



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

HAYES-TAYLOR YMCA FAMILY HANDBOOK

AFTERSCHOOL 2016-2017

OPERATION AND ADMISSION

AFTER SCHOOL OPERATIONS

The after school program operates from August 29th-June 9th 2016

After school Hours of Operation are from 2:30pm –6:00pm Monday – Friday.

ADMISSION CRITERIA

Children must be in kindergarten to be accepted into our after school program. Parents must complete in its entirety the Hayes Taylor YMCA enrollment form prior to the start of the program. We require a copy of current immunization records to accompany all after school applications.

ENROLLMENT

Enrollment forms are to be filled out completely each year and updated whenever information on the form changes. A \$30.00 or \$25.00 is required upon registration. Payments are due the week prior to attending. We will notify parents of any changes to our operation policies in writing.

ARRIVAL AND DEPARTURE PROCEDURES

You must sign your child out daily. There will be a \$10.00 fee assessed to your account each time a child is not properly signed in or out. All persons authorized to pick up a child must be at least 16 years old, must show ID, and must be listed on the registration form or the child will not be released to that person. No child is able to leave the YMCA premises without a parent/guardian or any other authorized

individual. No child will be able to walk/or ride a bicycle home without an authorized individual.

If you are late picking up your child, a late fee of \$1.00 per child per minute after 6:05pm will be charged; this amount will be due upon pick up. Childcare may be terminated if excessive lateness takes place. Any child that is not picked up within 1 hour of the closing time and we have called everyone on the contact list and can't get anyone, the staff will call 911 and report a left child at the program.

Parents are responsible for any child left at Hayes-Taylor Memorial YMCA after 6:00pm. Parents are responsible for making arrangements for the child to be picked up by another authorized person should they be delayed.

CUSTODY ISSUES

It is the Center's intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. However, the center **cannot legally restrict** the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless the center has been furnished with current legal documents. Copies of these court documents must be kept in the child's file.

TUITION AND FINANCIAL ASSISTANCE

TUITION INFORMATION

After school fees for members are \$50.00 per week and fees for non-members are \$60.00 per week. All payments for each week are due the Friday before the next week's attendance. A late fee of \$10.00 can be assessed to accounts with past due balances.

If making monthly payments, fees are due by the 1st of each month.

Scholarship payments are due at the same time as other weekly fees.

*All fees are non-refundable and non-transferable.

* Returned checks are charged a \$25.00 service fee. 2 Returned checks will result in all future payments made in cash or money order.

Families receiving DSS assistance must pay a \$30.00 registration fee. The Registration fee is a one-time fee per family. Monthly fees are due on the 1st of the month and are late by the 5th (Vouchers only).

*Accounts with prior balances will not be able to register a child.

*A copy of shot records needs to be submitted with the registration.

No child will be able to attend After school if payment is not made or immunization records are not on file.

If a child is going to be absent during a session of after school and the fee for that session has already been paid a 2 week notice is required to make any changes. The payment made for that session can be applied to another session **ONLY** if there is space in desired session.

FINANCIAL ASSISTANCE

If you are experiencing financial difficulties, please contact our Family Services Director or the Associate Director. Hayes Taylor YMCA offers scholarships on a first come first serve basis. To receive a scholarship you must submit a complete an open doors application scholarship application with ALL additional documents attached.

We would appreciate all documentation be provided for processing. We are not responsible for following up if all documentation is not provided. **Financial assistance is provided on a first come first serve basis.** Failure to make payments on time will result in the loss of the scholarship.

We do accept Department of Social Services Vouchers and we encourage you to seek assistance through the Department of Social Services before applying for a YMCA scholarship.

PARENT & CHILD RIGHTS

QUESTIONS

Questions or Concerns about the policies and procedures of the childcare program can be directed to any of the professional childcare program staff at the YMCA. Your questions will be answered in a timely manner.

PARENT/GUARDIAN SITE VISITATION

Parents and guardians are always welcome to visit our program any time during our hours of operation. Just stop by the Director Office to check in.

PARENT PARTICIPATION

Parents must have a volunteer application on file and comply with minimum standards that apply to staff, including having a criminal history check before they can participate in the child care center's operation. For more information please contact the Family Services Director.

PARENT REVIEW OF LICENSING REPORT

Minimum standards are available at our entryway bulletin board. The most recent licensing certificate is posted on our site information board.

PARENT/GUARDIAN RIGHTS

Parent's/Guardians, upon presentation of identification, have the right to enter and visit the after school facility which their child(ren) is receiving care, without advance notice to the provider. Entry and inspection is limited to normal operation hours while their child (ren) is receiving care. The law prohibits discrimination of retaliation against any child or parent/guardian to exercise their rights to visit.

The law authorizes the person in charge of the childcare facility to deny access to the parent/guardian under the following circumstances: The parent/guardian is behaving in a way that poses a risk to the children in the facility. The adult is a non-custodial parent and the facility has been requested in writing by the custodial parent to not permit access to the non-custodial parents. Court documents must be on file as well.

CHILD'S PERSONAL RIGHTS

Each person receiving services from a child day care facility shall have rights, which include but are not limited to the following:

- To be treated with dignity in his or her personal relationship with staff and other persons
- To be accorded safety, healthful and comfortable accommodations furnishing and equipment to meet his or her needs;

To be free from corporal or unusual punishment, infliction of pain humiliation, intimidation, ridicule, coercion, threats, mental abuse, or other actions of a punitive nature including but not limited to interference with the daily living functions, such as eating, sleeping, toileting, or withholding of shelter, clothing, food or medication.

Under no circumstances should a parent/guardian approach another child other than their own. While in the facility parents are expected to act appropriately by speaking in an appropriate tone using appropriate language at all times. Any parent who behaves in this manner will be asked to leave the facility and their child's space in camp can be forfeited



MEDICAL AND EMERGENCY

IMMUNIZATION REQUIREMENTS



Immunization Records are required for children before they are able register for after school program.

ILLNESS AND EXCLUSION

If a child cannot go outside or participate in the program due to illness the child needs to remain at home. Children may not attend the after school program if they are not feeling well. If a child vomits for any reason the child must be picked up by a parent/guardian or authorized individual within 1 hour of notification. No child may attend after school if they have ringworm, pink eye, flu, or any other communicable illness. A doctor must treat any contagious infection; virus or fever and the child can return 24 hours after a doctor's note has been issued.

PROCEDURES FOR PARENTAL NOTIFICATION

Parents will be notified in person, over the phone, or in writing of any special discipline problems with a child. If there are any life threatening emergencies parents will be notified after emergency care has been called and provided. We do not call parents because of a meal aversion or to provide swim clothes. Parents are only notified for true emergencies or discipline problems.

PROCEDURES FOR DISPENSING MEDICATION

The YMCA will not administer any medication unless the parent or guardian completes a medication form and the medication is in its ORIGINAL container. Medication not in its original container will be taken away from the

child and will be returned to the parent at the end of the day or program. The container should include the camper's name, the type of prescription and the dosage. If it is an over the counter medication that the doctor has prescribed, a doctor's prescription must accompany it.

TOPICAL OINTMENTS (Lotion, Sunblock, Deodorant, etc.)

Campers cannot keep any topical ointments in their bags or pockets. A topical ointment form must be completed and provided at the child care desk. The ointments are to be kept in the classroom with the child. Spray sunblock, lotions, or deodorants are not allowed. Failure to adhere to this rule can result in termination of services or the inability to bring ointments to the center without a prescription or Dr.'s note.

PROCEDURES FOR HANDLING MEDICAL EMERGENCIES

If my child becomes injured or ill (vomiting or a fever over 100 degrees or higher) while in the YMCA care, staff will do the following:

1. In extreme emergencies 911 will be called and first aid and/or CPR will be administered
2. Contact the parent or guardian
3. Contact a YMCA Director/Coordinator
4. If necessary, have a child transported to the nearest medical facility
5. Fill out necessary paperwork for YMCA as required by NC childcare licensing and YMCA Policy.

MEDICAL/EMERGENCY (Con't)

children have returned to the building. Parents can wait with their child until the drill is over and can sign them out afterwards.

FIRE/EMERGENCY DRILLS

We conduct fire emergency evacuation drills, lost child, and lock down drills regularly. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the success for fire and emergency/evacuation plans. During a fire/emergency drill, parents may not sign children into or out of the center, but must wait until the drill is complete and

DISCIPLINE AND SERVICE TERMINATION

AFTER SCHOOL DISCIPLINE

Praise and positive reinforcement are effective methods of behavior management of children. When a child receives positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

Children are expected to adhere to all YMCA expectations and rules.

The following procedures for dealing with unacceptable behavior is as follows:

1. Clear Warning, including discussion of the problem that occurred with the child.
2. If problems are reoccurring, age appropriate renewal time will be used as needed.
3. Repeat renewal time.
4. Write up form and Student Journal will be completed and Child will meet with Family Services Director. Parent will receive write-up form and will sign and date.
5. After two write-ups parent meeting with site director.
6. Three Write-ups, Persistent problems or situations that endanger the child or others at the program could result in suspension or termination from the program.
7. Fighting results in automatic suspension without a refund of fees.

If a child is suspended or terminated from the program parents will not receive a refund for the current week.

DISRUPTIVE BEHAVIOR

Children are entitled to a pleasant environment at the YMCA; therefore, the YMCA cannot serve children who display chronic disruptive behavior. Such behavior is defined as "verbal or physical activity that may involve, but is not limited to bullying behavior or behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff and /or disobeys the rules that guide behavior.

If a child cannot adjust to the YMCA setting and behave appropriately, the child may be discharged. Reasonable efforts will be made to help children adjust to the YMCA setting.

Hayes-Taylor reserves the right to suspend a child for behaviors that cause physical or mental harm to themselves other children.

TERMINATION OF SERVICES

After school services can be terminated for: (but not limited to)

- Consistent late pick-ups
- Request for special accommodations that Center staff cannot meet
- Failure to pay tuition in a timely manner
- Failure to comply with Center policies concerning ill children
- Being unreachable and out of touch by phone
- Failure to provide documentation requested by Center staff and/or required by DSS regulations
- Failure to keep immunization and other records current
- Failure to provide emergency contact updates
- Extreme behavior that prevents them from participating safely with peers

STAFF AND PROGRAM COMPONENTS

STAFF HIRING

All staff are screened and trained through the following process:

1. Selected candidates are interviewed one on one with the Family Services Director.
2. Candidates are selected based on their childcare experience, attitude, references and display of YMCA values.
3. 3 reference checks and a drug screen is conducted on each candidate.
4. A completed criminal history check, through the YMCA and the North Carolina Department of Health and Human Services, Department of Child Development.

STAFF TRAINING

Extensive 2 hour orientation that addresses policies and procedures of YMCA child care: The training covers the YMCA code of conduct, child abuse and neglect, and YMCA HR policies. Staff also receives CPR/AED, First Aid and Blood Borne Pathogen Training.

Staff receives 32 hours of on-site and online trainings cover:

- YMCA Values
- Search Institute's Developmental Assets
- Effective Group Management
- Behavior Management
- Bullying
- Water Safety
- Games, Skits, Songs
- Archery Skills
- Skateboarding Skills
- Orienteering and Geo Caching
- Environmental Education

Lead Counselors have Basic School Age Care Certifications through Guilford Child Development with-in 2 weeks of hire date.

MEALS AND FOOD SERVICE



Breakfast, lunch and an afternoon snack is provided for all children. We will provide a menu from our breakfast and lunch provider. We will not be able to make accommodations for specific eating habits without medical or allergy documentation from your child's doctor. Parents will not be contacted to bring children meals for items they choose not to eat. Pork is not contained in any meals.

All meals meet the USDA standards for healthy meals for children. Your child can bring their own lunch or snacks. Children's meals will be placed in the refrigerator but the meals will not be heated. **Parents can complete a meal opt out form and provide their child's meals daily. All meals must contain a dairy, grain, protein, fruit and vegetable.** If those items are not in the child's lunch; YMCA staff will substitute the missing component. We do not call parents if a child does not like a particular meal. Parents are responsible for reviewing the menu and making proper accommodations.

Campers are not allowed to use the YMCA vending machines. A parent must accompany a child to the vending machine.

SWIMMING

Swimming is offered on Friday. All children will be required to wear a life vest unless a swim test is passed. Swim tests are administered by the lifeguard on duty.

Girls must wear a one piece swim suit. Boys must wear swim trunks. Basketball shorts or t-shirts are not allowed in the pool. Swimming is a privilege. Staff may take away swimming or swim time for misbehavior.

PROGRAM COMPONENTS (con't)

FIELD TRIPS



Children will go to on or off-site field trips during holiday breaks or full day programs. Examples of on-site field trips are magic shows or Mad Science presentations. Field trip information and permission forms are provided to parents in the registration packet. Children cannot attend a field trip if the permission form has not been signed. Please see field trip schedule located in the appendix. Attending trips is a privilege. Staff reserves the right to keep a child at the branch if we feel it is unsafe or hazardous for that child to attend the trip or the child's behavior warrants removal from the field trip.

TRANSPORTATION

ALL children **MUST** obey the following transportation rules:

1. Children are to leave the vehicle on the curbside of the road on the side of the vehicle at all times.
2. When preparing to enter or exit the vehicle, the children are to line up in an orderly fashion to be accounted for. Parents are to be sure their child understands these rules.
3. Children are to be seated on the bus facing forward and listening to all staff.

The following procedures are followed when transporting children:

- We must have a signed permission slip.

- One or more staff member will carry emergency medical consent forms and emergency contact information for each child.
- Staff members will take attendance of all children that are being transported and will checked frequently to account for the presence of all children. Will use an attendance on /off sheet.
- Staff members will have a fist-aid kit available.
- Staff members with training in CPR and first aid will be present.
- All proper loading and unloading procedures are followed.
- Drivers will be 18 years old and have a clean driving record with no DWI or DUI.

ANIMALS

Animals other than fish or hamsters or guinea pigs or hermit crabs are not a regular part of the after school program. If there is an occasion for animals to be present at the program, parents will be given written notification at least 48 hours in advance.

LESSON PLANS AND CALENDARS

Weekly Lesson plans and Monthly Calendars with special events and other important information are posted every week and are available upon request. If you have any questions about the week or month's activities please contact the family services coordinator.

CLOSURES

We will be closed for the following holidays
September 1-Labor Day
November 11-Veterans Day
November 24th and 25th-Thanksgiving Holiday
December 23-Christmas Eve
April 14th-Easter Holiday
May 29-Memorial Day

FULL DAY OPERATION

(\$24.00 PER DAY)

October 31
November 8
November 23
January 25
March 31

SPECIALITY CAMPS

Holiday Camp Dec 22-Jan 3
Spring Break Camp April 10-April 14

QUESTIONS

If you have any questions about our after school Program please see Ebony Burnett.

TELEPHONE NUMBERS

Name	Position	Phone Number
Larry Burnett	Executive Director	(336) 272-2131
Andrea Wright	Associate Director	(336) 272-2131
Ebony Burnett	Family Services Director	(336) 272-2131

NOTES



APPENDIX



GENERAL DAILY SCHEDULE

(Schedule is subject to change)

2:30-3:30	Arrival Activities
3:30-4:00	Snack
4:00-4:30	Homework
4:30-5:30	Group Activities
5:30-6:00	Centers



HAYES-TAYLOR AFTERSCHOOL TRANSPORTATION POLICY

I understand that if my child is not attending the YMCA after school program on a particular day, I am required to call the YMCA at (336) 272-2131 by 12:00pm on or before the date my child is not attending. If I do not call the YMCA and provide absence information, I understand that I can be charged a \$10.00 transportation fee.

Transportation Procedures:

- Children are picked up from school and will quietly board the bus.
- Children are marked as present or absent on the bus roster.
- If a child has not boarded the bus and school personnel informs the YMCA staff that the child is not present to ride the bus then YMCA staff will obtain the signature of the school personnel who provided the absence information. YMCA staff will also call the parent of the absent child.
- If a parent is picking a child up from school and removes them from the bus then the parent must sign that child off of the bus and provide proof of identification.
- If there is ever a question regarding transportation YMCA staff will call the parent or the YMCA branch to get clarification.
- If a child is disruptive on the YMCA bus the YMCA reserves the right to disallow or suspend that child from riding the bus.

HAYES- TAYLOR YMCA

After school Program

Parent Statement of Understanding

The following information is important for the safety and protection of your child (ren). Please read the information, sign this form and return it to the Family Services Department. Please keep and refer to your copy of the Parent Handbook. Your signature below indicates that you have received it.

I understand that I am not to leave my child (ren) at the Hayes- Taylor YMCA or the After school Program unless a staff member is there to receive and supervise my child (ren).

I understand that I am to be respectful of the YMCA property and its employees. If at any time my behavior or my child's behavior threatens the well-being of any program participant or staff member; me or my child can be escorted off of the YMCA property and removed from the program.

I understand that my child (ren) will not be allowed to leave the program with an unauthorized person. Any person authorized to pick up my child (ren) must be listed with the center.

I understand that should a person arrive to pick up my child (ren) who appears to be under the influence of drugs or alcohol, for the child (ren)'s safety, staff may have no recourse but to contact the police.

I understand that the Hayes-Taylor YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

I have received a copy of the Parent Handbook and a copy of the North Carolina Child Care Law Summary sheet. I have read and understand the statements above.

Child (ren) Name (PRINT)

Parent/Guardian's Name (PRINT)

Parent/Guardian's Signature

Date