

YMCA CHARACTER DEVELOPMENT

With all the negative influences and mixed messages in today's world, children need a lot of encouragement to do what is right. The YMCA Before and After School Staff wants to positively influence the children that attend our programs and their families. Our emphasis is to teach them to do what is right, to believe in and act on positive values and to help develop their character. We especially want to emphasize four core values:

CARING, RESPECT, HONESTY & RESPONSIBILITY.



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

ENSURE A BRIGHTER FUTURE

BEFORE & AFTER SCHOOL Parent Handbook



**WESTSIDE YMCA
3700 Old Lansing Rd.
517.827.9670
ymcaoflansing.org**

YMCA BEFORE AND AFTER SCHOOL PROGRAM

YMCA Before and After School Program is a non-profit, parent- funded child care service. The program is designed to serve the needs of parents who work or attend school by providing safe, quality care for their elementary-age children.

Our programs are designed to offer each child many opportunities for intellectual, physical and social development. Children take part in a wide variety of activities for group and individual play including crafts, music, art, sports, cooking, storytelling and dramatics. Our facilities are cheerful, well equipped rooms that take full advantage of the school setting by offering play in gyms and on playgrounds, use of books and films from the libraries, special guests and field trips. Although we offer a quality program that includes planned activities to complement the school experience, our highest goal is a warm, caring atmosphere for the children.

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I acknowledge having received this copy of the Parent Handbook and will review it with my child to assure that we understand all the sections and their contents.

Please initial where indicated and sign this form at the bottom of the page to indicate that you have received this Handbook. Please return this form at the time of registration. If you have any questions, comments, or concerns, please add them below and the Youth and Family Director will get back to you, if needed.

QUESTIONS, COMMENTS, OR CONCERNS

I have seen the parent Handbook and below is my question/comment/concern. Please get back to me at your earliest convenience.

BEHAVIOR MANAGEMENT

_____ (Initial) Yes, I have received a copy of the Parent Handbook and have reviewed it with my child. I understand the rights and responsibilities of all involved in the safety of my child and others.

LATE PICK UP

_____ (Initial) I have read and understand the pick up procedure. If my child is not picked up by closing time the YMCA staff has the right to transport my child to the Westside Community (3700 Old Lansing Rd.) via taxi cab at my expense.

PAYMENT PROCEDURES

_____ (Initial) I have read and understand the payment procedures. I know that the balance of my payment must reach the YMCA office by the Monday before the session begins in order for my child/children to attend.

Child's Name: _____

Parent Signature: _____

- Properly clean up spills
- Properly dispose of gloves and any infectious waste in designated disposable bags

Health Resources:

www.intouchweb.org

OYC Yellow Pages: 517.887.4319

Ingham County Health Dept. 517.887.4305

EMS/Fire/Police 911 or 517.676.2431

State Police 517.322.1911

Poison Control Center 1.800.222.1222

Eaton Rapids Medical Center 517.663.2671

American Red Cross 517.484.7461

Barry-Eaton Health Department 517.543.2430

Office for Young Children 517.887.4319

Eaton Rapids City Fire Dept. 517.663.8118

Domestic Violence Crisis Line 888.664.9832

Health Policy: Parents will be notified when the center observes changes in the child's health; a child experiences accidents or injuries or when a child is too ill to remain with the group. A child should never be sent to the center if he/she has symptoms of illness.

- A temperature of 101 or above
- Vomiting (more than once in a 24 hour period)
- Diarrhea (more than once in a 24 hour period)
- Your child has been on antibiotics less than 24 hours
- Your child has discharge from the eye, with or without redness
- Your child has an unidentifiable rash
- Your child has a communicable disease including scabies, head lice, etc.

If the center becomes aware that a child in care has contracted a communicable disease, the center shall notify all parents of the following:

- The name of the communicable disease
- The child may have been exposed
- The symptoms of the disease

Description of Illnesses:

Fever: A child whose temperature is 101 degrees or higher cannot be at the center. The child's temperature must be below 100 for 24 hours, without the use of fever reducing medication before the child may return to the center.

Nasal Discharge: A child with a nasal discharge green in color will be sent home until he/she has seen a physician or the discharge is cleared up.

Vomiting and Diarrhea: A child who vomits at the center will be sent home immediately. Children who do not vomit again within a 24-hour period may return the following day. Children who are experiencing diarrhea should not be brought to the center. If your child has three loose stools, we ask that your child be picked up and not returned until 24 hours has passed since the last episode.

Eye Discharge: A child with eye discharge that is green or yellow may not return to the center until seen by a physician and the examination finds them not contagious.

Open Sores: A child with open sores on any exposed area of the body that has discharged or seeping will require it to be covered.

Unidentified Rash: A child with a rash on any area of the body may be sent home and not allowed to return until the rash has gone away or a physician has seen the child. We will need written notice from the physician.

Head Lice: If a child is found to have head lice, the parent or emergency person will be required to pick up the child. The child may return to the center when no nits or lice are found on the hair.

Communicable Disease: Children who have been diagnosed with a communicable disease must be kept out of the center for 24 hours to 48 hours to give the antibiotics time to work.

Snacks & Food

The YMCA does not provide snacks to the children, unless it is part of the daily planning.

Children need a safe, nurturing environment that assists them to grow, learn, and feel loved by their caretakers. In order to grow and learn, children's minimum needs for good nutrition, appropriate discipline, love and feeling of importance must be met. When these needs are not met, a child cannot grow and learn as easily.

We express a commitment to provide an environment that encourages the child's growth and learning. **We also believe children are entitled to honest information and need to be communicated with openly. This may mean providing children with standard English terms verses street talk, slang or colloquialisms. It is expected that all children will communicate in ways which are void of any offensive or demeaning language or gesture.** If you feel that our staff is not meeting your child's needs, we encourage you to identify your concern to the administration.

Should you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for help. Our staff can help you find a community resource which can offer assistance.

In a rare instance when we feel that your child's needs are consistently not being met, our staff will work with you to identify your child's needs and assist you in meeting those needs. If you are temporarily unable or unwilling to meet your child's minimal needs, as described above, our staff is mandated to file a report with The Ingham County Child Protection Unit. It then becomes the role of the Child Protection Unit to work with your family to insure that your child's needs are met.

ADMINISTRATION AND STAFFING

YMCA Before and After School Program is administered by the Youth and Family Director. The Before and After School Program is staffed by trained, qualified personnel who meet YMCA standards. We hire our staff through careful selection and do our best to maintain site staff stability; minimizing transition as much as possible. The child care workers plan a daily routine of activities to provide the security of a predictable day. Our staff ratios are 1:10.

HOURS

The Before and After School Programs' hours are listed on the fees contract. The Before and After School Program sites are open every day school is in session. On school release days, summer, spring, and winter vacation days, the program is available at the Westside Community Branch YMCA for an additional cost.

The Before and After School Program is **closed** on legal holidays: **Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and Memorial Day.** In addition, we are closed the **Friday After Thanksgiving.** These days are not included in the contract fees.

ENROLLMENT

All children must be registered before they attend the Before and After School Program.

The Before and After School Program Information Form, Emergency Care, Statement of Good Health, Fees Contract for payment, Annual \$30 non-refundable equipment fee per family and the first month's fees must be received prior to the first day of attendance.

Enrollment form may be picked up at the Before and After School office at the Westside Community Branch YMCA,

3700 Old Lansing Rd. We encourage you to visit the centers and meet the staff. Enrollment forms may be mailed to you upon request. Enrollment is on a first-come, first-served basis, yet priority will be given to full-time enrollees. Part-time slots are limited.

Children currently participating in our program have first opportunity for fall enrollment and may register in advance for the fall program by paying a holding fee as required.

Every effort will be made to facilitate the necessary transfer of a child from one Before and After School site to another, providing all payments are up-to-date.

The Before and After School Program will make no discrimination for the admission on the basis of race, sex, religion, creed, color, or national origin.

FEE POLICIES

The Before and After School Program is self-supported by user fees. The component charges (fees) are listed on the fees contract. We charge monthly by component.

It should be noted that we must enroll 16 full-time students in a component in order to run a center.

All fees are charged on the basis of enrollment, not attendance.

Regular School Days: Registration can be on a full-time or part-time basis. Attendance days must be specified on the contract!

A written, dated notice of any change in scheduling must be given two weeks prior to the change. This policy affects every release and regular school day.

Please see the contract for program fees. The monthly payments are based on total enrollment days for the year

divided by nine months. This is done so that the parents pay a consistent amount each month. The fee does **not** include the vacation days during Christmas or Spring holidays. Please note again that any change in the contract and/or fees must be given in written form to the Before and After School Program Office (3700 Old Lansing Rd.) two weeks prior to change.

The Before And After School program does not offer a drop-in service.

PAYMENT POLICIES

Fees are due in advance of service. For your own protection, we cannot accept payments at the sites. Your bill must be paid by the first of every month. Please make checks payable to the "YMCA". Receipts can be written upon request. Payment **must** be mailed to the Westside Community Branch YMCA, 3700 Old Lansing Rd., Lansing, MI 48917.

We encourage parents to be responsible for fee payments, however, monthly billing statements will be sent.

If your child is absent from the program, our budget demands that we must still collect a fee for that day. This includes sick or impromptu vacation days.

A \$25 bank service charge for returned checks will be charged to the parent. Under normal circumstances, parent fees will be deposited within at least a three week period. A \$5 late payment fee will be imposed if your fees are not paid by the 5th of each month.

If a parent fails to keep their account current, the program will do the following:

A. The Before and After Program staff will contact you.

HEALTH CARE PLAN POLICIES & PROCEDURES

Hand Washing Procedures: Signs are posted at all hand washing stations. Picture signs are posted at children's hand washing stations. Soap and single use paper towels are located at each hand washing station.

Children: Hand washing will take place, at a minimum,

- Any time hands are soiled
- After toileting
- Before and after snacks
- Upon returning from outdoors or gym activities
- After contact with bodily fluids.

Staff: Proper hand washing procedures will take place, at a minimum,

- After the restroom
- Before or after eating
- Upon arrival in the classroom and returning to work
- After removing latex gloves
- After coming in contact with any bodily fluids
- Anytime hands are soiled.

Procedures: are posted wherever hand washing may occur.

- Remove any jewelry on hands-place in safe area on paper towel
- Start faucet to warm water
- Dispense soap onto hands
- Scrub hands thoroughly for at least 10 seconds (sing ABC song.) Make sure to scrub backs of hands, between fingers, under fingernails, up to wrist, etc.

Rinse with warm water

- Dry hands with single use paper towel
- Turn off faucet using paper towel
- Dispose of paper towel in trash

Procedures for cleaning and sanitizing equipment, toys and other surfaces: Toys and equipment will be washed and sanitized weekly using the three-step method. If a child is ill, toys will be washed and sanitized that day. Other surfaces, such as tables, will be washed and sanitized everyday and after a project is done at the table using a five-step method.

Three Step Method:

1. Wash to in warm soapy water
2. Rinse toy in clean, warm, bleach water
3. Let toy air dry

Five Step Method:

1. Wipe off excess food or debris from table
2. Wash table with warm, soapy water
3. Wipe table off
4. Spray table with bleach solution
5. Let air dry

Handling bodily fluids: All of the childcare staff goes through Blood-Bourne Pathogen Training upon hire. Staff is trained annually. Universal precautions shall be observed to prevent contact with blood or other potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual. All incidents involving the presence of blood or other potentially infectious materials shall be reported to the program director and an incident report is filled out.

Controlling Infection, Including Universal Precautions: This is the name used to describe a prevention strategy in which all blood and other potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source or individual. This approach is used in all situations where exposure to blood or other potentially infectious materials is possible.

Universal Precautions:

- Use personal protective equipment (gloves)
- Use proper hand washing procedures

5. Conferences:

If a behavior problem still exists, a conference may be set up with the Unit Coordinator, parents, child, and Program Director. Solutions to the problem will be discussed.

6. Phone Home:

If after a conference the behavior problems still exist, the parent will be called and at this time another conference may be set. Removal from the program may be discussed.

7. Removal From Program:

When all avenues have been exhausted, the child will be removed from the program for the sake of others. There will be no refund of monies paid.

Although it is our intention to follow these guidelines as close as possible, some situations may dictate that we act in a manner that is beneficial to others in the program.

DISCHARGE POLICY

Your child may be discharged from the program if:

a behavioral problem continues which negatively affects other children in attendance at the YMCA Before & After School Program, such as threats directed towards children, staff or self.

you are more than a month behind in child care payments.

there is a failure to meet YMCA Before & After School Program policies.

SITE NUMBERS

The site numbers are for emergencies only. These phones will be answered mainly between the hours of 8:00am-4:00pm when the school's administration is present. If you get no answer, please contact the Before and After School Office at 517.827.9670. Please leave a message and a number if you need to be called.

Should any of our staff be unable to answer your questions, please feel free to contact Jennifer Dunlap, Program Director at 517.827.9666.

Westside Community YMCA
827.9670

Fairview Site
755.1310

STEM
755.1160

Before & After School Program Office
(10:00 am - 3:00 pm)
827.9666

Kendon Site
755.1450

Office of Young Children
887.6996

Cavanaugh Site
755.1250

Lewton Site
755.1460

Crisis Intervention
337.1717

Cumberland Site
517.755.1280

Post Oak Site
755.1610

Ingham County Health Dept.
(Children's Health)
887.4305

Eaton Rapids
663.1064

Avervill Site
755.1220

**Emergency/Fire/Police/
Ambulance**
911

Pattengil Site
755.1130

B. If the fee is still not paid, or if a payment plan is not established, we will decide whether to take legal action.

C. A delinquent account is grounds for termination from the program.

LATE PICK UP CHARGES

All children must be picked up by closing time. The YMCA staff must stay with the child until he/she is picked up. A staff member will wait one-half hour and will then send the child to the Westside Community Branch YMCA (3700 Old Lansing Rd.)

The parent will be charged \$2 for every minute past closing time (\$120/hour).

If there is a problem and you know you will be late, please try to make arrangements for someone else to pick up your child, then call the Before and After School staff to inform them, or contact the Before and After School Program office at 316-9622.

Consistently being late in picking up your child is grounds for termination from the program.

FINANCIAL ASSISTANCE

Some financial assistance is available to qualifying families. contact the Before and After School Program office for information. Very limited dollars are available.

Occasionally, the Before and After School Program requests and receives grant monies to be used to help families pay the cost of child care. We will inform you if grant monies are available.

WITHDRAWAL NOTICE

Two weeks notice (prior to your child's last day in the Before and After School Program), in writing, must be given in the event you decide to withdraw your child

from the program. The original contract at the site must be changed and initialed, as well as the Information/Emergency Card.

FEES CONTRACT

Read the Parent Handbook and the fee contract before signing. Since the Before and After School Program is non-profit and parent funded, as expenses change, so must fees. Hence, the fee contract is subject to change. You will be given notice of rate changes within 30 days.

FIELD TRIPS

Each Before and After School site will notify parents of impromptu walking field trips.

Occasionally, we do ask for spending money for your child and for help in paying for special or more expensive field trips. This money should be in CASH. Please place it in an envelope with the date, amount, your child's name and give it to the staff on site. Please keep track of field trip dates and times so that your child can participate.

ABSENCE POLICY

If your child is absent from the program, contact his/her Before and After School staff. This procedure insures your child's safety. It is important that infectious diseases, such as strep throat, chicken pox, etc., be reported to the Before and After School staff.

Children will not be accepted at the Before and After School sites if they show signs of illness. When children indicate illness at home, **do not send them** to the Before and After School Program. This results in further inconvenience to you and possible exposure to other children and staff.

If a child becomes ill or is injured at the Before and After School Program, his or her parent will be contacted. You must pick up the child, or make arrangements for the child to be picked up and cared for. The child will be isolated and made comfortable until someone arrives at the site. We will contact all emergency card numbers as per your instructions.

In the case of emergencies, the staff will contact the parents. If it is apparent that a child requires hospital treatment, an ambulance will be called first, and the parent afterwards.

PICTURES

Periodically we take pictures of children participating in different YMCA activities. Please understand that these may be displayed in presentations or used in flyers, brochures, or other publications concerning YMCA programs. If you prefer that your child's picture not be used, please indicate this in writing to the Westside Community Branch YMCA Child Care Director.

MEDICATION

If a child is prescribed oral, surface or other medication which must be taken during the Before and After Program hours, written instructions by the physician, or dentist must be provided to the Before and After School Program's Lead Teacher and written permission to administer medication must be given by the parent.

The medication must be in the original container, properly labeled with the child's name, dates, and the amount and frequency of dosage. Forms are available at the Before and After School Program site or office. We need this for all medicines including cough syrup and aspirin.

PARENT INVOLVEMENT

A. Parent Volunteers: are always welcome. Parents support their Before and After School Site through special projects such as sharing talents or hobbies, field trip helpers, painting, cleaning, and fund raising. Please contact the Before and After School Program Lead Teach if you can help.

B. Parent Information and Communication: Periodic reminders and newsletters will be sent out to notify parents of Half/Release Days, field trips, special activities, parent meetings, and other pertinent information. Please make sure that you look for and read this information at the sites.

I understand that it is my responsibility as the Parent/Guardian to make full disclosure of any behavioral concerns that could be dangerous or harmful to him/herself or to other program participants. Further I understand that failure to report any behavioral or discipline problems could result in immediate termination from the program.

EXPECTATIONS

When a child arrives at their Before and After School Site, it is expected that he or she will be rested, clean, and appropriately dressed for the weather and daily activities. Sandals should be strap-on with rubber soles. Please mark boots, caps, mittens, snow pants, etc. and send tennis shoes for change.

Every child is a part of the Before and After School Site: the room, games, books, toys, etc., belong to all. Clean-up is part of our programming. The success in this is consistency and cooperation. We need your support. When picking up your child please urge them to clean up, put things away and return toys, supplies, and equipment before leaving. Please

notify staff when you pick up your child.

If you give permission for your child to walk home from the Before and After School Program or to leave with another child or adult, we must have it in writing and on file before we can allow a child to leave the program.

Please make certain that there is a staff person on site each day before signing-in your child. (All children must be signed-in. Children routinely not signed-in may be terminated from the program.) Emergency situations do arise, please contact the Westside Community Branch YMCA (316-9622) if no adult is present.

Please notify your child's school and classroom teacher of his/her enrollment in the Before and After School Program.

EVALUATIONS

Parent evaluations will be mailed twice a year. Parents or staff may request a conference at any time to discuss their concerns about a child.

This Parent Handbook will be reviewed annually. Please give concerns or comments in writing to your Before and After School Site parent representative.

DISCIPLINE

Staff will provide clear, reasonable limits for children's behavior and maintain them. Positive behaviors will be reinforced and negative behaviors identified and redirected. Children will be helped to recognize and identify their feelings as valid and acceptable. Staff will intercede if a child's behavior is harmful to him/herself or others.

Parents must notify the Program Director if a child has prior reports of sexual abuse, sexual aggression or behavior problems.

The Before and After School Program is a quality experience for most children, however, it is not the best child care experience for every child, or for the same child at different stages of their development. Every effort will be made to communicate and solve individual behavior situations, however, we reserve the right to ask any child to leave the program for his or her betterment or the welfare of the group.

DISCIPLINARY GUIDELINES

The following is a list of guidelines to be followed for disciplinary actions. Please read them over carefully and be sure that you and your child understand them.

1. Warning:

The child will be given a warning for any inappropriate behavior. The caregiver shall point out specific behaviors to the child. Some behaviors, such as fighting will receive no warning, instead the child will be immediately given a time-out.

2. Time-Out:

When the child continues with inappropriate behaviors he/she will be given a time-out. During this time the child will be removed from the group and asked to think of a more positive appropriate way to act. Time-outs will be age appropriate. At the end of this time the care giver will ask if the problem could have been avoided. At that time he/she will return to the group.

3. Documentation:

Parents will be told each day about any behavior problems. These problems and how they were dealt with will also be recorded.

4. Behavior Report Cards:

Reports may be sent home to parents when there is consistent and continual behavior problems.