



2022-2023 School-Age Childcare Programs Parent Handbook Before-School & After-School and Vacation Camp Programs



**The policies and procedures in this book are subject to change.
The Colonie Youth Center, Inc., is a New York private non-profit organization.**

MISSION STATEMENT

The Colonie Youth Center, Inc. (CYC) is a New York private not-for-profit corporation dedicated to enhancing the living experience for all people in the greater Capital Region.

CYC accomplishes this through the provision of quality childcare, recreation, education, health and fitness services and programs for youth, adults and seniors.

ABOUT THIS HANDBOOK

The policies and procedures of the CYC Childcare Programs are detailed in this handbook. Please take the time to review all of the information. At the bottom of each application a parent/must sign a statement verifying that they have received, reviewed, understand and agree to abide by all regulations and policies contained therein. Please retain this handbook for future reference.

QUESTIONS OR CONCERNS

Please direct all questions regarding this handbook, enrollment, billing or concerns about our programs to the CYC Administrative Office at 15 Avis Drive, Latham, NY 12110 or by calling 518-438-9596. The office is open Monday – Friday from 8:30am – 4:30pm unless otherwise posted. E-mail requests can be sent to info@colonieyouthcenter.org. Visit our website at www.colonieyouthcenter.org to see everything that CYC has to offer you and your entire family!

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ENROLLMENT INFORMATION

Program Overview

Before-School/After-School Programs

Programs begin operation on the first day of school each year and continue until the last day of school. Before-school and after-school programs are offered at all buildings within the North and South Colonie Elementary Schools. In addition, before-school and after-school programs are offered at Shaker Middle School in North Colonie and the Menands School; after-school programs are offered at the South Colonie middle schools. Enrollment at each program site is subject to New York State regulations, space restrictions and staff availability.

- Before-school programs are held every school day from 7:00am to the beginning of the school day.
- After-school programs are held every FULL school day from school dismissal until 6:00pm.

Vacation Camps

Programs are offered at designated locations on most days when school is not in session or when school is operated on a scheduled half-day. Space is limited and offered on a first-come first-served basis. Enrollment in these programs is at an additional cost. Unless otherwise stated, programs operate from 7:00am – 6:00pm.

Eligibility

All children must meet the following requirements for enrollment in the before-school and/or after-school programs and vacation camps (collectively referred to as school-age childcare programs or "SACC"):

- Children must be in Kindergarten to 8th grade (but no older than 13).
- Children must be able to function in a 1:10 staff/child ratio.
- Children must be fully toilet trained and able to use the facilities independently.
- Menands Pre-K program: Children must be 4yo and fully toilet trained.
- CYC will make reasonable accommodations to serve children with disabilities or behavioral concerns and will evaluate each situation individually. Based on the results of the evaluation CYC may or may not be able to serve the needs of the child.

NOTICE: It is imperative that detailed information regarding any special circumstances be provided to CYC so that staff may adequately care for your child. CYC recognizes that every child is unique and has individual needs that may be met in a variety of ways. While we are committed to working with

every child, failure to disclose information at the time of enrollment may result in the need to suspend or terminate services if CYC does not have the resources to safely and sufficiently support and care for your child.

- Please contact our Administrative Office if you have any questions/concerns regarding these eligibility requirements.

School Notification

Any child enrolled in the after-school program must bring a written note to their teacher on the first day of school or first day they will be attending the after-school program stating that they should report to the after-school program at dismissal.

Enrollment Changes / Withdrawals / Other Administrative Changes

Withdrawal from the before-school and after-school programs requires written notification to the administrative office at least **two weeks prior to the child's last day of attendance**. Failure to give notice will result in continued charges to your account.

PLEASE NOTE: Non-attendance or notification provided to staff at a program site is insufficient notification of withdrawal. Only parents/guardians who submitted the initial application form may withdraw a child from a before-school or after-school program by notifying the CYC Administrative Office in writing.

All other changes such as address, phone numbers, emergency contacts, etc. should be submitted in writing to the CYC Administrative Office or through the parent portal.

Waiting List

CYC maintains a waiting list for children in need of the before-school and/or after-school programs on a first-come, first-served basis. A waitlist is started once re-enrollment is completed and all open spots have been filled.

Re-enrollment

Re-enrollment for the before-school and/or after-school programs for the fall of the upcoming school year will begin during the spring of the prior school year. Children who are participating in before-school and/or after-school programs in the spring who re-enroll for fall programs must be in good-standing throughout the spring in order to maintain their spot in before-school and/or after-school programs for the fall. Children who withdraw from participation in before-school and/or after-school programs in the spring will lose their spot in before-school and/or after-school programs for which they have enrolled in the fall and shall be subject to the wait list for our programs.

FINANCIAL INFORMATION

Fees:

The following fee information applies to the 2022-2023 school year:

Before-School and After-School Programs:

Program Description	Monthly Fees		
	1 Child	2 Children	3 Children
Before-School Program	\$180.00	\$342.00	\$469.80
After-School Program - School Site	\$270.00	\$513.00	\$704.70
Both Before-School & After School Programs	\$418.50	\$778.41	\$1,004.40

- Families with more than 3 children should contact the CYC Administrative Office for fee information.
- Monthly fees for the before-school and after-school programs are based on the total number of school days for the full school year. Temporary school closures (whether scheduled or the result of inclement weather or other unforeseen circumstance) shall not result in any reduction in monthly fees.
- Additional fees apply for half-day and full-day vacation camps (as noted below), regardless of whether a child also attended a before-school program on the same day.
- A child's absence for any reason does not change the monthly fee for enrollment in the program.
- **With the exception of the first payment, monthly fees are due on the 15th of each month *prior* to the month of service.**

August 5 th for September care	January 15 th for February care
September 15 th for October care	February 15 th for March care
October 15 th for November care	March 15 th for April care
November 15 th for December care	April 15 th for May care
December 15 th for January care	May 15 th for June care

- Any accounts where payment is made after the 18th of each month will be assessed a late payment fee of \$15. Parents/guardians who do not pay assessed late fees will not be permitted to register their child(ren) in additional programs until the fees are paid.
- CYC does not send monthly invoices. Payment reminders will be communicated via email and the parent portal.

Vacation Camp Programs:

Program Description	Cost Per Day/Child
Half-Day Vacation Camp Program	\$32.00
Full-Day Vacation Camp Program	\$45.00

- Full payment is due at the time of enrollment.
- Fees are separate from and in addition to fees for before-school and after-school programs.

Additional Fee and Payment Information (applicable to all SACC programs):

Fee Description	Fee
Returned Check Fee	\$35.00
Declined Credit/Debit Card Fee	\$15.00
Late Pick-Up Fee (Per Child)	\$15.00 for each 15 minutes, or part thereof, after program end time

- **Returned Checks:** Checks returned to CYC by our bank will be assessed a \$35.00 service charge. We DO NOT redeposit returned items.
- **Declined Credit/Debit Cards:** Any credit/debit card that is declined twice in the same month will be assessed a \$15.00 service fee.

Payments and Service Fees: Parents/guardians will be notified of additional fees via email. Full payments for additional fees must be submitted to CYC within five business days of notification. Any parent/guardian who has two months of returned/declined payments within one program year may be required to remit payment in cash for the remainder of the program year, at the discretion of the CYC Executive Director.

Payment Options:

- Online – parent portal (see p.18 for more information)
- By phone – credit/debit cards
- By mail – check or money order
- In person – credit/debit cards, check or money order, cash
- **Automatic payment option:** CYC strongly encourages the use of our automatic payment procedure. This option is a convenient way to ensure your payment is made on time every month.

Delinquent Accounts: Parents/guardians are expected to make timely payments. If an account is more than three days past due it is considered in arrears, a late fee is assessed and CYC reserves the right to terminate services for any and all CYC programs. All parents/guardians will receive all account notices unless legal documentation is on file directing otherwise.

Split-Pay Accounts:

If payment for services is split with another party, all parents/guardians will receive past due notices unless legal documentation is on file directing otherwise. In order to attempt to collect past due fees and maintain your child's enrollment with us, we are prepared to notify all account-holders until satisfactory payment arrangements are made.

Refund Procedure: All requests for refunds must be made in writing. Determination of a refund amount, if any, will be made on a case-by-case basis. When requests for withdrawal are received, accounts will be adjusted accordingly and any resulting credit balance will be refunded via credit card if applicable or by check. Please allow up to one month for CYC to process approved refunds.

Receipts/Annual Statements: Receipts and annual statements will be made available via the parent portal by January 31st of each year.

Dependent Care / Flexible Spending Accounts:

- Form signatures are provided in person, fax or e-mail, upon request.
- Custom receipts are e-mailed upon request only.

Financial Assistance:

- Albany County DSS: Financial assistance may be available. Call the county intake line at 518-447-7435.
- Scholarships: CYC may receive funding to provide limited partial scholarships to financially eligible families.
- For more information regarding financial assistance, please contact Donna at dcramersharer@colonieyouthcenter.org or 518-438-9596.

PROGRAM INFORMATION

Before-School & After-School Programs

CYC's before-school and after-school programs are registered with the NYS Office of Children & Family Services.

It is the philosophy of the CYC SACC Program to provide a child-centered environment in which children are given the opportunity to grow, learn, socialize and have fun.

All programs are child-centered in nature. Our goal is to provide children with a safe, healthy and active atmosphere where they can engage in a number of age-appropriate recreational activities. Children are encouraged to participate in daily recreational activities and are able to choose their own activities.

Each activity that your child chooses will run from 30 – 45 minutes in length. Examples of activities and materials that are available for use are as follows: arts & crafts, gym games, dramatic play, homework, outdoor play, learning centers and building materials.

Before-school and after-school programs may use the cafeteria, gymnasium and playground of each school – subject to availability and the discretion of school administration. In select schools, additional rooms may be used as permitted by school administration. Whenever children are moved to a different location in the school, a sign will be posted in the program areas advising parents/guardians of the location change.

Once children are signed in with our program they must stay in the designated area(s) as directed by CYC personnel and staff.

CYC will provide equipment and supplies for your child to use during our program. We recommend that children not bring toys and games from home except when specifically permitted for a scheduled program activity such as props for a talent show, reward for good behavior, etc.

Children may be given the opportunity for outdoor activities when weather permits and provided they have appropriate clothing for the weather conditions.

There is an information board posted at each program where parents/guardians can review the activity plans for each day as well as other CYC information. Please refer to this board on a daily basis for important information.

Drop-Off & Pick-Up

Your child(ren) is required to be signed into the before-school program and/or out of the after-school program every day they attend either program. CYC assumes no responsibility for children who are not signed into the program site.

Pick-Up Authorization & Procedure

No one other than the parents/guardians and authorized individuals listed on the application will be permitted to pick up your child under any circumstance. Anyone (including parents/guardians) picking up your child may be asked for picture identification at any time at the discretion of CYC staff. All persons authorized to pick up your child must be at least 16 years of age. The childcare staff may not prevent a parent/guardian or authorized individual from picking up your child(ren) without a validly issued and binding court order on file. If there is a court order relating to custody and/or rights of your child(ren), please attach a copy of the court order to your child's application, upload the court order to the parent portal, or provide such court order to CYC's Administrative Office as soon as possible.

Attendance Policies

After-School Program

In the event of illness or absence from our after-school program, please notify CYC prior to 2:00pm by calling CYC at 518-438-9596 or e-mailing us at info@colonieyouthcenter.org.

When a child is expected at the after-school program and does not arrive at the appropriate time, the following steps will be taken:

- Staff will contact CYC for messages from parents regarding absent children.
- Staff will check with the school office for absentees and early dismissals.
- Staff will check with the child's classroom teacher.
- Staff will contact parents/guardians and/or any people listed on the child's application.
- If parents/guardians and emergency contacts cannot be reached, CYC reserves the right to call the Colonie Police Department.

Children enrolled in a school-based program and attending a school activity (intramurals, homework club, etc.) must first check in with the after-school supervisor. All children must have a written note from a parent/guardian stating that the child has permission to go to the school activity. If you wish to have your child return to the after-school program after a school activity, please indicate in the note the location of the activity and what time to expect your child to return to the after-school program.

Before-School Program

CYC does not require parents/guardians to report absences from the before-school program.

Department of Social Services (DSS) Attendance Policy

Albany County allows up to 24 paid absences from January-June and July-December, with absences not exceeding 6 per month, for enrollments paid by DSS. Absences exceeding the limit are the financial responsibility of the parent/guardian. Refer to your *County's Child Care Plan* for details.

Late Pick-Up Policy

The CYC after-school program ends at 6:00pm. Parents/guardians will be charged a fee of \$15.00 per child for each 15 minutes, or any part thereof, that they are late in picking up their child(ren). In the event of consistent tardiness, a meeting may be called to discuss the situation, at the discretion of the SACC Director.

In the event that a parent/guardian knows that they are going to arrive after 6:00pm, you are required to call the program staff to alert them of the lateness. If the program staff does not receive a call from the parent/guardian, the following steps will be taken:

- A staff person will attempt to contact parents/guardians and/or the emergency contacts listed on the child's application.
- In the event that a child is left in our care after one hour from the official closing time and parents/guardians and emergency contacts cannot be reached, a call may be placed to Child Protective Services or to the Colonie Police Department.

Inclement Weather

Closings

If the North Colonie, South Colonie and/or Menands School Districts close due to inclement weather or any other type of emergency, CYC will not operate the before-school or after-school childcare program in that district and/or buildings impacted by such closure. Please note, our location at 15 Avis Drive follows the North Colonie School District closing procedures. If all districts close, the CYC Administrative Office will also be closed. When CYC lists closings or delays on local television news stations and the Albany 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

Delays

If the North Colonie, South Colonie and/or Menands School Districts delay the opening of school for any reason, CYC will not operate a before-school program.

Early Dismissal

In the event of an early dismissal from school (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 program prior to 6:00pm and will notify parents/guardians via email and text using contact information on file with the CYC Administrative Office.

Electronics in Program

The use of electronics is prohibited in the before-school and after-school programs per New York State Office of Children and Family Services (OCFS) regulations unless such use is part of a planned program activity, or on a case-by-case basis as determined by CYC staff. For this purpose, electronics include cell phones, chrome books, smart watches, tablets, etc. Chrome books are allowed only when being utilized for required school assignments. CYC reserves the right to store electronics in a program cabinet until parent/guardian pick up if children are found using devices beyond allowable guidelines. In the event of an emergency, and with staff permission, students will be allowed to call their parents/guardians using the program cell phone.

Personal Belongings

CYC is not responsible for items brought from home which are lost, stolen or damaged.

Lost & Found

At each program there is a lost & found where parents/guardians may check for missing items. Please direct questions to site staff.

BEHAVIOR / SUPERVISION

Staff Training

CYC's childcare staff is committed to providing quality care for your child. All staff meet requirements set forth by OCFS. CYC provides its staff with ongoing training throughout the year to ensure that we reach a high standard of care for your child.

Ratios

All of our childcare programs are mandated to maintain the following ratios:

- 1 staff member to every 10 children through age 9
- 1 staff member to every 15 children ages 10 – 12

Children who are determined by CYC to be unable to independently work within these mandated ratios may be unable to participate or continue in the program.

CYC reserves the right to limit the number of children accepted into the programs based on space restrictions and staff availability.

Behavior Policy

Parents/guardians are expected to review all behavioral rules with their children before the SACC program begins. Children are expected to display age appropriate behavior and follow established rules including, but not limited to:

- Respect other children, staff and property
- Follow staff direction
- Stay with a staff member and within program areas at all times*
- Adhere to rules regarding building and playground safety
- Refrain from using foul language or other forms of verbal abuse
- No fighting or other physical altercations
- Adhere to the school and CYC policies and procedures

**If a child leaves the program area, leaves the school building, or leaves the school grounds, a CYC staff member will do everything possible to stay with your child for their safety. You and/or your emergency contacts may be contacted for immediate pick-up or notification. Police may be called as the situation deems necessary.*

Child Guidance & Discipline

Staff will address minor behavior issues and conflicts by guiding children to resolve their own conflicts. Staff will document the behavior or conflict and parents/guardians will be notified. If inappropriate behavior continues, a parent/guardian-staff meeting may be required to develop a behavior plan.

If a child exhibits behavior that is more severe such as fighting, verbal abuse, physical altercations, endangering the welfare of others, assault, vandalism, running away from the program, hiding from staff or leaving the program area without staff supervision, a parent/guardian may be notified that the child must be picked up within 30 minutes. Based on the nature and severity of the behavior, CYC reserves the right to suspend or terminate services.

Property Damage

Parents/Guardians are responsible for the cost of any damage (beyond normal wear and tear) to any facility, property or equipment caused by their child.

Parent Code of Conduct

Parents, guardians, and other adults given responsibility for the delivery and pick-up of your child(ren) are expected to conduct themselves appropriately towards our staff and/or program participants. Any inappropriate conduct may result in immediate termination of services. Inappropriate conduct includes, but is not limited to: harassment, discrimination, disrespectful conduct, threatening behavior, use of foul language, violence or aggressive behavior.

In the event that CYC staff perceive that a parent/guardian or adult picking up a child from our programs is under the influence of drugs or alcohol, you will be asked to arrange alternative transportation. If the pick-up individual refuses to cooperate in arranging for alternative transportation our staff -- as mandated reporters -- is obligated to make a report to the appropriate authorities.

If the safety of the staff or program participants becomes in jeopardy, CYC reserves the right to terminate services immediately. Reasons for termination, beyond the behavior of the child, include, but are not limited to:

- Arriving late to pick up your child from program
- Extended absenteeism without notification
- Nonpayment, late payment, or non-sufficient funds for fees
- Application information not being kept current – i.e., Incorrect emergency contact name and phone numbers, medical information
- Failure to adhere to sign-in and sign-out procedures
- Any behavior or incident that is deemed by CYC administration to be dangerous, disruptive, or harmful to the staff or program participants

SAFETY & SECURITY

Maintaining the safety of your children and our staff is our number one priority. The following policies have been put in place to assist us in achieving that goal.

CYC maintains regular communication with the North Colonie, South Colonie and Menands School Districts, as well as the Colonie Police Department to ensure optimal safety and security at all locations. Many of our safety and security measures have been designed in conjunction with the school districts. Please be aware that security procedures – including, but not limited to, entry procedures and use of security cameras and emergency evacuation plans, vary from location to location. To learn more about specific procedures related to the program your child attends, please review the information posted at your child's site or contact the CYC Administrative Office.

Emergency Communication Procedure

From time to time, events such as power outages, a disruption in the water supply, an airborne illness or a weather-related emergency may occur. When this happens, CYC will communicate using any or all of the following methods: e-mail, text, phone, social media and local media outlets. To ensure receipt of information via these methods, please include CYC on your safe senders list and provide authorizations as necessary. It is best to rely on more than one source of information when it comes to emergency announcements.

Emergency Evacuation

In the event of an evacuation during program hours, your child will be transported to the nearest school or to the Rudy A. Ciccotti Family Recreation Center 30 Aviation Rd. Albany, NY, 12205 (518-867-8920). Specifics for your relocation site will be available at your child's program location. Should an emergency evacuation take place, the childcare staff will notify parents/guardians.

Safety Drills

Each before and after-school program has defined protocols for handling emergency situations. Included in these protocols are monthly emergency evacuation drills and shelter-in- place drills conducted twice each school year. During shelter-in-place drills, no one is allowed to enter or exit the program space and you will receive advance notification of when these drills will occur.

Transporting Children

Parents/guardians are responsible for transporting their children to the before-school program, from the after-school program, and to/from the full day vacation camps.

Staff

CYC staff are prohibited from transporting children in their personal vehicles for any reason.

Electronic Surveillance Equipment

For safety and security purposes electronic surveillance cameras are located in the two program rooms at 15 Avis Drive as well as on the outside of the building to canvas the program play areas. North Colonie, South Colonie and Menands School Districts have surveillance equipment installed in building spaces and hallways utilized by CYC.

Photo Release

CYC reserves the right to take and publish photographs of children who are enrolled in our programs. However, names of children will not be published. Please indicate on your child's application whether or not you give permission for your child's photograph to be used for promotional purposes.

Custodial Issues / Court Orders

Employees of CYC are not able to prevent a parent or legal guardian from picking up their child unless there is legal documentation on file with CYC. Families who have legal documentation regarding their children should submit a copy to the CYC Administrative Office. This policy also applies to a parent who may not be listed on the application. In the event that a parent is not listed on the application but supplies proof that they are the parent, they will have access to your child's information unless we have a legal documentation prohibiting it. CYC reserves the right to seek legal counsel at the expense of all involved parents/guardians should disagreements occur between the parties.

Confidentiality of Records

Information contained in your child's file is privileged and confidential and will not be released without the written consent of a parent/guardian unless required by law or provided herein. Authorized representatives from OCFS have the right to review all records upon request.

We do, share application information, attendance records, behavior reports and accident reports with all parents or legal guardians, upon request, unless we have a court order on file prohibiting us from doing so. Therefore, if you wish to prohibit a parent from accessing your child's attendance records, from adding a pick-up authorization or otherwise changing their application (i.e. adding an emergency contact) we must have a valid court order or custody agreement which clearly defines the parameters of what each parent is permitted or prohibited from doing. In addition, we share incident reports for school sites with the applicable school district.

HEALTH POLICIES

Medical Information

Please list any allergies, medical conditions, prescriptions or special concerns in the designated area on your child's application. Any information that we have regarding your child and/or any school services that they receive will be extremely helpful to the childcare staff that works with your child each day. You may be contacted if additional information is required.

Medications

CYC administers **emergency medications at all program locations**. If your child requires any other type of medication, please contact the administrative office for further guidance. These medications are limited to epinephrine auto injector devices (epi-pen), asthma inhalers, and nebulizers. CYC may administer diphenhydramine only when prescribed in conjunction with an epi-pen. If the doctor indicates "Benadryl" on the consent form, Benadryl[®] brand must be provided and not a generic form of the medication.

Administration of emergency medication will require written permission from a custodial parent/guardian and written instructions from a health care provider on the OCFS approved medical consent form stating that the CYC School-Age Childcare Program may administer such medication and listing the side effects of the medication and the signs and symptoms of the medical condition. Every **12 months**, we must obtain a new medical consent form from the health care provider. Medication must be in the original container labeled with the child's name, the medication's name, recommended dosage, and time intervals for administration, method of administration and expiration date.

An individualized health care plan will be developed for each child utilizing medications. CYC will maintain first aid and CPR certified staff at each location so these medications may be administered by trained staff. Staff administering these medications will be at least 18 years of age. In the event that an epi-pen is administered we will call 911 immediately. We will also call 911 if a participant's breathing does not return to normal after the administration of an inhaler/nebulizer.

PLEASE NOTE: CYC staff does not transport medications between programs. If your child attends our before and/or after-school program and registers for our vacation camp or summer camp program, a parent/guardian must transport the medication to the different site or bring additional medication to each program site.

Illness / Communicable Disease

In the event of an airborne or foodborne illness, or other contagious conditions (strep, head lice, chicken pox, etc.), parents/guardians will be notified in writing of the outbreak and related symptoms. If the illness is gastro-intestinal, the site director will monitor the medical log for other suspected cases.

Per OCFS, children with a contagious illness will be excluded from the program until a note from a doctor indicating they are no longer contagious is on file. If a child becomes ill with these symptoms while at a program site, they will be given a place to rest in full view of the staff. Parents/guardians will be notified and asked to pick the child up within one hour.

When there is an airborne infectious disease, such as COVID-19, CYC will follow applicable guidance from OCFS, the New York State Department of Health (NYSDOH) and the Centers for Disease Control and Prevention (CDC), as well as the requirements of the applicable school

district and school. CYC will also follow its plan under the New York State HERO Act for its staff, when applicable. CYC will notify parents of guidance that pertains to children participating in CYC programs.

Injuries

A medical log is maintained at each site which includes information about very minor medical treatment (e.g., band-aids for paper cuts) provided to children. All injuries requiring any medical attention, will be documented on an incident report form which will be provided to parents/guardians, upon request. In addition, the following procedures will be followed:

- **Minor Injuries:** All sites are equipped with portable first aid kits which will be used by trained staff attending to children experiencing minor injuries such as scrapes, bumps or bruises that do not require attention by a medical provider.
- **Serious Injuries:** In case of a more serious injury possibly requiring attention by a medical provider, in addition to administering first aid, staff will notify parents/guardians as soon as possible. If the child's parents/guardians are unavailable, staff will call individuals on the child's emergency contact list (*please be sure to notify the Administrative Office any time phone numbers change for yourself or anyone on your emergency contact list*).

When necessary, as determined by the supervisor in charge at the site, 911 will be called to provide treatment and the child may be transported by ambulance to the nearest hospital. When an injury may be life threatening, 911 will be called immediately. When a child is transported to the hospital, a staff member, along with your child's file, will accompany and stay with the injured child until a parent/guardian or emergency contact person arrives at the hospital.

Suspected Abuse, Maltreatment or Neglect

All childcare staff are mandated to report any suspected cases of child abuse, maltreatment or neglect to New York State Child Protective Services. If a staff person suspects abuse they will call the child abuse hotline.

Nutrition

Parents/guardians are responsible for sending snack for the after-school program. Many children in our care have food allergies to such items as peanuts, tree nuts, gluten, dairy and fructose. In some cases, a child's reaction to their allergen is mild, but in other cases it is quite severe, even fatal. The most severe allergies are often from peanuts and/or tree nuts. For that reason, CYC asks that every effort be made to send snack items that are peanut-free and tree nut-free.

Parents/guardians are expected to provide as much information as possible regarding their child's food allergies. If your child's application indicates a food allergy, you may be contacted for additional information.

COMMUNICATION & SUPPORT

Although we make every effort to maintain current contact information in our database, it remains the responsibility of parents/guardians to ensure that correct information is on file.

E-Mail

CYC requires a valid e-mail address on file for financial matters, emergency information, periodic program announcements and any other pertinent CYC information. To ensure receipt of all e-mails, please add colonieyouthcenter.org to your address book and mark as a "safe sender." E-mail addresses will not be shared with third parties.

Text

Texting is reserved for information which is considered critical and/or time sensitive. Parents/guardians must opt-in to receive text alerts and may opt-out at any time.

Parent Portal

EZChild Track is an online interface where parents/guardians can:

- Register online for childcare programs
- View account balance and future payments
- Make online payments using credit card or bank account
- Enroll in auto-pay (automatic payment by credit card or bank account)
- Print receipts and tax statements
- Manage information on family members, emergency contacts, etc.
- Communicate with program and administrative staff
- Download registration forms and other documents

Site Phones

Each of our programs is equipped with a cell phone so that you may contact staff during program hours only. You may leave a voice or text message for the childcare staff and they will return your call as necessary. For immediate assistance during non-program hours, you may call the CYC Administrative Office.