



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BUILDING FUTURE LEADERS

Parent Handbook
School Age Child Care & Summer Camp
Policies and Procedures
HARRISON FAMILY YMCA
Updated June 2018



Welcome to the YMCA School Age Child Care, including Before & After School and Summer Day Camp Programs! We look forward to serving you and your family. The YMCA strives to provide a safe, affordable, convenient and quality program to meet your family's needs. These policies & procedures answer many of the questions you may have concerning our childcare services. If you have any further questions, please contact the director

WHO WE ARE

YMCA MISSION STATEMENT

"To put Christian principles into practice to improve the quality of life in our communities with programs and services that strengthen the spirit, mind and body for all."

The Y's 4 Character Values

Caring, Honesty, Respect and Responsibility

GOALS AND OBJECTIVES

- 1- The YMCA commits itself to serve the community with quality childcare services in a cooperative effort with area schools, and community partners. Parent involvement is essential to this goal.**
- 2- We strive to hire quality staff for our program. They work directly with children building strong positive relationships in a safe and caring environment.**
- 3- Staff and children work together to plan activities that encourage children to develop to their fullest potential.**
- 4- Since children have already spent most of the day in the classroom, opportunities for outdoor and recreational activities are provided. Age appropriate activities are offered in both large and small group settings. In addition, study time is offered daily during the school year.**
- 5- Physical education activities are offered for at least 30 minutes a day outside (weather permitting) so that children can develop good coordination, physical fitness and athletic skills.**
- 6- Task oriented activities are planned to challenge each child's present abilities and teach them new skills.**
- 7- YMCA childcare strives to establish a cooperative environment where children learn social skills while developing their character and self-esteem.**
- 8- The YMCA offers programs and services to individuals and families regardless of sex, race, religion, national origin or financial ability.**
- 9- YMCA childcare supports families through regular activities and parent involvement.**
- 10- The objectives of YMCA programs are: to grow personally, clarify personal values and character development, get along with others, appreciate diversity, become better leaders, develop specific skills, and have fun!**

AGES OF CHILDREN

The YMCA accepts children ages 4-12 years of age. Children age 4 must be enrolled in an all-day Pre-K program to attend the YMCA program.

HOURS OF OPERATION

YMCA Before and After School, School Break Camp and Summer Camp programs open at 6:30 AM (at specified locations) and are open until 6:00 PM Monday – Friday

LATE PICK-UP CHARGE

A late fee will be charged for pick-up after 6:00 as follows: \$5.00 from 6:00 to 6:10 and \$2.00 a minute for each minute after that. In the event a child is repeatedly left past the closing hour, the YMCA reserves the right to terminate enrollment.

SEVERE WEATHER/SCHOOL CLOSURES

If school is cancelled due to inclement weather, the YMCA will follow Nash-Rocky Mount Schools cancellations.

- If school is closed, YMCA onsite school programs will be closed. The Future Leaders Center at the YMCA site at 1000 Independence Dr. may be open, weather permitting. School Break Camp rates will apply.
- Please check our web page, Facebook and local media for announcements and updates.
- When the school system announces make-up days, your monthly fees will cover those days.

If school closes early/opens late due to weather:

- When public schools are dismissed early due to inclement weather, YMCA onsite school programs will also be closed. Weather permitting; the Future Leader site may be open.
- If school is delayed, Before School will operate on the same delayed schedule.
- Please check our web page, Facebook and local media for announcements and updates. If you have downloaded the Harrison Family YMCA app on your phone, you will receive a notification.

HOLIDAYS

No child care is provided on the following holidays

New Year's Day

Memorial Day

4th of July

Labor Day

Thanksgiving (Thursday and Friday)

Christmas Eve

Christmas

New Year's Eve

SCHOOL BREAK CAMP (School Holidays, Christmas Break, Spring Break)

We do offer School Break Camp childcare at the YMCA location at 1000 Independence Dr. on school holidays, teacher workdays, Spring Break and Christmas Break for a separate fee. All dates are based on the Nash-Rocky Mount School Calendar. Please see our rate sheet for these fees.

SUMMER CAMP

Our Summer Camp is designed to provide children with a fun-filled summer. Each week has a theme with all activities focused on the theme. Each week also includes swim time, outside play and time in the gym. There will be theme specific field trips with details to be announced the week of the trip. We also provide academic enrichment during the summer in the form of fun activities with an educational component. In addition, quiet time for reading is provided daily.

We provide balanced snacks during Afterschool care and snacks and meals during Summer Camp. If you choose to send food with your child, the State requires that you sign an "Opt out" form for our snacks and meals. Please talk with the Childcare staff about this requirement.

DROP IN CARE

Drop In booklets are available for 5 days at a time. The days are valid for the month in which they are purchased. Days left over after the end of the month can be signed over by the Childcare office for only one additional month. Please contact the Childcare office with 48 hour notice of when your student will need to drop in for adequate planning.

TRANSPORTATION

Transportation is provided from various school locations to the YMCA facility for those participating in the Future Leaders Afterschool program at no additional charge. Transportation from school is available for children attending other YMCA programs such as swimming or gymnastics, for a fee when space is available. Contact the Child Care department for more information and price.

WAYS TO ENROLL AND PAY

REGISTRATION

There is a \$25 non-refundable registration fee for each participant when enrolled in our Before/After School program. Completed enrollment forms are required before starting any program. On-line registration is available or you may obtain a copy of the form at the YMCA front desk or online at www.harrisonfamilyy.org.

North Carolina childcare licensing rules require all parents/guardians to submit a copy of children's immunizations and any medication authorizations signed by the child's physicians prior to attending the program.

MONTHLY TUITION- BEFORE AND AFTER SCHOOL

Monthly rates are in effect for the school year, all payments must be made at the Harrison Family YMCA 1000 Independence Dr. Payments can also be taken over the phone. Refer to the rate sheet for the specific amount. You will not receive an invoice for your monthly payment.

NO PAYMENTS WILL BE ACCEPTED BY CHILDCARE STAFF AT THE SCHOOL SITES OR THE CHILDCARE OFFICE.

Automatic draft is the preferred method of payment and can be set up by our front desk staff. Your payment will be drafted from your account on the 1st of every month (other draft date options may be available upon request). Drafting is available through EFT or major credit cards.

Payment in full is due regardless of absenteeism, holidays or related weather closings.

Monthly fees are based upon the school calendar. Childcare on early dismissal days is included in your monthly fee. Your monthly fee does not include childcare during school holidays, teacher workdays, Spring Break and Christmas Break.

LATE PAYMENTS

Payments for Afterschool Care are considered late after the 5th of the month and your account will be charged a \$10 late fee. If payment is not received by the 10th of the month, your child will no longer be able to attend the Y program.

WEEKLY FEES- SUMMER CAMP

Summer camp payments for the week are due by Thursday, preceding the start of each week. Registrations received after Thursday will be subject to a \$10 late registration fee.

Payment must be received before a child can attend camp.

FINANCIAL ASSISTANCE

The Y has a limited amount of scholarship dollars that are allocated for child care and summer camp fee assistance. Financial assistance is available, while funds remain available, to those who substantiate a need; therefore, early application is encouraged. Applications for Financial Assistance are available at the front desk.

Social services payments will be accepted at the Harrison Family YMCA location only.

RETURNED PAYMENTS

If your payment (check, credit card or automatic draft) is not honored by your bank, you are still responsible for the payment plus a \$10 NSF service fee. This is in addition to any service fee that may be charged to you by your bank.

WITHDRAWAL POLICY

It is the YMCA's policy that written notice be given two weeks in advance of your child's withdrawal from the program to avoid being charged for the following session. Any outstanding balance must be paid at the time of withdrawal. No partial month refunds will be given. The YMCA reserves the right to dismiss a child from the program upon notifying the parent, refunds or credits will not be issued for dismissal from the program due to behavior.

RECEIPTS AND TAX INFORMATION

Receipts are available after making a payment and should be kept for records. Harrison Family YMCA childcare payments may be a tax deduction. Statements will be sent out after the first of each year to the address on file.

The Y's Federal Tax ID number is 56-0543251.

DROP OFF AND PICK UP POLICY

It is required by the YMCA that only authorized persons sign their children in and out each day. It is not acceptable for children to sign themselves in/out. Your child will be released only to the individuals that you have designated on the application. If you need to make changes to the list of people authorized to pick up your child, please do so in writing. If there is an emergency, please call the YMCA staff and we will make special arrangements.

We will ask for a picture ID and check the authorization for the release of your child. If the person is not authorized to pick up the child, the child will not be released. If an unauthorized adult attempts to take a child without permission, the parent and the police will be called. Those designated to pick up and sign your child out must be at least 18 years of age.

PARENT/GUARDIAN INVOLVEMENT

Parent support is critical to the success of the program. The YMCA recognizes and values parents in our programs. Daily communication with staff is very important. Parents are welcome and encouraged to visit their child's program. Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Donations of supplies for our dramatic play and arts & crafts areas are gratefully appreciated.

STAFF

CHILDCARE STAFF QUALIFICATIONS:

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of staff. Recruiting, selecting, training and supporting staff are essential, interrelated processes in insuring the success and integrity of children's programs. The leaders are required to have experience in working with children, acknowledge of recreational activities, and must possess certain qualities in order to serve as role models for children.

The staff is selected for personal qualities of warmth, empathy, and ability to relate positively to children. They receive training in many areas: Safety, Child/Adult communication, Guiding Children's behavior, numerous activities including arts/crafts, games, etc. YMCA staff are First Aid trained and CPR certified. Background checks are conducted on all staff. This includes criminal record background checks. All staff members must be 18 year old or over.

YMCA staff are not necessarily trained for specific behaviors, and at no time can be one on one with a child. Staff are not experts on behaviors or specific needs of extenuating circumstances, which would require special training

The Y is a place where children discover new activities, enjoy new and old friends and learn to develop skills and interests in a safe environment. The staff is expected to be honest, caring, respectful, responsible, and safe, and we expect the same from each child.

YMCA STAFF CODE OF CONDUCT:

1. Staff will use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.
2. Staff will treat each child with dignity and respect.
3. Staff will provide clear delivery and regular review of program expectations, rules and procedures with children.
4. Staff will insure an atmosphere of appropriate behavior.
5. Staff will communicate any behavioral issues involving children to their parents in a timely manner.
6. Staff will deliver program components appropriately, demonstrating the Y's 4 Character Values and the mission of the Y.
7. Staff will provide program information updates and reminders to parents/guardians.
8. Staff will respect the privacy of program participants and adhere to established confidentiality policies.

BABYSITTING

YMCA staff and volunteers are not allowed to baby sit or transport children enrolled in our program at any time outside of the program. Please assist us by NOT requesting staff to baby sit your child.

Health

IMMUNIZATIONS

The State of North Carolina requires a certificate of immunization signed by the physician for every child; due the day the child starts. Immunizations must be completed on the State approved form. Failure to follow this policy will result in dismissal of the child from the program.

MEDICATION

Prescription and non-prescription medication will be administered to children provided the following procedures are met:

- 1- Parent completes and signs the Parent Release for Administering Medication form.
- 2- Parent brings medication to the Site Director (please do not send along with children).
- 3- The prescription label or doctor's statement includes the date, name of drug, name of child, name of doctor, dosage and times of administration. These must be clearly written.
- 4- Staff will store medication in a closed, locked container and will document when it is administered.

No medication will be accepted without the approved forms and properly stored medication. All medication **MUST** have a valid expiration date.

ALLERGIES

In order for our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, or other substances. The YMCA is **NOT** a nut free zone. We do not guarantee no exposure to foods that may cause allergies.

ILLNESS

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children with the following symptoms:

- Elevated temperature (over 100)
- Diarrhea or vomiting - Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge
- Diagnosed contagious disease such as strep throat or chicken pox

All children must be symptom free for 24 hours prior to returning to the program. In some cases a doctor's note of release will be required. If children become ill during program, they will be provided with a place to rest comfortably until they go home. Parents will be notified to come and pick up their child within the hour. Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles. It is a licensing requirement that signs be posted to notify families.

ACCIDENTS AND EMERGENCIES

YMCA staff is First Aid and CPR certified and has been trained in emergency procedures. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site. We will call you or your emergency contact person to notify of a minor accident or injury. When there is no question that your child must be taken to the doctor or the hospital, we will call you to inform you of our course of action as soon as possible. It is vital that you keep our staff updated in case of changes in your phone number at work and at home. The Y does not have accident insurance on any program participants. It is the responsibility of the parent/guardian to secure insurance and provide the insurance information to the Y on the registration form.

REPORTING CHILD ABUSE AND NEGLECT

The Y's goal is to provide a safe and healthy place for children. The Y is required by the State of North Carolina law to report any suspicions of child abuse and/or neglect. This law does not require the Y to notify the parents/guardians prior to or after a report has been made.

PROGRAM INFORMATION

PERSONAL BELONGINGS

The Y is not responsible for any personal property. Please make sure your child leaves toys, trading cards, video games, iPods, cell phones, and gaming systems at home. If a child is sent to the Y with these items, they must remain in the child's book bag. Children will not be allowed to use any of these items. If they do, the item will be taken from the child and returned to the parent.

ABSENCES

Please let us know when your child will not be in daily attendance. This is especially important for children who ride the Y bus from their school to the Y building and for the safety of your child.

NUTRITION

Meals and snacks served comply with the Meal Patterns for Children in Child Care Programs from the United States Department of Agriculture (USDA), to ensure nutritious snacks/meals. We encourage this time to be kept pleasant with conversation, encouraged along with eating. No child will be forced to eat, nor denied food as a form of punishment. Please make sure the staff is aware of any food allergies your child may have. To stay with compliance of state regulations, if your child brings their own snack/meal please keep in mind the following: beverages must be 2% while milk, 6 ounces of 100% real juice or plain water. No soda, flavored water or sugared drink is allowed. Additionally, fast food, chips of any sort or snack with 8 grams of sugar or more per serving is not allowed.

SWIMMING AT THE Y

The Summer Camp schedule includes weekly swim time. The Y understands that although swimming is something that children love, it can sometimes make parents nervous. Children are supervised by Childcare staff and certified lifeguards at all times. There is a certified life guard on duty for every 25 children in the water. The ratio of Childcare staff to child is 1:13 with a minimum of two staff. Half of the Childcare staff will be in the water and the other half on the pool deck. They will be positioned in pre-assigned areas so that they can see and hear the children and respond quickly. There are US Coast Guard approved life vests available for the children.

To insure everyone is safe while in the water, all children who choose to enter water that is chest deep or deeper or who want to use the water slide are required to take a swim test. Lifeguards administer all tests and will not pass a child unless they are confident of their abilities. If a child does not pass the swim test, Childcare staff and lifeguards will encourage them to continue practicing and test again at a later date. Once a child has passed a swim test, the lifeguards will indicate their swim level and will assign areas of the pool based upon their abilities. For more information regarding test procedures or swim lessons, please contact the Y Aquatics Department.

EMERGENCY SAFETY PROCEDURES

In case of tornado:

At the Y building children and staff will immediately move to the locker rooms and will remain there until the threat has passed. At the Y school sites the Y staff follows the school system's emergency plan posted in each school. No children will be released until the threat has passed. Proper sign out procedures must be followed.

In case of thunder and lightning storms:

Staff will bring children indoors when thunder or lightning is present. Children and staff will not be outside in inclement weather.

Emergency Response Plan

The YMCA does have a complete and comprehensive emergency response plan in place and is available for review if requested.

STAY INFORMED

It is important to us that parents/guardians stay informed. The Y will make every effort to communicate with you about activities, special events and especially about your child. We communicate through newsletters, signs posted at the drop off and pick up desk, phone calls, in person, Remind (text to 81010 in message type @ymcafuture), our mobile app and on our web page. If there is ever a time you want to know more, please talk with your Childcare staff or the **Childcare Director, Tracy Dodrill, at 252-972-9622, ext. 239.**

BEHAVIOR GUIDELINES

Please review the following with your child(ren):

Student Behavior Code of Conduct

- Children must behave toward others and their environment in a way that demonstrates the Y's four character values: Caring, Honesty, Respect and Responsibility.
- Children are expected to follow all directions issued by Y staff and volunteers.
- The use of cell phones and other electronic devices is not permitted. Communication between children and families will be available through the Childcare office if necessary.

Y Bus Code of Conduct

- Riders must behave toward others and their environment in a way that demonstrates the Y's four character values: Caring, Honesty, Respect and Responsibility.
- Riders must obey the driver.
- The driver is responsible for the safety of the riders and may administer disciplinary action, including assigned seats, to maintain order and promote safety.
- Eating and drinking are not permitted on the bus.
- Riders must remain seated and wear seat belts at all times.
- Riders hands, arms, etc. may not extend outside the bus at any time.
- Riders must not tamper with the emergency door.

The Y expects children to demonstrate the four Y character values of **Caring, Honesty, Respect, and Responsibility**. From time to time, a child may need a reminder regarding expectations of appropriate behavior. Y staff do not use any forms of physical or corporal punishment (including spanking, slapping or other physical discipline). Should discipline problems occur that necessitate parent involvement, the Y will follow the steps below:

- First Offense- Written Discipline notice will be sent home with parent stating actions taken.
- Second Offense - Written Discipline notice will be sent home with parent stating actions taken.
- Third Offense - Parent conference and/or suspension.
- Fourth Offense - Parent conference and/or removal from program.

These steps are guidelines. The Childcare Staff may adjust consequences on an individual basis depending on the situation and the parent will be notified if this occurs. We want all of our children to enjoy their experiences at the Y and to be physically, emotionally, and mentally safe in our programs. Children who interfere with the mental, emotional, and physical safety of others may find this program is not a good fit, and may be asked to leave. If your child is removed from the program due to inappropriate behavior, a refund will not be issued.

CHILDCARE ADMINISTRATIVE STAFF

Tracy Dodrill, Childcare Director	252-972-9622 ext. 239
Vanessa Gaston, Asst. Childcare Director	252-972-9622 ext. 241
Donna Manning, Asst. Childcare Director	252-972-9622 ext. 240

PLEASE SIGN THE ATTACHED FORM TO COMPLETE YOUR CHILD(REN)'S REGISTRATION. THANK YOU AND WELCOME TO THE Y!

PARENT/GUARDIAN'S STATEMENT OF UNDERSTANDING

I agree that I will leave my child(ren) at the Y building or a Y school site program only if a Y staff person is there to supervise my child and I sign them in.

I understand that the Y staff will only release my child(ren) to an adult who is listed on the Authorized Pick Up List provided on the registration form. The adult must sign the sign out sheet and will be asked to show a photo identification before the child will be released, and any changes to the list must be submitted in writing.

I understand that the Y will not release my child to an adult who appears to be under the influence of drugs or alcohol. I further understand that the Y staff will use their discretion in determining whether someone appears to be under the influence, and depending on the circumstances the police may be called.

I understand that the Y is required by the State of North Carolina law to report any suspicions of child abuse and/or neglect. This law does not require the Y to notify the parents/guardians prior to or after a report has been made.

I understand that I am required to sign the State "Opt Out" form if I choose to send food with my child instead of participating in the Y food program.

I understand that my child and I may be removed from the program for repeated violations of Y rules and policies. I further understand that any child who hurts another child or staff or brings weapons, alcohol, drugs or other illegal items to the Y program will be immediately and permanently removed from the program.

My signature indicates that I have received the **Harrison Family YMCA Parent Handbook and the Summary of the State of North Carolina Child Care Law and Rules**. I agree and accept the policies and procedures herein stated as conditions of my child(ren)'s participation.

Print Child(ren)'s Name(s) _____

Print Parent/Guardian's Name _____

Parent/Guardian's Signature _____

Date _____

PLEASE RETURN THIS PAGE TO Y STAFF