



YMCA SchoolAge Services Parent Handbook

A Great Place for Your Child to Grow

YMCA School Age Services Parent Handbook

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Welcome to the YMCA Schoolage Program.

We are very excited to
have you and your family as
a part of our YMCA program.

Mission Statement

The goal of the YMCA School Age Program is to support the YMCA's mission of building strong kids, strong families and strong communities by offering a unique School Age program to families and children that will build children physically, emotionally, intellectually, and socially, while offering a safe, positive and enriching experience for all youth.

Enrollment

Children will be enrolled on a first come first serve basis in the school that they attend. Parents or guardians must complete a registration form in the fall and in the summer which includes a contract for services and health statement for each child enrolled in the program. Current immunization information must also be on file in the school office. When enrolled in the program, each family will receive an orientation packet with program features, policies, and information. Tours and individual orientations are available by appointment with the program coordinator. If the program is full, your name will be added to a waiting list and you will be contacted as spots open. The YMCA is an equal opportunity provider and invites all children and families to participate in our program.

Your child will receive a YMCA membership as part of their enrollment. Your child will be able to attend YMCA classes at the member rate.

Withdrawal from Program

Families choosing to withdraw from the program must submit a two week written notice. You will be billed for 2 weeks following your notice. You will also need to turn in your child's membership card. If you wish to enter the program again at a later date, you must complete a new enrollment form, pay the registration fee and you will be placed on the waiting list. Re-admission will be on a space available basis.

Tuition

You will receive a tuition statement every other Monday. Your payment is then due Friday of that same week. A \$10.00 late fee will be assessed on the following Monday after billing if your account is not paid. Please make your checks payable to the YMCA and place them in the payment box. Or if you wish, you can mail your payment to YMCA School Age Program at 400 1st Ave S, Fargo, ND 58103. Please put your child's name (including last name, if it differs from the parent's name on the check) and site in the memo line to ensure proper credit to your account. Never make a payment of cash in the payment box or at any School Age site. Online payments may be made on the YMCA website: www.ymcacassclay.org. Please contact the YMCA if you have questions.

In the event that your child attends extra days over your usual schedule or changes days during the week, you will be billed for this care on a later statement. Please notify the site coordinator if you have any questions about your account or lose your statement. Copies of your payment record can be made available for your tax purposes.

Full tuition will be charged for the tuition period for all days you are scheduled, including the six major holidays, and storm days the program is closed and any other days the program may close.

The YMCA sees that all people are viewed developmentally.

Each child progresses through specific states of development. Change occurs through interaction with people and the environment. Each parent is in a phase of parenting. Parental knowledge and skill vary--some are new parents, some experienced, some anxious, some nonchalant, some informal, some eager, etc. Each staff member has his/her own level of competence. Education, self-study, job experiences, life experiences, views and expectations of themselves all contribute to increased competencies. Quality programs in child care services must reflect and enhance the child's total development.

Monthly statements will be run no later than the 10th of each month. Quarterly statements will be run no later than the 10th of each month following each quarter for the periods of January-March, April-June, July-September, and October –December.

Fees

A non-refundable registration fee is charged for families enrolling in the program. The registration fee is \$25.00 per child or \$40.00 per family. This fee should accompany your registration form to ensure your child's spot on the waiting list or in the program.

We ask that you do not have your child in attendance more than ten hours per day. If you need care for more than ten hours per day, there will be an additional charge of \$5.00 per day or \$2.50 per hour.

Third Party Payers

Upon enrollment in a YMCA School Age Program, it is understood that all child care fees, tuition, and expenses are the responsibility of the parent(s) enrolling in the program. All families enrolled in the program are subject to the same policies, including policies related to the payment of fees (i.e. vacation days, late penalties, withdrawal, etc.).

In the event that a third party (i.e. Social Services, non-custodial parent, extended family member, etc.) is responsible for all or part of the fees due, the agreement is between the parent and the third party only. County Assistance payments must go to the YMCA directly. The YMCA enters into the care and payment agreement only with the enrolling parents. Under no circumstances will the family be permitted to attend the child care program without payment of tuition two weeks in advance or to "run a tab".

Late Payment Charges

A \$10.00 per family late fee will be charged for tuition payments not paid in full by due date. If fees are delinquent beyond three weeks, services will be discontinued. Fees six weeks or more past due will be stamped with a notice indicating the third billing will be submitted to a collection agency.

NSF Checks

There will be a \$15.00 charge on all checks returned for non-sufficient funds. Returned checks will automatically be re-deposited once. If the check does not clear after being presented a second time, an immediate cash payment will be required to continue to receive services.

If a NSF check occurs you will be required to pay with a money order or a credit card for a minimum of three months.

Scholarship Program

Our Scholarship Program is sponsored by the United Way, the YMCA Partner of Youth fund and grant sources. The scholarship awards are based on income, enrollment and family size. An initial application must be submitted to determine eligibility for the program. Applications must be submitted a minimum of two times a year to maintain eligibility as well as a current payment schedule. Scholarship will be applied up to a maximum 50% benefit. Families who receive Child Care Assistance may have their scholarship reduced or removed once the Child Care Assistance payment has been received.

Staff

The program is staffed by the YMCA of Cass and Clay Counties. School-age leaders are especially trained for working with children in grades K-6. They have been chosen because of their previous experience working with children, interest in working with youth, and educa-

tional background. Staff are trained in CPR, Child Abuse Prevention and First Aid. Drivers of our vehicles are required to complete transportation training.

We have AmeriCorps volunteers at each of our Fargo and West Fargo School Age sites. The AmeriCorps volunteers work with the children on specific goals, which include academic needs for the children.

Parent Communication

Quality care includes an open line of communication between families and the program. A newsletter describing center activities, events, announcements, items of interest and parenting tips will be sent home regularly. Please read the newsletter along with occasional letters you will receive. This will ensure that you are kept informed of all happenings. Each family has their own folder and/or mailbox located next to the sign-out sheet. This is where you will find all letters and important papers.

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Please feel free to contact the program coordinator at any time with questions or concerns that you have. Parents are welcome to visit at anytime. We hope that you will attend parent functions, chaperone field trips or help with projects. Please feel free to come and observe or participate with us!

Signing-In Policy

Children are responsible for signing themselves in by 3:15 p.m. after school. If the child is not signed in, the staff will call the parents to confirm their location. Please leave a message during the day at the site your child attends if your child will not be attending the program. On non-school days and in the mornings, parents must sign their child into the program.

Signing-Out Policy

Parents must provide an authorized person over the age of 18 years to sign their child out of the YMCA program by 6:00 p.m. everyday. The staff will only release children to authorized people on the enrollment form who have the proper identification at pick up.

School Out Days

Parents are charged regular rates for any day their child does not attend, including days school is not in session. If non-school day care is needed, parents are required to pre-register and pay an extra fee for the full day care. The deadline for non-school day care registration or cancellation of registration will be one week prior to the non-school day. After that deadline, if your child is signed up for the non-school day, you will be charged for a full day whether your child attends the program or not. If you do not sign up for non-school days and show up, you will be charged an extra \$2.00 fee.

(Children who are registered for the non-school day may attend their regularly scheduled after school hours at no additional cost. However, if your child attends the program any additional hours on non-school days, full day fees will apply. Sign up is required.)

Hours

Hours vary at each site. We will be open on non-school days whenever possible. We are not able to be in the schools when there is no school staff on site. Sign up for non-school days is required.

Holidays

The Center closes early on Christmas Eve. If a holiday such as Christmas Day, New Year's Day, or July 4th falls on a Saturday or Sunday, we will be closed on either the previous Friday or following Monday. Full tuition will be charged on days the center is closed or closes early. We also charge for sick days, storm days and emergency closings.

A Great Place For

YMCA School Age Program

Emergency Closing

If at any time we feel the safety of our staff and children is in jeopardy, we reserve the right to close the program.

Weather Closing

On storm days, please listen to your local TV or radio stations (KFGO) for weather related announcements. If the schools close due to weather, start late in the morning, or dismiss early due to bad weather, the child care programs at school locations will not be in session. The YMCA storm line is #364-4159 for weather related announcements.

Late Pick Up Policy

If you are picking up your child from the program and you are running late, please call to let the staff know. The first time you are late picking up your child you will be given a written warning.

Thereafter, you will be charged \$1.00 per minute past 6:00 p.m. After 6:00 p.m. a late fee sign will be posted and late fee charges will be added to your next tuition statement. After 30 minutes if we are not able to reach the parents or an emergency contact person, the police will be called to pick up the child.

Absences

If your child will not be attending the program due to illness or other schedule changes, please contact the center as soon as possible and leave a message at your child's site. If your child has not come in on a scheduled care day and we have not previously been notified of their absence, we will call you to confirm that they will not be attending that day.



Finders Fee

If you do not call us to let us know that your child will not be attending the program, you will get one warning and then you will be charged a \$5.00 finders fee each time.

Transferring YMCA Child Care Programs

If your child would like to transfer to another YMCA child-care location, they will not have to pay another enrollment fee.

(Provided that it is a direct transfer with no break in care). Your name will be placed at the top of the waiting list if you would like to transfer sites. You are not guaranteed a spot, openings are based on availability. In order to transfer sites, your bill must be paid in full.

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Your Child to Grow

Holding a Spot

In order to hold your child's spot, you may drop your enrollment from full time to three days per week. This will be allowed for a maximum of six weeks based on space limitations. You will need special permission from the Site Coordinator and you will lose any accumulated vacation days.

Behavior Guidance

The first two weeks of your child's enrollment will be considered a "probationary period". At any time we feel things are not working out, we reserve the right to give notice for removal.

The YMCA program works with the schools to ensure that all children and adults participate in an environment in which they feel safe, respected and protected. No form of violence or disrespect will be tolerated in school, after school, or on school property.

The program has adopted the Above the Line and Below the Line discipline plan. If a child commits a level one behavior, staff will use behavior guidance techniques such as redirection, natural consequences, and problem solving to deal with the behavior. If level one behavior continues or becomes excessive, a child will receive a written level two behavior notification form.

The consequences for level two behaviors are as follows;

- 1st Offense: Warning, behavior reflection sheet
- 2nd Offense: 24 hour suspension, behavior reflection sheet

- 3rd Offense: 3-day Suspension, Behavior Reflection Sheet, Conference with Parents and Behavior Contract
- 4th Offense: 5-day suspension, behavior reflection sheet, conference with parents to review behavior contract
- 5th Offense: Removal from YMCA program for one year. If level two behaviors increase or become excessive, they will be considered a level three.

Level three behaviors are those which interfere with the safety of children and adults in the program. Level three behaviors will not be tolerated, and your child will be immediately removed from the program for at least one year. Before your child is allowed back into the program, there must be a meeting between the parents, Site Coordinator and School Age Director. No warnings may be given if a level three behavior occurs. Parents are responsible for payment of program even if child is suspended.

Adapted behavior plans and individual child and parent contracts will be considered for children with special needs. At our program our goal is to work together as a team to ensure the best quality care for you and your children. It is our objective to not punish children for negative behaviors, but to teach them positive ways to deal with situations using the values of caring, respect, honesty, responsibility, and health. If at any time your child is out of control and hurting children or staff, we reserve the right to call the police if we can not reach the parent(s).

Specific Below the Line Level Behaviors:

Level One

- Inappropriate clothing
- Minor distractions and interruptions (ex: talking when a leader is talking during group meeting, instruction time, or while giving directions)
- Disrespectful toward peers and adults (ex: name calling, teasing, gossip)
- Failure to follow school rules
- Inappropriate physical contact
- Off task behavior
- Disrespectful toward school, program, or other's property
- Dishonesty
- Failure to follow directions or listen to leaders
- Excessive running inside
- Not wearing shoes
- Eating candy, food, or gum at inappropriate times
- Bringing CD players, video games, or other possessions from home without permission
- Not demonstrating the core values of caring, respect, honesty, responsibility, and health.

Level Two

- Repeated or excessive Level One behaviors
- Excessive, repeated, disruptive behavior (ex: talking, noise making)
- Unacceptable language, gestures, or pictures (written, verbal, drawings)
- Name calling of a sexual, racial, or threatening nature

- Noncompliance that has not been resolved
- Failure to cooperate with leaders or other school staff
- Intentional inappropriate use of internet
- Leaving school boundaries inside or outside

Level Three

- Repeated or excessive Level Two behaviors
- Verbal, physical, or written threats
- Directed obscenities (verbal or written)
- Vandalism, theft, or damaging of property
- Aggressive, abusive behavior to self or others (physical, verbal, mental)
- Repeated harassment of any kind (sexual, gender, racial, etc.)
- Serious noncompliance
- Repeated, serious disruptions that can not be addressed with Level One or Two
- Violations of law and/or Fargo, Moorhead, West Fargo, Dilworth-Glyndon-Felton Public School District policies (drugs, weapons, tampering with safety equipment, etc.)
- Gang related activities

Confidentiality Policy

When a child receives a level 2 or 3 behavior notification form, the school principal, school counselor, school social worker, law enforcement, YMCA directors, or teachers may be informed of the incident and have the responsibility to take possible further action if necessary. Because we want to provide the best possible care for your child, it is our policy to share information with appropriate school staff on a discretionary basis.



Curriculum

The YMCA program offers a variety of activities especially planned to supplement what the children are learning in their school day. Activities include homework club, science, arts and humanities, character development, music, dramatic play, conflict resolution, literacy, math, social skills, physical fitness, and social studies.

Swimming/Outdoor Play

In the summer months, swimming and outdoor play is a regular part of our curriculum. Some sites require that your child(ren) have a Pool Pass sewn on to their swim suit. Scholarships are available to help with the cost of the swim pass if needed. Children should bring their swim suit, towel, and related items each day. It is required that your child pass a swim test before being allowed in the deep end of the pool.

Outdoor play is a planned part of each day, weather permitting. We do not go outside if the heat index is over 95* or the wind chill is below zero. Children are supervised at all times. For staffing reasons, all children must go outside if they are in attendance for the day and we will not keep your child inside due to illness or threat of illness, or if they did not bring proper clothes for outside play. If they are well enough to come to the center, they are well enough to go outside. We will use extra clothing when we do go outside if your child needs it for comfort. Please dress your child appropriately for outside play.

Clothing

We recommend comfortable, sturdy, washable clothing that will enable the children to participate freely in all activities without undue concern for spills, spots, and rips. Although we use washable art supplies and wear protective shirts when doing messy activities, we cannot guarantee that spills and stains will not occur. Please take this into consideration when dressing your child. Also, in

the summer months we go swimming on a regular basis. Please make sure that your child has an appropriate swim suit. It is recommended to send extra clothes with your child in case of accidents or spills.

Nutrition

Children are offered all of the foods on our menu and are encouraged, but not required, to try them. Our nutrition program includes educational activities that promote proper nutrition.

We ask that the children do not bring gum, candy treats or food to the center. If your child would like to share a birthday or special occasion treat, this treat must be purchased and not home-made. Please inform the staff of what you are bringing, and please keep in mind that we like to have the children learn good nutrition habits when you are choosing your treat.

Snack

Each day after school a nutritious snack will be served. Snacks meet North Dakota Department of Health and USDA requirements. Snacks typically consist of items such as juice, crackers, fruit, cereal, or milk. The weekly snack schedule is posted on the schedule bulletin board.

Breakfast and Lunch

During the Summer Program and school out days, breakfast and lunch is served to all children. We participate in the USDA Child and Adult Care Food Program. Nutritious and balanced meals are provided free of charge to all children attending our program. USDA is an equal opportunity provider and employer.

Grace at Meals

A song or grace is said everyday before we eat meals. These songs are kept as non-denominational as possible, but an occasional reference to a deity may be included. Please share your ideas for new graces with us as we try to develop a spirit of thankfulness in the children for the bounty that is available to them.

Possessions From Home

We ask that your child does not bring items or toys from home. If children do bring items to school, we require that children leave them in their backpacks. The YMCA is not responsible for lost or stolen items.

Calling Home

It is our policy that if you wish for your children to call home, they must have a note. Without a permission note, they will not be allowed to use the phone while signed into the program. We do not allow the children to bring or use cell phones while in the program.

Pets

No pets are to be brought to the program. Allergies, cleanliness, and health issues are very real concerns. Children signed in to the program are not allowed to pet or touch animals outside on the playground.

Photo Release

Please be informed that from time to time, the YMCA prepares brochures, flyers, ads, videos, and catalogs to inform the public of YMCA programs and activities. The YMCA of Cass and Clay Counties, nominees, successors, and agents may use photo or video of your child without limitation. We will always make the attempt to notify you if this occurs.

Lost and Found

Items left in the room will be placed in the school's lost and found at the end of the night. If your child is missing an item, please check the lost and found area.

Grievance Procedure for Parents

If you have a grievance concerning something regarding our program, please use the following procedure. If you do not feel that you have reached satisfaction, then you must continue through the process stopping when you have satisfaction on the matter. Final decision lies with the Chief Operating Officer of the YMCA.

1. Site Coordinator
2. School Age Director
3. Chief Operating Officer

All reports of a suspected licensing rule violation should be made at the local county social service office. It is inappropriate for parents to discipline another child in the center if that child has done something inappropriate. Please refer the matter to a staff person.

Birthday Policy

We like to make each child feel special on his or her birthday. We welcome you to bring treats for your child's birthday, if there are enough for each child. For health and sanitary reasons, we require that when you do bring treats for birthdays, they must be purchased. Since it is very difficult for children when they are not invited to parties, we ask that you do not bring invitations to the program.



Staff Baby-sitting Policy

As a participant in a YMCA Program, you are notified that the YMCA supervises its employees and programs within the confines of the facilities under the policies of the YMCA and the programs approved and managed by the YMCA. The employees of the YMCA are not supervised by the YMCA during their off duty hours and are not acting within the scope of their employment. The YMCA is not responsible for staff or their actions when they are not punched in at work.

Field Trips

Field trips and outings are an important part of the program's activities in the summer. YMCA buses or vans will transport children. You will be given advance notice of the dates and times of field trips. Parents are welcome to come along and chaperone field trips. If you are interested please contact the Site Coordinator.

Liability Insurance

The program is covered under liability insurance in case of a major accident or incident involving a child. Your insurance would be required to cover injuries for your child. Your insurance would include covering the 911 call and other emergency room care for your child.

Sick Children

Children with any of the following symptoms will not be permitted to attend the center:

- Watery, inflamed eyes or crusty eyelids until there is no drainage or on medication for 24 hours
- Fever of 101 degrees or over until normal temperature without use of fever reducer for 24 hours
- Deep, severe cough until physician declares cough not contagious

- Chicken Pox until no new pox are coming out and all pox are crusted over and dry
- Heavy nasal discharge of any color until a physician documents that it is not an infection
- Impetigo until on medication for 24 hours and all lesions are covered
- Vomiting of one or more episodes until 24 hours have passed from the last episode and the child can keep food down
- Strep throat until the child has been on medication for 24 hours
- Rash or unusual skin condition until a physician documents that the child is not contagious
- Evidence of any lice or nits until all lice and nits have been removed and the home and clothing have been cleaned
- Diarrhea of one or more episodes until the child has a normal stool or 24 hours have passed since the last episode
- Any other communicable disease

Our health policies can not be superseded by another source. If a doctor diagnosis an infection and places your child on prescription medication, your child may not attend the program until he or she has taken the medication for at least 24 hours. Your child must be able to participate in activities.

There are no exceptions made regarding health and the child going outside or swimming. Our policy is that if the child is well enough to be at the program, they are well enough to participate in our activities.

If your child becomes ill while at the program, we will call you immediately. If you cannot be reached, we will call the emergency person indicated on your child's authorization form. We will try to keep your child as comfortable as possible until you arrive.

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We will notify you if your child has been exposed to a communicable disease such as chicken pox, pink eye, or strep throat. We will post this information on the daily sign-in sheet. Please notify the program staff if your child contacts any of these illnesses so that we can notify other parents.

Medications

The program will only give children doctor prescribed medication. Over the counter medications will not be given to children in our program. Medications brought to the program must be brought in the original container, be current, and labeled with your child's full name. No substitute containers will be allowed.

A medication release form must be filled out completely and signed by a parent or guardian before a medication is given. Instructions on the form must match instructions on the container exactly. A doctor's note is also required to distribute medication. Only the site coordinator will be allowed to distribute medication. If the site coordinator is absent, a designated person will distribute the medication.

Accident Procedure

In the event that a child is injured, a staff member will administer first aid. The only first aid staff are allowed to administer is washing cuts with soap and water, applying band-aids, and applying ice to a bump. Staff members are not allowed to take out splinters, remove wood ticks or apply any cream, gel, or antiseptic ointments. If the injury is greater than the care we can give, parents or guardians will be notified. If parents or guardians can not be reached, authorized emergency contacts will be called. If neither parents nor emergency contacts can be reached, we may take the child to receive care. A form authorizing emergency medical care is signed at the time of enrollment. We will call 911 if a broken bone is suspected. If any type of head bump occurs, parents will be notified immediately so they can decide if their child

needs
to

be seen by a physician. If there is an apparent head or neck injury 911 will be called. Upon an accident or injury an accident report will be filled out and kept on file.

The report describes when, where, and how the accident occurred. We will provide a copy of the form to the parent.

Child Abuse

State Law considers us mandated reporters. If we suspect any signs of abuse or neglect, we are required to report it to the proper authorities.

Hand Washing

We promote and teach hand washing and basic health skills. Hands are to be washed before all meals, snacks, dispensing medication, after toileting, after sneezing, coughing, wiping nose, and after coming in from outside.

Cleaning

As we are trying to teach the value of responsibility we expect that each child picks up their toys and area before leaving at the end of the day.

We also do the following:

- All toys are washed each month or as needed
- Toilets and sinks are cleaned and disinfected daily
- Tables and dishes are disinfected before and after each meal or snack
- Rugs are vacuumed daily
- Couches are sprayed daily (only vinyl couches and chairs are allowed)
- Beanbags are sprayed daily (only plastic beanbags are allowed)
- Bathrooms washed daily
- Floors swept and washed daily

Lock Down Procedures

The program will follow the school's lock down procedures. The children will stay in the classrooms with the doors locked until the staff is notified it is safe to unlock the doors and leave the classroom.

A lock down would be done if there is any dangerous or questionable situation that may arise in the neighborhood, school or community.

Fires

In case of a fire during the program, we will ensure all children are out of the building safely. If safety is a concern, we will move as a group to a safer location. Each site has a designated location to move to in case of an emergency. (Please check the evacuation plan posted by the exit of each location.)

Tornados

In case of a tornado during the program, we will direct the children to the evacuation site and to sit with their heads between their knees.

The staff will then take attendance and ensure that all children are accounted for and are kept safe.

Family Resources

The YMCA offers help for a variety of situations including Sight for Students, Caring Tree, and the School Clothing Drive as well as connections to other Community Services. Please contact the Family Resource Coordinator for more information at (701) 293-9622.

We are very glad to have you and your family as a part of our program. We look forward to getting to know you and working together to provide the best quality care for your children.





YCHILD CARE

We Build Strong Kids, Strong Families, Strong Communities.