

# *Summer Day Camp Family Handbook*



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

Jorgensen Family YMCA  
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Phone: (260) 432-8953  
Website: [www.fwymca.org](http://www.fwymca.org)

Dear Parents/Guardians,

There's something about summer camp memories that stick with us forever. The friendships we make, the skills we learn, and the confidence we build last long after the summer ends. The Jorgensen Family YMCA has provided hundreds of children in our community with a camp experience they will never forget. Our camps offer a variety of experiences for children of all ages and abilities, with each camp offering safe and supervised fun provided by a caring, responsible staff. Each child gains something different at camp: making new friends, learning how to swim, self-confidence, independence, and leadership—skills that last far beyond camp. Whether it's your child's first camp experience or they are returning, each of our camps provide an environment where campers are encouraged to grow, have fun, and make those memories that will last a lifetime.

This parent handbook has been designed to answer your questions, promote communication between our staff and your family, and to assist you in understanding our policies and procedures. The policies outlined in this booklet are intended to protect your child(ren) and to ensure that his/her experience at the program is positive and rewarding.

Please read the handbook carefully with your child(ren) and refer to it as needed. We look forward to a tremendous summer!

Sincerely,

Kaitlyn Boehlein  
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260.755.4826

## **About the Y**

The Y is the nation's leading nonprofit committed to strengthening the foundation of communities through youth development, healthy living, and social responsibility.

### **Our Cause**

Strengthening the foundations of community is our cause. Everyday, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive.

### **How We Do It**

We are the nation's leading nonprofit committed to strengthening communities through youth development, healthy living, and social responsibility. Through our three areas of focus, the Y nurtures the potential of every child and teen, improves the nation's health and well-being, and provides opportunities to give back and support our neighbors.

### **Our Impact**

The Y is, and always will be, dedicated to building healthy, confident, connected, and secure children, adults, families, and communities. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child, and when a community comes together for the common good.

### **Our Promise**

The YMCA of Greater Fort Wayne has made a promise to our community to turn no one away due to the inability to pay.



## **American Camp Association**

Our Day Camps have obtained accreditation by the American Camp Association. Developed exclusively for camp programs, this nationally recognized accreditation process focuses on quality, health and safety issues and requires us to review every facet of our operation. Our camp has voluntarily submitted to this independent appraisal by camping experts through the American Camp Association.

## **The YMCA Mission Statement:**

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

## **Character Development**

Y's throughout the USA strive to implement our character development program exemplifying our core values of: CARING, HONESTY, RESPECT, RESPONSIBILITY, and FAITH.

These core values provide a foundation that guide all Y programs, staff trainings, and operations. It is our job to give youth and adults experiences that help them develop a set of positive values, morals, and ethics to live by. Y Staff strive to provide an environment focused on these Y core values. Campers will be taught these core values on a consistent basis. Each child will be taught expectations of conduct while at camp. Teaching the core values will allow campers in our care to form a foundation that will provide a stable, secure base on which to build their lives.

## **Staff Qualifications**

The quality and effectiveness of Y services for children are directly related to the skills and personal characteristics of the staff. Recruiting, selecting, training, and supporting the staff are essential, interrelated processes in ensuring the success and integrity of children's programs. The leaders are required to have experience in working with children, knowledge of recreation activities, and must model the Y's core values.

All Y staff are first aid and CPR certified. Background checks are conducted on all staff members. This includes a criminal background check, national sex offender public registry check, and reference checks. We take pride in our staff training, which includes emergency procedures, program planning, child abuse awareness, and other areas pertaining to child development.

### **Admissions Criteria**

Campers must be entering Kindergarten through 5<sup>th</sup> grade (exception Middle School-High School for the LIT program). Parents must complete, in its entirety, the YMCA of Greater Fort Wayne Child Care Program Registration/Health Forms, and Draft Agreement at the time of registration. It is also our policy that every child be fully toilet trained and capable of using the facilities without assistance. We understand that accidents can occur, in which case, we would require that parents pick up their children immediately or provide clean attire. Due to staffing policies and training, if accidents begin to occur on a regular basis, the child will not be able to attend our programs.

### **Equal Access**

The YMCA of Greater Fort Wayne, in keeping with its mission to help all people realize their fullest potential, encourages, and supports the participation of all children in Y Child Care Programs. We serve all children regardless of gender, race, color, nationality, religion, ethnicity, or disability. Consideration is given to the individual needs of every child and the ability of the program to meet those needs.

### **Special Needs**

At the Y, we aim to promote an inclusive environment where all children, whatever their needs, can learn and develop in a caring environment. If your child has special needs, please indicate these on the health form and notify the staff. A copy of the child's IEP is also required to better serve your child. The IEP will only be shared with the appropriate staff members.

Reasonable accommodations will be made for children who have special needs, provided a written request is made at least two weeks before the child's attendance. One-on-one care is not provided by the Y, but will be accommodated if the family provides someone and they meet our hiring and volunteer criteria. Unless a family-provided personal aide accompanies them, children must possess the ability to self-monitor, be independently mobile, and have the ability to reasonably foresee the consequences of their actions.

No child will be denied acceptance unless his or her presence would pose a significant risk to him/herself, or to the other children in the program. However, if the Y cannot meet the child's need through reasonable accommodations, the placement cannot be accepted. Decisions are made on a per case basis. Upon inquiry the Y can direct you to a professional resource in the community.

## **Program Information**

### **Program Goals**

- Create a community by building relationships among campers and staff.
- Create a safe, nurturing, welcoming environment where campers will quickly realize camp is a place where they belong and can be themselves.
- Provide positive role models that will support and guide campers through curriculum that will allow them to discover and learn new skills, talents, and interests.
- Show campers that they can accomplish anything when they believe in themselves.
- Immerse campers in an atmosphere that inspires them to live healthy, help others, work together, and make strong friendships that will last a lifetime.
- The Y is here to help campers flourish socially, emotionally, cognitively, and physically. Rooted in the core values of caring, honesty, respect, and responsibility.

Following are the curriculum areas that we use in our activity planning: Arts & Humanities, Character Development, Health & Wellness (Sports & Games), Literacy (Camp Readers), STEM (science, technology, engineering, and math), Service Learning, Nature exploration, and Conflict Resolution.

### **Session Times**

All camp sessions are one week in length, Monday through Friday. Camp begins at 9:00 am each day and ends at 4:00 pm. Extended care beginning at 5:30 am and ending at 6:00 pm is available for no additional charge. When they join their group, we will make sure your participant is given a bracelet to identify that they are signed in and with our program.

(Closed Saturdays & Sundays and July 4th)

**Daily Needs:**

- Lunch (Not needing to be refrigerated)
- Snack
- Sunscreen (spray kind preferred)  
Our staff are **not** allowed to apply sunscreen directly on your participant
- Bug Spray
- Refillable Water Bottle
- Gym Shoes (closed toe/heel with rubber bottom-no Heelys or spinners)
- Towel/swimsuit
- Backpack or bag for belongings Plastic Bag for wet suits and towels
- Comfortable Clothing (Dress for weather)  
Extra change of clothes

**What NOT to Bring:**

We do not allow campers to bring personal items from home (including electronic devices, cell phones, cash, sharp objects, weapons, firearms, explosives, alcohol, and drugs etc.). We are not responsible for any of these items should a camper make the poor choice to bring them. Due to the nature of our program, damages and theft of personal items is possible. **If participants are caught with any of the above items, the staff reserves the right to confiscate them.** In the case of weapons, firearms, explosives, alcohol, or drugs, expulsion from the program will result and the appropriate authorities will be contacted.

**Swim Time**

We swim 2-3 times per week. Our staff (who are CPR & First Aid certified) also act as lookouts to assist the lifeguards in keeping the children safe. During their time at the pool, established ratios will be maintained.

**Test.**

All swimmers 13 years and younger are **required** to pass a swim test before being allowed in the deep end of the pool. The swim test consists of 4 steps (a deep-water plunge, an endurance swim, treading water for 30 seconds, more swimming, and floating on the back for 10 seconds.) and will be administered by a certified lifeguard. Doggy paddle is not allowed.

**Mark.**

Swimmers who pass the test will receive a swim band that allows them access to the entire pool. All swimmers who do NOT pass the test will be in the shallow end.

**Protect.**

Testing and marking are the ways we ensure that your children are protected. Please be aware that lifeguards have the discretion to mandate a US Coast Guard Approved lifejacket on a swimmer at any time as well as require a swim test for any swimmer at any time. This is for the safety of all children.

## **Bus Safety Rules**

Please go over the following rules with your child so they will know what is expected of them on the bus. The only camp groups that go on field trips are Traditional groups (Squeakers, Cubs, Small Fry, Wego, Blazers, Amegos, Dynamos) and they will go once per week excluding week 1, 5, and 9. Squeakers and Cubs will go only on week 8.

- Passengers should always remain seated with all body parts inside the vehicle.
- Passengers should wear seat belts when applicable.
- Noise level should be such as not to distract the driver.
- No throwing objects inside or outside of the vehicle.
- Passengers should enter and leave the vehicle under the direction of a staff member and/or driver. If the vehicle makes an emergency stop, passengers should follow directions of the staff and use the buddy system if leaving the vehicle.
- No disruptive or rude behavior.
- Clean up after yourselves. If you bring something onto the bus, make sure you take it back with you.
- Know where the emergency exits are and how to use them.
- Should bus behavior be a repeated issue, further action may be taken, and your participant may lose the privilege to go on the bus for field trips.

**For your participant(s) to go on a field trip, they must wear an orange shirt so that way while we are away, we can more clearly and readily identify and keep track of our participants in case of emergencies.**

## **Marketing**

On occasion, the Y takes photographs, film footage, or tape recordings of our programs. This media may include your child's image or voice and is used only for purposes of promoting or interpreting Y programs. On the registration form, you will be asked for permission to include your child in these promotional materials.

## **Parent Communication**

Throughout the summer we will communicate with our families over events, field trip, weekly details, and other important information. This includes email communication sent from the Program/Site Director; flyers handed out to the group, as well as a mass one-way text service SlickText. Where we will communicate updates and alerts. The best way to inform the Program/Site Directors will be via email, however in person and phone calls do work very well. The best email to reach us is [JorgensenChildcare@fwymca.org](mailto:JorgensenChildcare@fwymca.org) as all Site Directors and our Childcare Director can see and respond to it. Alongside digital communication, when picking up or dropping off, the counselors may discuss activities coming up or request more info over your participant to better provide care. We hope that you talk with our team over needs your participant may have to ensure the best experience for them.

## **Staff Relationships Outside of Y Program**

For the safety and protection of your child and our staff, Y employees are not allowed to babysit for program participants, spend time outside of program with our families, transport children in their private vehicles, or contact families by personal phone, email, or internet. Please do NOT put our staff at risk of losing their position with us by asking them to do so.

## **Inclement Weather**

Outdoor play is an important part of our daily camp schedule. Parents are asked to dress their children appropriately for the weather conditions. A light sweater or jacket may be needed in the mornings.

## **Heat/O-zone Advisories**

At the Y we are committed to the safety of all children. All precautions will be taken to prevent heat related injuries. Staff are trained to do the following for your camper:

- Make sure there are frequent water breaks.
- Lower physical activities
- Act as role models, applying sunscreen & wearing hats outside.
- Make sure campers are in the shade or indoors whenever possible.
- Make sure there are opportunities for children to reapply sunscreen
- Watch for the signs of heat exhaustion.

## **Rain/Thunderstorms**

If it rains, camp will continue as normal. If it thunderstorms we will seek shelter immediately and stay there until it subsides. Should there be a tornado warning, all children and staff will go to predetermined safe rooms. They will sit on the floor against the wall until the threat passes. Monthly drills are done for safety purposes.

## **Payment Procedures**

### **Program Fees and Cancellations**

Full payment is due the Monday before your registered week of camp. Payment is for the entire week and will not be prorated if your child attends less than the entire week. All requests for cancellation must be made in writing no later than **four** weeks prior to the week cancelling payment due date. Only ½ of the camp fee will be refundable if this registration is cancelled less than **four** weeks prior to payment due date. **No refunds** are given if cancellation is **less than one** week from attendance. To help reduce risk of a delinquent account the preferred method of payment is to set up an automatic draft.

### **Financial Assistance**

We believe that no one should be turned away due to inability to pay. The YMCA of Greater Fort Wayne is a non-profit organization committed to strengthening the foundations of our community, one child at a time. Our Annual Campaign is a Y initiative that provides scholarships for programs and memberships to children and families in need. Once approved you will receive an award letter. It is your responsibility to keep your original copy as proof of your scholarship amount. You will be charged for any additional copies.

### **Delinquent Accounts**

When payment on an account falls three days behind, the parent/guardian will be notified that their child cannot return to the program. Your child may return when the account is brought current, or payment arrangements are made. If a parent/guardian has been notified of delinquent account and sends their child to the program anyway, staff will call to have the child immediately picked up.

### **Insufficient Funds**

If payment to the program is returned due to insufficient funds, the parent/guardian is responsible for immediately issuing another payment plus all NSF fees that are assessed.

### **Tax Information**

Statements will not be mailed to you. They are available online at: [www.fwymca.org](http://www.fwymca.org) (instructions are at the end of the handbook). Our tax ID number is: 35-0886850.

### **Sign-In and Sign-Out Procedures**

The safety of every child is a priority of the Y. Following Sign-In and Sign-Out procedures helps ensure the safety of your child and allows staff to determine which children are present at any given time.

#### **Sign-In**

For your child's safety, an adult (at least 18 years old) must walk all children to the designated area. The adult must sign the child into the program by checking them in using the tablet at the front desk table.

Under no circumstances may a child be dropped off without being signed into the program by an adult. If this occurs, the parent/guardian will be called and required to come to the site to sign their child into the program.

#### **Sign-Out**

All children must be signed out of the program by a parent/guardian or an authorized pick up (at least 18 years old). When a child is picked up from the program the parent/guardian or authorized pickup must come to the designated area and sign the child out of the program by checking them in using the tablet at the front desk table, counselors are unable to sign out/in children only the front desk can. No child will be released from the program without verification that the child has been signed out. All pickups must be prepared to show I.D. so staff can verify their identity.

For your child's protection, anyone without proper I.D. will be stopped from taking a child from the program and the parent/guardian will be contacted immediately.

If someone other than the parent/guardian or those on the authorization list needs to pick up your child, you must notify the Y staff in writing at least one day in advance. Any restricted individual must have the appropriate paperwork (restraining order, court documents, etc.) on file with the director.

If staff are uncomfortable releasing a child to you or to an authorized pick up person who appears to be incapacitated due to drug or alcohol use, they will call a different person on the authorized pick up list. If you decline this and leave with the child, we will call the police immediately.

### **Absences**

If your child will be absent from a registered week or throughout the week of camp, you do not need to inform the program director.

### **Late Pick-Up**

Camp ends at 6:00 p.m. and our staff is scheduled to leave. If you are running late, please notify your camp director. A late pick-up fee will be assessed after the program closes. There will be an additional charge of \$1.00 per child, per minute starting at 6:05 p.m. payable to the YMCA.

Parents who have not notified the camp director they will be late can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as Y staff members:

- 6:00 p.m. Program closes. Staff member in charge begins calling parent work number to check for problems or miscommunications. If contact is not made, alternative contacts listed on the registration form will be called.
- 6:30 p.m. Staff member in charge contacts program director, and local authorities to apprise them of the situation.
- 6:45 p.m. If there is no contact from the parent and no other safe option, the child will be turned over to the city or county police department.

You risk dismissal from the program if:

- You fail to pay the late fee.
- You are late picking up your child three times within a 30-day period.

**Parents must keep the Y office and camp staff notified of phone number changes for work, home, and emergency contacts always.**

## **Health & Safety**

The Y remains up to date and in compliance with CDC guidelines. If you have any questions or concerns, please feel free to call 260-755-4826

### **Medication During Program**

Any medication that needs to be administered during program hours must:

- Be accompanied by "Permission to Medicate" form. (Available at each site)
- **Be brought directly to the camp director in its original container with the child's name, physician's name, and drug name on the container.**
- Have specific doctor instruction for dosage, times, etc. The Y can only administer medication according to original instructions on label. If direction from parent is different, the parent must provide a physician's written change.
- No over-the-counter medication, including aspirin, cough medicine, etc. will be given without a doctor's written consent.
- Staff cannot administer amounts other than specified on bottle or split pills.
- Medication will not be administered past expiration date.

### **Child Illness**

For the sake of your child and others, if a child has a temperature of over 100 degrees, is vomiting, or shows other signs of illness, parents must keep the participant at home. Your child should not return to camp after an illness until they have been symptom free for 24 hours, or are otherwise cleared by a doctor's note. If this happens during program hours, we will call you and ask that you pick your child up within one hour. Should an illness be severe enough, we will follow YMCA medical emergency protocol and keep you informed throughout the process.

### **Illness/Injury Occurring During Program Hours**

If your child becomes ill, sustains a severe head injury, or needs medical assistance beyond basic first aid, they may be isolated from the other children, and you will be contacted to pick him or her up within one hour of notification. The YMCA is not equipped to handle ill/injured children beyond securing their immediate comfort (basic first aid). If you cannot be reached, we will contact someone you've authorized (emergency contact) on the Health and Registration form for immediate pick up. We will call to inform you of any head injuries, apparent sickness, severe injury, or incident of your child having an accident, the reason could range from keeping you informed, trying to get more info/desired further steps, allow for the child to talk with you, or for the participant to be picked up. Please be sure to keep the YMCA and your Camp Director informed of any changes in your work or emergency phone numbers. In an emergency, medical aid will be sought immediately and YMCA emergency protocol will be followed.

### **Communicable Disease**

Communicable diseases are diseases that are transmitted from one individual to another and easily spread among children. Common communicable diseases among children are head lice, pink eye, ringworm, and chickenpox. The following policies have been created to reduce the spread of communicable diseases.

### **Head Lice**

The Y reserves the right to inspect your child's head in the event lice is suspected in order to protect all of the other campers, staff, and parents.

- In the event nits/head lice are found among your child, a parent/guardian must pick up the child within one hour of the notification.
- The Y will notify all parents of all head lice/nits' cases when found or reported.
- If nits/head lice are found outside of the Y care, parents/guardians must contact the Site Director immediately so proper notification can be made to the other parents.
- Students with nits/head lice must not return to Y care until 24 hours after first treatment is complete.

Same policies apply to all other communicable diseases.

### **Confidentiality**

Student's records are kept within groups, as staff needs to access them regularly. Any information in a child's record that is sensitive will be kept in a secure place.

### **Reserved Rooms**

During our program, when we are using a location on YMCA property and are following our schedule, anytime we are using a location we will ask that nonparticipants use a different location for the duration of our time in that room and our staff will ask that nonparticipants do not enter the room. This is for the safety of the kids in our program to best keep track of numbers and reduce risk of injury.

## Behavior Management Procedures

### Philosophy

The Y strives to maintain a positive approach to always managing children's behavior. "Discipline" is the process of teaching self-control and the ability to live within limitations and agreed upon guidelines. The staff and children at each site establish expected behavior guidelines. Positive behavior is self-rewarding and allows for program activities to occur. When children choose to behave outside the guidelines, some consequence is required to avoid future problems. The overall safety of all children in the program is our highest priority.

### Children's Rules

It is our intent that each child enjoys the planned activities by understanding that they are responsible for their actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline and to understand that we are here to assist her or him and that we expect them to succeed. Rules for behavior are posted at every Y Camp. Character Development is an important part of our program.

### Process

When positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed.

- **Redirection:** Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
- **Removal from the Specific Activity:** When redirection has been pursued and behavior has not changed, removing the child from the activity involved for an appropriate amount of time is necessary. The removal time will be age appropriate. Other duty-oriented consequences suitable to the inappropriate behavior may also be utilized at this stage.
- **Behavior Communication:** When the child is not successful in correcting the behavior, or the behavior is of a serious nature, a behavior write-up will occur. This write-up will be discussed with the child and parent and requires a parent signature. Depending on the severity, a Parent Conference may be required.
- **Removal from the Program:** If the above process has not resulted in corrected behavior, the child may be removed from the program.

### **Serious Behavior Issues**

When a child has a serious discipline problem, on any one occasion, the parent may be called by staff and asked to pick up the child within one hour of the call. Should it be decided by Y staff that a child poses a serious problem, the child may be suspended from the program for a period of one to five days or may be re-moved from the program entirely. No child will be allowed to continue in the program who becomes a safety hazard to him/herself or others. In addition to behavior management procedures outlined above, parents must be aware that a child may be released from the program, without refund, for the following misconduct (but not limited to):

- Leaving Y Camp premises without permission, or going into unauthorized areas
- Using foul language, being rude or discourteous to staff and other children
- Defacing property
- Physical Violence (fighting, biting, putting hands on another child, threatening)
- Bringing or using any illegal substances and weapons
- Any demonstration of sexual contact/words
- Any behavior that jeopardizes the safety of staff or participants
- Stealing
- Bullying

We use a step-by-step system to address behavior concerns. This system includes warnings, a three-strike process, a written behavior report, a parent conference, and when necessary, suspension. Some behaviors, listed above under Serious Behavior Issues, may result in an immediate write-up and in some cases, suspension. Behaviors that are unsafe, physically aggressive, verbally unkind, or that show an inability to follow clear directions or safety procedures may result in a warning. A warning lets the child know that if the behavior continues, there will be a consequence and a strike. Strikes are tracked throughout the day only and do not carry over to the next day. If a child receives three strikes in one day, they will receive a written behavior report. This report will describe the rules that were broken, what happened, how staff responded, and any consequences given. Whenever appropriate, staff will review the report with the child and discuss better choices, such as taking a break, walking the track, or using the sensory room. Suspension decisions are made by the Program Director and typically range from two to five business days. In some cases, a suspension may remain in place until a meeting with the Program Director occurs. **If your participant was suspended/expelled, there will not be a discount or refund for the days missed.**

### **Conference and Suspension Process**

The write-up process follows a progressive sequence. The first write-up will not have additional measures and may be the start of a conversation of how we can best help the needs of your participant. With a second write-up, parents will be informed that the following write-up will require a parent conference. A third write-up will include a required parent conference and a suspension warning. A fourth write-up will result in suspension, which its duration will be up to the Program Director.

Should you feel a write up does not seem fair or valid, please reach out to the Program or Site Director(s) as the counselors do not have the ability to undo nor override a write up.

### **Other Behavior Related Issues**

No staff member will ever strike, swear at, abuse, or threaten with physical intimidation either a child or a parent. No staff member will allow a child to be struck, sworn at, abused, or physically intimidated by anyone else in the program. No staff member will ever solicit or accept gratuities in consideration for any treatment of a child.

### **Parent Conferences**

Informal or formal conferences may be requested by staff or parents regarding their child's behavior. Typically, conferences are requested after multiple behavior reports or extreme changes in a child's demeanor. We cannot emphasize enough how important it is that you share changes occurring at home. Staff can better provide for a child's needs when we are aware of changes. The Y partners with local agencies to provide you with resources (skills coaches, counselors etc.). You will be provided these resources at the time of the conference if needed.

## **Parent Code of Conduct**

Some of the most important principles upon which the YMCA is founded, the basis for how our programs operate and that children are expected to follow, are our four core values of caring, honesty, respect, and responsibility. To create an optimal environment for each child it is essential that all parents and visitors be aware of their responsibilities and adhere to the expected code of conduct set forth below by the YMCA Child Care Services Branch.

### **Parents are expected to:**

- Recognize that the success of children is a joint responsibility of the parents and YMCA Child Care staff.
- Inform YMCA staff of changes in their home situation that may affect student conduct or performance.
- Observe all rules set forth by the YMCA when visiting or volunteering at one of the YMCA Child Care sites.
- Treat all Y staff, parents, and children with respect and therefore set a good example in their own speech and behavior.
- Inform Y staff of ways they can help to resolve any issues of concern.
- Be respectful in all communication and ensure issues are resolved through calm dialogue between the parties directly involved while respecting the dignity of others.

### **Conduct Prohibited:**

- Disruptive behavior which interferes or threatens to interfere with the operation of any childcare programs.
- Using loud, offensive, or profane language or displaying a temper including:
  - Abusive or threatening emails, texts, voicemails, phone messages, social media posts or other written communication.
  - Yelling, taunting, threatening or derogatory remarks.
  - Approaching another child, parent, or guardian while in the program to discuss issues or chastise them. Parents may approach Y staff and privately discuss a situation to seek a peaceful resolution.
  - Intentionally damage or destroy school property, YMCA property or any other person lawfully on school property or YMCA property.
  - Refuse to comply with any reasonable request made by Y staff.

### **Parent Conflict Resolution**

As our parent community, you deserve the best and most responsive communication we can provide. We want to actively address any concerns and ensure that all concerns are dealt with fairly, appropriately, and effectively for all. We believe:

- Your child/ren and a positive environment are the focus of our work, and communication that concerns your child's well-being and progress is a priority.
- Parent communication regarding your child/ren should first and foremost occur with the Y staff that works directly with the child.

The parent should arrange a meeting with Y staff to discuss any concerns and attempt to come to a mutually agreed upon solution. The Program Director should be included in these communications.

If a mutually agreed on solution is not reached, the parent may arrange a meeting with the Executive Director. The Executive Director, at their discretion, may invite the staff member(s) to be present.

### **Persons in violation of the Code of Conduct**

Should a parent/guardian or visitor fail to heed the Code of Conduct set forth by the Jorgensen Family YMCA, we reserve the right to enact the following:

- Issue a verbal warning with actions that are in direct violation of our Code of Conduct.
- Depending upon the severity of the incident:
  - Prohibit from school or YMCA grounds and participation in any childcare programs.
  - Pursue legal action against any person violating the code.

## **HEPA (Healthy Eating & Physical Activity) Standards**

The YMCA Child Care Services Branch implements a series of healthy eating and physical activity standards in our programs as part of the Y's national commitment to combat childhood obesity and ensure that all those who participate in Y programs live healthier, balanced lives.

Specific ways we implement these standards:

- Parent Education- programs and information for parents about physical activity and nutrition as it relates to the health of their children.
- Physical Activity- minimum 30min. of physical activity each day, including a mix of moderate and vigorous activities. The entire group will be outdoors whenever possible.
- Screen Time- no access to television or movies. Limit digital device time to less than one hour per day. Digital device use is limited to homework or programs that actively engage children in activity.
- Food- we will commit to serving fruits, vegetables, or 100% juice for each snack with water being the primary beverage.

The standards are based in part on years of research supported by collaborations with the Harvard School of Public Health (HSPH), University of Massachusetts at Boston, the Healthy out of School Time Coalition (HOST) and the National Institute for Out of School Time (NIOST).

### **Lunch Guidelines**

Nutrition is a very important aspect of each camp day. Please send a packed lunch that does not require being refrigerated as well as a snack with them. If your child has an allergy, please be sure to inform the staff of the specific details including the severity. Y care is a candy, junk food, and soda pop free zone.

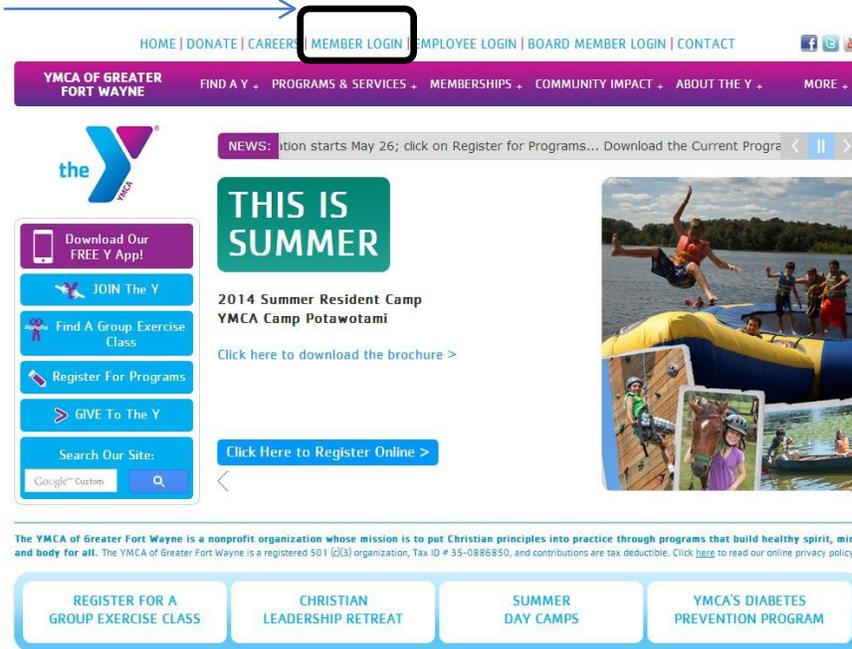
Please keep in mind the following suggestions:

- Pack extra drinks and a refillable water bottle.
- Send foods that are easy to eat and don't require cooking or refrigeration.
- Strive for a litter-less lunch (reusable containers)
- Label your child's lunch with first and last name.

# Child Care Online Account Instructions

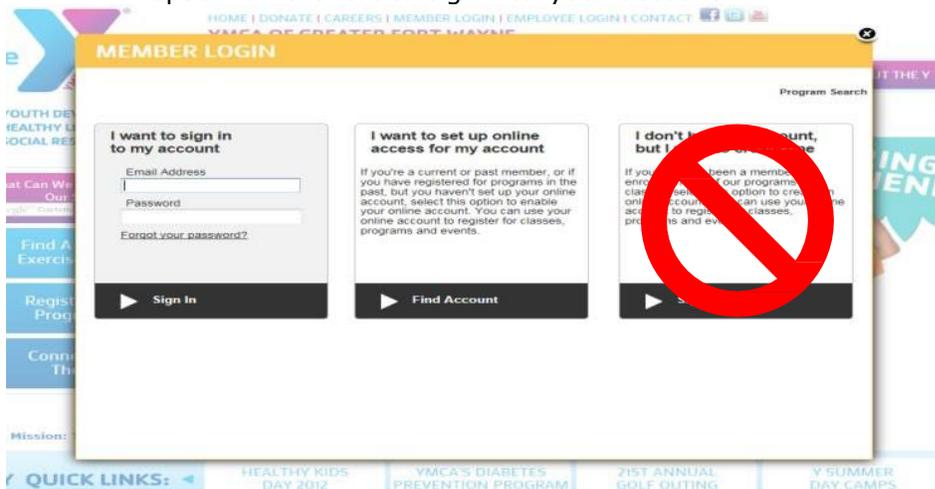
## Log in/Set up Account.

To log in to your online account, go to our website, [www.fwymca.org](http://www.fwymca.org) and click on "MEMBER LOGIN" at the top of the page.



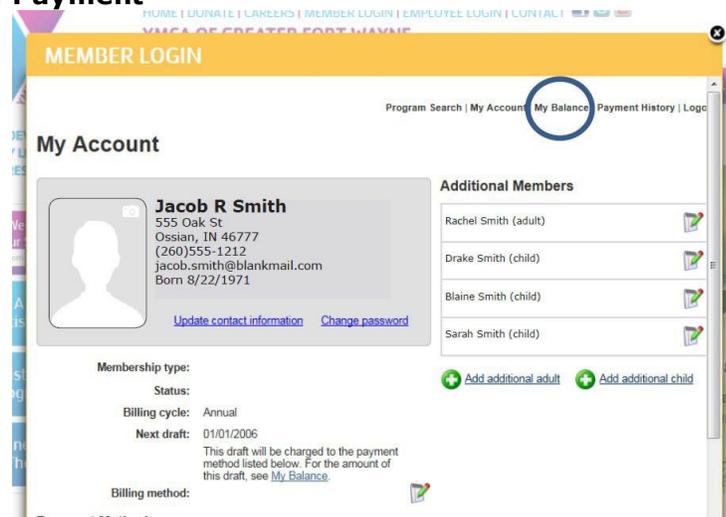
You now have three options to log in.

- Because you are registered for childcare/camp programs, you do already have an account in our system so please do NOT use the option on the right or it will not be tied to your registrations.
- If you have never used the online system before, please use the middle option to set up online access for your account. You will be asked to search for yourself and set up an email address and password.
- If you already have your email address and password on file, please use the option on the left to sign into your account.



If you have problems logging in to your account, please contact our office at 755-4826.

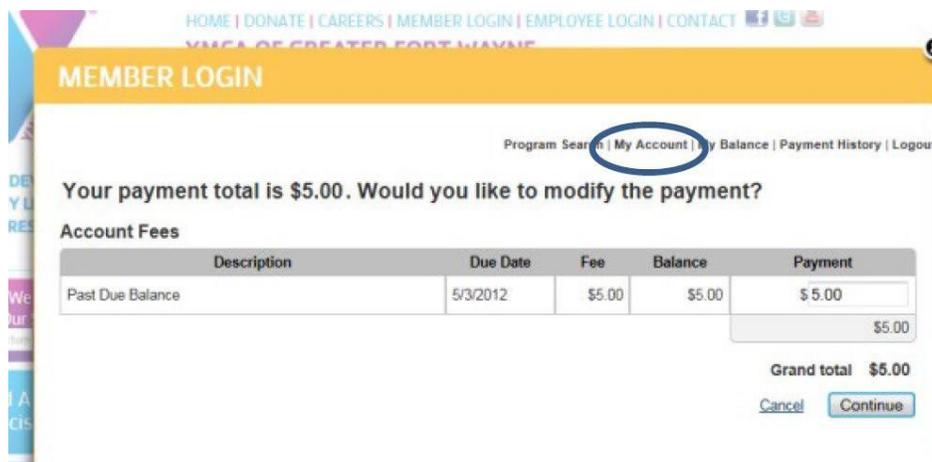
## Making a Payment



- Click "My Balance"
- Choose what you want to pay and click "Pay Fees Now."
- Make any changes necessary and click continue.
- Choose payment method and click continue, then verify payment and submit.

## Manage your account.

- Click on "My Account" at the top of page.
- From here you can **update contact info, change your password, and more!**



## Viewing Payments, Receipts, & Tax Statements

- Click "Payment History" at the top of the page then choose the date range.

MEMBER LOGIN

Welcome, Elizabeth McConn Program Search | My Account | My Balance | **Payment History** | Log Out

**Payment History**

View payment history for: Custom Range From: 1/1/2003 To: 05/03/2012 **View**

Date Paid	Payment Description	Amount
05/06/11 03:13 pm	Check #1068 (48535581) good friday	\$15.00
04/08/10 04:47 pm	Check #1103 (41017295) GFB	\$80.00
10/07/09 03:12 pm	VISA 4311xxxxxxxx8352 (37648476)	\$50.00
09/18/09 07:42 am	VISA 4489xxxxxxxx2916 (37201658)	\$60.00
12/06/08 07:49 am	VISA 4311xxxxxxxx8352 (31661388)	\$45.00
09/17/08 03:23 pm	Check #978 (30157901) Items 60	\$40.00
03/13/08 10:40 am	Check #910 (26324507) Good Friday Breakfast - for Danica	\$25.00
06/12/07 10:34 am	Check #3-789 (21430678) 2007 Camp PWY	\$75.00
07/22/05 08:01 am	Check #1342 (9796394) paid for pool fees for June 24 overnighter	\$40.00

- To see detail of a payment, click on that line.
- To print the transaction, click on the printer icon and you will get a printer friendly receipt.

Welcome, Elizabeth McConn Program Search | My Account | My Balance | Payment History | Log Out

**Payment History**

View payment history for: Custom Range From: 1/1/2003 To: 05/03/2012 **View**

Date Paid	Payment Description	Amount
05/06/11 03:13 pm	Check #1068 (48535581) good friday	\$15.00
05/06/11 03:13 pm	Good Friday Prayer Breakfast - 1 seat	\$15.00
04/08/10 04:47 pm	Check #1103 (41017295) GFB	\$80.00
10/07/09 03:12 pm	VISA 4311xxxxxxxx8352 (37648476)	\$50.00

## **Thank you**

Thank you for taking the time to review the Summer Handbook. We appreciate your partnership and support. If you have any questions or need clarification on any policies or procedures, please don't hesitate to reach out to our team.