



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARENT HANDBOOK



**YMCA of Northwest North Carolina
Before and After School Academy (K-5)
and Teen After School Academy**

Welcome to the YMCA!

We are so pleased that you have chosen a YMCA Before and After School Academy for your child. We welcome you and your family and we look forward to providing an experience for your child that is safe, fun and educational. Collectively, YMCAs are the country's largest provider of child care and are committed to developing and operating the highest quality Youth Development programs possible.

In partnership with local school systems, the YMCA school age youth development program supplements the school day with a broad curriculum designed to help kids grow physically, mentally and spiritually, while emphasizing and modeling character development values such as caring, honesty, respect, responsibility and faith.

We believe that parents are the most significant adults in the life of a child and we wish to act in partnership with you to provide the best possible care for your child. Your feedback is important to us and we invite and encourage you to talk with our program site staff, program directors, branch directors, or myself whenever you have a comment, question or idea.

Please take some time to familiarize yourself with the information in this handbook. It will provide you with helpful and necessary information regarding policies, practices and procedures related to our YMCA Before and After School academies. Familiarity with this handbook will assist you, your child and our YMCA staff in gaining the greatest benefit possible for the program.

Thank you again for joining our program, we look forward to serving your family!



Darryl Head
President & CEO
YMCA of Northwest North Carolina

At the YMCA, we believe that the quality of your Youth Development setting cannot be undervalued. We strive to provide the highest quality for your children and focus our efforts on the following vital ingredients: positive and healthy relationships, spacious and appropriate environments, engaging and diverse activities, focused safety and health practices and a highly effective staff.

Through our programs and curriculum, we will instill character development traits of caring, honesty, respect, responsibility and faith. Activities in our YMCA Model Youth Development Curriculum include health and wellness, arts and humanities, science and technology and service learning projects. Each of the YMCA Youth Development programs are designed with age appropriate activities created to help your child grow and develop physically, mentally and spiritually.

YOUTH DEVELOPMENT STAFF



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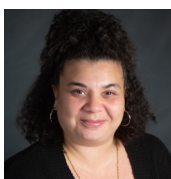
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Before & After School Academies

In partnership with local school systems, the YMCA offers both before and after school care on site in several schools throughout our service area (Forsyth, Davie, Iredell, Stokes, and Wilkes) as well as care in several of our YMCA branch locations.

Hours, Holidays & Special Days

Hours of Operation

Care will be available at the following times for our various programs:

- Our Before School Program begins at 6:30 a.m. and concludes at the beginning of school.
- Our After School Program begins at the end of the school day and concludes at 6:00 p.m. (Contact your individual branch for precise hours of operation as times may vary slightly.)
- An after-hour late fee will be assessed for children who are picked up late. The late fee is \$5.00 for the first five minutes plus \$1.00 for each additional minute.

Holidays

To allow staff time with their families, Youth Development Branch will not be available on the following holidays:

- New Year's Eve
- New Year's Day
- MLK Day
- Good Friday
- Memorial Day
- Labor Day
- Veterans Day
- Thanksgiving Day & the day after
- Christmas Eve
- Christmas Day & the day after

Late Pick-up

In fairness to our staff and due to subsequent program demands, it is very important that your child be picked up on time. A late fee will be charged for each child not picked up by 6:00pm. Any child picked up after 6:00pm will incur the following late fees:

Before 6:15pm: \$10

6:15-6:29pm: \$20

6:30-6:59pm: \$50

After 7:00pm: \$100

Charges will be billed and due upon receipt of the invoice. Non-payment of fees will result in dismissal of your student from the program. If the YMCA is unable to reach any authorized adults on your account, your local law enforcement agency will be notified.

Inclement Weather Policy

Our goal is to continue providing care whenever possible, even during inclement weather.

School Closed: If school is closed due to snow or other inclement weather, care will be available at the YMCA or a designated location from 7:00 a.m. (6:30 a.m. at Davie Family YMCA) until 6:00 p.m.

Early Dismissal: If school releases early due to inclement weather, we will remain onsite at the school as long as it is safe to do so. However, we reserve the right to close early if weather conditions worsen. Parents will be responsible for transporting their child.

Delayed Start: If school is delayed, care will be offered at the regular site (if a Before School Program is available). Program times may vary depending on weather and road conditions.

IMPORTANT: For the safety of all children and staff, the YMCA will not transport children during inclement weather. Please check with your local branch or follow our Youth Development social media accounts for updates and site-specific information..

Out of School Days

The YMCA provides programming for children on teacher workdays, professional days, and some holidays. On these days, care will be provided at the YMCA or at a designated school. To enable us to properly staff for these special days, please have your child signed in by 9:00 a.m. Check with your Site Supervisor/Coordinator for more detailed information.

CHILD RELEASE SAFETY POLICY

The safety and well-being of every child in our care is the highest priority of the YMCA. To ensure a secure environment for all participants, the YMCA reserves the right to withhold the release of a child under circumstances that may place the child at risk.

Policy Statement

The YMCA will not release a child to any individual or situation that is deemed unsafe or potentially harmful to the child's health, safety, or well-being. This includes, but is not limited to, the following circumstances:

- Releasing a child to another minor who arrives on foot or without an authorized, responsible adult present.
- Suspected impairment of an adult picking up a child, including signs of being under the influence of alcohol, drugs, or any other substance that may impair judgment or the ability to safely care for the child.
- Any situation where YMCA staff, using reasonable judgment, believe that releasing the child would place them in immediate danger or compromise their safety.

Procedures

- If a staff member suspects that an adult is under the influence or otherwise unfit to safely transport or care for a child, they will immediately notify the site supervisor or designated YMCA leadership staff.
- The YMCA will attempt to contact an alternative authorized pick-up person listed on the child's enrollment records.
- If no alternative can be reached, or if the situation escalates, local law enforcement or child protective services may be contacted to ensure the child's safety.
- The YMCA will document all incidents in writing and notify the parent/guardian of the action taken.

Parent/Guardian Acknowledgement

Parents/guardians agree to abide by this policy upon enrollment of their child in YMCA programs. It is the responsibility of the parent/guardian to ensure that authorized pick-up persons are responsible adults capable of safely caring for and transporting the child.

Arrival, Departures & Absences

Arrival & Departure Procedures

To ensure your child's safety, please escort them to a YMCA Youth Development Staff Member and sign them in and out daily. The YMCA cannot assume responsibility for children dropped off prior to program opening. Only authorized people will be allowed to pick your child up. If someone other than you will be picking up your child, they must be listed on your Authorization List (located on the Registration Form), have a code word, and photo identification.

Absence

When you enroll your child in one of the YMCA Youth Development Programs, we will guarantee his/her space for as long as you need care. However, regardless of the absence of your child (e.g., vacation or illness), our fees are constant to ensure your child's space in the program. If your child is going to be absent from the program for any reason, please notify the Program Director or Site Supervisor/Coordinator or Branch in advance or before noon of the absent day.

Participation

The YMCA youth development program is designed for group participation; therefore, we strongly encourage all children to attend field trips and special events and participate in group activities. If you request that your child not participate in certain activities, he/she will need to remain with their assigned group while observing the activity. If your child cannot attend a field trip, please find alternative care during that time.

Snacks, Lunches & Things to Bring

During the school year, healthy snacks are provided each day at Davie, Forsyth, Iredell, Wilkes (evening snack only) and Stokes sites only. During special day programming, such as Out of School Days, please provide your child's lunch (no peanut products), beverage and two healthy snacks as well as a swimsuit and towel. Please make certain all your children's belongings are labeled as we cannot assume responsibility for lost items. If your child has any food allergies, please make sure you note that on his/her registration form and inform the Program Director or Site Supervisor/Coordinator and staff.

In an effort to be fair to all the children in the programs, please do not bring additional toys, sports equipment, radios, computer games or other items from home unless specifically requested. Please do not allow your child to bring any electronic devices as we will not allow them to be used. The YMCA, other camp participants/families are not responsible for damaged/stolen electronic devices.

Parent Visits & Evaluations

Parents are invited and encouraged to visit our program sites at any time. We welcome your comments or suggestions and encourage you to talk with our staff. Parent Surveys are emailed periodically and we encourage you to fill these out so we may gain insight into recommended program improvements that will allow us to better serve your family.

Each of our Youth Development sites are visited and evaluated on a regular basis to ensure consistent, quality delivery in the following areas: Safety (first aid, staff ratios, emergency procedures, sign-in and sign-out procedures and approved drivers), Public Relations (cleanliness/appearance of staff and communication with parents), and Program Content (goals, schedules, enrichment and character development activities). A key factor in our observations is to ensure that all children are engaged and enjoying the program.

Registration, Payment & Financial Assistance

Registration

The YMCA requires the following information and/or documentation for registration in one of our Youth Development Programs:

- YMCA Registration Form
- Legal documentation regarding custody or restraining issues (if applicable)
- Parent Statement of Understanding (included in this manual)
- Order of Medication (if applicable)
- Payment Form
- Subsidy Voucher (if applicable)
- Financial Assistance Form (if applicable)

Payment

Bank Draft or Credit Card draft payments are highly recommended for Before/After School payment both online and in branch, but Cash, Check, or Credit Card (MASTERCARD, VISA, AMERICAN EXPRESS) are acceptable methods of payment, at the branch, for all programs as well. Inquire with your local branch for specific rates and payment due dates. **Note: Additional fees may be charged for field trips or special events. Late fees of \$10 will be charged for late payments not made by the due date.**

Financial Assistance

The YMCA strives to ensure that families of all income levels are able to participate in our programs. Our "Open Doors" financial assistance program allows parents the opportunity to receive quality care for their children without causing undue financial difficulties. Please check with your branch for additional information regarding assistance. No one is turned away due to an inability to pay if financial assistance funds and space are available. **Note: financial assistance applications may take 7 to 10 days to process.**

Refund Policy

Refunds and credits will be issued for medical reasons. The Refund/Credit will be for the unused portion of the month from the date written notice of cancellation is given. Registration fees are nonrefundable.

Federal Income Tax Information

The YMCA's Federal Tax Identification Number is 56-0530015. Please use this when filing tax returns. Keep cancelled checks and/or receipts as documentation of child care payments.

Medical Information

Medications

The YMCA does not typically administer any medications (including sunscreen, bug spray, prescription medicine and over the counter medication) and will do so only when directed in writing by the child's parent or guardian, and as approved by the Program Director. In the event it is necessary for your child to take medication during program hours, please complete an "Order for Medication" form and return it to the branch Program Director or Site Supervisor/Coordinator. Please be certain that all prescription medications are in their original containers. For prescription medications, the bottle or prescription directions from the pharmacy must be turned in with the Orders for Medication form. However, in the event of an emergency in which the parent cannot be contacted, Emergency Medical Staff and the YMCA may take appropriate action in the best interest of the child.

Please also notify your branch Program Director and Site Supervisor/ Coordinator if your child has any special medical, physical or mental challenges.

Accident & Health Insurance

The YMCA does not provide accident insurance or health insurance for your child. Participants are responsible for their own accident and health insurance when using the YMCA and when participating in YMCA programs off-site.

Emergency Procedures

Should your child have an accident or illness that is determined to be life-threatening, we will immediately call 9-1-1 to transport the child to the hospital and will notify you immediately. If any accident is deemed to be of a minor nature, you will be told of the accident when you arrive to pick up your child.

Staffing & Curriculum Requirements

Staffing

Staff are carefully selected for all of our Youth Development Programs.

1. A minimum of two reference checks are conducted, documented and filed on all potential staff prior to employment. References must include personal references, immediate prior employment, and any employment involving supervision of children.
2. Criminal record checks are conducted on all staff.
3. Drug Screenings are completed before hiring and are conducted randomly thereafter.
4. All employees will wear YMCA Staff Name badges and designated staff shirts during program operation and/or work hours. Children are instructed to avoid any person not wearing a YMCA Staff Name badge and staff shirt.

5. All Youth Development staff receive the following orientation training before or within the first 60 days of employment:
- Training in CPR, First Aid, AED, and Bloodborne Pathogens
 - Training related to swimming pool safety, transportation
 - YMCA emergency procedures
 - National YMCA Youth Development program standards
 - YMCA of the USA Child Abuse Prevention Training
 - Training in recognizing signs of suspected child abuse

Mandatory Reporting of Child Abuse

The YMCA and staff guidelines require all employees, especially Youth Development employees, to report known or suspected child abuse or neglect to a Child Protective Agency by telephone immediately or as soon as practically possible and to complete the YMCA Child Abuse Reporting Form. A child protective agency may be a police or sheriff's department, a county probation department, a county welfare department or the Department of Social Services. Reasonable suspicion means that it is objectively reasonable for a person to entertain such a suspicion, drawing when appropriate on his or her training and experience, to suspect child abuse. Failure to report is grounds for disciplinary action up to and including termination. Every staff member has an absolute duty to report and document any suspicion of child abuse, molestation or sexual misconduct to the proper authorities. The Department of Social Services will determine the accuracy of the report.

Staff/Volunteers

- Site Supervisors/Coordinators will be 21 years of age or older.
- All youth department staff will obtain CPR/First Aid/AED/Blood Borne Pathogens Certifications within 60 days of employment.
- All staff and volunteers involved with the Youth Development programs will be subject to a criminal background check and drug screenings.

Participants

- A 1:15 or better ratio will be maintained at all sites.
- 1:20 at Teacher Based locations (Brunson Elementary School)

Transportation

- There will be at least 2 staff/volunteers on all YMCA vehicles transporting children who are 14 years or younger.
- Cell phones will be on all vehicles transporting children in the event of an emergency.

Environment & Safety

- Participants are carefully supervised to maintain safety.
- The program serves food and drink that meet the needs of the participants.
- Fire drills and playground inspections are performed monthly.

Before and After School Curriculum

- Arts and Humanities
- Character Development
- Health, Wellness and Fitness
- Homework Support
- Reading Component
- Service Learning
- Social Competence and Conflict Resolution
- STEM (Science, Technology, Engineering and Math)

Code of Conduct & Discipline Policy

Code of Conduct

The Code of Conduct detailed below is directly tied to the YMCA character development values, and all youth participating in YMCA programs are expected to adhere to the Code of Conduct:

The following behaviors are prohibited and can be grounds for immediate dismissal from the YMCA program:

1. Fighting, inciting to fight, harming another student or harming a YMCA staff member
2. Open defiance of counselors, supervisors or directors
3. Threats, profanity, name calling, or other verbally threatening action toward other children or adults
4. Bringing knives, sharp instruments, guns or weapons (real or toy), dangerous objects or toys to the site
5. Possession of tobacco or intoxicant, or any illegal substance
6. Theft
7. Harassment (verbal or physical)
8. Destruction of school or YMCA property
9. Touching others in the program without their permission, including horse playing, wrestling or play-fighting

The following behaviors fall under our Behavior Standards Policy and will result in a minimum of a one day suspension:

- Doing harm or trying to do harm to one another
- Fighting back
- Hitting / punching / slapping / grabbing
- Kicking
- Pushing / shoving
- Pushing down
- Throwing things at people (excluding game participation)
- Pulling / slinging each other
- Picking each other up
- Bullying - repeated targeted behavior

Prohibited Items

The following items will be confiscated by YMCA staff and held by the Site Supervisor for parents to retrieve at the end of the camp day:

- Trading/Playing cards
- Sports equipment
- Electronic games or devices (including cell phones and smart watches)
- Toys from home .
- Valuables (YMCA not responsible for lost/stolen items)
- Weapons (play or real)
- Candy, gum, cough drops (Due to food allergies, campers should not bring candy or snacks to share. Peanuts or peanut products are prohibited at YMCA Day Camp.)

The YMCA, other camp participants/families are not responsible or damaged/stolen electronic devices

Restroom Behavior

1. Child must be accompanied by a counselor(s) to the restroom (not in the restroom)
2. Child will not write on walls or any other property
3. Paper towels and other trash must be placed in trash cans
4. Bathroom facilities must be used properly and immediately exited after use
5. No playing in the restroom areas

Discipline Policy

Violation of the Code of Conduct above may result in YMCA staff directed consequences or other appropriate measures to be carried out as directed by the administration. Methods of discipline staff may use are timeout, supervisor intervention and consultations with parent(s).

We reserve the right to immediately suspend or dismiss a child based on the severity of the offense. If a child is suspended for a short period of time (1 week or less) NO refund will be given.

3 written discipline notices = 3 days suspension

6 written discipline notices = 5 days suspension

9 written discipline notices = expulsion

We truly value the opportunity to serve your children and are committed to providing them with a safe, fun, and structured environment where they can learn and grow. Thank you for your continued support of your YMCA program.

We kindly ask that you review these reminders with your child to help ensure a clear understanding of our expectations.

If you have any questions or concerns, please don't hesitate to reach out to your site supervisor or program director — we're always happy to help.

Parent's Pledge of Understanding

The safety and protection of the children involved in our programs is our primary concern. Please read the following information to help us ensure we are providing the best possible environment for your child:

- I understand that I am not to leave my child at the YMCA or program site unless a YMCA Staff member is there to receive and supervise my child.
- I understand that my child will not be allowed to leave the program with an unauthorized person or staff. Any person authorized to pick up my child must be in the possession of a YMCA child care code word and photo identification. Arrangements must be made by calling the YMCA to give my authorization to make a change.
- Should I, or another authorized person appear to be under the influence of drugs or alcohol when arriving to pick up my child, staff may take appropriate action to protect my child's safety. (Please do not put staff in a position where they have to make this judgment call).
- I understand that it is my responsibility to help the YMCA maintain a safe environment for my child and others by talking to my child about following applicable rules and regulations and make sure they do not bring prohibited items such as weapons of any type to the YMCA sponsored programs or activities.
- I understand that the YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.
- I understand that I will be charged "late fees" if I pick up my child after the designated site closing time.
- I understand that I will be charged "late fees" if my payment is not made by the due date
- I understand that the YMCA does not sanction, encourage or endorse the use of YMCA employees or volunteers for non-YMCA activities. Such activities are considered outside of the scope of an employee or volunteer's duties with the YMCA. Therefore, the YMCA does not assume any responsibility for off-duty interaction or employment.
- I understand that non-attendance does not entitle me to a refund. I understand that no refunds or adjustments are granted for illness, vacation, or when YMCA programs are cancelled due to inclement weather.