



Child Care Services

YMCA of Northwest North Carolina



WE BUILD STRONG KIDS, STRONG FAMILIES, STRONG COMMUNITIES.

Parent Handbook

Child Care, Day Camp & Residence Camp



We are so pleased that you have chosen a YMCA Child Care Program for your child. We welcome you and your family and we look forward to providing an experience for your child that is safe, fun and educational. Collectively, YMCAs are the country's largest provider of child care and are committed to developing and operating the highest quality child care programs possible.

In partnership with local school systems, the YMCA school age child care program supplements the school day with a broad curriculum designed to help kids grow physically, mentally and spiritually, while emphasizing and modeling character development values such as caring, honesty, respect responsibility and faith. These same character development traits serve as the cornerstone of activity for our various day camps and our residence camp, Camp Hanes.

We believe that parents are the most significant adults in the life of a child and we wish to act in partnership with you to provide the best possible care for your child. Your feedback is important to us and we invite and encourage you to talk with our program site staff, youth directors, branch directors or myself whenever you have a comment, question or idea.

Please take some time to familiarize yourself with the information in this Handbook. It will provide you with helpful and necessary information regarding policies, practices and procedures related to our YMCA child care programs. Familiarity with this Handbook will assist you, your child and our YMCA staff in gaining the greatest benefit possible for the program.

Thank you again for joining our program, we look forward to serving your family!

Tom Looby
President & CEO
YMCA of Northwest North Carolina

At the YMCA,

we believe that the quality of your child care setting cannot be undervalued. We strive to provide the highest quality for your children and focus our efforts on the following vital ingredients: positive & healthy relationships, spacious & appropriate environments, engaging & diverse activities, focused safety & health practices and a highly effective staff.

Through our programs and curriculum, we will instill character development traits of caring, honesty, respect, responsibility and faith. Activities in our YMCA Model Child Care Curriculum include health & wellness, arts & humanities, science & technology and service learning projects. Each of the YMCA Child Care programs are designed with age appropriate activities created to help your child grow and develop physically, mentally and spiritually.

BEFORE & AFTER SCHOOL PROGRAMS

In partnership with local school systems, the YMCA offers both before and after school care on site in several schools throughout our five county service area (Forsyth, Davie, Stokes, Yadkin & Wilkes) as well as care in several of our YMCA branch locations.

CHILD DEVELOPMENT CENTER

We offer full-time care for toddlers ages 2-5 at our Fulton Family YMCA. The child development center includes a curriculum of developmentally appropriate learning centers, creative arts, music, discovery, dramatic play, language development and outdoor activities. All activities are designed for each child's individual needs, interests and abilities.

DAY CAMPS

YMCA Day Camps, Sports Camps and Specialty Camps provide a safe, fun environment to experience a wide range of activities. Day, Sport and Specialty Camps are available at all YMCA branch locations.

CAMP HANES – OVERNIGHT/RESIDENCE CAMP

With 75 years of history and 400 acres of land, Camp Hanes has been making memories and touching lives for generations. Located at the base of Sauratown Mountain, just 25 miles northwest of Winston-Salem, it's the perfect place for horseback riding, zooming down the zip line, flying down a 100 ft. water slide, hiking, kayaking and many other activities that build skills and values. The indoor facilities include comfortable cabins with bathrooms and showers, a large air-conditioned dining hall, well-constructed program areas, an outdoor chapel and amphitheater, as well as our new activity center, outdoor pool and water park.

HOURS, HOLIDAYS & SPECIAL DAYS

Hours of Operation

Care will be available at the following times for our various programs:

- Our Before School Program begins at 7:00 a.m. (6:30 a.m. at Davie County sites) and concludes at the beginning of school.
- Our After School Program begins at the end of the school day and concludes at 6:00 p.m. (Contact your individual branch for precise hours of operation as times may vary slightly.)
- Our Child Care Development Center at the Fulton Family YMCA offers care from 6:45 a.m. to 5:45 p.m.
- Our Summer Day Camp Programs begin as early as 7:00 a.m. (6:30 a.m. in Davie County and Stokes County) and conclude at 6:00 p.m. Scheduled activities for day camp begin at 9:00 a.m., so campers should arrive prior to that time.
- An after hour late fee will be assessed for children who are picked up late from any child care program. The late fee is \$5.00 for the first five minutes plus \$1.00 for each additional 15 minutes.

Holidays

To allow staff time with their families, we will be closed on the following holidays:

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day & the Day After
Christmas Eve & Christmas Day



Inclement Weather

If possible, our programs continue to operate regardless of inclement weather. If school is closed or releases early due to snow or other inclement weather, you may bring your child to the YMCA or a designated location for care from 7:00 a.m. (6:30 a.m. at Davie Family YMCA and 8:00 a.m. at Stokes Family YMCA) until 6:00 p.m. To ensure your child's safety, we will not transport children in inclement weather. If school is delayed, we will offer care at the regular site (if there is a Before School Program); however, program times may vary due to the severity of weather and road conditions. Please check with your local branch for specific information.

Note: Care provided through our Support Our Students Program may not be available if school is closed or dismissed early due to inclement weather. Please call to confirm care schedule.

Out of School Days

The YMCA provides programming for children on teacher workdays, professional days, and some holidays. On these days, care will be provided at the YMCA or at a designated school. To enable us to properly staff for these special days, please have your child signed in by 9:00 a.m. Check with your Site Supervisor/Coordinator for more detailed information.

Note: Care provided through our Support Our Students Program may not be available on teacher workdays, professional days or holidays. Please call to confirm care schedule.

ARRIVALS, DEPARTURES, ABSENCES & PARTICIPATION

Arrival and Departure Procedures

To ensure your child's safety, please escort them to a YMCA Child Care Staff Member and sign them in and out daily. *The YMCA cannot assume responsibility for children dropped off prior to program opening.* Child Care Pick-up cards will be distributed to parents/guardians and any authorized individuals. Only authorized people will be allowed to pick your child up. If someone other than you will be picking up your child, they must be listed on your Authorization List (located on the Registration Form), have a Child Care Pick-up card and prior notification is preferred.

Absences

When you enroll your child in one of the YMCA Child Care Programs, we will guarantee his or her space for as long as you need care. However, regardless of the absence of your child (e.g., vacation or illness), our fees are constant to ensure your child's space in the program. If your child is going to be absent from the program for any reason, please notify the Site Supervisor/Coordinator or Branch in advance of or before noon of the absent day.

Participation

The YMCA's Child Care Programs are designed for group participation; therefore, we strongly encourage all children to attend field trips and special events and participate in group activities. If you request that your child not participate in certain activities, he/she will need to remain with their assigned group while observing the activity. If your child cannot attend a field trip, please find alternative care during that time.



SNACKS, LUNCHES & THINGS TO BRING

During the school year, healthy snacks are provided each day. During day camp and special day programming, please provide your child's lunch, beverage and two healthy snacks as well as a swimsuit and towel. Please make certain all your children's belongings are labeled as we cannot assume responsibility for lost items. If your child has any food allergies, please make sure you note that on his/her registration form and inform the Site Director and staff.

In an effort to be fair to all the children in the programs, please do not bring additional toys, sports equipment, radios, computer games or other items from home unless specifically requested.

PARENT VISITS & EVALUATIONS

Parents are invited and encouraged to visit our program sites at any time. We welcome your comments or suggestions and encourage you to talk with our staff. Parent Surveys are distributed periodically and we encourage you to fill these out so we may gain insight into recommended program improvements that will allow us to better serve your family.

Each of our Child Care and Day Camp sites are visited and evaluated on a regular basis to ensure consistent, quality delivery in the following areas: Safety (first aid, staff ratios, emergency procedures, sign-in and sign-out procedures and approved drivers), Program Management (cleanliness/appearance of staff and communication with parents), and Program Content (goals, schedules, enrichment and character development activities). A key factor in our observations is to ensure that all children are engaged and enjoying the program.

REGISTRATION, PAYMENT & FINANCIAL ASSISTANCE

Registration

The YMCA requires the following information and/or documentation for registration in one of our Child Care Programs:

Immunization Records (obtained from a physician or public school), YMCA Registration Form, signed discipline statement (YMCA Form), legal documentation regarding custody or restraining issues (if applicable), Parent Pledge of Understanding (included in this manual, Order of Medication (if applicable).

Payment

A bank draft payment plan is available for Before and After School Programs or for year round care programs which may include Day and Residence Camps. Cash, check, or credit card (MASTERCARD®, VISA®, AMERICAN EXPRESS®) are acceptable methods of payment for all programs as well. Inquire with your local branch for specific rates and payment due dates.

Note: Additional fees may be charged for field trips or special events. Late fees may be charged for late payments.

Financial Assistance

The YMCA strives to ensure that families of all income levels are able to participate in our programs. Our "Open Doors" financial assistance program allows parents the opportunity to receive quality care for their children without causing undue financial difficulties. Please check with your branch for additional information regarding assistance. No one is turned away due to an inability to pay if financial assistance funds and space are available.

Refund Policy

Refunds and credits will be issued for medical reasons. The Refund/Credit will be for the unused portion of the month from the date notice of cancellation is given.

Federal Income Tax Information

The YMCA's Federal Tax Identification Number is 56-0530015. Please use this when filing for federal income tax. Keep cancelled checks and/or receipts as documentation of child care payments.



MEDICAL INFORMATION

Medications

The YMCA does not typically administer any medications and will do so only when directed in writing by the child's parent or guardian. In the event it is necessary for your child to take medication during program hours, please complete an "Order for Medication" form and return it to the branch Youth Director. Please be certain that all medications are in their original containers with the pharmacist's label which specifies the child's name and dosage. However, in the event of an emergency in which the parent cannot be contacted, Emergency Medical Staff and the YMCA may take appropriate action in the best interest of the child.

Please also notify your branch Site Supervisor/Coordinator if your child has any special medical, physical or mental challenges.

Accident & Health Insurance

The YMCA does not provide accident insurance or health insurance for your child. Participants are responsible for their own accident insurance when using the YMCA and when participating in YMCA programs off-site.

Emergency Procedures

Should your child have an accident or illness that is determined to be life-threatening, we will immediately call 9-1-1 to transport the child to the hospital and will notify you immediately. If any accident is deemed to be of a minor nature, you will be told of the accident when you arrive to pick up your child.

STAFFING

Staffing

Staff members are carefully selected for all of our Child Care Programs.

- A minimum of two reference checks are conducted, documented and filed on all potential staff prior to employment. References must include personal references, immediate prior employment, and any employment involving supervision of children.
- Criminal record checks are conducted on all staff.
- Drug Screenings are completed before hiring and are conducted randomly thereafter.
- After confirmations of employment, a copy of their Drivers License is attached to their personal record for identification at a later time, if needed.
- All employees will wear YMCA Staff ID badges and designated staff shirts during program operation and/or work hours. Children are instructed to avoid any person not wearing a YMCA Staff ID badge and staff shirt.
- All child care staff members receive the following orientation training before or within the first 60 days of employment:
 - Training in CPR, First Aid, AED, and Bloodborne Pathogens
 - Training related to swimming pool safety and transportation
 - YMCA emergency procedures
 - National YMCA child care program standards
 - YMCA of the USA Child Abuse Prevention Training
 - Training in recognizing signs of suspected child abuse



MODEL SCHOOL AGE CHILD CARE CURRICULUM

The following are excerpts from the YMCA of Northwest North Carolina's Model School Age Child Care Program. A complete copy of the program is included in the child care registration packet.

Staff/Volunteers

- Site Supervisors/Coordinators will be **21 years of age or older**.
- All child care staff members will obtain CPR/First Aid/AED/Blood Borne Pathogens Certifications within 60 days of employment.
- All staff and volunteers involved with the Child Care programs will be subject to a criminal background check and drug screenings.

Participants

- A 1:15 or better child to staff ratio will be maintained at all sites.

Transportation:

- There will be at least two staff/volunteers on all YMCA vehicles transporting children who are 14 years or younger.
- Cell phones will be on all vehicles transporting children in the event of an emergency.
- All vehicles used to transport children will be maintained monthly by a designated branch staff member following the Weekly Vehicle Maintenance Checklist.

Environment & Safety

- Participants are carefully supervised to maintain safety.
- The program serves food and drink that meet the needs of the participants and state requirements.
- Fire drills and playground inspections are performed monthly.

Before and After School Curriculum

- Arts and Humanities: three times per week
- Character Development: daily
- Health, Wellness and Fitness: 30 minutes daily
- Literacy & Homework Time: daily as required
- Science & Technology: two times per week
- Service Learning: a minimum of one service learning project per month
- Social Competence and Conflict Resolution: daily
- Tutoring: twice per week

MANDATORY REPORTING OF CHILD ABUSE

The YMCA and staff guidelines require all employees, especially child care employees, to report known or suspected child abuse or neglect to a Child Protective Agency by telephone immediately or as soon as practically possible and to complete the YMCA Child Abuse Reporting Form. A child protective agency may be a police or sheriff's department, a county probation department, a county welfare department or the Department of Social Services. Reasonable suspicion means that it is objectively reasonable for a person to entertain such a suspicion, drawing when appropriate on his or her training and experience, to suspect child abuse. Failure to report is grounds for disciplinary action up to and including termination. Every staff member has an absolute duty to report and document any suspicion of child abuse, molestation or sexual misconduct to the proper authorities. The Department of Social Services will determine the accuracy of the report.



CODE OF CONDUCT & DISCIPLINE POLICY

Code of Conduct

The Code of Conduct detailed below is directly tied to the YMCA character development values and all youth participating in YMCA programs are expected to adhere to the Code of Conduct.

The following behaviors are prohibited and can be grounds for immediate dismissal from the YMCA program:

- Fighting, inciting to fight, harming another student or harming a YMCA staff member
- Open defiance of counselors, supervisors or directors
- Threats, profanity, name calling, or other verbally threatening action toward other children or adults
- Bringing knives, sharp instruments, guns or weapons (real or toy), dangerous objects or toys to the site
- Possession of tobacco or intoxicant, or any illegal substance
- Theft
- Harassment (verbal or physical)
- Destruction of school or YMCA property
- Touching others in the program without their permission, including horse playing, wrestling or play-fighting

Restroom Behavior

- Child must be accompanied by a counselor(s) to the restroom
- Child will not write on walls or any other property
- Paper towels and other trash must be placed in trash cans
- Bathroom facilities must be used properly and immediately exited after use
- No playing in the restroom areas.

Discipline Policy

Violation of the Code of Conduct above may result in YMCA staff directed consequences or other appropriate measures to be carried out as directed by the administration. Methods of discipline staff may use are timeout and consultations with parent(s).

We reserve the right to immediately suspend or dismiss a child based on the severity of the offense. If a child is suspended for a short period of time (1 week or less), NO refund will be given.

3 written discipline notices = 3 days suspension

6 written discipline notices = 5 days suspension

9 written discipline notices = expulsion



PARENTS PLEDGE OF UNDERSTANDING

The safety and protection of the children involved in our programs is our primary concern. Please read the following information to help us ensure we are providing the best possible environment for your child:

- I understand that I am not to leave my child at the YMCA or program site unless a YMCA Staff member is there to receive and supervise my child.
- I understand that my child will not be allowed to leave the program with an unauthorized person or staff. Any person authorized to pick up my child must be in the possession of a YMCA Child Care Pick-up card.
- Should I, or another authorized person appear to be under the influence of drugs or alcohol when arriving to pick up my child, staff may take appropriate action to protect my child's safety.
- I understand that it is my responsibility to talk to my child about following applicable YMCA rules and regulations and make sure they do not bring prohibited items to YMCA sponsored programs or activities.
- I understand that the YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.
- I understand that I will be charged a fee if I pick up my child after the designated site closing time.
- I understand that the YMCA does not sanction, encourage or endorse the use of YMCA employees or volunteers for non-YMCA activities. Such activities are considered outside of the scope of an employee or volunteer's duties with the YMCA. Therefore, the YMCA does not assume any responsibility for off-duty interaction or employment.



HELPING PEOPLE REACH THEIR GOD-GIVEN POTENTIAL IN SPIRIT, MIND AND BODY.

www.triadmca.org / (336) 727-4849

Financial assistance available.

A United Way agency.