

# PARENT HANDBOOK



**PRIMETIME AFTER SCHOOL PROGRAM**

**TELFORD YMCA COMMUNITY CENTER**

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# PARENT HANDBOOK

## Primetime After School Program

### OUR MISSION

To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

### OBJECTIVES

- To provide a safe and fun learning experience for children that includes a healthy snack, homework time, character development, enrichment, and physical activity.
- To develop positive behavior through character development activities that focus on the YMCA core values of caring, honesty, respect, and responsibility.
- To enhance physical fitness through active games, sports, exercise, and education.
- To support academic performance by providing daily homework assistance.

### PARENT COMMUNICATION

Communication is vital to keeping the program innovative, safe, and fun. If you have any questions or concerns, please feel free to speak with the Director. The best way to communicate with the Director is by email or calling to schedule a meeting outside of regular After School program hours.

### ROLES AND RESPONSIBILITIES OF THE PARENT

Parents and guardians are responsible for the following:

- Timely payment of all program fees
- Student drop-off on Full childcare days is no earlier than 7:00am daily.
- Pick-up is no later than 6:00pm each day.
- Treat YMCA staff of the Primetime After School program with respect and dignity
- Complete/Update the YMCA Registration Form and sign off on all documents.

*A student may be dismissed from the program if a parent does not meet the above responsibilities on a consistent basis.*

### QUALITY STAFF

Each YMCA childcare site is staffed with qualified, professional individuals. They receive comprehensive training and are locally and federally screened, in accordance with state licensing requirements.

Staff to child ratio:

- The YMCA provides a ratio of 1 staff person per 15 children.

After School employees receive training in the following areas:

- CPR, First-Aid, and AED certified.
- Pediatric Abuse Head Trauma for childcare providers
- YMCA Code of Conduct
- Early Care Orientation
- Additional 15 hours of training, annually

### GETTING STARTED

You may enroll your child with the YMCA at the Telford YMCA location. Please complete a registration form, pay the registration fee, and the first week's fee. You may make payments through EFT, check, money order, or online. Your child's registration should be processed and submitted prior to their attendance in the program. NOTE: The Y is unable to provide care to children who are not registered. **Please, include the child's most recent immunization verification certificate and a photo of the child.**

### HOURS OF OPERATION

YMCA Primetime After School is open Monday through Friday. Afterschool care begins at each school's dismissal time and ends at 6:00pm. Times may vary by site.

## **LATE PICK UP**

At the YMCA, we understand life does not always go as planned. If you realize that you will be late picking up your child from care, we ask that you notify the YMCA immediately. If you are late picking up your child, a late fee will be assessed. **The late pick-up fee is \$1 per minute, per child after 6:00pm.** To avoid having to pay a late fee, we strongly urge you to authorize multiple individuals to pick your child up from care. Please remind any authorized signer that a valid photo ID is required to sign your child out of the program. Excessive tardiness may result in the dismissal of your child from the program.

## **TUITION PAYMENTS**

- YMCA Members \$65/week
- Potential Non-Members \$85/week
- Full Childcare Days are the \$65/week plus \$15/day for YMCA Members
- Full Childcare Days are the \$85/week plus \$25/day for Potential Members
- Full Childcare Days at Telford YMCA; not enrolled in Afterschool; \$30/day.

## **PAYMENT OPTIONS**

For your convenience we provide options for payment:

- **Automatic Bank Draft:** Parents may choose to have a card or checking account on file with the YMCA and linked to their After School account. Payments will be set to automatically withdrawn on the Friday before specified due dates. Payments may be set up to come out weekly, bi-weekly, or monthly.
- **Check or Money Order:** Checks and money orders should be paid at Telford YMCA each Friday for the following week of service. Please make check payable to the "Telford YMCA". Please, write your child's name in the MEMO section of the check. Checks may take up to nine days to fully process through your account. Please, contact the Childcare Department with any questions or concerns regarding your account.

It is the parent's responsibility to provide the YMCA with current, up to date bank or credit card information throughout the term of the program. Should any program draft not be honored by the parent's bank, for any reason, the parent is still responsible for the payment, plus any applicable service charge assessed by the YMCA. The parent must provide, in writing, any changes to their account information or draft frequency 30 days in advance.

Payments received late may jeopardize your child's enrollment in the program and will be subject to additional fees. Fees must be paid weekly regardless of attendance. **Families may not register for any other programs or membership until any After School outstanding balances are paid.**

## **REFUNDS**

Non-attendance does not entitle a participant to a refund. No refunds or adjustments will be granted for partial weeks missed due to illness, vacation or when YMCA programs are cancelled due to inclement weather. All refunds or program credits given for other reasons are issued on a case-by-case basis. The Telford YMCA reserves the right to apply for any credit due to other outstanding balances. Refunds are issued within 30 days of cancellation. **The registration fee is non-refundable.**

## **COLLECTIONS**

The YMCA is using a third party to assist in the collection of returned checks and bank drafts. If a check or bank draft is returned for any reason, the account will be debited electronically for the check and/or draft plus a processing fee.

## **DROP-OFF AND PICK-UP PROCEDURES**

The Kentucky statute regulating childcare licensure requires that all children must be signed in and out by an authorized parent or guardian. A parent or authorized person must sign each child in and out daily at the time the child is picked up or dropped off.

Only authorized individuals listed on the child's registration form will be allowed to sign the child. Proper identification must accompany the individual at pick-up. It is imperative that your registration form includes all other appropriate individuals who may pick up your child in the event of unforeseen

circumstances. Any changes to the pick-up list must be in writing. Only the person signing the registration form can make changes.

- Please adhere to the school's posted speed limit when picking up and dropping off
- Smoking is prohibited at all After School locations.

### **COURT-ORDERED DOCUMENTS**

Should you have court ordered paperwork for any parties who are not able to have contact with your child enrolled in the YMCA Primetime After School program, it is required that the legal custodial parent or guardian provide documentation of any custody and/or guardianship agreement at the time of registration and keep it updated regularly.

The parent or guardian that has signed the registration form is responsible for paying After School fees and is the only one(s) authorized to make changes.

The YMCA will share documents including attendance records related to your child(ren) with both parents/guardians, unless court ordered documents warrant otherwise.

### **NON-ATTENDANCE and CHANGES IN ATTENDANCE**

We recognize the need for parents to occasionally have their children absent from the After School program. We ask that parents/guardians give the Childcare Department a two-week notice prop to being absent to ensure that payments are not processed when not in attendance. *If no notice is given, there will be no refunds given for the time missed.*

### **WITHDRAWALS**

If at any time you wish to withdraw your child from the program, a two-week written notice must be given to the Childcare Director so that we may adjust your account. **You are responsible for payment at the end of your two-week notice.**

### **SCHOOL OUT DAYS and HOLIDAY PROGRAMS**

Special programs will be offered at an additional fee for most school-out days and holidays. You will receive reminders regarding these days early enough to plan accordingly. Programs are consolidated during school-out days. The "School Out Days" and holiday programs are designed with a weekly theme and numerous opportunities for children to participate in learning activities such as, creative movement, drama, fun with language and books, expressive arts and crafts, small and large group games, and healthy eating. Breakfast, Lunch, and nutritious snacks are provided during School Days Out and Holiday Programs. Check with your Site Director or the YMCA about the availability of camps during school closures and holiday closures for your specific site.

### **ILLNESS OR EMERGENCY**

To ensure the health and well-being of all children in our program, if a child has a contagious illness, infection, or fever of 100 degrees, vomiting or diarrhea, parents must plan for their child to be picked up from the program immediately. It is necessary for the child to be symptom free for 24 hours, without the use of fever reducers, before being allowed to return to the program. If a child has been sent home from school with a communicable disease, the child will not be re-admitted to the site until he or she has been re-admitted to the school or provides a written doctor's release.

A child with chicken pox, pinkeye, thrush etc., will need to have a doctor's not to return to the program.

If a child is found to have head lice at the site, the child will be isolated with staff supervision and the parent contacted to pick up the child immediately. The school will be notified that the child has been sent home with head lice, and all parents at the site will be notified in writing. The YMCA will not re-admit children to the program if nits are present. A child identified as having head lice shall not be permitted to return until the following day and only if treatment has occurred and has been cleared by a healthcare professional.

Any child with two or more incidents of diarrhea, or who is vomiting will have to be picked up from the program, immediately.

Immediate treatment shall be obtained for a child who sustains a minor injury (scratches, scrapes, and insect bites). All head and face injuries will be treated, and parents/guardians will be contacted.

If your child becomes seriously ill or sustains any injury in our care, all efforts will be made to contact a parent, guardian, or emergency contact immediately. As in any severe emergency, **911** will be called. **Please keep your contact information up to date in case of emergency.**

### **MEDICATIONS**

Medications that need to be administered to a child during Before and After School must be brought in the original prescription bottle or original over the counter packaging with the child's name and instructions for administration clearly printed or labeled. Please, provide the appropriate measuring tools for proper dosage of the medication.

If medication is requested to be kept on hand for "emergencies only" (i.e., asthma, allergic reactions) special instructions must be given in writing from a parent/guardian and physician.

We will not give any fever reducers without a note from a physician.

Medically prescribed diets for a child enrolled in the program shall be provided as ordered by the physician. Such diets shall be on file and adhered to in preparation and service. Records of food intake shall be maintained when indicated by the physician.

Children with special needs will be admitted after appropriate professional(s) provide a written statement explaining the child's needs.

### **ALLERGIES & SPECIAL DIETARY RESTRICTIONS**

Allergies to foods, chemicals, or other environmental issues (such as nuts, pollen, bee stings) must be listed in the "Allergies" section of the child's registration form. Please include any reactions and treatments.

### **LOST & FOUND**

Please, check the lost and found every day for any belongings you child/children may have misplaced. The Telford YMCA assumes no responsibility for the loss of personal property. Please, leave all phones, electronic devices, and personal toys at home. Children will not be allowed to have money, cell phones, toys, or games from home during program hours.

### **SAFETY PROCEDURES**

All staff will be required to wear staff shirts and YMCA nametags. Site staff will provide direct supervision of children. Only staff and children are permitted in program areas. A federally issued picture ID, such as a driver's license or military ID, must be provided to sign a child out of the YMCA's care. Each site may have substitute staff at different times; please, be respectful as we ask for ID, as this is to protect the children.

### **DRESS CODE**

After School follows the YMCA Appearance Policy and School Board dress code guidelines. Appropriate clothing and closed-toe shoes are required for outdoor play.

### **PERSONAL BELONGINGS**

**Please do not allow your child to bring toys, electronic devices, or any other valuable items to After School.** If a child brings personal items, the YMCA is not responsible for lost or stolen items. Please label all personal belongings with a permanent marker for identification purposes. If an item is missing, you can check the lost and found at the site.

Cell phones are permitted but must be stored in the child's backpack and must not be a disruption to the program. The YMCA will not be held responsible for lost or damaged phones.

## AFTER SCHOOL READY, SET, EXPLORE CURRICULUM

Each YMCA After School site follows a curriculum framework based on sound planning principals for the following core developmental content areas.

Component	Outcome	Examples
<b>Arts and Humanities</b>	Demonstrate an appreciation for arts and humanities	Program offers arts activities a minimum of three times per week.
<b>Character Development &amp; Leadership</b>	Demonstrate caring, honesty, respect, responsibility, and faith as well as social skills that help promote leadership.	Staff and activities teach, celebrate, model, reinforce, and practice character development values daily. Allows students to plan, develop and lead program components with staff support.
<b>Health, Wellness, and Fitness</b>	Demonstrate physical fitness and knowledge about healthy lifestyles	Program offers 30 minutes daily of physical activity, cooperative games, dance, or sports.
<b>Literacy</b>	Develop skills in reading, writing, vocabulary, and comprehension,	Program offers activities a minimum of two times per week.
<b>Homework and Enrichment Centers</b>	Complete homework and demonstrate a commitment to learning.	Program offers a time for homework and enrichment centers offer additional support.
<b>S.T.E.M.</b>	Demonstrate a commitment to learning and problem-solving skills.	Program offers activities a minimum of two times per week.
<b>Global Learning and Inclusion</b>	Explore diverse perspectives, ideas, beliefs, and customs.	Offering cultural events and projects for up to one hour a week.
<b>Family and Parent Engagement</b>	Multiple ways for parents to engage in the program.	Offering monthly events, staff interaction and volunteer opportunities at least once every 3 months.
<b>Service Learning</b>	Giving back to the community.	Program offers projects with clear learning objectives that engage youth in planning, implementation, and debriefing.

The specific activities associated with the various curriculum categories generally take place in one or several of the following contexts, each of which is balanced throughout the day or week.

**Choice:** The child has the option of choosing from among several activities.

**Small Group:** The activities available can be done either in small groups or alone.

**Project Time:** Time is set-aside for children to begin or return to a long-term project.

**Large Group:** Activities are designed for large group participation.

**Indoor/Outdoor:** All the contexts and activities above are presented or done in both indoor and outdoor settings.

Please take a few minutes to look at the curriculum calendar that is posted monthly at your child's site. It is our hope that your child enjoys his or her experience at YMCA After School. If you have any questions regarding the curriculum, please do not hesitate to ask your Site Director.

### Academic Support

Homework time is offered Monday through Friday for at least 30 minutes per day. While we make every effort to give your child appropriate time and support to complete his/her homework, please realize it is not the responsibility of the staff to be sure it is correct and complete. We encourage parents to follow up on their child's homework.

## **PHYSICAL FITNESS AND WELLNESS**

Research-based activities are offered at least 3 days a week and include lessons on fitness, wellness, and nutrition.

The YMCA also provides a variety of activities with the intention of reducing the amount of time any child spends in front of a TV. The YMCA adheres to the healthy eating and physical activity (HEPA) standards and practices zero screen time.

## **Nutrition and Snacks**

Nutrition is discussed weekly, emphasizing healthy choices.

USDA approved healthy snacks and 100% juice or water are provided daily\*. A monthly snack menu will be posted at your child's site. **If a child has special dietary needs, it is the parent's responsibility to provide an alternate healthy snack. This MUST be noted on the Registration Form.**

\*Varies by site

## **POSITIVE REDIRECTION & DISCIPLINE**

YMCA staffers wish to work with your child and for you to have the best experience possible. 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 definitions 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. Always use appropriate language.
2. Cooperate with staff and follow directions.
3. Respect other children and staff, equipment, and facilities, and yourself.
4. Maintain a positive attitude.
5. Aggressive behavior and hitting is not allowed.
6. Stay in program areas – running away is not acceptable.

## **Discipline Policy**

1. If a participant is unable to comply with the behavior expectations, the child will be given an initial warning and his or her parents/guardians will be notified.
2. If a participant's behavior continues to be disruptive, he or she will receive a written reprimand and parents will be notified and consulted concerning the participant's behavior.
3. The YMCA reserves the right to suspend or expel a child from the program if his or her behavior places other participants or staff in immediate harm and/or if his or her behavior places him or herself in immediate harm. The results of 3 write ups will lead to suspension of the program for 3 days. If the behavior continues, your child may be asked to leave the program.
4. Expulsion from the program is for one calendar year. There will be no refund of program fees. A child who has been expelled from the program may request to be allowed back into the program after a short assessment period of 90 days.

The YMCA reserves the right to suspend or expel any child from the program who poses serious or continual behavior problems with no fee reimbursement. Infractions deemed "serious" may result in immediate suspension and/or expulsion regardless of previous disciplinary action.

**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.
2. Fighting or hitting
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 substances unless under the prescription of a doctor
7. Running away
8. Biting

**Special Circumstances**

Parents or guardians are required to inform the YMCA in writing, prior to a child's acceptance in a YMCA program, of any special circumstances which may affect the child's ability to participate fully and within the guidelines of acceptable behavior, including but not limited to any serious behavioral problems or special circumstances regarding psychological, medical, or physical conditions.

Upon being informed of such circumstances, the Site Director may require a conference with the parent(s)/guardian to discuss issues created by these circumstances.

I understand and acknowledge that: (i) it is the responsibility of the parent(s)/guardian to make full disclosure to the YMCA of any special circumstances which may affect the ability of my child/ward to participate, as described above; (ii) it is the responsibility of the parent(s)/guardian to inform the YMCA of any requested accommodation believed by the parent(s)/guardian to be necessary and readily achievable for such participation; and (iii) full disclosure of any special circumstances is material to the YMCA's evaluation of the child's/ward's ability to participate and the YMCA's consideration of any requested accommodation.

**INVESTIGATING AN ISSUE OR CONCERN**

You may occasionally have an issue or concern you wish to bring to our attention. We welcome your thoughts and comments. In the event you have reported an issue at the site, please, be assured that we will complete a thorough investigation which includes speaking to any pertinent staff and sometimes the children. So that you can be aware of our process, listed below are the procedures we follow when dealing with parental concerns:

- Speak to the parent/guardian to get all the information regarding the concern. We are unable to speak with anyone other than the parent/guardian (this includes grandparents, aunts, and uncles, etc.).
- If necessary, we will bring our Human Resources Representative to work with us.
- Once we have gathered all the pertinent information, we will follow the Telford YMCA Policies and Procedures. Depending on the circumstances, disciplinary action may be required. Due to confidentiality, we are unable to discuss any details – regardless of if it involves another After School participant or a staff member.
- There is no time limit with an investigation. We will take as much time as necessary to thoroughly investigate all issues.

**REPORTING SUSPECTED CHILD ABUSE**

To ensure the wellbeing of all children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse. All staff members are mandatory reporters and must follow the Kentucky statute for mandatory reporting. We may be subjected to criminal penalties if we fail to report such possible harm. Staff are not allowed to comment to parents, other staff, or any other persons about reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCBS or local police departments.



**COMPLAINTS AND GRIEVANCES**

Parents/Guardians may report any concerns to the Childcare Department Director or Assistant Director. They will resolve the problem if possible. If such a resolution is not possible, they will discuss the events with the CEO and staff (if necessary) and attempt to resolve the problem.

**YMCA MEMBERSHIP**

A membership card to the YMCA allows your child access to programs and facilities that are the best around Madison County plus discounted care. Why not see about purchasing a Y membership today? Better yet, sign up for a family membership and get the benefits for yourself, too!

**CONCLUSION**

Thank you for taking the time to review the information presented in this handbook regarding our YMCA Primetime After School program. We sincerely hope that you and your child have an incredible After School experience this school year. If at any time you feel as if the program is not meeting your expectations, please do not hesitate to contact the Telford YMCA so we can work together to address your concerns.

**SITES AVAILABLE**

- Boonesborough
- Kit Carson
- Kirksville
- Silver Creek

**SITE ATTENDING:** \_\_\_\_\_

**CHILD’S NAME:** \_\_\_\_\_

**PARENT/GUARDIAN SIGNATURE:** \_\_\_\_\_

**CHILDCARE DIRECTOR SIGNATURE:** \_\_\_\_\_

**TODAY’S DATE:** \_\_\_\_\_