



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
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# **EDEN FAMILY YMCA**

## **AFTER SCHOOL**

### **PROGRAM**

#### **2016-17**

# **PARENT HANDBOOK**





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## OPERATIONS AND ADMISSIONS

### PROGRAM OPERATION

The Eden YMCA After School Program operates from August 29, 2016 -- June 2, 2017

Hours of Operation are from school dismissal until 6:00pm, Monday – Friday

### ADMISSION CRITERIA

Children must be entering Kindergarten to participate.

Parents must complete in its entirety the Eden Family YMCA enrollment form prior to the start of the program. We require a copy of current insurance, prior to the start of the After School Program.

### ENROLLMENT

Enrollment forms are to be filled out completely each year and updated whenever information on the form changes. A \$15 registration fee is required to enroll in the program. We will notify parents of any changes to our operation policies in writing.

### ARRIVAL AND DEPARTURE PROCEDURES

The counselor must sign your child in daily and you must come in to sign your child out. There will be a \$10.00 fee each time you don't sign your child out. All persons authorized to pick up your child must be at least 16 years old, must show ID, and must be listed on the registration form or your child will not be released to that person. No child is able to leave the YMCA program 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, you will have a late fee of \$30.00 per child for each 15 minutes after 6:00 p.m.; this amount will be due upon pick up. Childcare may be terminated if excessive lateness takes place. Any child that is not picked up by 6:00 p.m. will be transported to the Eden YMCA and if not picked up by 7:00 p.m. 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 the Eden Family 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 Eden Family YMCA'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 YMCA cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless the YMCA has been furnished with current legal documents. Copies of these court documents must be kept in the child's file.





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## TUITION AND FINANCIAL ASSISTANCE

### TUITION INFORMATION

After School fees are \$35 for Part-Time or 3-days and \$50 for Full-Time or 5-days. All weekly payments are due the Friday before the week attending. Accounts for children that are 2 weeks delinquent, and payment arrangements have not been made, will not be able to attend until the payments are made in full or payment arrangements are made. If making monthly payments, fees are due by the 1st of each month. \*All fees are non-refundable and nontransferable. \*All payments are due each week on Friday by 6:00pm. Payment is due the week before your child attends the program. Your child will not be able to attend the After School program if payment is not submitted. Returned checks are charged a \$25.00 service fee. Two returned checks will result in all future payments being made in cash or a money order. To be enrolled in the After School program, the registration fee and the 1st week fee must be paid. The entire registration fee is due the day you register your child. \*Accounts with prior balances will not be able to register a child. PAYMENTS ARE DUE EACH WEEK ON FRIDAY BY 6:00 P.M. PAYMENT IS DUE THE WEEK BEFORE YOUR CHILD (REN) ATTENDS.

### FINANCIAL ASSISTANCE

If you are experiencing financial difficulties, please contact our "Open Door" program associate, Patricia Brady. Eden Family YMCA offers scholarships on a first come first serve basis. To receive a scholarship you must submit a completed "Open Doors" scholarship application with additional documents attached. We would appreciate all documentation be provided two weeks prior to your child's start date for processing. Applications must be resubmitted on an annual basis. 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.





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## **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 school's 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 childcare program's operation. For more information, please contact the Childcare Director or Coordinator.

### **PARENT/GUARDIAN RIGHTS**

Parent's/Guardians, upon presentation of identification, have the right to enter and visit the program facility in 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 or 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 parent. 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.

### **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, furnishings 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





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## MEDICAL AND EMERGENCY

### IMMUNIZATION REQUIREMENTS

Immunization Records are required for children before they are able to start in the After School program.

### ILLNESS AND EXCLUSION

If your child cannot go outside or participate in the program due to illness, you must keep your child at home. Your child 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. **No child may attend the After School program if they have had a fever or vomit within a 24-hour time period, have ringworm, pink eye, flu, etc.** 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 their child, as well as any communicable diseases at the After School Program.

### 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. The container should include the prescription on the bottle, or if it is an over the counter medication that the doctor has prescribed, a doctor's prescription must accompany it.

### PROCEDURES FOR HANDLING MEDICAL EMERGENCIES

If your child becomes injured or ill (vomiting or a fever of 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 YMCA Policy.



## DISCIPLINE AND SERVICE TERMINATION

### AFTER SCHOOL PROGRAM 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 and school site 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 will be completed and child will meet with Childcare Director and/or Coordinator. Parent will receive write-up form and will sign and date.
5. After two write-ups, a parent meeting with Childcare Director and Counselor.
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. If a child is suspended or terminated from the program, parents will not receive a refund.

### DISRUPTIVE BEHAVIOR

Children are entitled to a pleasant environment at the YMCA program; 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. Eden Family YMCA reserves the right to suspend a child for behaviors that cause physical or mental harm to themselves other children.

### TERMINATION OF SERVICES

After School program services can be terminated for:

- 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 records current
- Failure to provide emergency contact updates
- Extreme behavior that prevents them from participating safely with peers



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## **STAFF AND PROGRAM COMPONENTS**

### **STAFF HIRING**

All staff are screened and trained through the following process:

1. Interview by YMCA Childcare Director.
2. Candidates are selected based on their childcare experience, attitude, references and display of YMCA values.
4. Three (3) reference checks and a drug screen is conducted on each candidate.
5. A completed criminal history check, through the YMCA and the North Carolina Department of Health and Human Services, Department of Child Development.

### **STAFF TRAINING**

Minimum 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.

### **MEALS AND SNACKS**

Daily snacks are provided by school sites and prepared by cafeteria staff. During "all day" stays at the Eden YMCA, participants must pack a lunch. The Eden YMCA will provide a beverage and daily snack.





## PROGRAM COMPONENTS

### FIELD TRIPS

Field trip information and permission forms will be provided to parents at least one week in advance. Attending trips is a privilege. Staff reserves the right to keep a child at camp, 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 sheet.
  - Staff members will have a first-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.

### QUESTIONS

If you have any questions about our After School Program, please see either Renee Trogdon or Cindy Jump.

### TELEPHONE NUMBERS

Name / Position / Phone Number

Pete Baker / Executive Director / 336-623-8496

Renee Trogdon / Childcare Director / 336-623-8496



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# EDEN FAMILY 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 Eden Family YMCA. 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 Eden Family 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 and if I have a problem, I will it bring it to the attention of a Director and refrain from putting derogatory comments on social media.

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 childcare program.

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 Eden Family 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.

I have read and understand the statements above.

Child (ren) Name (PRINT) \_\_\_\_\_

Parent/Guardian's Name (PRINT) \_\_\_\_\_

Parent/Guardian's Signature Date \_\_\_\_\_

