?

The majority of our Before-School and After-School Programs are authorized to administer **"Emergency Medications"** only. Emergency medications are defined as epi-pens, inhalers, and nebulizers.

Diphenhydramine may only be administered when prescribed in conjunction with an epi-pen. (Please see below for exceptions)

Forts Ferry, Roessleville, 15 Avis Drive, Forest Park, Sand Creek, Veeder, Shaker Middle School, and Southgate Before-School and After-School Programs are certified to administer all medications.
Please contact the administrative office for guidance if your child attends these locations and needs a medication other than an emergency medication.

You must have a completed Written Medication Consent Form on file before medications will be accepted at program: (available at CYC office or website). *Medication must be in the original container labeled with the child's name, the medication's name, recommended dosage, time intervals for administration, method of administration, expiration date and, for prescription medication the prescriber's name and license number.* Please review the parent handbook for complete medication policies.

9. What types of activities are offered to my child?

Numerous centers such as: board games, gym games, reading, arts & crafts, group games, homework time, dramatic play, indoor / outdoor play.

10. Will my child have the opportunity to complete their homework while at program?

Although we are a recreation-based program, we do encourage your child to complete their homework and will try to provide a quiet place for them to do so. *Children must bring all "take home" materials with them to After-School. Upon arrival at the After-School Program, children are not permitted to return to their classroom to retrieve items left behind.*

11. Will my child have the opportunity to eat snack during the program?

CYC does not provide a snack for the children, but a time for children to eat snack will be scheduled. Parents may send their child with a snack to eat during the CYC program.

Many children in our care have food allergies to items such as peanuts, tree nuts, gluten, dairy and fructose. In some cases the children's reactions to their allergen is mild but in some cases it is quite severe, even fatal. The most severe allergies are often from peanuts and/or tree nuts. For that reason, if CYC should provide a snack every effort is made to serve peanut-free and tree nut-free foods. This is determined by the nutritional label located on packaging.

12. How often will my child go outside?

Children in the school-age programs go outside daily as weather permits. Please dress your child appropriately.

13. Is it okay for my child to bring toys from home?

Children may not bring electronics to the Before-School or After-School programs. Per OCFS school-age regulations - electronics may not be used in our programs unless they are part of a planned developmentally-appropriate activity.

Regarding other toys from home - CYC discourages children from bringing toys from home and will not be responsible for lost, stolen, or damaged items.

14. Does CYC have a policy regarding children and cell phone use?

CYC prohibits the use of cell phones by students during program hours. This includes cell phone calls, text messages, and picture taking. In the event of an emergency, and with staff permission, students will be allowed to call their parent/guardian. All cell phones found being used during program hours will be taken and stored with the program supervisor until the child is picked up. The phone will be returned to the individual who picks the child up on that day. CYC is not responsible for lost, stolen, or damaged cell phones.

15. What happens when school is delayed or closes early for snow or other emergencies?

School Delay – If the North and/or South Colonie School Districts or the Menands School District delay the opening of school for any reason, CYC will not operate a Before-School Program.

School Closing Early – In the event of an early dismissal (15 minutes or more before regular dismissal time-due to inclement weather or another type of emergency) the After-School Program will not operate.

Parents/guardians are responsible for ensuring that their child's school office has the proper emergency dismissal information in the event that the After-School Program is cancelled. In the event that inclement weather is severe or an emergency arises that is beyond our control, the CYC administrative staff reserves the right to close the programs prior to 6:00pm.

School Closing for the Full Day – If the North and/or South Colonie School Districts or the Menands School District close due to inclement weather or another type of emergency, CYC will not operate the Before-School or After-School Programs in that district.

When CYC lists closings or delays on local television news stations and the Times Union website, the abbreviations are as follows and are subject to change:

- NO AM Program – Before-School Programs will not operate
- NO After-School Programs – After-School Programs will not operate
- NO BSP/ASP – Before-School & After-School programs will not operate