



PARENT HANDBOOK

2026 Summer Camp Program

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



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. A parent/guardian 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.

Rev. 3/2026

TABLE OF CONTENTS

Agency Information.....	1
Mission Statement	1
Program Philosophy	1
Program Description.....	1
Office Hours	1
Questions or Concerns	1
Agency Policies.....	2
Non-Discrimination	2
Freedom of Communication & Expression	2
Freedom of Choice of Materials.....	2
Conflict Resolution.....	2
Enrollment Information.....	3
Sites	3
Dates/Hours	3
Eligibility Requirements	3
Special Circumstances	3
Re-Enrollment for 2025 Camp Families	4
Enrollment for New Camp Families	4
Enrollment Changes/Withdrawals	4
Waitlist	4
Administrative Changes	4
Financial Information	5
Fees	5
Initial Deposit	5
Payment Schedule	5
Late Payment Fees	5
Miscellaneous Fees	5
Payment Options	5
Delinquent Accounts	5
Split-Pay Accounts	6
Refund Policy/Procedure	6
Receipts/Detailed Statements	6
Dependent Care/Flexible Spending Accounts	6
Annual Statements	6
Financial Assistance	6
Program Operation.....	7
Field Trips	7
Summer School/Summer Reading Program	7
Electronics in Program	7
Drop-Off & Pick-up	7

Program Operation, cont	7
Pick-Up Authorization & Procedure	7
Absences	8
Department of Social Services (DSS) Attendance Policy	8
Late Pick-Up Policy	8
Closings	8
Early Dismissal	8
Personal Belongings	8
Lost & Found	8
Behavior/Supervision	9
Staff Training	9
Ratios	9
Behavior Policy	9
Child Guidance & Discipline	9
Property Damage	9
Parent Code of Conduct	10
Safety & Security.....	11
Emergency Communication Procedure	11
Emergency Evacuation	11
Safety Drills	11
Program Temperature	11
Transporting Children	11
Pets	11
Electronic Surveillance Equipment	11
Photo Release	12
Custodial Issues/Court Orders	12
Confidentiality of Records	12
Health Policies.....	13
Medical Information	13
Immunization Records	13
Medications	13
Illness/Communicable Disease	13
Injuries	14
Suspected Abuse, Maltreatment or Neglect	14
Nutrition	14
Communication & Support.....	15
E-Mail	15
Text	15
Parent Portal	15
Site Phones	15

AGENCY INFORMATION

Mission Statement

The mission of the Colonie Youth Center, Inc. is to provide programs and services to enhance the living experience of all people in the greater Capital Region.

Program Philosophy

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

Program Description

Colonie Youth Center's Summer Camp offers warm weather adventure that keeps campers returning year after year! Our camps are overseen by experienced, friendly staff who are dedicated to preparing exciting and interactive activities to keep children happy and engaged.

Office Hours

CYC Administrative Office hours are Monday - Friday from 8:30am - 4:30pm, unless otherwise posted.

Questions or Concerns

Please direct all questions regarding the agency, this handbook, enrollment, billing or concerns about our programs to the CYC Administrative Office.

- Mailing address: 15 Avis Drive, Latham, NY 12110
- Phone: 518-438-9596
- Email: info@colonieyouthcenter.org

AGENCY POLICIES

Non-Discrimination Policy

CYC is committed to providing a safe, welcoming, and inclusive environment for all children, families, and staff. We believe that every child deserves the opportunity to learn and grow in an environment free from bias and prejudice.

CYC does not discriminate in its enrollment or programs on the basis of: race, color, or national origin; creed or religion; sex, sexual orientation, or gender identity/expression; disability (physical or mental); or familial status. We will make reasonable modifications to our policies and practices to integrate children with disabilities unless doing so would fundamentally impact our ability to run our programs or create an undue burden on CYC and its employees.

Freedom of Communication and Expression

CYC is a private program and maintains the right to set standards for respectful communication to ensure a safe environment for children. While we value diverse perspectives, the following types of speech or expression are strictly prohibited and may result in the termination of services: (1) speech that targets an individual based on the protected characteristics set forth in CYC's Non-Discrimination policy; (2) discussion of protected information including private medical, behavioral, or personal information of any child; (3) any speech that is abusive, intimidating, or interferes with our ability to care for children safely.

Freedom of Choice of Materials

CYC believes that children develop critical thinking and a love for learning when they have access to a wide range of stories and information. We are committed to maintaining an environment that reflects the diverse world in which we live. Children participating in our program have the right to: (1) choose books and reading materials based on their own interests, curiosity, and developmental level; (2) use materials that represent a broad range of cultures, family structures, identities, and histories; and (3) explore challenging ideas through age-appropriate literature without fear of censorship or viewpoint discrimination. CYC will not bar or prevent children from using materials solely because of the origin, background, or views of those contributing to their creation, nor because of partisan or doctrinal disapproval unless such material is obscene, harassing, or otherwise presents a violation to the policies set forth herein.

Conflict Resolution Policy

CYC values open communication and takes all concerns seriously. If a parent or guardian believes there has been a violation of our Non-Discrimination Policy, Freedom of Communication and Expression Policy, or Freedom of Choice of Materials Policy, or has any concern regarding program operation, they are encouraged to express such concerns directly to the site director. We maintain an "open door" policy for constructive feedback regarding your child's care. CYC strictly prohibits retaliation against any family who expresses a concern in good faith. Raising such a concern will not negatively impact your child's enrollment or standing in our program.

ENROLLMENT INFORMATION

CYC's summer camp programs have a permit to operate from the Albany County Department of Health. The Department of Health inspects each camp. These reports are on file at the Department of Health, South Ferry and Green Street, Albany, NY 12201.

Our goal is to provide children with a safe, healthy and active atmosphere where they can engage in a variety of age-appropriate recreational activities. Each activity that your child chooses will run from 30 – 45 minutes in length. Examples of activities include arts & crafts, gym games, outdoor play, learning centers, building materials, field trips and guest presenters.

Sites

Summer camp program sites for 2026 include: Boght Hills, Saddlewood, Shaker Road

Dates/Hours

2026 CYC Summer Day Camps will operate as follows:

- June 29th – August 21st (no program July 3rd) at the following locations: Boght Hills, Saddlewood, Shaker Road
- Summer camps are open each day from 7:30am – 5:30pm
(NOTE: these hours differ from the school year program!)

Eligibility Requirements

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 5 but not older than 11.
- Children must be able to function in a 1:10 ratio.
- Children must be fully toilet trained and able to use the facilities independently.
- Children must be able to communicate needs to CYC staff

Special Circumstances

CYC works collaboratively with families to make reasonable accommodations to serve children with disabilities or behavioral concerns and will evaluate each situation individually. Each child with an identified need will have a call made to the family and an individualized care plan developed to assist staff in successfully meeting the needs of the child. The plan will be developed with input from the family and other professionals and will be completed prior to the child starting the program.

NOTE: 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.

Re-enrollment for 2025 summer camp families:

Re-enrollment begins in the [parent portal](#) at 9am on Mon., April 6th and ends at Noon on Fri., April 24th

Enrollment for new camp families (not enrolled in the 2025 camp program):

Open enrollment begins in the [parent portal](#) at Noon on Monday, April 27th

Enrollment Changes / Withdrawals

Parents/guardians who wish to make enrollment changes or withdrawals may be liable for the full amount due. See the Refund Policy/Procedure under Financial Information for specific information.

The ability to add or change weeks is subject to availability.

May 20th is the deadline to drop weeks and receive a full credit/refund. Requests must be submitted in writing; [email](#) is preferred. For weeks dropped after May 20th, a credit/refund will be issued only if the spot is filled with a new customer.

If you drop all weeks your refund will be subject to a \$25.00 cancellation fee.

Waitlist

CYC maintains a waitlist for summer camp on a first-come, first-serve basis. A new waitlist is started each year once re-enrollment is complete and all open spots have been filled.

Administrative Changes

Changes to addresses, phone numbers, emergency contacts, etc. should be made in the [parent portal](#) or sent in writing to the CYC Administrative Office.

FINANCIAL INFORMATION

Fees

Camp: \$275.00 per week (except week 1 = \$220.00)

NOTE: Families receiving assistance through DSS are responsible for all parent fees and must confirm each subsidy with their county worker and CYC.

Initial Deposit

Camp: Parents/guardians must pay an initial deposit of \$275.00 for each child which will be applied to the last installment.

Payment Schedule

Payment Due	Dates of Service		Payment Due	Dates of Service
June 1	1 (6/29-7/2)*		August 1 (if not covered by deposit)	7 (8/10-8/14) 8 (8/17-8/21)
	2 (7/6-7/10)			
	3 (7/13-7/17)			
**No Program July 3rd				
July 1	4 (7/20-7/24)		NOTE: If an account is more than two days past due, a \$15.00 late fee is assessed.	
	5 (7/27-7/31)			
	6 (8/3-8/7)			

Late Payment Fees

Payments made 2 days after the payment due date will be assessed a late payment fee of \$15.00. Any account with unpaid late fees will not be permitted to register in additional programs until fees are paid.

Miscellaneous Fees

Late pick-up fee (per child) - \$15.00 for each 15 minutes, or any 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.

Payment Options

- Online – [parent portal](#) (see p.14 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 through the [parent portal](#). This option is a convenient way to ensure your payment is made on time.

Delinquent Accounts

Parents/guardians are expected to make timely payments. If an account is more than two days past due it is considered in arrears, a \$15.00 late fee is assessed and we reserve 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 Policy/Procedure

- **On or before May 20th:** Parents/guardians may make changes to summer camp enrollments for their child(ren) without penalty. However, if parents/guardians disenroll their child(ren) from all scheduled weeks, CYC will refund the full amount paid less a \$25.00 cancellation fee.
- **After May 20th:** Parents/guardians are **financially responsible for each week registered**. If parents/guardians cancel enrollment for one or more weeks, refunds will be issued (or charges will be added to accounts that are not paid) **ONLY** if (1) the parent/guardian provides CYC with at least two (2) weeks' notice, and (2) CYC is able to fill the week(s) with **NEW paying customers**. If we are able to fill the cancelled week(s), CYC will issue a refund or credit to your account for the full amount paid/charged, less the deposit if the parent/guardian cancelled all of the enrolled weeks.

Receipts/Detailed Statements

Receipts and detailed statements are available on demand in the [parent portal](#).

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.

Annual Statements

Annual statements will be made available in the [parent portal](#) by January 31st of each year.

Financial Assistance:

Albany County DSS Child Care Subsidy Program: Financial assistance may be available. To see if you qualify, call the county intake line at 518-447-7435.

For more information regarding financial assistance, please contact us by [email](#) or by calling 518-438-9596.

PROGRAM OPERATION

CYC's summer camp programs may use the cafeteria, gymnasium and playground of each school site. 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).

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 weather conditions.

There is also an area where parents/guardians will sign in and out. Important CYC information may be displayed at the sign-in/sign-out area. Please check frequently for notices/reminders.

Field Trips

A calendar of field trips will be provided at each site. All children will attend the field trips and will be transported by school buses contracted through the North/South Colonie School Districts or other professional school bus agencies.

When a full-day field trip is scheduled, children must be at camp by 9:00am. In order for your child to attend afternoon field trips, they must arrive at camp no later than 12:30pm. There will be no staff at the program site after these posted hours to care for your child.

Summer School/Summer Reading Program

Campers enrolled in summer school or summer reading programs will be transported by bus to summer camp. Full-day field trips may conflict with summer school/summer reading programs. Please refer to camp calendars for full-day field trip dates.

Electronics in Program

The use of electronics is permitted at the discretion of the camp director. 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 parent/guardian using the program cell phone.

Drop-Off & Pick-Up

Parents/guardians are required to sign their child(ren) in and out of program. CYC assumes no responsibility for children who are not signed in at the summer camp program sites.

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 circumstances. 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 to your child(ren), please provide such court order to CYC's Administrative Offices as soon as possible.

Absences

If your child will be absent from camp on a scheduled field trip day, please notify program staff as soon as possible (call/text the site phone). Otherwise, it is not necessary to report absences.

Department of Social Services (DSS) Attendance Policy

Hours of program attendance and absences are reported to County DSS offices each month. Absences exceeding limits set by County DSS offices are the financial responsibility of the parent/guardian. Refer to your *County's Child Care Plan* for details.

Late Pick-Up Policy

The summer camp program ends at 5:30 pm. 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 the parent/guardian knows that they are going to arrive after 5:30pm, 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.

Closings

If program closure is necessary, parents/guardians will be notified by email and text using the contact information provided in the parent portal. NOTE: closings do not affect program fees.

Early Dismissal

In the event that an emergency arises during summer camp that is beyond our control (i.e loss of power or water), CYC reserves the right to close the programs prior to 5:30pm and will notify parents/guardians by email and text using the contact information provided in the parent portal. CYC's regular late pick-up policy applies when there is an early dismissal. NOTE: early dismissals do not affect program fees.

For further details, please refer to the Emergency Communication Procedure on p.10.

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 the Albany County Department of Health. 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 summer camp programs maintain a ratio of one staff member for every ten children.

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.

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

Child Guidance & Discipline

Staff will address minor behavior issues and conflicts by assisting children in resolving their own conflicts. Staff will document the behavior or conflict and parents/guardians will be notified if the behavior continues. If inappropriate behavior continues, a parent/guardian may be called to discuss strategies or develop a behavior plan.

If a child exhibits behavior that is more severe and may jeopardize the safety of themselves, others, or the program, 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 request a meeting with the parent/guardian or 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.

If the safety of staff or program participants becomes in jeopardy, CYC reserves the right to terminate services immediately.

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
- Disciplining a child other than your own
- 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 -- are obligated to make a report to the appropriate authorities.

In addition, other reasons for termination include, but are not limited to:

- Repeatedly arriving late to pick up your child from program
- Extended absenteeism without notification
- Nonpayment, late payment, or non-sufficient funds for fees
- Willfully withholding pertinent information which prohibits CYC from providing adequate care for your child
- 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

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 and South Colonie School Districts 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 CDPHP® Fitness Connect at the Ciccotti Center at 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 camp location conducts weekly safety drills.

Program Temperature

CYC monitors program temperatures and takes action to relieve heat-related discomfort as needed.

Transporting Children

Parents/guardians are responsible for transporting their children to and from summer camp.

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

Pets

Please refrain from bringing pets during drop-off or pick-up due to safety and liability reasons.

Electronic Surveillance Equipment

For safety and security purposes, both the North Colonie and South Colonie 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 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 the Albany County Health Department have the right to review all records upon request.

We 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 (beyond seasonal 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 camp staff that works with your child each day. You will be contacted regarding additional paperwork that may need to be completed.

Immunization Records

The Department of Health requires that immunization records be submitted for review before a child begins camp. CYC does not retain these records from year to year so a new copy must be submitted with each camp application.

Medications

Medications required at summer day camp will be administered through self-administration only. This means that campers must administer their own medication. An on-site certified staff member will monitor the administration of medication.

Self-administration of 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. The form must list 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, describing the self-administering procedures.

Medication must be given to a certified staff member. Medication is stored in a first aid kit in a locked storage cabinet in the camp office. Medications that are classified as controlled substances will be double locked. When off-site, the medication is taken along in the first aid kit. Each administration of medication will be recorded on the Medication Administration Log.

Any time that an Epi-Pen is used during camp, 911 will be called and the Albany County Health Department will be notified within 24 hours. At the end of camp, medications will be returned to the parent/guardian. Any unclaimed medication will be disposed of in the manner required.

PLEASE NOTE: CYC staff does not transport medications between program sites. If your child attends programs at multiple sites, a parent/guardian must transport the medication to the different site or bring additional medication to each camp 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.

Illness / Communicable Disease, cont.

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

Unless otherwise notified, the following meal protocols will apply:

- Parents/guardians are responsible for sending in a lunch and snacks during summer camp programs.
- During program, there is time for a morning and afternoon snack as well as lunch.
- Please send lunch in insulated bag; refrigeration available as needed
- Microwaves are not accessible to the camps so please refrain from sending your child with a lunch that needs to be heated.
- Please do not send glass bottles or containers with your children.

CYC provides food for special events and activities at camp. 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 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, CYC makes every effort to serve peanut-free and tree nut-free foods in our programs, as determined by the nutritional label located on packaging.

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

EZChildTrack 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.