



PARENT HANDBOOK

SCHOOL AGE CHILD CARE
SOUTH SOUND YMCA

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SOUTHSOUNDYMCA.ORG/Y-CARE

SITE ENVIRONMENT

Our programs are designed based on the latest research in child development with numerous stations, allowing children to choose what they want to do each day.

These stations might include; Creative Arts, Construction, Music, Science/STEM, Performing Arts, Sports & Recreation, Homework/Education, and Reading.

When these interest areas are inviting spaces that children like and have activities they want to do, children feel valued, acknowledged, and respected. Children who play an active role in the room design, selection of materials, and planning of activities develop leadership skills, a sense of belonging, and personal responsibility.

The South Sound YMCA prohibits any form of discrimination based on cultural/religious/holiday preferences. Multicultural activities occur throughout the year, rather than only during holidays. Staff incorporates activities that teach kids about a variety of cultures with a focus on appreciation of diversity.

DAILY SCHEDULE

Each site has a posted daily schedule to guide the flow of activities at the site. This schedule is a guideline and should not be too rigid to allow flexibility based on children's interests. Components for a typical daily schedule include:

Morning Schedule:

- Morning Snack
- Physical Activity
- Enrichment Activity
- Community Circle

Afternoon Schedule:

- Afternoon Snack
- Community Circle
- Academic Support
- Group Games
- Physical Activity
- Clean Up

CURRICULUM

The South Sound YMCA before and after school program curriculum:

- Is designed to support children's interests and learning.
- Promotes children's growth and development through exploration that is both flexible and interesting in an age-appropriate manner.
- Is culturally sensitive and inclusive.
- Encourages children's choices and develops their sense of belonging in the program.

SIGN IN/OUT AND AUTHORIZED PICK UP

Parents/ Guardian are responsible for checking children into care by signing in and out at their child's Y Care site.

- Once children are checked into YMCA Childcare, they are not permitted to leave the site without authorization. Children are also not permitted to remain at the program site once they are signed out.
- If a child's name is not listed on the attendance/registration sign in, they will not be permitted to check into program and guardians must contact the Childcare Support Staff.
- Anyone picking up a child must be on the authorized pick-up list, provide photo identification upon request, and be at least 16 years old. Under no circumstances will a child be allowed to leave the program with an unauthorized person.
- If anyone authorized to pick up a child appears to be under the influence of drugs or alcohol staff may call law enforcement or CPS and may refuse to release the child(ren).
- Employees are not allowed to sign out a child, transport them in their personal vehicles, or be an emergency contact for a child unless there is a prior relationship and permission is obtained from the Youth Development Executive in advance.

100% ID CHECK

The YMCA has a strict 100% ID check policy. Authorized persons entering the program to pick up a child must show picture ID prior to release from care. Once staff become familiar with authorized persons, they may not ask for ID as often. Please continue to bring ID in the instance that a substitute staff is present.

PARENT/GUARDIAN RESPONSIBILITIES

In order to ensure the safety and protection of all children, parent/guardian(s) are required to:

- Complete all registration, health, medication, authorization, and immunization forms.
- Ensure all information on record is updated and accurate throughout the year.
- Ensure child/ren are signed in/out by the person who is dropping off and picking up each day.
- Encourage child participation and reinforce program expectations with your child.
- Maintain a mutually respectful, professional relationship with all YMCA staff.

SUPERVISION AND ONE-ON-ONE CARE

The South Sound YMCA welcomes all individuals to participate in its programs. While the YMCA strives to provide quality care for every child, we are not able to provide specialized one-on-one attention for any participant.

Parents/guardians of children who need substantial one-on-one attention due to behavioral or other circumstances are encouraged to work with the Dept. of Children, Youth and Families to find alternative solutions that fit their specific needs.

COMMUNICATION

Monthly and on-going communication: YMCA staff will communicate with parents/guardian about their child's progress or make a phone call to the parent/guardian if necessary. Each site has a parent/guardian information board where program dates and notices can be found. E-newsletters are sent throughout the school year to communicate important dates and reminders.

We want to hear from you! Your on-going feedback helps us serve your family better. At any time, we welcome families to provide feedback about your experience to your Program Director or site staff. In the fall and spring, families will be invited to share feedback through a survey regarding your experience and program quality. We strive to partner with our families and community. We would be honored if you would share with us what holidays your family observes or celebrates so that we may acknowledge them with our participants and encourage inclusion within our programs.

NUTRITIOUS SNACKS

All children are provided with a daily, nutritional, afternoon snack. Most of our programs have food prepared and provided for our children by the food service professionals at the schools in which the program resides. Should a family choose to provide supplementary snacks, healthy options are encouraged. Candy or soda products are not permitted. All of our sites are nut free facilities, please ensure that snacks and lunches are nut free. Lunch is not provided by the program on half days or non-school days, so please be sure to provide your child with a healthy and adequate lunch that does not require refrigeration or microwave preparation. If a child has a severe food allergy, staff reserve the right to prohibit other children at the site from bringing food-related to the allergy.

If your child has a condition or disability that requires special dietary accommodation, please contact your Program Director.

HEALTHY EATING AND PHYSICAL ACTIVITY STANDARDS

The South Sound YMCA has joined national partners in focusing on developing healthy habits in kids, families, and communities. We are committed to adopting the Y-USA standards for healthy eating and physical activity in our early learning and after-school programs. These standards include things such as:

- Making sure water is always accessible and available to children.
- The drinks provided will always be low-fat and unsweetened.
- The program never serves or provides fried food.
- Offer only whole grain.
- Provide foods that don't list sugar as one of the first three ingredients.
- Provide at least 30 minutes of physical activity for every half-day of programming.
- Limit screen time to 30 minutes or less per day.

MEDICATION

- If a child requires any self-administered medication while at Y-Care, parents/guardian must complete a medical authorization form prior to when the medication must be given. This form must identify specific instructions for staff regarding the use of the medication.
- Parents/guardians are required to bring the medication directly to the Site Director in the original container labeled with the child's name, date, physician's name, and directions for administering of the medication.
- Emergency medication such as Epi-Pens or inhalers must be accompanied by an individual health plan and must be brought directly to the Site Director.

PERSONAL BELONGINGS/ELECTRONICS

Please allow children to bring only what is necessary to Y Care. Toys, electronic games, personal sports equipment, or other personal articles are not permitted at YMCA Child Care. Children are not allowed to use personal cell phones during program hours. Phones should remain put away unless authorized by site staff. Pets are not allowed at any time. The YMCA is not responsible for any lost, broken, or stolen item.

LATE PICK-UP POLICY

In respect of YMCA staff, children must be picked up from the site by 6:00 pm. If an emergency keeps you from picking your child up by 6:00 pm, please contact the site immediately and, if possible, contact a person on your authorized pick-up list. If you have not picked up your child by 6:00 pm, site staff will attempt to contact you or make arrangements with someone on your authorized pick-up list to pick your child up from the program. In the case of late pick-ups:

- The first time: We offer a warning. If your child is not picked up from the site by 6:30 pm local law enforcement will be called to help locate you.
- Second time: A late fee of \$15 will be charged to your account. If your child is not picked up from the site by 6:30 pm local law enforcement will be called to help locate you.
- Any consecutive late pick-ups: A late fee of \$45 will be charged to your account for each occurrence. If your child is not picked up from the site by 6:30 pm local law enforcement will be called to help locate you.

LICENSING AND CERTIFICATIONS

As a licensed program by the Washington State Department of Child, Youth and Families, all employees are required to meet the following:

- 30 hours of STARS training (i.e.; childcare basics training for Washington State)
- 10 hours of annual continuing education
- Department of Child, Youth and Families Orientation (Site Directors only)
- CPR/First Aid Certification
- Blood-borne Pathogens/HIV/AIDS Training
- Child Abuse Prevention Training

All staff are subject to criminal background checks and reference verifications.

EMERGENCY PROCEDURES

ACCIDENTS

If an accident occurs in our care, staff will communicate to parent/guardians at the time of pick up. If the accident involves a head injury, parent/guardians will be notified as soon as possible. If emergency treatment is warranted, the staff will immediately notify parents or guardian, staff will call 911, and the child will be transported by ambulance along with a staff member to the nearest medical facility specified by the parent/guardian in the child file.

EMERGENCY PLAN

All YMCA staff are prepared and trained to activate emergency procedures in the event of severe weather, fire, or other conditions that require building evacuation or other immediate safety measures. Each program location has a disaster emergency plan, please ask your YMCA staff if you would like to obtain a copy.

ILLNESSES

For the health and safety of all participants, please keep children at home when ill. In the event that children are exposed to a communicable disease while they are in Y Care, staff will:

- Make efforts to comfort your child away from the rest of the group.
- Contact parents/guardians to inform them of the situation.
- Make a judgment regarding whether the child needs to immediately be picked up.

DISASTER PLAN/OUT OF AREA CONTACT

The South Sound YMCA disaster plan is dedicated to keeping children safe in case of emergencies. A copy of this plan is available for your review at your child's Y Care site.

In some cases, local communication is more difficult than out-of-area communication during an emergency. For this reason, the Spokane Valley YMCA will serve as a contact for parents/guardian to get information regarding our before and after school programs. Should it be necessary, South Sound YMCA management will update the Spokane Valley YMCA member services staff with information regarding our programming. You can reach the Spokane Valley YMCA at 509.777.9622

BEHAVIOR AND DISCIPLINE

The philosophy of the program is based on the concept of positive behavior guidance. Children are taught to consider the effect their actions may have on others, which promotes cooperation and responsibility. Staff reinforce values of caring, honesty, respect, and responsibility.

Our behavior management and discipline:

- Respects developmental differences.
- Supports children's growth in social behavior, self-control, and respect for others.
- Is fair, reasonable, and consistent.

YMCA staff shall not administer cruel, unusual, hazardous, frightening, or humiliating discipline. Parents/Guardian may not request that staff administer any sort of corporal punishment as a discipline method.

MISCONDUCT

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. The primary goal of staff is to provide supervision and positive support for every child.

Our goal is to see staff, children, the school and parents work together to create a safe and nurturing environment. The Y DOES NOT engage in any practices that are physically or psychologically damaging, such as:

- Demeaning, shaming, or degrading language or activities
- Forced physical exercise to correct behaviors
- Punitive work assignments
- Punishment by peers
- Group punishment or discipline for individual behavior

When misconduct occurs, each situation is approached with the goal of setting the child up for success. When warranted, a Plan of Success (a parent/staff/child meeting to create written goals for the child) meeting will be established to reduce or redirect misconduct. Each behavior incident will be documented and if the behavior continues, it may result in suspension.

Depending on the seriousness of the misconduct, we will use the following interventions:

1. The child will be encouraged to use his/her words to try to create resolution.
2. The child will be redirected to a new activity.
3. The child will be removed from the situation until they are able to rejoin the group. Parents/Guardian are also notified of behavior and encouraged to share ideas with staff.

If misconduct continues to occur, we will use the following procedures:

1. Verbal or written Behavior Notification.
2. Written Behavior Notification. Parents/Guardian may be called for immediate pick up with a child remaining in supervised suspension until pick up.
3. A third Behavior Notification may result in a suspension and will require a conference for a Plan of Success.
4. During Plan of Success, an outline of next steps will be made to include notifications and suspensions.

The removal of children from the program is enforced only to ensure overall safety

for all involved. We are committed to working with you in the best interest of your child and the rest of the children in our care.

The following behavior are considered serious in nature:

- Theft, attempts to steal, or property damage.
- Verbal abuse or bullying of any kind.
- Physical aggression, verbal threats of severe harm, or death threats.
- Disruptive, defiant or blatant disrespect of staff or participants
- Inappropriate touching.
- Attempts to leave the program space without an authorized escort.

The South Sound YMCA strives to provide a safe place for all. In the interest of the safety and well-being of all, the YMCA prohibits violence in areas under the YMCA's control. The YMCA will, as necessary, take disciplinary or legal action, up to and including termination of services, for violations of this policy.

The YMCA cooperates in every way with the school districts and law enforcement agencies and consequences support districts' policies.

Immediate suspension from the program may occur and could be permanent. Violence includes, but is not limited to:

- Acts of physical assault
- Acts that threaten physical assault
- Acts of intimidation
- Acts indicating the potential for violence, including throwing objects, using violent language, and brandishing weapons
- Acts that endanger the safety of others
- Acts of destruction of property
- Any substantial threat to destroy property
- Acts include but are not limited to physical or verbal behavior
- Acts of threatening to bring weapons, such as a knife or gun

Any person harmed or in fear of imminent harm should contact a YMCA staff person immediately.

Violations of this policy must be reported to South Sound YMCA management staff. Everyone is encouraged to report any violations of this policy in confidentiality, without fear of any reprisals.

PLAN OF SUCCESS

A "plan of success" is a communication tool establishing mutual understanding between the child, parent/guardian, and staff to identify the best way to support your child. The goal is to clarify how we may specifically meet the child's needs to ensure your child's success in our program. If your child has behavioral, emotional, psychological, or physical needs or considerations (as noted in your child's registration paperwork), staff will follow-up with parents/guardian to create a plan of success. Staff may request that a plan of success be created if deemed necessary and parent/guardian involvement is required. The Plan of Success is also utilized in misconduct situations to ensure that child, parent/guardian, and staff understand

appropriate next steps to address the misconduct and best support the child to be successful in our program.

BATHROOM/ACCIDENT POLICY

Staff cannot assist children with bathroom accidents. If your child has an accident and needs assistance changing or cleaning up in the bathroom or requires extended time in the bathroom to do so independently, parents/ guardians will be called to come and help their child immediately.

We do not have extra clothes on site. If you feel your child may need extra clothes, please pack some in their backpack daily.

If your child continues to have daily/repeated accidents that require help/guidance for extended periods of time, the program director will communicate via email, phone call, or in person about how to proceed with participation.

REPORTING BEHAVIOR AND CHILD ABUSE

Parent/guardian(s) should not hesitate to report actions of YMCA staff that may be perceived as inappropriate. All concerns are thoroughly investigated. Child Protective Service or the Department of Children, Youth, and Families are contacted if warranted. YMCA staff are mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities. Child Protective Services must be notified within 48 hours.

It is important for parents/guardian to discuss with children how important it is to communicate situations that make them feel uncomfortable or unsafe. To make sure your child remains safe outside of the YMCA's supervision and to protect our staff members, we request that you do not ask a YMCA staff member to baby-sit, host sleepovers, or spend one-on-one time with your child outside of YMCA programs.

REQUEST FOR INFORMATION

Due to the right of privacy, any person requesting account history, payment history, or attendance information must be listed on the online account, the registration paperwork, or have a letter of release from the primary account holder. All requests must be made in writing. Any costs incurred by the Y in processing a request will be charged to the requesting party and will need to be paid prior to the release of the information. The YMCA reserves the right to refuse requests not accompanied by a court order. All records for children in the program will be kept in a confidential manner either at the childcare site or the Youth Development Office. Any parent or guardian is allowed to access these records at any time except as stated above.

REGISTRATION PROCESS

We are glad you have chosen to register for Y Care. Please be aware of the following policies regarding the use of YMCA before and after school care:

1. Registration is primarily completed via our online registration system. If support is needed, contact our Childcare Support Staff.

2. There is a \$50 non-refundable registration fee due at the time of registration. Monthly fees are due on the 1st of each month of care and are paid through convenient automatic withdrawals (“drafts”) from your bank account of credit/debit card.
3. A completed copy of your child’s immunization records on the state-mandated immunization form is required for enrollment in the program.
4. Immunization form, Medication Management, and Individual Health Care Plan Form will be sent via email in YCare Welcome Letter. These forms can also be requested by calling or emailing Childcare Support Staff.
5. Two weeks' notice is required for any changes of schedule including cancellation of care. We reserve the right to charge for those two weeks if no notice is provided. Communication regarding schedule, account, or cancellation must be received by Childcare Support Staff via email or call and not at your child’s school location.
6. You must read and adhere to the policies stated within the Parent/Guardian Agreement provided during online registration.
7. Emails will be sent monthly to participating families with important information. It is required that parents/guardians read these emails.

MONTHLY RATES

Monthly rates for Y Care are based on a 180 day school year and are averaged to ensure a consistent monthly fee. December and June are charged at half the amount of all other months. Monthly program fees are not adjusted for break weeks: i.e. winter break, spring break, shorter months, inclement weather, non-student days, or for sick days and suspensions. Additional fees may apply for half days/early release. YMCA programs are closed on national holidays.

Rates can be found on our Y Care webpage by clicking on your child's school district.

SCHEDULE OPTIONS

Y Care attempts to provide a variety of schedule options to support families. The following schedule options are available:

- **Full Time Care** – Before and after school.
- **Extended Morning Full Time Care**- (limited locations) Earlier morning attendance and after school.
- **Part Time Care** – Up to three days per week, mornings and afternoons.
- **Mornings Only** – Any attendance before school.
- **Extended Mornings**- (limited locations) Earlier morning attendance.
- **Afternoons Only** – Any attendance after school.
- **Drop-In Care** is also available, with 24-hour notice, for those that only need the program occasionally or in addition to their registered schedule. Drop-in care is on a space available basis. Hourly care is not available.

PAYMENT INFORMATION

All participants are required to make their payment by monthly draft. We can draft via checking/savings account or debit/credit card. Monthly fees are due the 1st of each month of care. On an exception basis fees can be split equally between the 1st and 15th of the month but you must contact Childcare Support Staff to modify your payment schedule.

There is a \$20 late fee should your monthly payment be made after the due date.

In families where more than one party will be paying the monthly fee, Schedule Payment Authorization Form must be completed and submitted to the Childcare Support Staff for processing.

FINANCIAL ASSISTANCE

Financial Assistance is made possible by the South Sound YMCA Annual Campaign. Financial Assistance is provided to individuals, children, and families on a need basis and allows access to all programs, activities, and facilities at the YMCA. Anyone is eligible to apply for Financial Assistance and awards are based on a sliding scale that considers household size, income, and resources available. If we can serve you or your family in this way, please contact us.

THIRD- PARTY BILLING

All third-party payers, such as the DCYF Working Connection Program or Childcare Aware, must be confirmed by billing via third party authorization before registration. If you are unsure whether we have a copy of your current authorization, please contact us. Once confirmed, members may register for care via online. \$50 registration fee may be due at time of sign up. Payment method will need to be saved on your online account to complete registration. If you have a current authorization and payment of registration fee is a financial burden, please contact Childcare Support team.

Families whose fees are subsidized by a third-party payor are responsible for the full cost of care if coverage is denied, expires, or if the child is in care for more hours than authorized.

You will be notified by your third-party organization regarding any changes or lapses in care prior to the changes taking effect. It is your responsibility to communicate with the YMCA regarding these changes. Any fees incurred that are not authorized by the third-party payor will be the responsibility of the parent/guardian.

COURT ORDERS

Parents/Guardians must supply the YMCA with a copy of any court orders if we are expected or required to honor stipulations within them.

DROP-IN CARE POLICIES

Y Care provides a drop-in care option to support families that only need care occasionally. Drop-in care is more expensive than regularly scheduled care because of the intermittent nature of its use.

- Participants in drop-in care follow the same registration procedures as participants with a regular schedule.
- Drop-in care is not guaranteed and is only available depending on space availability. Families must call the Y Care site at least 24 hours in advance of the date they desire to use care and must receive confirmation from the site to utilize care.
- The daily rate (as provided on the website) will be automatically drafted from the stored payment method used for registration on the 15th of the following month of care.

SCHEDULE CHANGES

Should your childcare needs change during the school year, the YMCA will endeavor to accommodate your new schedule. All changes must be submitted at least two weeks in advance.

- Information about accounts, payments, and schedules communicated to on-site staff at your school will not be honored.
- A schedule change can only be applied to one or more months of care. No mid-month changes can be applied.
- Only three changes are permitted each school year.

REFUND POLICY

All cancellations must be made via email or phone call to the Childcare Support Staff.

Fees are incurred regardless of frequency or usage of care until proper notice of cancelation is received. The Youth Development office must approve all refund requests. Refunds will be reviewed and processed within 7-11 business days and are available in the form of system credits in the computer, check, or debit/credit card. A debit/credit card refund is only available if the original payment was made with the debit/credit card. Debit/credit care refunds care only be completed if the request is made within 45 days of charge. If after 45 days, refunds will be available in the form of a check or applied as system credits. Please allow 7 business days for refunds to show back into your account.

DRUGS AND ALCOHOL POLICY

The Y is committed to maintaining an alcohol and drug-free environment. This is particularly important since employees are responsible for the safety and welfare of children. Therefore, the Y prohibits the use, manufacture, or possession of alcohol or drugs (except those properly prescribed by a physician and used in accordance with the physician's instructions) by any employee while on the job or in any Y program facility.

NON-SMOKING POLICY

The Y is committed to modeling healthy living. In conjunction with state laws on school campuses, smoking is prohibited at Y before and after school programs and on school campuses.

NONDISCRIMINATION STATEMENT

The South Sound YMCA is an inclusive organization. We welcome employees and members of all races, religions, colors, genders, ages, national origins, sexual orientations, physical or mental abilities, and economic backgrounds without discriminating and without judgment.

USE OF MEDIA

Use of pictures, video, or other media with children will be subject to release included in registration. No media will be used for any purpose without written consent from a parent/guardian. In some cases, media will be used for marketing and promotion purposes. Media will only be allowed if it is instrumental to a learning opportunity or specific child development activity.

TRANSPORTATION

The Y does not provide transportation for before and after-school care. Staff cannot transport a child in the program.

The Shelton School district does provide transportation for before and after-school care. Contact us for more information.

AMERICAN DISABILITY ACT NOTICE

To the extent, it is reasonable to do so; the Y will provide services to children with disabilities in the same manner as services provided for other children of comparable age. Parents or guardians are encouraged to disclose medical, physical, or behavioral issues at the time of the child's enrollment and on an ongoing basis. Parents or guardians will then fill out an individual plan of care and/or plan of success. Due to the large group format of the program, the Y is unable to provide one on one care for any child.

