



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WHEN SCHOOL'S OUT, THE Y IS IN!

Y AFTER SCHOOL
AND
Y SUMMER CAMP
PARENT
HANDBOOK

P.O BOX 2130
ROANOKE, VA 24009
(540) 342-2332



Y AFTER SCHOOL AND Y SUMMER CAMP

When school is out, the YMCA is in. . . .

Dear Parents:

Welcome to the YMCA! We are pleased with your decision to select one of our outstanding Y After School or Y Summer Camp programs for your child care needs. Operating since 1988, the Y After School and Y Summer Camp is sponsored by the YMCA of Roanoke Valley in cooperation with Roanoke City Schools, Salem City Schools, and Botetourt County Schools.

You will discover that our staff bring years of experience and enthusiasm working with children to our program. We're excited about our Y After School and Y Summer Camp programs and look forward to providing you and your child with quality programming and care. As always, we value your comments and ideas and personally invite you to serve on a Parent's Advisory Board, if your schedule will allow.

We have enclosed a copy of the Parent Handbook and enrollment forms that must be completed at the time of registration. Once complete, please mail the enrollment forms to the Y After School or Y Summer Camp, P.O Box 2130, SW Roanoke, VA 24009. A copy of your child's immunizations, physical and birth certificate must also be provided with that information at each program change. Please take the time to carefully read this handbook which provides essential information for parents.

Our mission is to make the Y After School and Y Summer Camp a happy and memorable experience for your child while promoting academic success, healthy movement, and nutritional support. If we can be of any further assistance, please contact our office at 342-2332.

In the "Y" Spirit,



**Jonathan Pait
Executive Director
YMCA of Virginia's Blue Ridge**

PARENT HANDBOOK

MISSION STATEMENT AND PHILOSOPHY

The YMCA of Roanoke Valley is an association of people of all ages, ethnic backgrounds and religious affiliations. We are united in a common effort to put Christian principles into practice through programs that build a healthy spirit, mind, and body for all.

At the Y After School and Y Summer Camp Programs our commitment is to the youth. The YMCA provides for young people with services and activities, which develop and enrich their lives and help them achieve their fullest God-given potential.

We believe that each child is entitled to a safe, secure, and nurturing environment when separated from his/her parents. We also believe:

- * Children deserve respect**
- * Children should not be humiliated, hurt or embarrassed**
- * Children's self-respect should be treated with TLC**
- * Children have the right to make choices**
- * Children should be taught rather than trained**

GENERAL INFORMATION

WHO: Boys and Girls ages 4-12 during the school year program. Ages 5-12 during summer camp.

HOURS:

Y After School child care operates from school dismissal until 6:00 p.m. The program will remain open on teacher workshop days and holiday breaks from 7:00 a.m. until 6:00 p.m. We will remain open on snow days at the Kirk Family YMCA from 9:00 a.m. until 6:00 p.m. Summer Camp will be open from 7:00 a.m. till 6:00 p.m.

REGISTRATION

Parents must complete and submit a registration form, the first week's tuition and the non-refundable registration fee 72 hours prior to their child starting the program. Parents are also required to complete an enrollment packet, and provide your child's birth certificate, immunization and physical at each program change. Registration fees are non-refundable.

FINANCIAL ASSISTANCE:

Because our mission is to serve all people, we make financial aid available to working parents who want to participate in the Y After School or Y Summer Camp programs. To be considered for financial assistance, parents must first apply through the Department of Social Services. The following scenarios will apply:

- If you are approved at the Department of Social Services, you will become a DSS participant in our program, please review responsibilities on the following page.
- If you are approved at DSS but put on a waitlist, you will need to provide the YMCA with a Notice of Action letter from DSS verifying your approval and co-pay amount. The YMCA will at this time offer you financial assistance.
- If you are not approved at the Department of Social Services, the YMCA may be able to offer you financial assistance based on a sliding scale.

ENROLLMENT:

Children are admitted to the Y After School or Y Summer Camp on a first come, first serve basis. Registration forms are available on our website at www.ymcavbr.org or at the Y After School office located at the Y Express at Gainsboro. If parents wish to enroll their children, a complete set of enrollment forms, a physical and immunization form and birth certificate for each child is required at every program change. The YMCA offers 5 day and punch card options.

TUITION PAYMENTS:

We offer two options for payment through an automatic payment processing system. The YMCA only accepts payment through draft options from a checking account or credit card (Visa, MC, or Discover). The YMCA has a no cash policy.

CANCELLATION:

To properly effect the cancellation or change of this agreement, parents/guardians are required to give a two week written notice submitted at the YMCA Express at Gainsboro office.

PAYMENTS:

The YMCA is a non-profit organization and depends on donations to help support our programs. Because of our obligation to our donors and participants, we must be fiscally responsible in our dealings. Payments for the YMCA are due every week of the school year and selected summer camp weeks, regardless of holiday breaks or vacation.

AFTERSCHOOL:

Payments are due in advance for the upcoming week and will be drafted automatically each Friday. If your payment is declined, you will be notified by e-mail and by the Office Coordinator. The payment must be made by Monday at 5:00 p.m. in order for your child to remain enrolled. If no payment is received on Monday, your child will be removed from the program and not permitted to stay on Tuesday.

SUMMER CAMP:

Payments are due in advance for the upcoming week and will be drafted automatically the Monday before each camp week. If your payment is declined, you will be notified by e-mail and by the Office Coordinator. The payment must be made by Friday at 5:00 p.m. in order for your child to attend camp the following week.

Fees are not reduced for days of illness, early pick up, suspension due to behavior problems or absences due to participation in other activities. Parents are responsible for tuition fees whether a child attends the program or not.

DEPARTMENT OF SOCIAL SERVICES RECIPIENTS:

We work very closely with our local Departments of Social Services to ensure that every family receives the opportunity to participate in our after school and summer camp programs. However, in some circumstances the Department of Social Services does not reimburse the YMCA when attendance is not swiped for. In those cases the parent/guardian will be responsible for paying a no swipe fee of \$13 during the school year and \$26 during summer camp.

Each Friday, the payment method (credit card or bank account) on file will be charged for any outstanding no swipe fees.

AFTER SCHOOL:

Please bring your card with you every day. If your child is not swiped in and out before you leave each day, the child will not be permitted back in the program until all swipes are up to date.

SUMMER CAMP:

Please bring your card with you every day, if your child is not swiped in before they are signed in, they will not be permitted to stay for the day.

The following circumstances will result in a no swipe fee:

- 1. If your child is authorized for less than 5 days per week, any days attended beyond allotted amount of days will result in a now swipe fee.**
- 2. If your allotted days of absence have been used, and your child attends the program, you will be charged a no swipe fee.**
- 3. If the number of authorized days has expired on your card, and your child attends program, you will be charged a no swipe fee.**
- 4. If your child is absent or it is a Holiday and you do not back-swipe for that day, you will be charged a no swipe fee.**

PRE-PAID PUNCH CARDS:

Parents who need child care less than 5 days a week can purchase punch cards at the beginning of Y After School and Y Summer Camp and thereafter. Punch cards represent 10 full days of care and are kept on file at your child's summer camp site. With a punch card, parents can use the program for as many days that was prepaid. These cards are **NON-REFUNDABLE AND NON-TRANSFERABLE.**

NON-SUFFICIENT FUNDS:

Parents are required to notify our office immediately upon notice of a NSF transaction. Parents must also pay a service fee of \$35.00 per item returned. The fee represents a \$25.00 bank charge and a \$10.00 YMCA charge. Children are not permitted to attend unless the returned item is paid in full.

Y AFTER SCHOOL END OF YEAR PRORATION:

Y After School will not prorate fees due to the school year ending prior to the last day of the week.

WITHDRAWAL:

During Y After School, a two-week written notice is required of the parent to terminate enrollment or change the status of attendance. Parents are required to pay for all weeks regardless of the child's attendance, if no written notice is received. To ensure the integrity of our program, parents who terminate or change enrollment prior to holiday breaks or weeks less than 5 days, will be charged a \$150 reinstatement fee.

During Y Summer Camp, parents are required to pay for all weeks selected on the registration form of the summer camp brochure, regardless of the child's attendance.

TAX INFORMATION:

Parents who attend our Y After School as of December 31st, will be mailed the tax statement for filing purposes by January 31st for the previous year's expenses as a courtesy to our parents.

EARLY DISMISSAL:

On days when school closes early for a scheduled one or two-hour early dismissal, the YMCA will operate Y After School until 6:00 p.m. There is no extra fee for a one or two-hour early dismissal.

On days when school closes early unscheduled, Y After School will not operate.

TEACHER IN SERVICE DAYS AND VACATION/ALL DAY PROGRAMS:

The Y After School will operate an "All Day Program" at a designated location from 7:00 a.m.-6:00 p.m. on all teacher in-service days, vacation (excluding holidays, see next section). The Y After School will operate on unplanned snow days at the Kirk Family YMCA from 9:00 a.m. – 6:00 p.m. There is no additional fee for these services. The weekly tuition that you currently pay at your child care location is due each week during the school year, regardless of holiday, vacation or snow days.

Y After School will provide a nutritious lunch during when operating an All Day Program at Woodrow Wilson Middle School at no additional cost. Lunches are prepared in accordance with serving sizes listed by the Department of Social Services. If your child has food allergies, please make arrangements to provide your child with a packed lunch. Any time your child participates in an All Day Program at the Kirk Family YMCA, lunch will not be provided. Please pack your child's lunch.

Parents are to provide an afternoon snack during All Day Programs. Staff will be unable to heat or refrigerate any food brought in. Please label any and all food and drink brought into Y programs with your child's name and the date.

HOLIDAYS:

Our programs are closed on: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving (Black Friday), Christmas Eve, Christmas Day and New Year's Eve.

RULES:

We consider our Y After School and Y Summer Camp participants Stars! Rules are an important part of our program and staff will go over rules often throughout the day. Below you will find our rules:

- Stay quiet when adults are speaking.
- Talk with an inside voice.
- Always walk indoors.
- Respect yourself, others, & your school.
- Stay safe and have fun!

INCENTIVES:

Here at Y After School, we recognize the importance of positive reinforcement. Our incentive program is a ticket based program. Children will receive a ticket for all good behavior. Tickets cannot be revoked. At the end of the day, staff will collect the children's tickets for the day and have a raffle for a small prize. On Friday, staff will collect all tickets for the entire week and raffle 3 to 4 larger prizes. All tickets

accumulated will be entered into a semester end and year end raffle where a prize will be awarded that will be very large in nature.

DISCIPLINE AND DISMISSAL:

Children are entitled to a pleasant and harmonious environment at the Y After School and Y Summer Camp Programs. We cannot serve children who display chronically disruptive behavior.

Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to such behavior that: requires constant attention from the staff, inflicts physical or emotional harm on other children, abuse of the staff, ignores or disobeys the rules. If a child cannot adjust to the Y After School or Y Summer Camp Program, the child may be discharged. The Y After School or Y Summer Camp reserves the right to discharge a child immediately.

The Y After School and Y Summer Camp tries to prevent discipline problems from developing by providing a program of interest to the children and allowing for a variety of choices among activities. When specific problems occur, the staff will try to allow the children to experience the logical and natural consequences of their action. Staff talks with children about their actions; divert their behavior; separate children and/or separate from specific activities.

Final Action Plan for Disruptive Behavior:

- 1. A misbehaving child may be given a 5 (five) minute time-out, in order for him/her to cool off and think about his/her actions.**
- 2. If a child's behavior continues to be challenging, an incident report may be written. Parents will read, sign and return the report, which will be filed in the child's records.**
- 3. If a child receives another written behavior-related incident report, a meeting will be scheduled with the Child Care Director and staff to determine what action will be taken. Children may be suspended for disruptive behavior.**
- 4. If a child is suspended and reinstated in the Y After School or Y Summer Camp program and receives a 4th (fourth) behavior related incident report, the staff and Child Care Director may suspend the child immediately if necessary, notifying the parents to come and get the child. The staff may make such recommendations to the Child Care Director as appropriate, including discharge without the right of reinstatement.**
- 5. A child may be suspended immediately for two days for any undesired behavior, which includes verbal abuse or physical abuse with the intent to harm.**
- 6. Parents may be called to pick up their child immediately if they continually exhibit negative and/or disruptive behavior.**

Our staff will not use corporal punishment; will not isolate children out of sight or sound of the group; and will not deprive any child of food, water or bathroom privileges as a part of punishment. Reasonable efforts will be made to assist children in adjusting

to our program.

At no time during our programs are parents allowed to discipline children other than their own. If a situation arises concerning another child, please speak to a counselor and not the child. The YMCA has the right to dismiss a child from the program, because of a parent's/guardian's inappropriate behavior or conduct.

Y AFTER SCHOOL IS NON-THERAPUETIC

Y After School expects all participants to function in a group of 18 children. We are unable to provide one on one care to participants. Y After School has the right to dismiss a child from the program if the child is unable to function in a group setting.

LATE PICK UP:

Parents are expected to pick up their children before closing time (6:00 p.m.). There will be an overtime charge of \$3.00 per minute after 6:00 p.m. The charge will be drafted from your designated account on the Friday following the late pick up.

Parents cannot continue child care service until late fees are paid. Parents who are continuously late may be terminated from our program.

NON-PICK UP:

In the unlikelihood of this situation, at 6:01 p.m. the staff will start calling both parents. If parents cannot be reached, our staff will call the two emergency numbers on file. If at 6:30 p.m., the child is still at the site, the local police or Department of Social Service will be contacted.

ARRIVAL AND DEPARTURE:

During Y After School, parents must come into the site to sign children out. Parents must indicate the time you have picked up their child and write your initials next to their child's name on the specific day of the week.

During Y Summer Camp, parents must escort children into the site in the morning and sign them in. In the afternoon, parents must come into the site to sign children out. Parents must indicate the time you have picked up their child and write your initials next to their child's name on the specific day of the week.

Our programs do not permit children to go home unaccompanied. The only people your child will be released are those listed on the enrollment forms. If someone not listed is going to pick up your child, a written notice must be given to the staff in advance. If an emergency arises, a phone call from a parent will suffice. Staff will ask for photo identification upon pick up. Any person picking up a child from our programs must be at least 18 years or older. If your child attends extracurricular activities or has any other kind of arrival/departure time change within the period he/she is enrolled in the program, you must provide the staff with written permission. Our program must have a copy of all appropriate legal paperwork when the custodial parent requests the program not to release the child to the other parent.

PARENT VISITATION:

You are welcome to visit the Y After School or Y Summer Camp at any time without an

appointment, our staff welcome comments from you. Sometimes when you pick up your child, the staff may be too involved with other children to engage in an extended conversation. Feel free to talk to them informally. Some parents enjoy lingering at the program and watching or participating in the activities for a while. You are encouraged to do so when it is convenient for you. For liability and supervision reasons, it is not possible for non-enrolled children visiting the program to take part in activities.

Y STAFF:

Y After School and Y Summer Camp staff are supervised by the Child Care Director. The ratio of Y After School and Y Summer Camp staff falls between 1/10 and 1/18. Be sure to record the name and telephone number of your child's site.

REPORTING OBLIGATION:

As a licensed child care provider, we are required by law to report to the Virginia Department of Social Service and Child Protective Services anything we suspect to be child abuse or neglect. Our staff receives special training on this topic from Child Abuse Prevention Council and the Virginia Department of Social Services. This also includes the reporting of parents who appear to be impaired by drugs or alcohol.

SICK CHILDREN:

If your child has a known medical condition (asthma, diabetes, seizure disorder, etc.), Y After School requires a written and signed Action Plan from your child's physician.

Y After School or Y Summer Camp is not designed for sick children. If a staff judges that a child is sick upon arrival, having an elevated temperature of 100 degrees or above, vomiting or diarrhea, the parent may not leave the child. If a child becomes sick later at the Y, suffering from the above complaints, a contagious disease or an accident requiring medical attention, the parents will be notified to pick up the child immediately. If the parents cannot be reached, the emergency numbers will be called. Immediate arrangements must be made for picking up a sick child. A child will be isolated away from other children until a parent or guardian arrives.

If a child in our program has contracted a communicable disease we will contact all parents within 24 hours. If your child comes in contact with a life threatening disease, please contact our office at 342-2332 immediately.

HAND WASHING AND TOILETING:

Children are required to wash with soap and running water after toileting, after any contact with blood, feces or urine as well as before and after meals. Staff are required to wash their hands with soap and running water prior to serving snack, before and after helping a child use the toilet or any bodily fluid contact. If running water is not available, a germicide-cleaning agent administered per manufacture's instructions may be used. Y After School staff are not authorized to assist children in the bathroom or assist children in changing clothes if a bathroom accident occurs. Due to the licensing stance of Y After School, we are unable to provide care to children with continuous bathroom accidents.

MEALS AND SNACK:

The Y After School program offers supper to our at-risk after school locations through the Child and Adult Food Care Program (CACFP) at no additional cost. At our non-at-risk after school locations, a snack will be provided daily that includes a fruit or vegetable along with a grain or dairy product.

Menus will be posted at site monthly, and will begin the first day of the program. If a child is allergic to a specific food or beverage or cannot eat the planned meals for physical reasons (i.e. loose tooth and an apple) please make alternative meal or snack arrangements. If the alternate meal is still not suitable, please make arrangements with the staff to provide your own meals. The Y provides a serving size that is listed by the Department of Social Service, however second helpings may be allowed. If your child is a big eater, please contact our staff for suggestions on this matter.

Children attending the Y After School All Day Program and Y Summer Camp are required to bring a nutritious afternoon snack. We do recommend that the snack be consistent with what we serve. Vending machines are not available.

SUNSCREEN:

Parents give written parental authorization for the application of sunscreen when they sign their acknowledgment of receipt of handbook. We require each parent to provide the bottle labeled with your child's name, and any specific instructions. The sunscreen will be kept away from children, but not locked. Staff will be trained if the skin product is prescribed. If a parent does not want sunscreen applied to their child, a written and signed statement must be submitted with enrollment forms. We ask that parents apply sunscreen prior to drop off.

OUTDOOR PLAY:

As the leader in youth development, we understand the importance of providing our participant with time for active play and sports. Getting kids moving and having fun is essential to their overall health. Children will be allotted one hour of active play time per day in our Y programs. During the summer months a shady area will be provided to play while outside. Closed toes shoes are a requirement in our Y programs. If a child does not wear closed toe shoes, they will not be permitted to participate in active activities.

MEDICATION:

Children needing daily or emergency medication must complete the medication forms located in the enrollment packet. Both parents and prescriber must complete portions of the consent form. The medication must be in the original container, and be labeled with the child's name. All medication is locked away, out of the reach of children, unless specific instructions from a physician. The staff is encouraged to return medication to the parents when children are not attending. The staff will dispose of medication that is not picked up by the parent within 14 days after authorization expires. To avoid giving children outdated medication, the staff will document expiration dates and contact parents when a prescription is unusable. An LPN, RN, Physician or pharmacist, certified with Medication Administration Training will train our staff in medication

distribution. Our staff re-trains at three-year intervals.

TRANSPORTATION AND FIELD TRIPS:

The YMCA is responsible for transportation to and from your child's site during field trips. Safety procedures are implemented to ensure the well being of your child during these activities. Children will be transported in school busses, and remain seated with their arms, legs and head in the vehicle. There is always at least 1 staff in the vehicle with the children as well as a list of the children's names, emergency numbers and a first aid kit. Each location will have a posted sign showing the location, route and phone number for each field trip destination. All children at the site will attend the field trip. If for some reason you don't want your child to attend, or have a time conflict, you may need to make other arrangements for child care. For supervisory reasons, parents are not permitted to drop off or pick up their child from a field trip location. Staff will frequently communicate with the YMCA office when on a field trip. In the unlikely event of an accident while transporting children to or from a field trip, the YMCA will contact each parent. If a vehicle breaks down while transporting children to or from a field trip, the YMCA will provide alternate transportation in a timely matter.

SAFETY PROCEDURE:

The procedure to identify where children are at all times:

1. Frequent counts, every 15 minutes.
2. Monitor bathroom use.
3. Designate groups of children to specific staff.

The procedure to ensure that all children return to the site after a field trip:

1. Children are accounted for before the group leaves, on the bus and upon arrival.
2. Each staff will be responsible for his/her group.
3. Close communication will be kept between all staff.

The procedure for the search of a missing child:

1. The surrounding area will be searched.
2. The notification of emergency services. (911)
3. The notification of the Child Care Director.
4. Our office contacts the parents.

The safety procedure for field trips to a pool:

1. The staff and children are informed of the safety rules of the pool.
2. The swimming skills are determined before the children enter the water.
3. The children are counted by the staff and lifeguard while in the pool.

The playground safety plan for all Y After School and Y Summer Camp locations:

1. Our staff remains on the playground area near each group of children.
2. If an injury occurs, the nearest staff attends to the child.
3. If needed, emergency services will be notified by the staff.
4. The YMCA Child Care Director contacts the parents.
5. Our staff will accompany the child to the hospital.

PROCEDURE TO FOLLOW IN CASE OF A DISASTER (NATURAL OR MAN-MADE):

In the event of a fire, thunderstorm, severe winter weather, tornado, earthquake, flood, bomb threat, terrorist attack, or any other natural or man-made disaster, staff and the Child Care Director will keep each other informed. The program staff will contact each parent of the child(ren) at our program, and inform them of any location changes or pick up instructions. If the staff is unable to contact parents, the YMCA office will contact each parent. Child Care Director and staff will evaluate the environment for safety, and determine if the children need to move to a safer location. The staff will gather the attendance record, emergency and health supplies and each child's registration file to be taken with them. The staff will complete the evacuation checklist prior to leaving the site. Each site has an emergency evacuation plan and shelter available. If a disaster or emergency occurs, our Child Care Director will have at least two cell phones available to contact parents and/or emergency personnel as needed. If a disaster or emergency occurs before the program begins or after the program ends, please listen to local television and radio stations for information regarding the YMCA Programs.

EMERGENCY SHELTERS:

Each location has designated emergency shelters in place.

SAMPLE Y AFTER SCHOOL DAILY SCHEDULE:

JUMPSTART- 2:15-2:45 p.m. - Children arrive, go over rules and schedule.

PARKTIME- 2:45 - 3:10 p.m. - Active Play

PIT STOP- 3:10 - 3:30 p.m. - Bathroom/Hand Washing

FUELING TIME- 3:30 - 4:00 p.m. - Snack or Supper

HOMEWORK HIGHWAY- 4:00 - 4:30 p.m. - Quiet time for participants to complete homework and do grade specific educational activities.

CRANK IT UP TIME- 4:30 - 5:15 p.m. - Workshops (STEM, Yoga, Cooking, Crafts, etc.)

CHECKERED FLAG - 5:15 - 6:00 p.m. Incentive time, game rotations, and clean up.

SAMPLE Y SUMMER CAMP DAILY SCHEDULE

7:00-8:30am- Breakfast

8:30-11:30am -Centers, board games, puzzles, crafts, active play, camp songs, etc.

11:30am-1:00pm - Lunch

12:30-6:00pm- Outdoor activities, afternoon snack, special projects, free play, movie, departure

INSURANCE:

Please contact the YMCA Office for information pertaining to our accident insurance coverage.

LOST AND FOUND:

We encourage you to label your child's clothing and belongings. Please be observant of clothing, belongings, etc. that may accidentally come home with another name in them. Please help us maintain our supplies by returning any that are taken home. For the safety of your child's belongings, please do not allow your child to bring toys and

games from home. Any items not claimed prior to the end of each month, will be discarded.

LICENSING INFORMATION:

The Y After School and Y Summer Camp is a licensed child care program through the Commonwealth of Virginia. Standards for licensed child care centers address certain health precautions, adequate play space, ratio of children to staff, equipment, program and record keeping. Criminal record checks and specific qualifications for staff are required. Standards require the facility to meet applicable fire, health and building codes. If you would like additional information about licensing, contact them at (540) 857-7971.

Y AFTER SCHOOL AND Y SUMMER CAMP PROGRAMS

ORGANIZATIONAL CHART

YMCA BOARD OF DIRECTORS

PRESIDENT/CEO

BRANCH EXECUTIVE

YMCA CHILD CARE DIRECTOR

SITE SUPERVISOR/CAMP DIRECTOR

PROGRAM ASSISTANT

If you have any questions or concerns, please don't hesitate to contact our office at (540) 342-2332.