



School Age Child Care

Family Handbook

Revised July 15th 2026

612 S Decatur Street

Watkins Glen, New York 14891

(607) 535-8908

Hours of Operation: Monday through Friday 2:25 PM to 6:00 PM

Summer and School Breaks: 7:00 AM to 6:00 PM

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Welcome to My Place

Established in February 2012, My Place: A Play and Learning Center is a not-for-profit organization serving families throughout Schuyler County. In 2017, we partnered with Watkins Glen Elementary School to provide school-age wraparound care and have continued to grow this partnership. Our School Age Child Care program provides safe, engaging care and enrichment for children from prekindergarten through age twelve.

Mission Statement

To be the pillar of childcare in Schuyler County by providing children and families with quality care and educational experiences.

Vision

To provide a sustainable model of care that promotes family and community partnerships and quality childhood learning experiences through play.

Educational Philosophy

We believe each and every child has the potential to bring something unique and special to the world. We provide quality childhood experiences that help develop and foster children as capable individuals. We assist children in discovering who they are, expressing their opinions, nurturing their ideas, and developing a lifelong love of learning. We are committed to engaging children in learning through play and embracing the natural joy of childhood. We acknowledge that all children grow and develop at different rates and respond uniquely to different learning experiences. Together, staff and families honor My Place as an equitable environment where people learn to respect, accept, and embrace the differences between us.

Values and Goals

- Play
- Welcoming environment
- Nurturing relationships inside and outside of the organization
- Accessibility
- Continuous learning
- A culture of diversity and inclusion
- A sustainable model of care
- Contributing to the local economy
- Learning through play

Who We Serve

My Place School Age Child Care serves approximately 94 children from prekindergarten through age twelve. We are open to the public and give priority placement to:

- Siblings of children currently enrolled
- Children of our staff
- Children in the foster care system
- Families that are part-time seeking full-time care

Center-Wide Expectations

At My Place, we believe children learn best when they feel safe, loved, included, and supported. Our center-wide expectations help children, staff, and families use the same language across classrooms, playgrounds, common areas, and community spaces.

Our motto is: Kind Hearts. Safe Bodies. Helping Hands. This means we care for ourselves, care for others, and care for My Place together.

Kind Hearts

We use kind words, caring actions, and empathy. Children are learning to use kind words, notice how others are feeling, include others in play, ask for help, respect differences, and express feelings, needs, and problems with words. Staff support this by modeling kindness, helping children name emotions, encouraging empathy, and teaching children how to repair harm when mistakes happen.

Safe Bodies

We keep our bodies, friends, and spaces safe. Children are learning to keep hands, feet, and bodies safe, listen when someone says "stop," "no," or "I need space," care for their bodies, use calming strategies, move safely, and tell a trusted adult when they feel hurt, unsafe, or uncomfortable. Staff support this through consistent routines and calm guidance.

Helping Hands

We take care of My Place, our materials, and each other. Children are learning to help clean up after play, meals, and activities; use materials with care; work together; take turns; help friends; and leave spaces better than they found them. Staff support this by modeling responsibility, inviting children to participate in routines, giving choices, and teaching that everyone helps care for our classrooms and community.

Licensing and Program Operations

New York State Licensing

My Place follows all regulations listed in New York State Social Service Law 390 and OCFS School Age Child Care Regulations. A copy of these regulations can be found in each first aid bag and in room 404/office, or families may request a copy from the Program Director. Families have the right to report any licensing regulation violation to the Regional Licensing Division of OCFS at (585) 238-8531. OCFS will investigate claims and take action if warranted.

Hours of Operation

School Age Child Care operates Monday through Friday from 2:15 PM to 6:00 PM. Summer and school break programming operates from 7:00 AM to 6:00 PM.

Holidays and Scheduled Closures

My Place School Age Child Care does not have access to Watkins Glen Elementary School on federal holidays. The program may also close so staff can attend professional development trainings or enjoy time with family. Scheduled closures include:

- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Friday before Labor Day
- Labor Day
- Grand Prix in Watkins Glen
- Columbus Day
- Veteran's Day
- Thanksgiving Holiday - Thursday and Friday
- Christmas Holiday - Christmas Eve and Christmas Day
- New Year's Day

Weather-Related Closures, Delays, and Early Closures

My Place is committed to providing reliable care whenever it can do so safely. Weather decisions for the School Age Child Care program must also account for access to Watkins Glen Elementary School, safe travel conditions, and the availability of enough qualified staff to maintain required supervision and ratios.

School-Day Closures and Early Dismissals

If Watkins Glen Central School District closes school for the full day, My Place will not have access to the building and school-age care cannot be provided. If the district dismisses students early because of weather, there will be no after-school care. Tuition remains due because tuition is based on enrollment and reserved care, not attendance.

Delays During Full-Day, Break, or Summer Programming

When My Place is operating a full-day school-age program and the local school district announces a weather-related delay, My Place will adjust its opening time accordingly. Families should not arrive before the announced opening time.

Full-Day Closures During Full-Day, Break, or Summer Programming

My Place does not automatically close a full-day school-age program solely because the local school district closes. A full-day closure will occur only when weather conditions make travel unsafe, the building is unavailable, or enough qualified staff cannot safely arrive to maintain required ratios. My Place designates up to three paid Snow Days each year for severe weather situations. These days are used only when necessary for safety.

Early Closures

If weather worsens during the program day and creates unsafe travel conditions, My Place may close early. Families will be notified as soon as a decision is made and must arrange prompt pick-up by the announced closing time.

Family Communication

Closures, delays, early dismissals, and urgent weather updates will be communicated through Procure and SMS push notification to the primary contacts listed in Procure. When appropriate, an update may also be posted on the My Place Facebook page.

Enrollment

Who We Serve

My Place serves approximately 140 children, ages 6 weeks through 12 years, through its child care and school-age programming. The School Age Child Care program serves children from prekindergarten through age twelve. My Place is open to the public and strives to support the needs of children and families within our community.

Enrollment and Admissions

My Place admits children without regard to race, color, gender, ethnicity, religion, national origin, disability, or any other protected status. My Place reserves the right to make enrollment decisions that balance family needs, licensing requirements, group capacity, staffing, program operations, and the overall sustainability of the organization. While My Place makes every effort to support family needs, enrollment decisions must also support the safe and effective operation of the program.

My Place may prioritize enrollment consideration for:

- Siblings of children currently enrolled
- Children of current My Place staff

- Children in the foster care system
- Children currently enrolled part-time who are seeking increased care

Priority consideration does not guarantee immediate placement. Full-time enrollment is generally given priority. When a group has a full-time waitlist, My Place may review current part-time enrollment and work with families to explore available options when appropriate. Limited part-time enrollment may be available depending on group openings and program needs; however, partial-day rates are not offered.

Enrollment Process

Tour

Families are encouraged to tour the program, view available spaces, and learn more about daily routines, expectations, and program operations. A tour helps families better understand the program and demonstrates continued interest in enrollment. During the enrollment process, families may be invited to visit, meet staff, review routines, and discuss any documentation or supports needed before the child's start date.

Application and Application Fee

Families must complete an enrollment application and pay the non-refundable application fee for their child to be considered for enrollment. This fee covers the administrative costs associated with reviewing and processing the application.

- \$50 for one child
- \$75 per family

The application fee must be paid at the time of application and applies only to new students or attendees. Application fees are not charged again for each program enrollment period. For example, a child who is currently enrolled in the after-school program will not be charged an additional \$50 application fee to enroll in the summer program.

Families must also provide all required enrollment documentation, including emergency contact information, medical clearance, current immunization records, and school dismissal documentation when applicable, before the child's start date.

Securing Enrollment

Enrollment is not guaranteed until My Place confirms availability, provides an approved start date, and the family pays a one-week, non-refundable tuition deposit equal to one week of care. This payment secures the child's spot, pays for the first week of tuition, and confirms the family's intent to begin care. The tuition deposit is due when the enrollment spot is accepted. Once the deposit is paid, the child is removed from the waitlist and placed on the enrollment roster.

Tuition Payments, Late Fees, and Collections

Tuition that remains unpaid for more than two weeks will be charged a 3% late fee each week until the outstanding balance is paid in full.

My Place offers payment plans when arrangements are discussed with and approved by the Center. Families experiencing difficulty making tuition payments are encouraged to communicate with My Place as soon as possible.

When tuition remains unpaid and the family has not communicated with My Place or established an approved payment plan, the child may be disenrolled and the outstanding account balance may be turned over to a collection agency.

Sibling Discount

Families with more than one child enrolled in My Place programming receive an 8% sibling discount on tuition for the oldest enrolled child only. The discount does not apply to application fees, deposits, late fees, or other program charges.

Holding a School-Age Enrollment Spot

When a family is offered an enrollment spot, My Place will provide a program-determined start date based on availability, staffing, licensing requirements, and program needs. All spot-holding arrangements must be approved by My Place and are subject to program availability.

My Place may hold a school-age spot for up to one week from the program-determined start date at no additional charge beyond the required one-week tuition deposit. If the family wishes to delay the start date beyond the initial one-week period, My Place may approve one additional week at the applicable part-time tuition rate. After this period, full tuition based on the approved enrollment schedule is required to continue holding the spot until the child begins care. Families who choose not to proceed with enrollment or required payments will forfeit the spot.

Special Enrollment Considerations

During temporary family changes, such as maternity leave, illness, job loss, temporary schedule changes, or another approved circumstance, full-time families who have been enrolled for at least six weeks may request a temporary reduction in schedule.

Temporary schedule reductions may be approved as follows:

- Three days per week
- For a minimum of six weeks and a maximum of twelve weeks
- Subject to My Place approval, program availability, staffing, licensing requirements, and program needs

Temporary schedule reductions may be used once per year unless otherwise approved by My Place. At the end of the approved temporary period, families are expected to return to a consistent schedule based on availability and program needs. If the family is unable to return to an available schedule, the child may be placed back on the waitlist for the next appropriate opening.

Confidentiality of Records

All information pertaining to your child's educational and health records is kept in locked files. We do not release information from our files without written consent from the person legally responsible for the child.

Capacity and Ratios

The school-age program located at Watkins Glen Elementary School has a licensed capacity of 94 children. Each group is staffed according to state licensing mandates. The minimum ratios used by the SACC program are:

- 1 staff member to 7 children for 3-year-olds (3 year olds enrolled must have attended UPK3 or UPK4)
- 1 staff member to 8 children for 4-year-olds
- 1 staff member to 10 children for kindergarten and older
- 1 staff member to 15 children over 9 years old

Our Staff

Each new employee completes an extensive hiring process that includes an interview with the director, a working interview in classrooms, reference checks, a health screening, a child abuse screening, and a criminal record check. During the first six months of employment, each employee is expected to complete 15 hours of training. All staff must complete a minimum of 30 hours of training every two years and establish professional development goals.

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Group Leaders must have at minimum an HS Diploma with 1 year of care experience, Child Development Credential, or a plan of study approved by the Executive Director and OCFS licensor. Assistants must have at least a High School Diploma or GED; additional coursework or experience working with children is preferred.

Communication

Procare Software

My Place utilizes Procare Software for tracking, billing, attendance, and primary family communication. Families are encouraged to use the online account access and payment options through the Procare app. To access Procare, parents/guardians must have an email address connected to billing. Families will receive a code to authenticate their account.

Daily Family Communication

Program staff use Procare to document activities children engage in throughout the program day. The messaging feature is the primary means of family communication and can be seen by classroom staff. Sensitive communication should be emailed directly to the classroom teacher or administration. Phone calls are welcome, but because phone calls can be distracting during direct supervision, in-depth conversations may need to be returned at an agreed-upon time.

Families are encouraged to share information with staff about happenings outside of the program and to keep staff informed about changes the child may be experiencing. At times, there may be a delay in documenting activities or returning messages because direct supervision and engagement with children will always take priority. Other than in unforeseen emergencies, families will be given two weeks' written notice of staffing changes.

Professional Communication Boundaries

Administration encourages professional boundaries for all teaching staff. Calls and texts to staff personal phones or messages through personal social media are discouraged for classroom concerns or center communication. Questions or concerns should be directed to the child's classroom team or a member of the leadership team through Procare, email, or scheduled conversation.

Staff Internal Communication: Microsoft Teams

Microsoft Teams is the primary platform for internal staff communication at My Place. Staff are provided with a Microsoft Outlook account and receive onboarding support for Teams. Staff are expected to check Teams daily for updates, announcements, scheduling notes, and general communication; acknowledge posts when needed; and use Teams professionally and respectfully. This internal communication process supports timely, consistent operations and helps staff stay informed so children and families receive safe, organized care.

Family Responsibilities and Adult Conduct

Family Responsibilities

1. Complete and keep current all required enrollment documentation and requirements.
2. Keep My Place informed of any changes to original enrollment information, including address, phone number, custody documentation, orders of protection, emergency contacts, or other important information. Copies of custody orders, orders of protection, refrain from orders, or restraint orders must be emailed directly to the Program Director as soon as changes are made.
3. Inform staff of concerns or changes regarding your child since the child was last at the program.
4. Notify the program if your child currently has, or has been exposed to, a contagious illness. Follow all initiatives put in place during a public health crisis as stated in our Pandemic Response Plan.
5. If contacted by the program to pick up your child due to possible contagious illness, rash, fever with additional symptoms, or another concern, make arrangements for timely pick-up.
6. Provide specific or special instructions for the day in writing or through Procare and give them to the staff responsible for your child.

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7. Inform classroom staff when someone other than a parent/guardian or regular pick-up person will pick up your child. The person must be listed as an authorized pick-up person in Procure and on the emergency contact form and must have valid photo identification.
8. For children over age 5, and with written guardian permission or a Procure message, My Place may allow the child to identify the pick-up person in addition to written guardian permission.
9. Have photo identification available for yourself and any authorized pick-up person when requested, especially when a staff member is unfamiliar with the person picking up.
10. Practice caution in the parking lot. Drive slowly, keep children with you at all times, and do not leave children unattended in a vehicle. Vehicles must be turned off when unattended.
11. Bring needed items for your child and replenish items as needed.
12. Label personal items to help staff keep track of your child's belongings.
13. Take home any bottles and/or soiled clothing at the end of the day.
14. Pay tuition for childcare services as agreed.

Adult Conduct Expectations

As a family member or visitor, you share responsibility for helping My Place maintain a safe, comfortable, and healthy environment for children and adults. Adults must follow center procedures and policies. The following will not be tolerated:

- Threatening, intimidating, or harassing staff, volunteers, consultants, other parents/guardians, or children
- Physical or verbal punishment of a child
- Physical violence or displays of anger
- Swearing, arguing, shouting, or verbal fighting
- Using social media to bully, harass, or intimidate staff, volunteers, consultants, families, or children
- Possession or use of a weapon
- Possession or being under the influence of drugs or alcohol

My Place has a responsibility to all families to provide a safe environment. Any situation that threatens anyone in the center or program space will be reported to the authorities when appropriate.

Tobacco Use and Third-Hand Smoke

In compliance with New York State OCFS regulations, My Place maintains a strictly tobacco-free environment to protect the health, safety, and well-being of all children in care. Smoking, vaping, and the use of any tobacco or nicotine products are prohibited on the premises of the child day care program at all times, including indoor areas, outdoor play spaces, entrances, exits, and parking areas. This applies to employees, volunteers, substitutes, parents/guardians, and visitors.

To reduce exposure to third-hand smoke, staff must report to work in clothing free from strong smoke odor. Staff who smoke or vape during non-working hours must take reasonable steps to minimize third-hand smoke exposure before entering the program, such as washing hands thoroughly and changing into clean clothing when necessary. If a staff member leaves the premises during a break to smoke or vape, they must wash hands thoroughly before resuming contact with children. The program reserves the right to require a staff member to change clothing if a strong smoke odor is present. Failure to comply may result in corrective action consistent with My Place personnel policies and OCFS health and safety requirements.

Tuition and Fees

Tuition is charged on a weekly or monthly basis, including when My Place is closed for holidays, staff training, unexpected closings, or weather closings. Fees are determined according to My Place's sliding fee scale and are provided at enrollment. Financial data must be provided annually to determine tuition rates through the sliding fee scale. My Place reserves the right to change tuition fees at any time with a minimum of six weeks' notice.

- Tuition must be paid one week in advance.
- Tuition can be paid weekly, bi-weekly, or monthly in advance.

- Tuition is accepted by cash, check, cashier's check, money order, or ACH payment through the Procure app.
- Checks returned for insufficient funds will be assessed a \$40.00 service fee. If ACH payments fail within the ProCare app, you will be charged a \$3.50 fee for each occurrence.
- A pattern of returned checks may require that future payments be made by another accepted payment method.
- Tuition is based on enrollment, not attendance, and is due for absences, holidays, vacations, staff training, and unexpected or weather closings.
- Tuition that remains unpaid for more than two weeks will be charged a 3% late fee each week until the outstanding balance is paid in full.
- When tuition remains unpaid and the family has not communicated with My Place or established an approved payment plan, the child may be disenrolled and the outstanding account balance may be turned over to a collection agency.
- My Place offers payment plans when arrangements are discussed with and approved by the Center. Families experiencing difficulty making tuition payments should communicate with My Place as soon as possible.
- For part-time children only: if the child's group has availability to offer a make-up day for a center-related closure, My Place will make every effort to do so during the week of the closure.

Tuition Assistance

Tuition assistance may be available for families who are income eligible. For information about subsidized childcare assistance, contact the Department of Social Services in the county where you reside.

- Chemung County: Chemung County Childcare Connection, (607) 737-5411
- Steuben County: Child Care Aware, (607) 776-2126
- Schuyler County: Department of Social Services, (607) 535-8303

Extended Care and Late Fees

My Place does not offer extended care. The school-age program closes at 6:00 PM. Parents/guardians who arrive after 6:00 PM will be assessed a late fee of \$5.00 per child for the first five minutes and \$1.00 per minute after that. If this policy is violated three times within six months, My Place has the right to terminate enrollment.

Sibling Discount

Families with more than one child enrolled in My Place programming receive an 8% sibling discount on tuition for the youngest enrolled child only. The discount does not apply to application fees, deposits, late fees, or other program charges.

Withdrawing from the Program

If a family decides to withdraw a child from the program, a minimum of two weeks' written notice is required. If a child is withdrawn without adequate notice, two weeks of tuition beyond the date notification is received will be required. Clients leaving the program owing money will be promptly turned over to a collection agency.

Social-Emotional Learning and Enrichment

My Place uses Pyramid Model & CharacterStrong social-emotional learning (SEL) resources to help children build self-awareness, emotional regulation, empathy, relationship skills, responsible decision-making, and a stronger sense of belonging. Staff incorporate age-appropriate lessons, discussions, activities, and shared language into the school-age program so children can practice these skills during everyday routines, group activities, and peer interactions.

LEAPS Enrichment Grant

My Place is a participant in the LEAPS enrichment grant, which supports expanded learning opportunities for school-age children. Grant-funded programming may include academic support, social-emotional learning, recreation, arts, STEM, community partnerships, leadership opportunities, and other enrichment experiences.

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Activities and schedules may change based on grant requirements, available funding, community partnerships, staffing, and the needs and interests of enrolled children.

Families may be asked to complete surveys, permissions, or other documentation connected to grant participation and program evaluation. Information is handled in accordance with My Place confidentiality practices and applicable grant requirements.

Programming and Safety

My Place School Age Child Care provides an environment that supports academic learning, social-emotional development, and healthy activities for the mind and body. Health, safety, and playful learning are top priorities throughout programming.

Evacuation and Shelter-in-Place Drills

Evacuation drills are conducted monthly. Drill times are varied so children and staff have experience evacuating under different circumstances. Drills are unannounced. If you are at My Place during an evacuation drill, please stay with your child and evacuate as directed by staff. This helps eliminate confusion and supports safe evacuation.

Twice per year, My Place conducts shelter-in-place drills as required by OCFS. Families will be notified in advance of these drills. The emergency plan and evacuation diagrams are reviewed with families and staff annually and at enrollment or new hire.

In the event of a full evacuation, the primary meeting location is Holy Cow Deli, 410 S Franklin St, Watkins Glen, NY. The secondary meeting location is St. Mary’s of the Lake, 905 N Decatur St, Watkins Glen, NY. Parents/guardians will be contacted by the Director or designated staff if immediate pick-up is required. Communication will primarily occur through Procure with an SMS push notification, followed by a phone call if no response is received.

Outings and Outdoor Play

Per OCFS regulations, the SACC program provides periods of supervised outdoor play for all children daily except during inclement weather. Children need to be dressed appropriately. If a child is too ill to go outside, the child is likely not well enough to be at the program and may be more comfortable at home. Only in the event of inclement weather or unsafe conditions will outdoor play be omitted.

My Place is proud to include outings to the bank, lake, fire station, park, library, and other neighborhood establishments as part of our curriculum. These everyday community trips help children build language, sensory-motor development, familiarity with community helpers and spaces, and understanding of the world around them.

At enrollment, families are asked to sign a permission slip/blue card for local walking trips. Children cannot participate in local walking trips without a signed blue card. If permission is not granted, the child may stay behind as a guest in another classroom if space is available, or may need to stay home if space is not available.

Weather Monitoring and Outdoor Play Decisions

My Place is committed to providing daily outdoor play while maintaining the health and safety of all children. Weather conditions are monitored each day to determine whether outdoor play is safe and appropriate. The opening supervisor checks the Weather Channel app upon arrival and posts the date, current weather, RealFeel temperature, weather advisories/alerts, and outdoor play decision near the clock-in/out tablet. The RealFeel temperature is used because it accounts for how the temperature feels when wind, humidity, sun exposure, and other factors are considered.

Program	Outdoor Play Permitted When RealFeel Is	Indoor Play Required When RealFeel Is
School-Age Program	10°F-95°F, with heat exception noted below	Below 10°F unless approved by leadership

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Children ages 1 and older should be provided outdoor play when the RealFeel temperature is between 10°F and 95°F unless unsafe weather conditions or advisories are present. Staff monitor children closely and provide weather-appropriate clothing, hydration, sunscreen when authorized, shade, and breaks as needed.

School-Age Heat Exception

The school-age program may be outside when the RealFeel temperature is above 95°F only when additional safety precautions are in place. These precautions must include sunscreen as permitted by parent/guardian authorization, access to shade, plenty of water breaks, water play/swimming/another cooling activity, shortened outdoor time if needed, and close staff monitoring for signs of overheating. If these precautions cannot be provided, children must remain indoors or participate in safe indoor gross motor activities. If our school age building space reaches 98 degrees, we will do our best to locate to a air-conditioned auditorium; however, if that's not available, children will be sent home for the day to avoid heat related illnesses.

Weather Advisories and Indoor Alternatives

Outdoor play may be limited, shortened, or canceled for heat advisories or warnings, wind chill advisories or warnings, winter weather advisories or storm warnings, thunderstorms or lightning, heavy rain, hail, unsafe wind, poor air quality alerts, or any other condition that creates a health or safety risk. When thunder or lightning is present, children must be brought indoors immediately and remain indoors until conditions are safe.

My Place uses the Weather Channel App. The opening supervisor/ Next In Command or program Director may adjust the outdoor play decision at any time based on changing conditions, child safety, staffing, air quality, advisories, or program needs.

Meals at My Place

My Place School Age Child Care provides afternoon snacks for all children. Menus are approved by a registered dietician and meet USDA requirements for a well-balanced diet. Mealtimes are opportunities for staff and children to sit together and have conversations about their day. Staff sit and eat with children to model healthy eating habits and proper table manners.

Menus are posted in the cafeteria and in Procure. Families must notify the child's teacher of any food allergies. For all allergies, families will complete an individual allergy plan. On full program days, My Place provides a nutritious breakfast in addition to an afternoon snack. Families are asked to pack lunch on full days. Extra lunch supplies will be kept on hand if a child does not pack lunch or needs one.

Outside Food and Beverage

Children with a medical dietary restriction must provide documentation from their health care provider on the OCFS form provided. Children have unlimited access to water throughout the day. Guardians are encouraged to provide a water bottle for their child's backpack. Food and beverage cannot be used as a form of discipline or reward.

Although My Place makes every effort to partner with families, outside food and beverages can create conflict between children and may create allergy or dietary restriction concerns. If food is brought from home, staff may ask that food choices be comparable with the center menu. Children will be encouraged not to share food from home.

Drop-Off and Pick-Up Procedures

On full days, families are responsible for signing children into the program using Procure. During drop-off, families should alert staff to their arrival and share any changes to the child's normal routine.

At pick-up, guardians are responsible for signing children out using Procure. Parents/guardians may authorize others to pick up their child in writing. My Place will not release children to persons who are not authorized for pick-up. Authorized pick-up persons must show valid photo identification when requested. Children over age 5 may identify a pick-up person with written parental consent. In cases of custodial disputes, My Place must have a copy of any court-ordered custody agreements.

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Families are responsible for supervising children during drop-off and pick-up. To prevent children from becoming lost or injured, children and siblings must stay with the adult at all times and may not run ahead into another part of the building or into the parking lot unattended.

Accidents, Injuries, and Incident Reporting

Bumps and bruises are part of childhood. Our first line of defense against accidents and injuries is active staff supervision. We structure days to offer developmentally appropriate activities that allow children to build new skills in an environment that minimizes risks. Despite these efforts, accidents and injuries can occur.

When an accident or injury occurs, staff first provide first aid and care to the injured child. Guardians are notified by a staff person who witnessed the incident or by leadership when appropriate. A report is entered in Procare before pick-up whenever possible. The report includes what happened leading up to the event, what staff were doing at the time, first aid provided, and any environmental or supervision changes that may help prevent a similar incident. Families are asked to review the report and may offer comments or suggestions. The Director monitors incidents for patterns that can be addressed. If an injury requires additional medical attention, OCFS must be notified as required.

When an Incident Report Is Completed

An incident report is completed immediately when a child is injured, injured by another child, causes injury to themselves or others, experiences a bite, elopes/leaves supervision without authorization, or any incident requires first aid or parent notification.

Incident reports are completed for the injured child only, except in biting incidents. In biting incidents, a report is completed for both the child who was bitten and the child who bit. If a child causes injury to another child, the report is completed for the injured child; behavior follow-up with the other child's family is documented separately through Procare, pick-up discussion, and/or behavior documentation when appropriate.

Ongoing behavioral concerns, challenging behavior without injury, and patterns of behavior are not injury-based incident reports. These concerns are documented through behavior documentation and Behavior Incident Reports when appropriate, typically after a family meeting and when tracking patterns or creating support plans.

Required Details and Confidentiality

Incident reports must be factual, objective, specific, detailed, and completed the same day as the incident. Reports include the exact time and location, what happened step-by-step, cause of injury, who witnessed the incident, type of injury, exact size and location of injury, first aid provided and by whom, follow-up actions, and time and method of parent notification.

Reports must protect confidentiality. Staff will never name another child in an incident report. Reports use language such as "another child," "a peer," or "a friend" and do not include gender, identifying traits, or names of another child.

Parent Notification and Serious Injury Protocol

Parents/guardians are notified immediately for head injuries, bites especially if skin is broken, injuries to the face, injuries requiring medical follow-up, and any serious or concerning incident. Documentation includes the time and method of notification, such as phone, in person, or Procare.

For serious injuries, staff notify the Supervisor/Next-in-Command immediately, notify the Program Director, and complete the standard incident report and serious injury report. Serious injury documentation includes treatment provided, ongoing monitoring, medical follow-up, and staff and parent signatures. If a child leaves due to injury, staff will ask whether medical attention will be sought and document the response.

Staff document first aid specifically, such as washing with soap and water, applying a bandage, or applying a cold pack for a specific amount of time. A clear photo may be taken for visible injury to the head or if there is blood or broken skin. Photos may be shared with family through Procare and leadership through Teams for documentation accuracy and compliance.

612 S Decatur Street, Watkins Glen, NY 14891 | (607) 535-8908 | School Age: 2:15 PM-6:00 PM; Summer/Breaks: 7:00 AM-6:00 PM

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Staff also reflect on what contributed to the incident, where staff were positioned, and what could help prevent a similar incident in the future. This reflection is not blame-based; it is focused on safety, supervision, and continuous improvement.

Behavior Management Policy

At My Place, we understand that children are continually learning how to regulate their behavior, communicate effectively, and navigate social dynamics. Our role is to support, guide, and coach students in developing interpersonal, emotional, and problem-solving skills in a nurturing and structured environment. We foster a positive, respectful, and inclusive learning atmosphere where children are encouraged to grow, take responsibility for their actions, and learn from mistakes. Our center-wide language of Kind Hearts, Safe Bodies, and Helping Hands is used throughout behavior support.

Positive Behavior Support Strategies

- Redirection: gently guiding children to alternative, appropriate activities when disruptive behavior occurs.
- Environmental adjustments: creating organized, engaging environments designed to minimize behavioral challenges and making adjustments as needed.
- Meeting basic needs: addressing underlying causes of behavior such as hunger, tiredness, or emotional needs.
- Quiet area: providing a supervised quiet space for children to take a break, rest, or reset when needed.

Addressing Unsafe Behaviors

- The child may be asked to briefly step away from the activity until calm and ready to return.
- If needed, the child may participate in an alternate activity in another supervised area of the program.
- When appropriate, a recovery plan will be discussed with the child to help them rejoin the group successfully.
- If the child is unable to regain composure, a parent/guardian may be contacted to create a same-day support plan. This may include going home for the day.

Chronic and High-Impact Behaviors

While we recognize that certain behaviors are developmentally typical, repeated behaviors that are disruptive or unsafe may lead to additional steps. If behavior is increasing in frequency or duration, a meeting will be scheduled with the family and staff to identify supports. If behavior persists or escalates in frequency, duration, or intensity, a behavior plan will be developed collaboratively with staff and family.

Behaviors that may result in a three-month enrollment pause or dismissal include, but are not limited to:

- Physical or emotional harm to self or others
- Destruction of property
- Harassment or bullying
- Repeated defiance or disruption to the programming schedule
- Elopement from the program space
- Possession of illegal substances or weapons
- Threats of violence

Consequence System and Infraction Roll-Off

My Place uses a progressive consequence system paired with a rolling infraction reset to give children the opportunity to grow and learn from mistakes.

15. First serious incident - verbal warning: restorative discussion with the child and parent/guardian notification through Procure and at pick-up. A serious incident report may be reviewed and signed at pick-up.
16. Second serious incident - written warning: in-depth discussion with the child and parent/guardian at pick-up. A serious incident report is signed; a conference and school support may be included.
17. Third serious incident - three-month enrollment pause from the program: family is contacted immediately for pick-up and a final serious incident report is completed and signed.

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Infractions roll off every three months, allowing children a fresh start as they grow and improve. Each enrollment period is treated as a clean slate: Summer Program runs from the end of June through the end of August, and School Year Program runs from September through June. If a child receives three pauses within a 12-month period, the child will be dismissed from the program.

Physical Intervention

Physical intervention is used only to prevent immediate harm and in accordance with OCFS regulations. Examples include gently guiding a child away from danger, blocking movement to prevent harm, or physically removing a child from an unsafe situation. Corporal punishment is strictly prohibited in all forms. OCFS regulations also prohibit any discipline or interaction that frightens, demeans, or humiliates a child.

Roles and Responsibilities

Staff will receive ongoing behavior management training, implement positive guidance strategies, document concerns, communicate clearly with families, and request support and resources when needed. Parents/guardians will be responsive when contacted regarding behavior, collaborate with staff, attend meetings and support behavior plans when needed, and understand that OCFS regulations must be followed regardless of individual parenting styles. Children will be guided to make safe choices, be responsible for their actions, use respectful language and behavior, keep hands and bodies to themselves, remain with staff, and follow directions.

Supervision and Tracking

To ensure the safety and well-being of all children, My Place After School Program provides competent supervision at all times in all designated program spaces indoors and outdoors. OCFS Regulation 414.8(a) states that children cannot be left without competent direct supervision at any time. Competent supervision includes awareness of and responsibility for the ongoing activity of each child, keeping children within a teacher's range of vision, and being near enough to respond when redirection or intervention is needed. Supervision takes into account each child's age and emotional, physical, and cognitive development.

- Roving staff: one staff member must be actively roving the program area, ensuring clear line of sight for all children and remaining close enough to intervene if needed.
- Name-to-face checks: staff conduct name-to-face checks every 15 minutes using the tracking system procedure to visually verify each child's presence and well-being.
- Procare app usage: when a staff member needs to use Procare to log information, an additional staff member must actively supervise children. Personal device use for social or entertainment purposes, music, games, internet browsing, or personal calls while supervising children is prohibited. Mobile phone use is permitted only as necessary to promote child safety and orderly program operation.

Tracking System Procedure

Staff use face tracking cards for name-to-face checks every 15 minutes. Each card includes a headshot with the child's name printed on the white portion. Allergies or important information are placed on the back for confidentiality. Lost cards are reported to the Program Director and replaced immediately.

- Cards are stored on the signed-out board when the program is not in session.
- When staff arrive, they confirm group attendance for the day.
- The Program Director or Next-in-Command reviews absences, and staff note information on group attendance and/or Procare.
- Staff retrieve cards for children expected to attend and place them in their lanyard based on appropriate ratios.
- Staff confirm that all children have arrived. If an expected child does not arrive, staff immediately report this to the Program Director or Next-in-Command.
- All staff assigned to a group are expected to know who is present for the day and communicate when a child leaves or returns to the group.
- The board and group list are used throughout the program to maintain supervision, track the number of children present, and take attendance whenever the group moves from one area to another.

- Children are expected to inform staff of bathroom use and ask staff when they need to leave the group area. Children report back when they return.

Responsibility to the School

My Place After School Program is housed in Watkins Glen Elementary School. Therefore, the Watkins Glen Central School District Student and Family Handbook applies to My Place staff, parents/guardians, children, and visitors while on school property. My Place is obligated to report serious violations of the school handbook. If this occurs, the parent/guardian and child may be required to meet with the Program Director and school personnel regarding the offense.

Medications and Health Care

Medications

Some My Place staff are trained to administer medication to children as prescribed by a physician. If a child becomes ill and needs medication, it is the responsibility of the parent/guardian to come and administer it unless all required medication administration documentation and procedures are in place. Please refer to the health care plan for further information.

My Place staff may administer over-the-counter, non-medicated items such as lotions, sunscreen, triple antibiotic ointment, diaper rash cream, and lip balm when the item is labeled with the child's full name and written parent permission is on file. Please see the classroom teacher for the non-medication consent form.

Health Care and Sick Children

Any child with any of the following must be excluded from the program:

- A suspected or diagnosed communicable disease as defined by the New York State Department of Health until evaluated and approved for inclusion by a health care provider.
- Fever as defined by the American Academy of Pediatrics: ear or temporal artery temperature of 100.4°F or higher; underarm/axillary temperature of 99.4°F or higher. (A degree must be added to underarm temperatures).
- Head lice. My Place has a nit-free policy, which means a child cannot return until completely free of all nits.
- Neck pain when the child's head is moved or touched.
- A stiff neck or severe headache with the child looking very sick.
- A seizure for the first time.
- Vomiting not associated with crying, coughing, or gagging.
- Acting unusually confused.
- Unequal pupils.
- A blood-red or purple rash made up of pinhead-sized spots or bruises not associated with injury.
- A rash of hives or welts that appears and spreads quickly.
- Breathing so fast or hard that the child cannot play, talk, cry, or drink.
- A severe stomachache that causes the child to double up and scream.
- A stomachache without vomiting or diarrhea after a recent injury, blow to the abdomen, or hard fall.
- Stools that are black or have blood mixed through them.
- Stools that cannot be contained or managed hygienically within the program setting.
- Not urinating at least once in eight hours, dry mouth, no tears, or sunken eyes.
- Continuous clear drainage from the nose after a hard blow to the head.
- Open blisters caused by Hand, Foot, and Mouth virus.

Children may return to care when they are symptom-free and fever-free without fever-reducing medication for 24 hours and can participate in care, or with a note from a licensed health care provider giving permission to return. Children diagnosed with conjunctivitis, impetigo, scabies, ringworm, or strep throat may return 24 hours after beginning medication. Additional guidance will be provided as needed during times of national health crisis and shared on the My Place website and through family communication.

Family Handbook Acknowledgment

I/we, the undersigned, agree to enroll my/our child at My Place. I/we understand that My Place assumes responsibility for my/our child's well-being during the hours the child is in care and that staff will make every effort to reach me/us should any accident or illness arise.

I/we acknowledge that I/we have received or have access to the My Place School Age Child Care Family Handbook, revised July 2026. My/our signature(s) constitute understanding of and agreement to abide by the policies described in this Handbook, including center-wide expectations, enrollment, communication, tuition, adult conduct, tobacco use and third-hand smoke, CharacterStrong social-emotional learning, LEAPS enrichment programming, outdoor play and weather monitoring, accident and incident reporting, behavior management, supervision, medication, health, and all other program expectations.

Child's Name: _____

Parent/Guardian 1 Signature: _____

Print Name: _____

Date: _____

Parent/Guardian 2 Signature: _____

Print Name: _____

Date: _____

Program Director Signature: _____

Print Name: _____

Date: _____

Photo Permission

I/we grant permission for my child to have their photograph taken if the photographer is approved by the director. Use of the photo could include center-related promotional materials and social media posts.

Child's Name: _____

Guardian's Signature: _____

Date: _____

YES / NO: _____

I/we grant permission for center staff to email me/us at the following address:
