



2021 Handbook Summer Day Camp



**The policies and procedures in this book are subject to change.
The Colonie Youth Center, Inc., is a New York private not-for-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 Summer Day Camp Program 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@colonieryouthcenter.org. Visit our website at www.colonieryouthcenter.org to see everything that CYC has to offer you and your entire family!

TABLE OF CONTENTS

| | |
|---|----------|
| Program Overview | 3 |
| Sites | 3 |
| Dates/Hours | 3 |
| Eligibility | 3 |
| Enrollment Changes/Withdrawals | 3 |
| Counselor-in-Training | 4 |
| Financial Information | 5 |
| Fees | 5 |
| Initial Deposit | 5 |
| Payment Schedule | 5 |
| Payment Options | 5 |
| Delinquent Accounts | 5 |
| Returned Payments | 5 |
| Payments and Additional Fees | 6 |
| Refund Policy/Procedure | 6 |
| Receipts/Annual Statements | 6 |
| Dependent Care/Flexible Spending Accounts | 6 |
| Financial Assistance | 6 |
| Program Operation | 7 |
| COVID-19 Protocols | 7 |
| Field Trips | 7 |
| Swimming | 7 |
| Electronics in Program | 7 |
| Drop-Off & Pick-up | 7 |
| Pick-Up Authorization & Procedure | 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 | 10 |
| Parent Code of Conduct | 10 |
| | |
| Safety & Security..... | 11 |
| Emergency Communication Procedure | 11 |
| Emergency Evacuation | 11 |
| Safety Drills | 11 |
| Transporting Children | 11 |
| Electronic Surveillance Equipment | 11 |
| Photo Release | 11 |
| Custodial Issues/Court Orders | 12 |
| Confidentiality of Records | 12 |
| | |
| Health Policies..... | 13 |
| Medical Information | 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 |

PROGRAM OVERVIEW

CYC's summer camp programs have a permit to operate from the Albany County Department of Health. The Department of Health inspects each camp twice per year. 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, and guest presenters.

Sites:

Summer camp program sites for 2021 include: Boght Hills Elementary and Sand Creek Middle School. 15 Avis Drive will be used as a location only for the week of August 23-27.

Dates/Hours:

2021 CYC Summer Day Camps will operate as follows:

- 8 consecutive weeks at Boght Hills Elementary and Sand Creek Middle School from June 28th - through August 20th, except for Monday, July 5th when the camps will be closed
- At 15 Avis Drive the week of August 23rd – August 27th
- Summer camps are open each day from 7:30am – 5:30pm

Eligibility:

All children must meet the following requirements for enrollment:

- Children must have completed kindergarten and be between the ages of 5 and 12.
- 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
- 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.

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.

COUNSELOR-IN-TRAINING (CIT) PILOT PROGRAM

CYC is offering a newly-designed CIT program drafted for older campers who would like to experience camp from a Camp Counselor point of view. The program is intended to develop leadership skills that can be applied to all aspects of their life; school, home, and community. The program offers hands-on learning and is ideal for youth who loved their time in CYC programs and have a desire to work with children in the future. This program will prepare participants for possible future employment with CYC or other school-age childcare programs.

The program will consist of a 3-week session during which training will be provided in such areas as child development, safety and supervision, program environment, and best practices. Each week will begin with a training and orientation session in preparation for the week's focus. The rest of the week will include daily training and shadowing of camp counselors in real life camp situations. CITs will be responsible for assisting counselors in leading activities, maintaining safety, keeping campers engaged, being a positive role model, set-up, and clean-up. Participants will obtain an understanding of counselor responsibilities and should be able to demonstrate and explain those responsibilities to show program success.

Participants may choose 1 of 2 available 3-week sessions. The content of both sessions is identical. Completion of this pilot program may lead to additional leadership opportunities in expanded CIT programming next summer or possible employment opportunities in the CYC childcare programs for those students turning 16 years of age.

Space is limited to 10 CITs per session; 5 will train with the Boght Hills Summer Day Camp and 5 will train with the Sand Creek Summer Day Camp.

Each potential CIT will need to be a past CYC program participant, must submit an application, be interviewed/accepted into the CIT program, and register as a current CYC camper.

Please refer to the [CIT Application Packet](#) on CYC's website for more details.

FINANCIAL INFORMATION

Fees:

Camp: \$44.00/day per child; full week = \$220.00 (except week 2 = \$176.00)

CIT: \$660.00/session per child

Initial Deposit:

Camp: Parents/guardians must pay an initial deposit of \$220.00 for each child and will be applied to the last 5 days of enrollment.

CIT: No deposit required to apply

Payment Schedule:

| Service Period | Payment Due | Service Period | Payment Due |
|----------------|-------------|---|-------------|
| 1 (6/28-7/2) | May 30 | 6 (8/2-8/6) | July 4 # |
| 2 (7/6-7/9)* | June 6 | 7 (8/9-8/13) | July 11 |
| 3 (7/12-7/16) | June 13 + | 8 (8/16-8/20) | July 18 |
| 4 (7/19-7/23) | June 20 | 9 (8/23-8/27) | July 25 |
| 5 (7/26-7/30) | June 27 | Deposit applied to last 5 days enrolled | |

*No Program July 5th // +CIT Session 1 due // #CIT Session 2 due

Payment Options:

- Online – [Parent Portal](#) (see p.15 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 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.

Returned Payments:

- **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 for the same service period will be assessed a \$15.00 service fee.

Payments and Additional Fees:

Parents/guardians will be notified of additional fees via email. Full payments, along with 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.

Refund Policy/Procedure:

- **On or before May 21st:** 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 days, CYC will refund the full amount paid less a \$25.00 cancellation fee.
- **After May 21st:** Parents are **financially responsible for each day registered**. If parents/guardians cancel enrollment for one or more days, 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 day(s) with **NEW paying customers**. If we are able to fill the canceled day(s), CYC will issue a refund or credit to your account for the full amount paid/charged, less the deposit if the parent/guardian canceled all of the enrolled days.

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 intake line at 518-447-7435.
- **CYC Summer Camp Scholarship:** Limited funds are available for households of low to moderate income in need of childcare during summer 2021. Applicants must live in the Town of Colonie and work during the hours of 7:30am-5:30pm. NOTE: this scholarship does not apply to the CIT Program

For more information regarding financial assistance, please contact Donna at dcramersharer@colonieyouthcenter.org or 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 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 daily. You may also review the weekly newsletter/camp calendar which is also available on our website.

COVID-19 Protocols

CYC continues to follow all CDC and health department guidelines in response to the COVID-19 pandemic. We monitor these guidelines regularly and update our protocols as necessary. Updates to protocols will be sent out to families via e-mail, posted notification at programs, and postings on our website. As we get closer to the start of camp we will communicate all protocols to be followed.

Field Trips

CYC adheres to all CDC and health department guidelines regarding COVID-19. Following the current social distancing recommendations, which strictly limits the number of individuals allowed on buses, we will be operating our summer day camp with NO off-site field trips. Staff have planned on-site vendors and special activities for each summer camp week (please refer to the posted calendar of events for more details). In addition, staff will be planning water activities in place of swimming field trips.

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 from the 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 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 Offices as soon as possible.

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 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, please refer to Emergency Communication Procedure under the Safety and Security section of this handbook.

Early Dismissal:

In the event an emergency arises during summer camp that is beyond our control, the CYC Administrative Office staff reserves the right to close the programs prior to 5:30pm and will notify parents/guardians via 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.

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 behavior rules with their child(ren) before the 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 facility 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 without a refund. Inappropriate conduct includes, but is not limited to: harassment, discrimination, disrespectful conduct, threatening behaviors, use of foul language, violence or aggressive behavior.

In the event that CYC staff perceive that parents/guardians or any adult picking up a child from our program 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.

If the safety of the staff or program participants becomes in jeopardy, CYC reserves the right to terminate services immediately without a refund. Reasons for termination, beyond the behavior of the child, include, but are not limited to:

- Consistently 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 and South Colonie 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 camp location conducts weekly safety drills.

Transporting Children:

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. 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 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 camp staff that works with your child each day. You may be contacted if additional information is required.

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:

CYC continues to follow all CDC and health department guidelines in response to the COVID-19 pandemic. We monitor these guidelines regularly and update our protocols as necessary. Updates to protocols will be sent out to families via e-mail, posted notification at programs, and postings on our website. As we get closer to the start of camp we will communicate all protocols to be followed.

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.

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 camp 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.

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:

CYC is working with the North and South Colonie School Districts regarding possible breakfast and lunch offerings at our summer day camps. More information to follow as details become available.

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.
- Food items will be refrigerated at site.
- 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:

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.

COLONIE YOUTH CENTER, INC.
15 Avis Drive, Latham NY 12110
518-438-9596 // Fax: 518-514-1404
www.colonieyouthcenter.org