

Updated 7/12/19



**Reidsville Family
YMCA
After School Parent
Handbook
2019-2020**

Welcome

Thank you for enrolling your child into our YMCA After School Program.

The staff of the YMCA would like to welcome you to our program. Our goal is to provide each child with a safe and positive environment in which they can grow, and develop new friendships and experiences as well as have fun!

This handbook will help you understand the procedures and policies here at The Reidsville YMCA. Please take the time to become familiar with our policies and procedures.

All Day Programs

The All Day Programs offer care from 7:00am to 6:00pm. It will be the parent/guardian's responsibility to provide a lunch, bathing suit, 2 snacks, and a drink each day that your child will be attending.

The All Day programs listed below are included in the After School with All Days option. All Day program do not run on weekends or any dates not listed below. **In order take part in an All Day, you must pre-register 2 weeks prior to the date attending. If you do not pre-register, we cannot guarantee child care. Camp weeks are at an additional charge due to activities, field trips, and camp souvenir.**

All Day Childcare	
Day(s) of the Week	Date(s)
Friday	September 27 th
Monday-Tuesday	October 28 th -29 th
Monday	November 11 th
Wednesday	November 27 th
Monday	December 23 rd
Friday	December 27 th
Monday	January 30 th
Thursday-Friday	January 2 nd -3 rd
Friday	January 17 th
Monday-Tuesday	January 20 th -21 st
Monday	February 17 th
Monday	March 23 rd

Spring Break Camp	
Monday-Friday	April 6 th -10 th

Students enrolled in the After School with All Days option will be able to register for our Spring Break Camp for \$30. This camp includes specialty activities a field trip and a YMCA Souvenir.

Program Types, Payment, & Fees

The YMCA After School Program has the following attendance options for enrolling your child in our program:

	1 st Child	Additional Children	Williamsburg & South End Faculty/Staff
Member – After school only	\$160	\$155	\$96
Non Mem – After school only	\$185	\$180	\$111
Member – Part Time After school only	\$110	No Discount	No Discount
Non Mem – Part Time After school only (3 days)	\$125	No Discount	No Discount
Member – With all days	\$185	\$180	\$111
Non Mem – With all days	\$225	\$220	\$135

**At the time of registration, the full amount will be due, a prorated amount will be decided for the following payment. The amount due is listed above.
This payment will cover childcare until September 15th.**

Additional Programming:

Program	Description	Member Rate	Non-Member Rate	
All Day	Drop-in participation in any scheduled 'All Day'	\$20 Daily	\$30 Daily	
Spring Break Camp	April Spring Break Camp	\$100	\$120	\$30 for A.S./all day participants

Parent Fees

*All payments are due on the 15th of each month. Payments are considered late on the 16th of each month, and a \$10.00 late fee will be added.

*Any payment not paid within one (1) week of the due date will result in lost childcare until full payment is made.

*Any returned check received by the YMCA is subject to a **\$20 service charge**. All returned checks must be paid within 5 working days of notification of the returned check. The payment of a returned check must be made using **cash or card**.

* Hours of operation are 2:45pm to 6:00pm. All children must be picked up from the program **no later than 6:00pm**. For every 5 minutes that the child remains in the program after 6:00pm, there will be a \$15 late fee applied.

Payment Options

The YMCA has several payment options available for your convenience. The YMCA accepts the following forms of payments:

1. Cash, Check, Money Order
2. Debit or Credit (Visa, Master Card, American Express, Discover)
3. Automatic Draft via debit or credit card

* Non-attendance does not constitute a refund.

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

Parent Pick-Up Procedures

Whoever comes to pick up your child should be able to tell the counselor the "pick up password" set up on the first day or a photo I.D. of an approved person listed on the registration form before the child will be released into that person's care.

Pick up passwords serve as authorized pick-up form; meaning that we assume anyone who knows the pick up password is authorized by the parent/guardian to pick up that child. This being said, it is very important that you as the parent/guardian give out the pick up password only to people you trust with your child.

Discipline and Behavior

It is important that staff maintain good order and discipline in all programs. Top objectives in all YMCA programs are safety and a positive atmosphere for learning and developing social skills. The YMCA makes every effort to help children understand clear definition of acceptable and unacceptable behavior.

The YMCA does not condone and will not permit:

1. Corporal punishment
2. Ridiculing, threatening, using an inappropriate loud voice
3. Leaving children unsupervised
4. Use of profanity

A child's behavior is expected to be consistent with the following:

1. Use appropriate language at all time.
2. Cooperate with staff and follow directions.
3. Respect other children and staff, equipment and facilities, and yourself.
4. Maintain a positive attitude.
5. Stay in program areas; running away is not acceptable.
6. Participate successfully within the YMCA staff-child ratios specific for each program.

The Discipline Policy

1. If a child is unable to comply with the behavior expectations, a written warning will be issued and parents notified at pick up. A conference will be held by the program director with the child after two written behavior reports.
2. If the child's behavior continues to be disruptive and/or unsafe, the child will be subject to suspension or dismissal.
3. Failure of the parent(s)/guardian to attend conference(s) and cooperate will subject the child to suspension or dismissal.

Behaviors, which may result in immediate dismissal, include but are not limited to:

1. Any action that could threaten or pose a direct threat to the physical/emotional safety of the child, other children or staff. Prohibited conduct may include, but is not limited to, abusive jokes, insults, slurs, threats, name calling, bullying, or intimidation.
2. Fighting
3. Possession of a weapon of any kind
4. Vandalism or destruction of YMCA property or property of others
5. Sexual misconduct
6. Possession of or use of alcohol or controlled substance unless under the prescription of a doctor.
7. Running away
8. Biting

9. Inappropriate behavior on the bus such as; opening the emergency door, hanging out the window, climbing over or under seats, etc.

If a child misbehaves, the child will be given two warnings; one verbal and one written and signed by the parent/guardian. If the behavior continues, the child will receive their first write up. After one write up, the child will meet with the Childcare Coordinator or Director and the parent will be notified at pick up. If after the meeting, the behavior continues, the child will be suspended from after school care for at least two (2) school days. Upon their return, they will develop a behavior contract with the childcare director which will be signed by the child, director, and parent. If the behavior continues, the child will be terminated from after school and all day programs for the remainder of the school year. A meeting must be scheduled with the director before registering for the Summer Camp Program. Refunds of childcare payments will not be made after termination due to misbehavior.

Parent Grievance Procedure

If you have a grievance regarding the After School program immediately set up an appropriate time to discuss it with the Program Director. We want to address any questions or concerns you or your child might have regarding the program. Please encourage your child to speak directly to any staff member in the program about issues they are uncomfortable with, so that we can address them in a timely manner.

Cell Phones

Cell phones must remain with the children's personal belongings. Children are not permitted to use personal cell phones for talking or text messaging during any YMCA childcare program. If a child needs to talk with a parent or guardian they may request to use the YMCA phone. The YMCA is not responsible for lost or damaged cell phones.

Swim Time

Children will get the opportunity for free swim once a week on Friday during After School.

The first swim day will consist of a swim check by the aquatic staff, placing the child in a swim group appropriate to his/her own abilities. Children will receive a band indicating their swim group. The band allows our staff and lifeguards to easily identify swimmers. Children will have the opportunity to retest if they so desire.

For swim days each child will need a swim suit and a towel.

Health

Over-the-counter and/or prescription medication must be turned into Cassy Velarde with the Medication Form completely filled out. All medication, vitamins, and prescriptions must be in the original container with the child's full name, date, physician's name and complete directions written in English.

Sick Policy

If your child has any of the following they must stay home or be picked up from after school early:

- A fever
- Contagious illness
- Vomiting and/or diarrhea
- Any type of blood related injury (i.e. bloody nose)

Allergies

Please alert the Program Director, Cassy Velarde, about your child's allergy problems so that we can take appropriate precautions to protect your child's health.

After School Inclement Weather Policy

The Reidsville Family YMCA will always put the safety of its program participants and staff first when decisions need to be made concerning inclement weather. When inclement weather poses a threat, the YMCA may adjust or cancel scheduled hours of programs. Please read the following in regards to our inclement weather policy.

Schools are closed due to Inclement Weather:

The Reidsville Family YMCA will make every attempt to provide care if schools are closed, however, the YMCA cannot guarantee that we will be able provide care in every inclement weather situation.

* The first day off during an inclement weather event, the YMCA will NOT provide childcare. A decision for each subsequent day will be made by 5pm of the first day and parents will be notified via email.

** If schools are closed due to inclement weather, and we make the decision to provide childcare, our after school program will operate from 8:00 a.m. until 5:00 p.m. However, program times may vary due to the severity of weather and road conditions.

*** Any parent who is planning on having their child(ren) attend an inclement weather all day must notify Cassy Velarde, Program Director, via email by 6:00am. If you have not provided us with notice of attendance childcare will not be provided. Staffing will be based on confirmed attendance.

Early Release Due to Inclement Weather:

* When school is let out early due to inclement weather we will provide transportation as normal and remain open until 6pm (depending on severity of the weather). However, program times may vary due to the severity of weather and road conditions.

Inclement Weather arises during After School:

* In the event of inclement weather during our after school hours (2:45pm-6:00pm), a decision to close our program early will be made immediately. All parents will be contacted via email and by phone in regards to the closing of our program. We encourage all parents of after school participants to have a backup plan for emergencies. The Reidsville Family YMCA will make every attempt to provide care until 6:00pm however; program times may vary due to the severity of weather and road conditions.

To find out if the YMCA childcare program is closed, closing early, or running a program due to inclement weather please check the website: reidsvilleyymca.org, call our front desk at 336-342-3307 or check your local news station.

Program Dismissal/Withdrawal

If a participant needs to withdraw from the YMCA After School Program then they need to give 30 days written notice. Attention – Maggie McCann

Participants may be asked to withdraw from the program for the following reasons:

- a. Delinquency in the fee payment with no immediate payment arrangement
- b. Child is unwilling to follow After School procedures and rules (see Behavior Expectations)

Contact Information

**Program Director: Cassy Velarde Phone: (336) 342-3307
Email: cassy.velarde@ymcagreensboro.org**

**Program Coordinator: Maggie McCann Phone: (336) 342-3307
Email: maggie.mccann@ymcagreensboro.org**