

2023 - 2024 CLIPPER CARE

YARMOUTH



COMMUNITY
SERVICES

*Creating community through
people, parks and programs.*

PARENT HANDBOOK

Welcome to the YCS Clipper Care Program

Yarmouth Community Services (YCS) is pleased to provide childcare programs for your family. Our Clipper Care program is designed to meet the needs of parents and guardians during the before and after school hours. The Clipper Care Program encompasses a variety of activities from homework time to arts and crafts, games, and outdoor play. We are very excited to offer this fun, safe and enriching program.

Program Hours of Operation

Program	Grades	Program Location	Hours
Before School Care	K - 5	Yarmouth Elementary School	7:00 – 8:30 am
After School Care	K - 1	Rowe School	3:30 – 5:30 pm
After School Care	2 - 5	Yarmouth Elementary School	3:30 – 5:30 pm

This booklet has been prepared for your convenience to inform you of the program's policies and procedures and hopefully answer any of your questions. We ask that you keep this manual in a handy place for easy reference and that each parent will read, understand and act in accordance with our policies. Thank you!

Program contact information will be sent to you before the school year begins.

YCS CLIPPER CARE PHILOSOPHY

The Clipper Care Program is a recreational and educational program intended to compliment your child's school day. Whether it's gearing up for the school day or after a long day of highly structured schoolwork, the program gives children an opportunity to choose from a variety of fun activities that are enriching, allow for exploration and socialization, and give your children a chance to relax. In partnership with Yarmouth School Department, YCS Clipper Care provides age-appropriate options that promote physical and social development in their school environment.

RESPONSIBILITY OF THE CLIPPER CARE PROGRAM TO PARENTS

1. The Clipper Care Program permits and encourages parents to visit at any point while their child(ren) are in attendance. We welcome families to come, observe and participate in activities.
2. The Clipper Care Director(s) will regularly exchange information with the parents about their child(ren).
3. Staff will inform parents of field trips and require the parent's written permission for their child's participation on the trips.
4. Staff will be available to parents by telephone or in person to answer any questions or discuss any concerns. Conferences with staff are available upon request.
5. The Clipper Care Program will make available to parents a copy of all policies at the time of the child's admission to our program.

RIGHTS AND RESPONSIBILITIES OF CHILDREN AND FAMILIES

- Right to freedom from abuse and neglect. Children will be free from emotional, verbal, physical/sexual abuse, neglect, and exploitation.
- Right to confidentiality. Children's records and information kept for the Clipper Care Program is confidential.
- Right to freedom from harmful actions or practices. Each child has the right to freedom from harmful actions or practices that are detrimental to his/her well-being.
- Right to a safe and healthy environment.
- Right to be free from discrimination. A child shall be provided childcare services without regard to race, age, national origin, religion, disability, gender or family composition.
- Right to consideration and respect.
- Right to be informed of services provided by the Clipper Care Program.
- Right to a variety of appropriate activities, materials and equipment.
- Right to mandatory report of rights violations.
- Right to reasonable modifications and accommodations.

In striving to reach the goals of the Clipper Care Program, we have established rights and responsibilities for the children in our programs. Every child in our program has the RIGHT:

- To be happy and treated with kindness.
- To be treated fairly.
- To be safe.
- To hear and be heard, have opinions and desires considered.
- To participate in all activities.
- The responsibility to honor and respect others and their feelings.
 - The responsibility to treat others fairly. To treat others the same as you would like to be treated. Teasing, being hurtful, unkind and/or disrespectful will not be tolerated and **BULLYING WILL ABSOLUTELY NOT BE TOLERATED!!**
 - To welcome and encourage others to participate in activities with them. Excluding others will not be tolerated.
 - To keep others safe. Hitting, kicking, pushing, pinching, and/or shoving will not be tolerated.

****Inappropriate, unsafe and/or disruptive behavior will not be tolerated and may require meeting with parents to discuss specific incidents. Frequent inappropriate, unsafe and/or disruptive behavior may result in suspension or dismissal from the program.**

PROGRAM POLICIES AND PROCEDURES

ENROLLMENT

The Yarmouth Community Services Clipper Care Program will service school-age in the Yarmouth School District. Enrollment will be on a first-come, first-served basis.

REGISTRATION

All participants must be registered in the program **before** participating. **All forms must be completed online before your child can attend.** It is the responsibility of the parents to keep enrollment records current including home phone and cell number, address, business phone, emergency phone numbers, child's attendance schedule, medical information as well as any changes in individuals authorized to sign your child out of the program. This is important for the safety and security of your child.

IMPORTANT PAYMENT POLICY AND CONTRACT INFORMATION

Signing the registration form ensures Yarmouth Community Services that you, as a parent, have read this policy packet. The registration information acts as a contract between Yarmouth Community Services and parent(s) of participants involved to guarantee payment for services. Your signature on the registration form enables your child to have a reserved space in this program for the period of one school year unless otherwise noted on the registration form.

Once a child is registered, we consider this arrangement contracted. No refunds will be issued. **Teacher in-service days, non-school days and school vacation weeks are not included in the Clipper Care Program.**

Yarmouth Community Services may offer a separate school vacation camp during the February and April vacation weeks as well as in the summer months. Please contact Yarmouth Community Services for more information about those programs.

2019-2020 FEES AND PAYMENTS

School	Before Care	After Care
Rowe (K-1)	\$12 per day (at YES)	\$18 per day
YES (2-5)	\$12 per day	\$18 per day

This is NOT a drop-in program. You are charged for the registered days available at the time of this contract. Invoices will be sent out once a month. Questions about billing should be directed to **the Yarmouth Community Services office at (207) 846-2406.**

***Multi-child discount: The first child in your family is charged at 100%, each additional child in your family will be charged at 90% (10% discount).**

TUITION

Invoices are sent at the beginning of each month. The invoices will display the charges for the current month (September's invoice will be sent at the beginning of September). Tuition must be paid by the end of each month. If payment is not made on time and other arrangements for payment have not been made and agreed to, a surcharge of 10% of the overdue amount will be charged. This fee will be added to the following month's invoice. Balances will not be carried for longer than a four (4) week period. If a family has a balance for longer than 4 weeks, other childcare arrangements will be necessary until their account becomes current, or an arrangement is made with Yarmouth Community Services.

SCHEDULING

It is our goal to be as accommodating as we can when it comes to your child's Clipper Care needs. If school is not in session or if school is cancelled due to weather, there is no charge. However, if a child is out due to illness, payment is due for that day.

A two-week notice is required to discontinue or change the number of days enrolled in Clipper Care. Accommodations or additions are only available as space allows. **We do require that any change in schedule be submitted by email to mcaron@yarmouth.me.us**. We often have a waitlist for this program so we are unable to guarantee holding your child's spot if you decide to drop dates in order for them to participate in other programs or activities.

ARRIVAL AND DEPARTURE FROM THE PROGRAM

School	Address
Rowe	52 School Street
Yarmouth Elementary School (YES)	121 McCartney Street

A child that is not in attendance will be marked absent for the day. It is parents/guardians' responsibility to let Clipper Care staff know if their child will not be in attendance. If the absence is scheduled and ongoing (due to sports for example) parents/guardians only need to let the staff know once which days the child will not be attending. **Parents should email Hali Fortin at hfortin@yarmouth.me.us before 3:30 pm that day to notify staff that their child will not be attending.** If a child is unexpectedly absent, staff will contact parents/guardians ASAP. If a child arrives and is not scheduled to attend, parents/guardians will be notified as soon as possible and a pick up arrangement must be made.

END OF DAY PROCEDURE

Please remember our program closes promptly and on time at 5:30. It is your responsibility to make every effort to pick up your child(ren) by the closing time. The Clipper Care staff may have other commitments after this time. Please respect Clipper Care staff in this matter.

Late pick up will be subject to additional fees. Please see the section on LATE FEES.

**** We understand that emergencies/traffic etc. can delay your arrival and we are flexible in those situations. Please alert Clipper Care Director(s) in the event of your delay.****

SIGN OUT

- Individuals picking up children must enter the building through the front entrance of each school.
- Each child must be signed out when picked up at the end of the day. **A child may not sign him/herself out, unless they have been given written permission by you in advance to leave the program on their own.**
- We require notification in writing if someone other than the person(s) listed on the Authorization to Release Form will pick up your child. However, for emergency situations we will accept verbal authorization by the parent or guardian via phone call.
- The Clipper Care Director(s) and the Yarmouth Community Services office must be **notified in writing** if there is a specific person(s) who **should not** pick up your child(ren).
- For the safety of your child(ren), individuals will be asked to show proper ID, so please come prepared.

LATE FEES

Pick up is **promptly** at 5:30 pm. Each time a child is picked up late will be documented and signed by the parent or guardian picking up. If a child has been picked up after 5:30 more than 2 consecutive times, or more than 3 non-consecutive times, a late fee of \$15 for the first 5 minutes and \$5 for every 5 minutes after will be added to that day's tuition cost. If an account has been given a late fee 3 times in one year, it may be grounds for suspension or expulsion from the program.

SPECIAL CONSIDERATIONS

In the case of unique family situations (custody concerns, divorce, other legal situations), YCS and Clipper Care staff must have ample notifications to provide adequate supervision of our participants. Please bring any special circumstances to our attention as soon as possible. Depending on the situation, we may require court documentation on file.

WEATHER / EMERGENCY SCHOOL CLOSING

In the event of weather related or emergency school closing, the closing will be announced on www.yarmouthcommunityservices.org as well as our Facebook page.

PARENT COMMUNICATION

Staff will contact parents/guardians immediately with any concerns or questions regarding your child. Clipper Care contact info is as follows:

YES Clipper Care phone: 207-807-4529
Rowe Clipper Care Phone: 207-807-4527

SNACKS

Please send a snack to school for Clipper Care. Yarmouth Community Services supports the importance of healthy eating. Each day, there will be a designated snack time. The Clipper Care Program does not provide snacks.

CLOTHING AND PERSONAL BELONGINGS

The Clipper Care programs follow the same policies as the Rowe School and Yarmouth Elementary School. Clipper Care is not responsible for lost or stolen items. We recommend that you leave valuable items at home. Toys, activities, games, etc. from home are not permitted at Clipper Care and should remain in the students' backpacks or left at home.

Send your child dressed appropriately and comfortably. Please have them ready for Warm/Cold, Rain/Shine. **Yarmouth Community Services and Clipper Care will not be responsible for any personal items (including clothing) that are damaged, stolen, or lost.** Parents are asked to monitor what children bring or wear to the program and please label everything.

MEDICATION ADMINISTRATION

If your child needs to take any type of medication during program hours, parents/guardians **MUST** fill out a *Permission to Administer Medication* form. The Clipper Care Directors will administer medication taken by a child (prescription and non-prescription). Medications will be administered based on directions written by the parent/guardian or doctor.

Staff WILL NOT administer any medications to a child without written, signed and dated parental permission naming the medication and dosage. Medications must be given directly to YCS or Clipper Care staff. Please do not send any medicines with children. This will enable us to put the medication in a locked container for safety.

HEALTH & COMMUNICABLE DISEASE

Clipper Care will follow the same policies as Yarmouth School Department. Any child exhibiting symptoms will be isolated from the rest of the group (within sight of the staff) and observed carefully. The parent or guardian will be called immediately to pick up the child. **If your child has been kept home from school due to illness, please do not bring them to Clipper Care that day until they may attend school.**

BEHAVIOR MANAGEMENT PLAN AND CONSEQUENCES

Our staff uses positive methods of child management to encourage self-control, self-direction, self-esteem and cooperation. Staff understands each child is an individual and we will make every effort to handle the

needs of each child. We believe that rules, expectations, and limits should be applied consistently and explained in a clear and age-appropriate manner.

Children in the program are entitled to a safe and secure environment. **This means that no child may jeopardize the wellbeing of his/herself or any other child or staff, in the program.** All participants will be introduced to the program rules and reminded of them when necessary. Positive behavior will be encouraged. Part of our efforts are to help children identify inappropriate behavior and learn how to redirect their actions in a positive way.

Our behavior action plan may need adjustment on a case by case situation but is generally as follows:

1. First offense (unkind language, inappropriate language, pushing, shoving, hitting, etc) The child will be given a verbal reminder of expectations.
2. If the behavior continues, the child will be asked to “take a break” by being removed from the situation and asked to sit down for no more than 5 minutes.
3. If the behavior continues after having a break, the staff will fill out an incident report. **The report will be discussed with and signed by a parent.**
4. If the student accumulates 3 incident reports in one school year, the action will be as follows:
 - a. The Clipper Care Director will meet with the parents/guardians and develop an action plan. This may include no longer being able to use certain equipment, play with certain children or play certain games or activities.
 - b. If another incident report is written after the initial parent/staff meeting, the student may be suspended from the program for a minimum of one week, and the Clipper Care director and parent/guardians will meet to discuss what reasonable accommodations are needed so the student may safely be included back into the program.
 - c. If the behavior continues after suspension and re-inclusion, the child may be expelled from the Clipper Care program.

It is expected that all children, staff, and parents respect each other and the school site. We need to work together to ensure the safety and wellbeing of each other.