



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **ENSURE A BRIGHTER FUTURE**

**CARLISLE FAMILY YMCA  
SACC Program  
Parent Handbook**





# WELCOME!

Welcome to our School Age Child Care (SACC) program. We are pleased to offer this program before and after school to encourage your children to grow and learn through healthy living, social responsibility and youth development. If at anytime during your program enrollment you have any questions or need further assistance feel free to contact us anytime. You can find all our contact information on page 10.

## Contents

Hours of Operation, School Cancellation Policy .....	Page 3
Drop-Off / Pick-Up Policy .....	Page 3
Student Rules and Expectations .....	Page 5
Homework Help and Release of Information .....	Page 6
Registration Policies .....	Page 7
Payment Policy .....	Page 8
Medical Release Information .....	Page 9
Concerns and Parent Conferences .....	Page 10
Important Contact Information.....	Page 10
Brightwheel App .....	Page 11
Non Discrimination Policy.....	Page 12

Revised 8/27/2025



## Hours of Operation and Program Cancellation Policies

SACC runs Monday through Friday during the school year. The Carlisle Family YMCA SACC program offers two sessions per day on site at W.G. Rice Elementary School for working parents. The morning (AM) session runs 6:30–8:45am. The afternoon (PM) session runs 3:30–5:30pm.

We only operate on the days school is in session. If school is scheduled to be off, the Y offers an alternate program called "School's Out Rocks!" for most days and parents may sign up ahead of time for the program at [carlislefamilyymca.org](http://carlislefamilyymca.org). If South Middleton School District is closed for snow, the SACC program is also closed for snow. It WILL NOT be posted on TV. If the district is operating on a 2-hour delay, the SACC program is also operating on a 2-hour delay, which means we open at 8:30am. We ask that you use the main entrance for drop off only in this scenario. If the school is having a scheduled early dismissal, the SACC program starts when school dismisses and operates until 3pm. However, if the school dismisses early because of weather or other emergencies, the SACC program starts when students are dismissed until 2 hours after dismissal. I understand if my child is sent home for any reason, is a parent pickup or picked up by someone else, I must notify the SACC director that day.

## Drop Off / Pick up Procedure

When you arrive in the morning to drop off your child(ren), come to the main entrance doors. For safety reasons, the door is locked from the outside. **DO NOT** ring the call bell the school has provided. The office will not let you in. Y staff are in the cafeteria and will meet you at the door to sign in your child. No parents are allowed to enter the building. If you need to speak with the office, you need to arrange that during office hours. We use an electronic sign in/out. New staff must learn the system in the first week or so. Please be patient as they get comfortable with it.



If someone different will pick up your child in the evenings or if you have any other information you need us to know, please let the staff member know at drop-off in the morning and send the Site Director an email at [sacc@carlislefamilyymca.org](mailto:sacc@carlislefamilyymca.org) or message staff through the Brightwheel app.

Drop-off times for the morning session are between 6:30–8:20am. Please do your best to drop off by 8:20. We interfere with buses and the parent drop-off line if we go past this time frame.

When picking up your child in the evening, come to the main entrance doors and staff will meet you with your child. If we are on the playground or are doing pick up from the gym doors, a sign will be posted on the front door.

Please bring photo ID with you when picking up your child and remind anyone picking up your child to bring ID as we will need to verify their identity before we can release the child. Staff will ask for ID until we get to know you. This is for the safety of your child!

Pick-up times for the afternoon session are between 4–5:30pm. The school has asked that we wait until dismissal is finished before we start our pickup. If you would like to get your W.G. Rice student before 4pm, you need to have them be a parent pick up and notify the office and the Site Director. If you are picking up an Iron Forge child, the transfer bus arrives at W.G. Rice at 3:45pm. Park in the main parking lot and meet your child at the drop off spot, which is the island. SACC staff do not need a sign out signature if you pick up directly from the bus.

Please pick up your child on time. If there are extenuating circumstances and you are unable arrange pick-up for your child before 5:30pm, notify the site director by email, by phone at (203) 533-9408 or by messaging the staff through the Brightwheel app. A late fee of \$5 per every 5 minutes past 5:30pm will be assessed to anyone not picked up by 5:30pm.



## Student Rules and Expectations

Please note that this is a broad list. A more detailed list of rules and expectations will be sent in your welcome email.

### Student Rules:

1. Respect each other by not talking while another person is talking, keeping hands to ourselves and treating others how we would want to be treated.
2. Walk in the cafeteria and save running for the gym or playground.
3. Participate in group games/activities. We ask that the students all participate during these activities to work on socialization. After the group activity the students are free to do choice activities or homework.
4. Students should leave toys from home at home. (The Y is not responsible for lost or damaged items.)

We expect children and parents within our program to support us in teaching and developing these values. A more detailed rules list also will be provided closer to the start of school.

If any of the negative behaviors outlined here or in the list of rules you receive prior to the start of the school year are exhibited towards staff, administration or other children, the following will occur:

1. Verbal warning and parent notification
2. Verbal and written warning with parent notification
3. Suspension from the program for 3 days (tuition non- refundable)
4. Dismissal from the program for the remainder of the year



## Homework Help and Release of Information

Homework is a very important learning process for students. We provide help to all students who would like help for a half an hour in the morning and an hour in the afternoon. This is a standard component of our program and we do not require any additional fee for homework help. Parents please feel free to communicate with the SACC staff if you would like us to be doing more with your child(ren)'s homework help! All we need is a note with any requests for additional homework help. Be sure to include which subject(s) on which you would like us to focus our attention during the designated homework help times.

Working with teachers before or after school is a great advantage for SACC students. We would be more than happy to discuss some of your child(ren)'s needs with their teachers or release your child(ren) to specific teachers for that extra help before or after school. As with any situation in which we would be releasing your child(ren) to another person other than their parent or guardian we will need a written statement from you indicating you would like us to release your child to a specific teacher before or after school for some help. Additionally if you would like the teachers to share with the SACC staff some of your child(ren)'s needs, we also would need a statement from you in writing granting the teacher permission to discuss your child(ren) with the SACC staff.

In order to help us provide quality care to your children, we request if your child has an IEP that you provide us with a copy. This allows us to work along side you and his/her school teachers to help the student achieve his/her full potential.

If you wish to have your child's records transferred to another child care provider, you need to submit a written request or email to the SACC director.



## Registration Policies

To register for the Carlisle Family YMCA SACC program, interested parents need to fill out our SACC Program Packet. Packets are available at the Welcome Center at the YMCA, on-site at the SACC program or online at [carlislefamilyymca.org](http://carlislefamilyymca.org). Double check that you do not have any unanswered questions or empty boxes. If the question is not applicable, please write N/A. Please email completed packets to Brittany Kemp at [bkemp@carlislefamilyymca.org](mailto:bkemp@carlislefamilyymca.org) or mail it to her attention: Carlisle Family YMCA, 311 S. West Street, Carlisle PA 17013. Any program participants who have a membership account – active or inactive – who have an outstanding balance with the Carlisle Family YMCA will be denied access to this program and all other programs until the balance due is paid in full. Your registration is not complete until you receive a welcome email. We will not honor incorrect or incomplete registrations.

Any changes to your registered attendance must be submitted in writing as soon as possible. If you are registered as daily / as needed please let us know in writing which dates your child will be attending at least one week prior to their attendance, or as soon as possible.

If your child is scheduled to attend the after school program and he/she will not be there, you must inform the SACC site director prior to 3pm so we know not to expect them. If you do not inform us and your child does not show up, we will call you to make sure they are safe.

If you choose to withdraw your child(ren) from the SACC program, you must notify the director in writing with at least 2 weeks notice. If you're enrolled in our monthly option, you must notify us at least 1 week prior to the next payment due date. If you're enrolled in the daily option, you must inform us at least 1 day prior to your payment due date. If you do not inform us of your withdrawal or program change within the required notice, you will be billed for your registered program regardless of attendance.



By registering for the Carlisle Family YMCA SACC program I understand photos and videos may be taken of program participants or people using the facilities. Photos and videos may be used for display, promotion or advertising. If for any reason you do not want you child to have pictures or videos taken during our program you must submit a statement in writing to the SACC site director.

## Payment Policy

All participants must use our automated payment system. The Y withdraws payment on the delegated date(s). If you're enrolled on a daily basis, your payment will be charged 7 days prior to the start of each enrolled month. If you're enrolled on a monthly basis, payment will be charged on the dates you specify. If you exceed your allotted daily/monthly sessions, you'll be charged the regular drop-in rate for the corresponding session.

Any changes/cancellations to the SACC program registration need to be made in writing 2 weeks prior to your scheduled session and submitted to the Carlisle Family YMCA. Once your request is submitted and approved you may receive a 75% refund on fees paid for canceled sessions. If you do not submit changes/cancellations in writing 2 weeks prior to your registered session, the Carlisle Family YMCA will not issue a refund. Once cancellations have been made you will not be responsible for fees after your cancellation date, but must still pay for any sessions used prior to cancellation date. If you have questions about payment procedures or refund policies you can contact the Carlisle Family YMCA.

Payments can be automatically withdrawn from a bank account or credit card on the dates you specify. If you participate with Child Care Network, please let us know at the time of enrollment so your co-payments can be scheduled accordingly. If your payment is not honored by your financial institution, the person providing the payment also will be charged a \$35 service charge in addition to the program fee.



It is the members' responsibility to provide updated billing information when credit cards expire, are stolen or compromised or if the current account has been closed for any reason. You must notify the Y in advance of billing due dates or of any changes to your accounts used for EFT. If you do not notify the Y and your payment is returned, you will be assessed a \$35 return service fee.

## Medical Release Information

This health information you have provided is correct so far as you know and the person herein described (student) has permission to engage in all prescribed SACC activities, except as noted by me and given to SACC site director in writing. You have provided your child's doctor physical form, without omission or corrections, to the SACC program. You have read and completed in full the SACC Program Packet provided by the Carlisle Family YMCA and accept full responsibility for omissions or errors on the medical information form. You are giving permission to the medical personnel selected by the SACC site director to provide routine health care and or in the event of an accident, injury or emergency to release any records necessary for insurance purposes; and to provide or arrange necessary related transportation for me/or my child. In the event you, the parent or guardian, cannot be reached in an emergency, you give permission to the physician selected by the SACC site director to secure and administer treatment, including hospitalization, for your student.

I also understand that if my child is sent home from school for any reason, he/she may not attend SACC that day. In the event he/she is sent home you must contact the SACC site director to inform them of your child's absence. I understand that the Carlisle Family YMCA SACC staff cannot administer any medication to my child staying in accordance Department of Public Welfare regulations.



## Concerns and Parent Conferences

If you have any questions or concerns please feel free to call the SACC site director any time. If the director does not answer please leave a message and your call will be returned as soon as possible. If you have any issue or concerns that cannot be handled over the phone, you can set up an appointment with the director. In addition you may select on the SACC Packet to set up a 30-day conference with the SACC site director regarding your child and his/her progress in the program.

## Important Contact Information

- Physical Address SACC – 805 Holly Pike, Mount Holly PA, 17065
- Physical Address YMCA – 311 S. West Street, Carlisle PA, 17013
- SACC Program Director: Brittany Rose, [brose@carlislefamilyymca.org](mailto:brose@carlislefamilyymca.org)
- SACC Administrative Director: Brittany Kemp, [bkemp@carlislefamilyymca.org](mailto:bkemp@carlislefamilyymca.org)
- SACC Site Supervisor: Keelyn Ervin, (203) 533-9408, [sacc@carlislefamilyymca.org](mailto:sacc@carlislefamilyymca.org)

Brittany Rose, SACC Program Director, runs direct program responsibilities such as behavior management, activity planning, school relationships and other day-to-day tasks.

Brittany Kemp, SACC Administrative Director, runs the behind-the-scenes duties such as tuition payments, registration, child and staff files, record keeping, etc.

Keelyn Ervin, Site Supervisor, supervises children and other staff counselors daily. She is available to talk with parents as questions and concerns arise.



## Brightwheel App

The SACC program uses a free, downloadable app called Brightwheel. You will receive an email invitation to join Brightwheel after registering for the program. The Brightwheel app features a messaging service that is similar to text messaging. It allows for immediate and convenient communication between staff and parents. Staff also can upload pictures and videos, log relevant information, share notes and reminders and more through the app. Communicating through the Brightwheel app is the preferred method for sharing day-to-day thoughts and information such as absences, early pick-ups, etc. Communication regarding payments, billing, etc. should be emailed to Brittany Kemp at [bkemp@carlislefamilyymca.org](mailto:bkemp@carlislefamilyymca.org). Payments and billing will not be discussed via app.



## **CARLISLE FAMILY YMCA SACC PROGRAM NONDISCRIMINATION IN SERVICES**

To: Clients/Parents

From: Justin Rose, Carlisle Family YMCA Chief Operating Officer

Admissions, the provision of services and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/student (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with:

### **Carlisle YMCA Youth Department**

Youth Department  
Carlisle Family YMCA  
311 South West Street  
Carlisle, PA 17013

### **US Dept. of Health & Human Services**

Office for Civil Rights  
Suite 372, Public Ledger Building  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111

### **Department of Public Welfare**

Department of Public Welfare  
Bureau of Equal Opportunity  
Room 223 Health & Welfare Building  
PO Box 2675  
Harrisburg, PA 17105

### **PA Human Relations Commission**

Harrisburg Regional Office  
Riverfront Office Center  
Harrisburg, PA 17104