



**Spears YMCA
After School
Parent Handbook**

2018-2019

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 Spears YMCA. Please take the time to become familiar with our policies and procedures.

All Day Programs

The All Day Programs offer care from 7:30am to 6:00pm on days when Guilford County Schools (GCS) and Charter Schools are closed. It will be the parent/guardian's responsibility to provide a lunch, 2 snacks, and a drink each day that your child will be attending.

Registration flyers for All Day programs will be available at the front desk prior to each programs' start date. Please keep in mind that the registration deadline for each day is 5 days prior to the All Day.

Day of the Week	Date	Holiday
Monday-Friday	December 26-January 2 (CLOSED Dec. 24 th , 25 th , & January 1 st .)	Holiday Camp
Monday-Friday	April 22-26	Spring Break Camp

Closed for Business

The following is a list of the days we are closed and will not offer childcare programs.

Day of the Week	Date	Holiday
Monday	September 3	Labor Day
Friday	November 23	Thanksgiving
Monday	December 24	Christmas Eve
Tuesday	December 25	Christmas Day
Tuesday	January 1	New Years Day
Monday	May 27	Memorial Day

Program Types, Payment, & Fees

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

Program	Description	Member Rate	Non-Member Rate
Full Time w/ All Days	5 days per week and full days	\$230.00 monthly	\$260.00 monthly
Full Time	5 days per week	\$205.00 monthly	\$225.00 monthly
Part Time	3 days per week	\$175.00 monthly	\$190.00 monthly
All Day/ Drop-In	Drop-in any day for after school care or participation in any scheduled 'All Day', Holiday Camp or Spring Break Camp	\$30.00 Daily	\$40.00 Daily

Parent Fees

*All payments are due on the 1st of each month. Payments are considered late on the 2nd of each month, and a \$10.00 late fee will be added.

*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 money order only**.

* Hours of operation are 2:30pm to 6:30pm. All children need to be picked up from the program **no later than 6:30pm**. For every 15 minutes that the child remains in the program after 6:30pm, there will be a \$10 late fee applied. Late fee must be paid when you arrive to pick up your child.

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
4. Online at www.spearsymca.org/childcare.aspx
 - Click on the childcare, teens, and camps page
 - Click on the "ONLINE PAYMENT" button

* Non-attendance does not constitute a refund.

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

Non-Guilford County Schools Participants

Greensboro Academy, Summerfield Charter, Cornerstone Academy

1. The first/last day of the program are based on the GCS calendar and Charter school Calendars.
2. We will provide transportation for Non-Guilford County School early release days and teacher workdays.

Parent Pick-Up Procedures

If you wish to pick you child up before 5pm please come inside to the front desk and a staff member will help you. If you are going to arrive after 5pm to pick up your child, follow the traffic pattern to our staff member stationed at the back of the building.

Whoever comes to pick up your child should be able to present either the Pick-up card (ask for more if needed) or a photo I.D. before the child will be released into that person's care.

Pick-up cards serve as authorized pick-up forms; meaning that we assume anyone with a pick-up card 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 pick-up cards 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 conference will be held by the program director with the child. The parent(s)/guardian will be notified in writing.

2. If after the above meeting the child is still unable to comply with the behavior expectation, the program director will set up a conference with the parent(s)/guardian. A behavior contract will be established and signed by the child (if appropriate, the parent(s)/guardian and the program director.
3. If the child's behavior continues to be disruptive and/or unsafe, the child will be subject to suspension or dismissal.
4. 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. If the behavior continues, the parent will be informed of the situation. After repeated misbehavior, the child will be written up. After one write up, the child will be suspended for one day and a parent conference may be requested. After two or more write ups, the child will be removed from the program.

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 staff. 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.

Lost and Found

Lost items will be collected at the end of each day of After School. Items will be held for one week in the Directors Office. After the first week items will be moved to another location with the Spears YMCA building. Items will only be held for 3 weeks.

Swim Time

Children will get the opportunity for free swim once a week 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 bath suit and a towel.

Health

Over-the-counter and/or prescription medication must be turned into the Family Services Director 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 Family Services Director 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 Spears 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 Spears 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.

* In the event that schools are closed due to inclement weather, a decision to open our program will be made by 6:00AM. All parents will be contacted in regards to the opening of our program.

** If schools are closed due to inclement weather our after school program will operate from 8:00 a.m. until 6:00 p.m. However, program times may vary due to the severity of weather and road conditions.

Cost of Inclement Weather All Days:

Member: \$30.00

Non-member: \$40.00

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). **If the roads are deemed too hazardous, to ensure your child's safety, we will not transport children. In that event, parents will be responsible for transporting children to our branch. However, program times may vary due to the severity of weather and road conditions.**

** In the event that Greensboro Academy, Cornerstone Charter, and Summerfield Academy do not release early due to inclement weather the Spears YMCA buses will **NOT** pick up from those schools when they do close. In that case, please make arrangements for your child(ren) to have transportation from school to home.

Inclement Weather arises during After School:

* In the event of inclement weather during our after school hours (2:30pm-6:30pm), 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 Spears YMCA will make every attempt to provide care until 6:30pm 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: spearsymca.org, call our hotline at 336-387-1981 or check your local news station.

*Updated as of May 2018

Program Dismissal/Withdrawal

If a participant needs to withdraw from the YMCA After School Program then they need to give two weeks written notice. An After School Withdrawal form is available at the front desk.

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

Family Services Director: Nick Zamboni

Phone: (336) 387-9633

Email: nick.zamboni@ymcagreensboro.org