



# **Y ACADEMY**

Child Care Department  
School Age Programs

2023-2024

Family Handbook Policies & Procedures



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## Payment Schedule 2023-2024

Payments are due on or before the dates indicated below.

**\*All Monthly Payments must be paid IN FULL by the 3<sup>rd</sup> Thursday of every month. Late Fees will be applied to the following month's tuition!**

### **Month**

### **Payment Due:**

September  
October  
November  
December Vacation  
December  
January  
February Vacation  
February  
March  
April Vacation  
April  
May  
Last Payment

September 14  
October 19  
November 16  
**Due upon enrollment**  
December 14  
January 18  
**Due upon enrollment**  
February 15  
March 14  
**Due upon enrollment**  
April 18  
May 23  
June 8

**School Age Child Care Programs will be open for the following schedule: Before and Afterchool will be open for all participants for care on all half days. In order to be covered for in-service full days and holiday care you **MUST BE REGISTERED.****

### **Students Grade 1-12 Program opens:**

Greenfield	August 30, 2023
Gill/Montague	August 31, 2023

### **Kindergarten FIRST DAY –**

Greenfield	September 1, 2023 – Half Day
Gill Montague	September 6, 2023 – Half Days 6-8

### **Full Day Child Care 6:15 am - 6 pm MUST BE REGISTERD**

#### **Greenfield**

Aug. None  
Sept. None  
Oct. 9  
Nov. 7, 10  
Dec. 22, 26, 27, 28, 29 (Vacation)  
Jan. 15, 26  
Feb. 19-23 (Vacation)  
March None  
April 12(K only); 15-19 (Vacation)  
May None  
June (TBA)

#### **Sheffield/Hillcrest**

Aug. None  
Sept. None  
Oct. 9  
Nov. 10  
Dec. 26, 27, 28, 29 (Vacation)  
Jan. 15, 19  
Feb. 19-23 (Vacation)  
March None  
April 15- 19 (Vacation)  
May None  
June (TBA)

**\*We will be closed the following full days: September 4; November 23 and 24; December 25, January 1, May 27, June 19 (if needed). There will be NO programming on these days so please plan accordingly.** Whether or not our programs happen on these days depends on the number of children signed up. We need at least 20 children signed up in order for the program to operate!

## **SCHOOL AGE PROGRAM GOALS**

- ✓ To serve children of Franklin County by providing safe, enriching, fun before & after school care and school closings.
- ✓ To work with parents and other child care professionals to develop a quality program able to meet a variety of individual needs and personal styles.
- ✓ To help families in need of financial assistance for child care and to make social service referrals if needed.

## **PURPOSE**

The purpose of Y School Age Programs are to provide children in Kindergarten through age 14 with a developmental age of at least 6 years old with a safe, fun, and developmentally challenging environment during before & after school time. Our programs encourage the development of independence, responsibility, and self-respect among our participants. The Y does not discriminate on the basis of race, religion, sex, ethnicity, disability, national origin, marital status or political beliefs.

## **PROGRAM DESCRIPTION**

During Before School Care, children will be given a range of options for activities that they may participate in. Some examples of these choices may be quiet games, reading, arts & crafts, and creative play. This program runs from 6:15 am until the beginning of school for Greenfield Schools and Gill/Montague regional schools. Before School Program is located in the Game Room.

The After School Program organizes children into groups according to age and grade level. Each group will follow a schedule that includes weekly enrichment, arts & crafts, physical education, homework help, and specialty options (dance, music, swimming, kids E2 see *new program description*, etc.). Our curriculum is based on Character Development and focuses on the four core values of The Y: Caring, Honesty, Respect and Responsibility. The After School Program is specially coordinated to use games and hands-on techniques to help children gain confidence, learn and have exposure to unique opportunities, such as our foundation of physical education. This program is available from the dismissal of school (on regular and half days) until 6:00 p.m. Extended late care until 7:00 p.m. is now available.

Vacation Weeks, Holidays, In-service & Snow Day Care operates during December, February and April Vacation weeks. Specific details of each Vacation Week will be given out later in the year. All full days run from 6:15 am until 6:00 p.m. (5:00 p.m. on snow days) and include group and free choice activities for all children. We will often schedule field trips or special projects to break up the days during these weeks and full days.

Homework Club is created to encourage students to work on homework during After School hours. At the beginning of the school year, parents, children and After School staff can sign a contract agreeing to work on homework on certain days of the week. The Y will provide experienced and patient staff to help children and communicate with parents daily and teachers if necessary.

In all of the School Age Programs, children are encouraged to make choices within a range of options as well as to express their creativity in daily activities. Activities always include a balance of high energy vs. relaxing, and individual vs. group pursuits. For example, a certain day's choices may include quiet board games, an arts and crafts project, gymnasium games or sports, building with manipulative materials, or catching up on homework. Children are encouraged to participate in the planning process as a way to develop a sense of ownership in the program.

## **STAFF**

All School Age staff meet the Department of EEC licensing requirements, including the completion of a confidential criminal and sexual record check, in addition to passing a DCF check. The School Age Director is directly responsible for other staff, safety, and program planning and is accountable to the Youth and Family Director. The Youth and Family Director is accountable to the Executive Director. The staff are observed while working with children on a bi-monthly evaluation process by a direct supervisor. The observations are discussed with each staff. Documentations are kept in their files in the business manager's office. We speak of children's individual needs on a bi-weekly basis at staff meetings.

## **FAMILY INVOLVEMENT**

Every family is encouraged to involve themselves in the program as much as they wish. There are many ways to support the program, including donation of snacks or materials, offering to share a particular skill or craft, joining the group on field trips or at events, or simply giving suggestions. Parents are invited to give their input about program policies and content by speaking with the Child Care Director at 773-3646 x432. Written evaluations are undertaken at least once a year. Of course, parents are welcome to visit the program at any time. Parent suggestions and concerns should be addressed in the following order:

1. Child Care Director
2. Youth and Family Director
3. Executive Director
4. Program Committee
5. Board President

Complaints may be verbal or written, and will be addressed as quickly as possible with feedback to parents. The program is licensed by the state of Massachusetts through the Department of Early Education and Care (EEC). Complaints or issues that may affect our qualification for licensure may be directed to the Department of EEC at (413) 788-8401 @ 95 Liberty Street in Springfield, MA. Progress Reports for each child will be given in the late fall and spring of each school year. An optional meeting will be set with the parent/guardian and supervisor/director. These reports are available at any time from the child's file.

## **SPECIAL NEEDS**

The Y School Age Programs operate on the belief that all children, regardless of special need, should be integrated into the program if possible. However, there may be particular or severe behavioral or special needs, which our staff is not trained to handle, or our staff/child ratio of 1:10 is not adequate to serve. In determining whether to accept a child with a disability, The Y will ask for parent consent to obtain information related to a child's ability to participate in the program. Parents will then be asked to meet with the Youth and Family Director and Child Care Director to identify any specific accommodations required to meet the needs of the child in the program, including any modifications in the child's participation in regular activities, and any special equipment or aids required.

If, in the judgment of the Child Care Director and the Youth and Family Director, the accommodations needed to serve a child would cause undue burden on the program, parents will be notified in writing of our inability to serve the child stating specific reasons. Parents may appeal to the Department of EEC if they feel The Y has not offered fair judgment of a specific case.

## **FINANCIAL AID / VOUCHER DAY CARE**

The School Age Programs are available to voucher day care recipients through Voucher Day Care, an office of the Child Care Outlook. Call New England Farm Worker's Council at 413-475-3656 for more information. No child with a voucher will be allowed to attend the program if the voucher has expired. Other financial assistance is available through the Y to qualifying families. An application is available at the Welcome Center, and appropriate proof of income is required. A limited amount of financial aid is budgeted. The funds for this assistance are made possible through the Y Strong Kids & Families Sustaining Campaign and the United Way of Franklin County.

## TUITION & ENROLLMENT POLICY

There is a flat rate per week assessed for the School Age Programs according to the number of days per week a child is enrolled. This fee must be paid in advance in bi-weekly installments. A schedule of payment due dates is attached to this handbook cover. Tuitions are based on a child's enrollment in the program, and not on attendance.

Program	Weekly Rate
After School-5 days	\$112/week
After School-4 days	\$95/week
After School-3 days	\$75/week
After School-2 days	\$58/week
After School-1 day	\$33.50/week
Before School	\$78/week
Before & After School	\$185/week
Vacation Week (5 days each)	\$200/each
Early/Late Care on Full days	Early or Late \$10/day
Snow Days, In-service, Holidays *100.00 Deposit required	\$60/day
Half Days	\$50/day

### ***Late payments:***

If a payment is late, there will be a **\$5.00 late charge** payable immediately. Each payment missed or late will be subjected to an increase of \$5, for each time. Please keep payments on time to avoid extra charges. If a check is returned for insufficient funds, there will be a \$25.00 charge payable immediately, billed to you by the Business Manager.

If a second check return occurs, all further payments will be required in cash, and there will be an additional \$5.00 fee. Habitual late payment will result in termination from the program.

Parents must give 2 weeks' notice before terminating a child's enrollment, or be held accountable for that 2-week payment. Two weeks' notice is also required for any permanent change in a child's schedule.

Enrollment in the School Age Programs is on a first-come first serve basis, with the exception that full time enrollees will be given precedence over those that attend part time. A registration form is available at the Y Welcome Center. There is a \$25 non-refundable initial deposit. *It is very cost effective to join as a Youth Member, this more than pays for itself over the year.*

**In addition to the individual program prices, Package Deals are available. Please let the Senior Child Care Director know what programs you will need so that an appropriate pricing plan can be set up.**

### **Membership Rate incentives are also available.**

\*A blended rate has been created for 5 day per week children who also will be attending the Y December, February and April School Vacation Weeks. It also includes all ½ Days, Snow Days, In-service Days, Holidays, with Swimming. This blended rate allows families to pay a consistent amount each week during the school year, helping with your family budget.

Before a child begins the program, the parent must complete and return to the Y all informational forms, an Agreement Contract and any necessary authorizations. If a child requires medication to be given by staff, a medical form signed by the child's doctor must be supplied within 30 days of initial attendance. If a medical form is not on file the first day of attendance, parents must verify that medical information is on file at the child's school. A meeting must be arranged with the Child Care Director to go over program policies and information. These forms and meetings are required by the Department of EEC.

Every child that attends the program **must be signed out daily** on our notebook. We take attendance each day and the state requires the parent/guardian to sign-out their child. This way we can track the coming and going of **each child daily**. It is an imperative part of this program and helps us instill safety for every child.

Children must bring a lunch and a toothbrush/toothpaste on early dismissal days and on full days and a snack for the afternoon each day. Parents are asked to provide a nutritious snack or meal at these occasions.

We also ask that parents donate a communal snack (a bag or box of something to share) 1-2 times each month. Our program is not able to provide snacks without these donations. A list of suggested snack items will be posted in the Sign-Out area.

### **TRANSPORTATION**

Transportation to the After School program and from the Before School Program is dependent upon where a child attends school. **We attempt to provide transportation where it is logistically and financially feasible to do so.** However, we may not be able to serve every families particular circumstance. Children who will be using the transportation provided either Greenfield Public Schools or FM Kuzmeskus Inc must have their arrangements confirmed through the Child Care Director before beginning the program. Written consent from a parent and signed receipt of all bussing policies is required. Transportation is provided by through FM Kuzmeskus Inc in conjunction with the Greenfield public schools and Montague Regional School District. All drivers are directly responsible for all the passengers on the bus. The bus driver will give the children warnings if behavior is not in accordance to our rules for riding the bus. If a child is out of control, the driver will contact the Child Care Director and discipline will follow and a conversation with a parent/guardian and school will be had. All drivers are trained in CPR and 1<sup>st</sup> aid, any situation requiring medical attention from there would be handled through 911 services. The driver will use a cell phone for communication and emergencies.

If for some reason the bus becomes disabled, the driver will immediately contact the Child Care Director. **If a child misses the bus from school, it is the responsibility of the parent to arrange transportation, either home or to the program.**

Any transportation issues, concerns or enrollment can be made through Kara Younger at 773-3646 x 452.

### **RELEASE**

No child will be released from the program to anyone other than the parent or authorized adult. A note must be sent if a child is to be picked up by anyone other than the parent or person listed on the child's information form. Identification is required and will be checked!

In case of a discrepancy or doubt, no child will be released until contact has been made with the parent. The parent or authorized adult must be sure to inform a staff person before leaving the site and signing out.

**Please note that we cannot deny release of a child to a parent or guardian unless legal documentation has been obtained!**

## **PROGRAM HOURS / EMERGENCY CLOSING**

Before School Care will open at 6:15 a.m. and will provide transportation to each of the Greenfield Public Elementary Schools, Greenfield Middle School, Gill, and Hillcrest & Sheffield Schools on regular school days and half days.

The After School program runs from school dismissal until 6:00 p.m. each school day. We are also open from 7:00 a.m. until 4:00 p.m. on Snow Days, unless there is a "state of emergency" or the YMCA building is closed. We do run on school vacations for December, February, and April. If school is closed early due to inclement weather, the program will provide staff. Please arranged pick-up as soon as possible on these days.

On rare occasions that inclement weather occurs late in the day so as not to warrant a school closing but poses a danger during after school hours, the program will close only after a consensus opinion arrived at by the Child Care Director and the Executive Director at the Y. In such a case, every parent will be contacted so that pick up arrangements can be made.

In the case of late pick up, there will be a **\$5.00 fee charged for each 10 minutes late**. Children will remain at the site until pick up has been made or alternative arrangements made between parent and Child Care Coordinator. Continued late pick up may result in dismissal of the child from the program.

## **HEALTH POLICY**

Dispensing medication -- Parents must send written instructions and physician approval for any medication to be dispensed at the program. All medication will be kept in locked areas out of children's reach. All prescription medication must include a physician's consent, be in the original bottle with the prescription label and a signed medication consent form.

Mild illness -- If a child becomes ill during the program, a quiet area will be provided for them to rest. A parent will be contacted if such illness requires the child to leave the program. The Child Care Director is the sole judge of whether a child is ill enough to warrant leaving the program. A child may return to the program if he/she has attended school that day. If a child has left school because of being ill, they may not attend the program that day. Children must not return to the program until all symptoms have been gone for a 24 hour period.

Exclusion -- No child with a serious illness, contagious or reportable disease will be allowed in the program unless written approval from a physician is obtained. All contagious illnesses must be reported to the Child Care Director. In the case of head lice, you will be required to treat the head lice with medicated shampoo meant for the treatment of head lice and to remove the nits through a combing process. More information on head lice is available on request.

Oral health -- In accordance to USDA guidelines and the Department of Early Education and Care regulations any child in the programs for more than 4 hours will have the opportunity to abide by the Oral Health Standards. Extra toothbrushes are on hand if a child does not have one. An individual cup will be used for rinsing.

## **EMERGENCY PROCEDURES**

All child care staff are trained in First Aid, and at least one staff member on site has certification in CPR. In case of serious or life threatening accident or illness, emergency assistance will always be called. Under no circumstances will a victim be left alone or other children left unsupervised. If a parent cannot be reached immediately, the Child Care Director or Youth and Family Director will accompany a child to the doctor or hospital. All parents must sign a statement on their child's enrollment form giving the program permission to obtain such emergency medical services.

In case of any emergency such as a broken water pipe, gas leak, fire, etc., we would immediately remove the children from the building. In extreme weather, we will walk across the street to the Greenfield Fire Station. From there we will notify the parents of the new pick-up spot, in addition to having it posted on



WHAH radio station. Children and staff will also go to the Fire Station if there is a situation where a fall-out shelter is needed (such as a natural disaster).

In case of serious, life threatening accident or illness, emergency assistance will be obtained through BHS Ambulance and Baystate Franklin Medical Center. Under no circumstances will a victim be left alone, or other children left unsupervised. Parents will be contacted directly after securing emergency assistance. If a parent cannot be reached immediately, the Child Care Director or Early Education Director will accompany a child to the hospital. All parents must sign a statement on their child's forms giving the program permission to obtain such emergency medical services. If an emergency occurs while on a field trip, the child will be transported by ambulance to the closest medical facility.

### **EMERGENCY EVACUATION PLAN**

Emergency evacuation drills are conducted every other month at different times of the program day as determined by the staff person in charge. Children and staff practice using different evacuation routes so that the children and staff will be familiar with them. The teacher in charge will maintain documentation of the date, time, and effectiveness of each drill in the Fire Drill Log. This documentation will be maintained for five years. These Emergency Evacuation Plans will be posted at all exits.

During an emergency evacuation the staff person in charge will be responsible for taking the attendance information and for leading the children out of the building. Other staff will assist in the evacuation and check for stragglers. One teacher will have a backpack with each child's emergency card. When children are in the Social Room they will exit to the immediate left. When in the Game Room or Kid-Fit room, they will exit through the back doors. When in the Lecture Room they will exit the door at the top of the first flight of stairs. When children are in the gym, they will exit either the emergency door at the bottom of the first flight of stairs to the left.

A Program Director will make a visual inspection of each program area before exiting the building. All classrooms, once evacuated, will meet on the Court House lawn, or in case of an emergency, the fire station, and wait for the go ahead by a Program Director (or Executive Director) before re-entering the building.

### ***Emergency Contingency Plan:***

1. In case of fire, natural disaster or situation necessitating evacuation of building, children will be taken across the street to the fire station or library and parents will be notified on local radio stations (WRSI & WHAI), all attempts will be made to contact parents by phone so children can be picked up promptly.
2. In case of Loss of Water - If the center is open, there will be water for toilets and sanitizer in bathroom and drinking water in refrigerator.
3. In case of Heat Loss or Power Outage - The center will close and parents will be contacted by phone and broadcast on local radio stations (WRSI & WHAI).
4. The center will maintain a daily attendance list that is current. Parents and staff are responsible for signing children in and out of the center by arrival and departure times. The attendance list will be kept by the telephone and be readily accessible in case of an emergency evacuation. The person in charge will be responsible for taking the attendance list and accounting for all of the children in the class once they are safely out of the building.

### **BEHAVIOR MANAGEMENT**

The Y believes that there are alternatives to punitive discipline, which can effectively manage behavioral problems. All staff are trained in these alternative techniques and operate according to a single, consistent vision of appropriate discipline and behavior management. No child is ever subjected to abuse or neglect, cruel, unusual, severe or corporal punishment including: any type of physical hitting, punishments which subject a child to verbal abuse, ridicule or humiliation; denial of food, rest or bathroom facilities, punishment for soiling, wetting or not using the toilet, or punishment related to eating or not eating food. Appropriate behavior is always praised in an attempt to exhibit the positive results of good social skills. At no time is a child ever restrained to a chair, swing, playpen, crib, high chair or any other piece of equipment for an extended time in lieu of supervision.

Our priority in behavior management is a preventative one. We believe that if children are placed in a well-organized and creative environment there is little reason or temptation for children to behave inappropriately. Our staff work to get to know each participant as an individual with a particular style of likes and dislikes, and activities are made available to appeal to a wide range of personal types.

Within a group setting, however, individuals must learn to sometimes wave their personal preferences in exchange for routines and limits that allow the group to work effectively as a whole. In order to accept that responsibility, children must feel they are an integral part of the group and its rules and routines. Therefore, we encourage children to think of rules themselves, as well as the consequences for breaking those rules. Giving children a sense of ownership in the program is a way of teaching them to consider the effects of their behavior on others.

When an individual child's actions go against the rules and limits set by the group, or are dangerous or hurtful to themselves or to others, we believe that a standard and consistent routine of consequences carried out by the staff is most effective. For example; a simple talk pointing out the inappropriate behavior or giving a warning. If repeated, a child may be asked to separate him/herself from the group or activity for a short period of time (no longer than the age of the child to the minutes of "think time"). The staff person will assist in offering options for the child when necessary. If the behavior continues, a child might be restricted from the activity all together. This would be considered a minor infraction. If there are 3 minor infractions within a week it will be considered a major infraction and a parent will be called. At all stages of discipline, an emphasis is placed on communication with each child in an effort to better understand their motivations as well as to explain why a particular behavior cannot be allowed. If a child exhibits consistently inappropriate behavior, endangering themselves or others physically, or attempts to leave the program in an unauthorized or unsafe manner and all communication fails between the child and staff person, the staff person may have the right to physically safe-hold the child if trained to do so. If one of these situations should occur, the parent will be contacted immediately.

If a child is unable to control himself/herself during the Program, parents will be called and the child will need to leave the program. At this point, a conference between parent, child, Child Care Coordinator and Youth and Family Director will be held. The child may not attend the program until a meeting is held, in which a behavior plan is created on a two-week probationary period, including an at-home intervention. If at any time during the probation period the child's behavior continues, escalates or goes against the agreed upon plan, the parent will be called immediately which may lead to dismissal from the program. Lack of parental cooperation and support will also lead to dismissal from the program. All behavioral incidents will be documented and reviewed by the Child Care Director.

#### **POLICY RELATED TO SUSPECTED CHILD ABUSE**

Child abuse is damage to a child for which there is no "reasonable" explanation. Child abuse includes non-accidental physical injury, neglect, sexual molestation, and emotional abuse.

The increasing incidences of reported child abuse have become a critical national concern. It is a special concern of the Y because of the organization's role as an advocate for children and its responsibility for enhancing the personal growth and development of both children and adults in the Y programs.

For the protection of children, families, members and employees, the Y in Greenfield has established guidelines to aid in the prevention and reporting of child abuse cases. These guidelines are available on request through the Senior Child Care Director. As a licensed program, the Y School Age Program staff members are considered mandated reporters of any suspected abuse to a child.

## **REPORTING PROCEDURES**

### **A. Reporting Procedure for Suspected Abuse by a Non-Y Employee**

When a sign of possible abuse is seen, regardless where that abuse may have taken place, the following procedures will be carried out within 24 hours:

1. Staff will immediately inform the Child Care Director who will inform the Youth and Family Director.
2. The Youth and Family Director will immediately inform the Executive Director who will advise the President of the Board.
3. The Child Care Director will provide a log with the dates, time and specific details observed, but not limited to the type and location of physical marks.
4. The Child Care Director will inform the Department of Children & Families (DCF). DCF will provide further instructions.
5. Specific program staff will be made aware of suspected abuse to allow further documentation.
6. Further investigation will be determined by DCF.
7. The Department of Early Education and Care (DEEC) will also be notified immediately if applicable.

### **B. Reporting Procedure for Suspected Abuse by a Y Employee**

In the event the reported incident or suspicion involves an employed staff person or volunteer, and occurring either in the program or during a program related activity, the steps below will occur within 24 hours:

1. The Child Care Director will immediately inform the Executive Director.
2. The Executive Director will inform the President of the Board/First Vice President.
3. The Child Care Director will immediately inform DCF and DEEC.
4. The Child Care Director will contact the staff member or volunteer and suspend him/her immediately pending investigation.
5. The individual will be released from all duties involving supervision of children until all allegations have been cleared or are substantiated. The employee accused in a child abuse situation may be paid up to but not more than three months while the investigation is proceeding or until a formal criminal charge is made at which time the employee will be suspended without pay. If the employee was most certainly doing wrong, he/she will be terminated immediately.
6. Staff and volunteers may not contact children or parents involved in an alleged child abuse incident. If the parents involved in the case call the Y, they should be referred to the Child Care Director or Executive Director.

## **BACKGROUND RECORD CHECK POLICY**

The YMCA Preschool program will adhere to the following process for Background Record Checks:

### **The EEC review of Licensee(s) / Reviewer(s)**

- Anyone with authorization to access the BRC Program Portal must be approved by EEC.
- The Licensee will notify EEC of any change in Licensee or Reviewers and submit appropriate forms to your EEC Licenser for submission.
- The Licensee must only allow approved and current Reviewers access to the BRC Program Portal.

### **Current Employees, Interns, Volunteers**

- The Licensee will submit BRC's at least every three years for all current employees, interns, volunteers, Reviewers and Licensee.
- The Licensee will keep in the employee's personnel file the BRC Consent form, photo identification, and any letters of provisional and/or final suitability generated within the BRC Program Portal.
- A BRC will be submitted whenever the program receives information that may indicate a new background records check is appropriate.
- Programs WILL NOT receive information regarding any adverse findings within the BRC process. All results and findings will be communicated directly between the BRC Unit and the individual applicant via email and the applicant's BRC Program Portal.

**Prospective Employees**

- The Licensee must assure that a BRC for each new employee over 15 years of age, has been completed prior to offering provisional employment.
- The candidate must submit a signed Consent Form for BRC along with a photo ID.
- The Licensee/ Reviewer will submit the Consent form to BRC unit via the BRC Program Portal ([https://brcprogramportal.mass.gov/users/sign\\_in](https://brcprogramportal.mass.gov/users/sign_in))
- Once the BRC is submitted in the BRC Program Portal, a Fingerprint Appointment notification letter will be generated automatically and sent to both the program on the portal and the individual applicant via email.
- The applicant is responsible for scheduling the fingerprint appointment within 14 days of receiving this letter.
- Once the fingerprinting has been processed, the three remaining components of the BRC check will be processed.
- If no adverse findings are found, the program and the individual applicant will be notified of the applicant's final suitability determination.
- If adverse findings are found, the program and the individual applicant will be notified of the applicant's provisional status, and the employee may be offered provisional employment pending the determination of final suitability. Provisional status means that an applicant may work in the program only under the direct supervision of an employee who has a determination of final BRC suitability until all matters regarding the applicants BRC status are cleared and final suitability has been issued.
- All communication regarding results, additional documentation needed by the BRC unit will be communicated via email and the applicants BRC portal page directly with the applicant, not the program.

## **REFERRAL SERVICES**

The Y knows the importance of helping families work together to be their best. The Y also recognizes that at times families can have difficulties because of economic, social, and inter-family member stress caused by substance abuse, death, loss of a job, parental separation or divorce.

### **Children & Youth Services**

Child & Family Services, Greenfield	413-774-6252
Child Care Focus, Northampton	413-582-4218
Child Care Resource and Referral Agencies	800-345-0131
Child at Risk Hotline	800-792-5200
Children's Protective Services, MSPCC, Springfield	413-734-4978
Holyoke	413-532-9446
Department of Early Education & Care	413-788-8401
Franklin County Women & Violence Project	413-774-5489
Franklin/Athol Child Care Services, Voucher	413-772-2177
Parental Stress Line	800-632-8188
REACH Early Intervention	413-774-3785
WIC in Franklin County	413-376-1160
WIC State of MA	800-942-1007
Baby Safe Haven Hotline	877-796-4673

### **Consumer Products**

US Consumer Products Safety Commission Hotline	800-638-2772
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### **Child Abuse Prevention/Support**

Child at Risk Hotline	800-792-5200
National Center for Missing & Exploited Children	800-843-5678
Parental Stress Line	800-632-8188
National Runaway Switchboard	800-621-4000
Childhelp National Child Abuse Hotline	800-422-4453

### **Medical Support, Medicare & Medicaid**

Medicare	800-633-4227
Social Security Administration	800-772-1213
MA Department of Public Health	800-627-7968
Bureau of Environmental Health	617-624-5757
MA Dental Society	781-893-4610
MA Medical Society, Physicians	800-322-2303
MA Health (Medicaid)	800-841-2900

### **Domestic Abuse Prevention/Support**

NELCWIT, Greenfield	413-772-0871
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### **Behavioral & Mental Health Support**

National Suicide Prevention Lifeline	800-273-8255
Parental Stress Hotline	800-632-8188
Franklin Medical Center	413-773-8557
Franklin County Family Network/Community Action	413-774-2318
WMASS Health Network	877-414-4447
CHD Outpatient Behavioral Health Services	413-774-6252
The Collaborative for Educational Services	413-586-4900
Clinical Support Options	413-774-1000
Service Net	413-585-1300