

Parent Handbook
School-Age Childcare
2019-2020



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Welcome to the Jorgensen Family YMCA School-Age Childcare Program

The School-Age Childcare staff would like to welcome everyone to another great year. We are excited to be able to provide an enriching, safe, and fun environment for your child to experience. Our mature and experienced staff will focus on incorporating the Y's core values of Caring, Honesty, Respect, and Responsibility into this program. The School-Age Childcare Program will provide opportunities for your child to learn compassion, build self-esteem, and develop lasting friendships. We look forward to having a tremendous year.

About the YMCA

YMCA of Greater Fort Wayne:

The Jorgensen Family YMCA is one of eight branches, in the YMCA of Greater Fort Wayne area. The YMCA is a non-for-profit agency supported by our membership, program participants, and donor contributions.

The Y associates people of all ages, ethnic backgrounds, and religious affiliation into a worldwide fellowship based on Judeo-Christian principles. We strive to be the leading provider of affordable activities that promote healthy spirits, minds, and bodies for individuals and families in the Greater Fort Wayne area.

The Y is governed by a Board of Managers that is made up of concerned and interested local community leaders and YMCA members. Through regular meetings, the Board monitors ongoing operations, ascertains community needs, ensures the proper functioning of the organization, and provides leadership to the long range planning process for all YMCA's in the Greater Fort Wayne Association. The Board employs a CEO who, with other staff and volunteers, supervises the ongoing Branch Operations of the Y programs and services.

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

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. The School-Age Childcare Staff strives to provide an environment focused on these Y core values. Students will be taught these core values on a consistent basis. Each child will be taught expectations of conduct while in the School-Age Childcare Program. Teaching the core values will allow students in our care to form a foundation that will provide a stable, secure base on which to build their lives.

Child Care 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.

Jorgensen YMCA childcare staff members are CPR and First Aid Certified and have completed a criminal background and sexual offender's background check. We take pride in our staff and provide training.

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.

YMCA Quality Check Program

Each fall, the YMCA Childcare Program Development Team conducts a quality check assessment of our childcare programs. The assessment includes the formation of a Quality Check Team made up of YMCA childcare professionals, and branch executive directors with an on-site visitation at each child care program. Parents interested in participating should contact the Childcare Services Director, Rebecca Sullivan at 755-4826. Each family (children and parents) will be given an opportunity to evaluate the program.

Childcare Program Information

Y Child Care Program Goals

Specific Goals Include:

Provide an environment of safety, support, and care

Focus on instilling the four core values in each student

Develop the interpersonal skills of each student

Provide an environment that increases the self-confidence and the feeling of self-worth for each student

Focus on teaching each student how to be effective members of a group

Improve the ability of parents and children to communicate with and understand each other

Support a child's education

Admissions Criteria

Students must be enrolled in either Southwest Allen County Schools or Saint Elizabeth (Kindergarten thru 5th grade; thru 8th grade or has special needs) to be accepted. Parents must register online or in house at the Jorgensen Family YMCA for the Before and After program, turn in immunization records in order to be eligible to register for the program. 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.

Special Needs

At the Y we aim to promote an inclusive environment where all children, whatever their needs, can learn and develop in a happy, caring, and educational environment. Generally the Y is unable to meet the needs of a child who requires a greater ratio than one staff to twelve students. These needs include social, emotional, cognitive, language, and/or motor development growth. Decisions are made on a per case basis. Upon inquiry, the Y can direct you to a professional resource in the community.

Before School Program

Begins at 5:30am and runs until school begins. You are welcome to bring food for your child to eat in the AM, however food will not be provided by the Y. Before school is loosely structured in order to keep flexibility; allowing easy transitions for children arriving at varying times.

After School Program

Begins at school dismissal and continues until 6:00 pm. We will provide homework assistance (M-TH) and a daily snack.

Parents must keep the Y notified of phone number changes for work, home, and emergency contacts at all times.

School's Out camp

On days when school is scheduled to be out of session, childcare is offered from 5:30am until 6pm. You must sign up for these dates by the Wednesday prior to the week you plan on attending. Once signed up for the School's Out Camp you have until the Wednesday prior to make the week of attendance to cancel; **if signed up for spring or winter break you will be charged** for the day regardless of attendance. **ALL OTHER School's Out Days are included in your program fees with no additional charge.** You will be able to sign up for School's Out Camp dates at least two weeks in advance.

Spring and Winter Break are not included in the Before and After School program fees. The monthly fees are prorated for these breaks. All other scheduled days out of school are included in the Before and After School Program and have no additional charge.

School's Out Camp schedules will vary. You will be required to bring a sack lunch. Parents will be contacted to bring a lunch if their child does not bring one with them. (If a parent can not be notified a fee of up to \$10 may be charged to the participant's account and lunch will be provided.)

Holiday Schedule (subject to change)

The Childcare Program does not operate on the following days:

New Year's Eve	Labor Day
New Year's Day	Thanksgiving
Memorial Day	Day after Thanksgiving
4th of July	Christmas Eve
	Christmas Day

Bad Weather/Snow Closures

If school closes due to inclement weather, the Jorgensen Family YMCA will be open unless there is a state of emergency declared for Allen County. Transportation on snow days is the parent's responsibility. For questions pertaining to fees, please reference Frequently Asked Questions on the last page of this hand book.

Daily Absences

If your child is going to be absent in the afternoons, it is very important that you call/e-mail either the Childcare Director at 755-4826, the Before and After School Classroom at 755-4834, or Jorgensen_Childcare@fwymca.org to let us know.

Newsletter

At the beginning of each month, you will receive a newsletter that will review important information about your child's Y program. Please read the newsletter carefully. This newsletter will be available on the parent sign in and out table, as well as, sent to the e-mail address you have on file.

Homework

Homework support is important to the YMCA. The after school program will provide your child the opportunity to do homework for at least 20-30 minutes, Monday through Thursday of each week. Your child will be encouraged to work on homework during the scheduled time. Staff will be available at this time to assist your child when needed. Please encourage your child to take advantage of the scheduled homework support time. If your child does not have homework he/she will be asked to read quietly for the allotted time. Please note that we do not provide one-on-one tutoring during this time. Your child may do homework prior to study hall if she or he wishes, while not in a gym setting or pool, and while eating.

Required Sign-in/Out Procedure

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

An adult (at least 18 years old) must walk all children to the designated childcare area. The adult must sign the child into the program by signing next to the child's name on the attendance roster.

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 childcare 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 adult (at least 18 years old). When a child is picked up from the program the parent / guardian or authorized adult must come to the designated childcare area and sign the child out of the program by signing behind your child's name on the attendance roster. No child will be released from the program without an adult's signature. All adults picking up children 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 pick up list needs to pick up your child, you must notify the Y childcare staff in writing at least one day in advance.

Any restricted individual must have a restraining order / custody decree on file with the director.

After School Program Late Pick-Up

Y childcare ends at 6:00 p.m. and our staff is scheduled to leave. If you are running late, please notify the program site director by calling 432-8953 and asking for a childcare representative. 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 (these fees are not subject to financial aid or sibling discounts). You will receive a receipt for your payment.

Parents who have not notified the site 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 team leader, 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, (repeat offenders will be assessed individually).

Parents must keep the Y office and site notified of phone number changes for work, home, and emergency contacts at all times.

Medication During Program

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

- Be accompanied by "Permission to Medicate" that is signed by a physician (Available upon request).
- Be brought directly to the Site 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 are asked to keep the participant at home. Participants must be symptom free for at least 24 hours before returning to the childcare program. Parents must notify the Y of the absence and the nature of the illness.

Illness/Injury Occurring During Program Hours

The Y does not aim to exclude children from the program unnecessarily. The Y's illness/injury policies are based on the following criteria:

- Preventable public health practices
- The comfort and safety of the sick child
- The staff's ability to accommodate or care for a sick child
- The protection of the other students, staff and parents from communicable disease conditions

If your child becomes ill/injured, they will be isolated from the other children and you will be contacted to pick him or her up with in one hour of notification (depending on the severity of the injury or illness). The YMCA is not equipped to handle ill/injured children beyond securing their immediate comfort. If you cannot be reached, we will contact someone you've authorized from your emergency contact on the Registration form for immediate pick up. Please be sure to keep the YMCA Childcare department informed of any changes in your work or emergency phone numbers. In an emergency, medical aid will be sought immediately.

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 student(s), staff, and parents

- In the event nits/head lice are found among your child, a parent/guardian must pick up the child with in 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.

Emergency Procedures

If the YMCA childcare program must take cover due to inclement weather or any other emergency, staff will lead children to a safe area as listed on the posted "Emergency Procedures Plan".

WHAT NOTS!

Do not bring the following items to the YMCA:

No sharp objects or any other object that would be destructive to your child or other participants or staff.

No CELL PHONES

No handheld gaming equipment

No weapons, firearms, or explosives

Toys from Home:

The staff at the YMCA is not responsible for ANY personal property brought from home. We do not recommend bringing toys from home. Due to the nature of our program damages and theft of personal items is possible. If participants are using toys from home the staff reserves the right to confiscate and/or restrict the use of personal property during the program hours.

Behavior Management Procedures

Philosophy

The Y strives to maintain a positive approach to managing children's behavior at all times. "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 site. Character Development is an important part of our program.

Parent's Rights:

Parents/guardians, upon registration, have the right to enter and inspect the childcare facility in which their child(ren) is receiving care, without advanced notice to the program staff. Entry and inspection is limited to the normal operating hours while their child(ren) is receiving care.

Process

When positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the follow 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. At this time or any time moving forward you and your child may receive a Behavior Notice to inform you of the incident(s) that have occurred that day to help keep you informed.
- **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.
- **Write-ups:** 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. If a child receives three write-ups a parent conference is 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

In addition to behavior management procedures outlined above, parents must be aware that:

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. Biting another child, or injuring another child or staff member are examples of serious discipline problems.

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 1 or more days; or may be re-moved from the program entirely. No child will be allowed to continue in the program that becomes a safety hazard to him/herself or others.

Other Behavior Related Issues

No staff member will ever, strike, swear at, abuse, or threaten with physical intimidation either a child or parent.

No staff member will knowingly allow a child to be stricken, 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

The exchange of information about a child from the parent's perspective and the staff's perspective can be very helpful to both parent(s) and program staff. Parent conferences can be informal or formal. We cannot emphasize enough that it is important that you share changes at home or at school that affect your child's life. Changes occurring in the relationship of the parents will also influence the way in which your child relates to others. Staff can better provide for a child's needs at these times if we are aware of changes.

Snack Information

We serve an afternoon snack. If your child does not like the snack provided or can't have it due to dietary restrictions, please send something with them. If you are sending the snack, please make sure it is healthy (No sugar sweet drinks/soda, candy, cakes, Cheetos etc.). Candy will not be considered a snack and may be asked to be put away or confiscated.

You may buy snacks for your child from the vending machines before or after the child is signed in/out of the program. However, youth will not be permitted to purchase snack items or drinks once signed into the Childcare Program.

Financial Information

Program Fees

All participants must register for the program prior to participation, which can be completed on-line or in-house. A copy of immunization records must be on file for each child enrolling for a program. Unpaid balances may result in dismissal from the Program.

Childcare programs operate on a monthly payment basis. Payment is due by the 1st of each month. You may set-up your childcare payments through a credit/debit card or checking account for automatic drafts.

Late Payment Fees

A late fee of \$5.00 will be assessed when payment is not received on time. After the third late payment, the late fee will increase to \$15.00 per occurrence.

Insufficient Funds

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

Delinquent Accounts

When payment on an account falls one week behind, the parent/guardian may be notified that their child cannot return to the program. The child may return when the account is brought current or payment arrangements are made.

If a parent/guardian has been notified of the delinquent account and sends their child to the program anyway, staff will call to have the child immediately picked up.

Online Account/Payment Receipts

You are able to access receipts, make payments, and access balance due information online. Access to this information is available on our website.

Instructions:

1. Go to www.fwymca.org
2. Click on Member Login (at the top of the page)
 - a. If you have registered for a Y program online before use your username and password to login.
 - b. If you have NOT registered for a program online you can follow the prompts to create or find your account. You will need to use the e-mail address you have provided for the primary person on your account.
 - c. If the above options have been unsuccessful call or e-mail the Childcare Department at 260.755.4826 or Jorgensen.childcare@fwymca.org and we will help you set up your login and password.

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. Those families unable to pay the full cost of participation (and aren't already receiving CANI funds) are encouraged to apply for the YMCA Financial Assistance at our front desk, application forms can also be found on our website at www.fwymca.org.

CCDF Vouchers/CANI

We do accept CCDF Vouchers. If you need an 805 form completed, we ask that you call and request it at least 5 business days before your appointment. The Child Care Development Fund (CCDF) allows parents the opportunity to maintain employment and complete educational goals without the overwhelming financial burden of child care costs. Parents must be working, going to school, or receiving job training to qualify for this program.

How to cancel your childcare contract:

Contracts are valid for the entire school year unless formally cancelled via a written letter/e-mail. You must cancel your contract in writing. Telling a staff member of your wish to cancel or that your child will not be returning DOES NOT CANCEL your contract. For more on information on contracts and cancellation look in the frequently asked questions below.

Frequently Asked Questions

- **How do I change my contract?**
Contact Childcare Director in writing. Changes must be made two weeks prior to the new contract starting.
- **How many times can I change my contract?**
Contract changes can be made as needed. Please note once cancelled from the program your space may be filled by a waitlisted participant. We do not cancel/adjust contracts for time frames less than one full week.
- **What happens if my child is sick, do I still get charged?**
Yes! You will be charged for any days you have selected in your contract REGARDLESS of the reason the child does not attend. These charges will continue unless a new contract is signed or your old contract is terminated in writing.
- **What about Spring Break and Winter Break?**
You will need a separate contract to be filled out for Spring Break and Winter Break. These contracts will be available to you on-line only. They will need to be registered for no later than the Wednesday prior to the week of attendance. These extended periods of scheduled days out of school will be prorated, and charged only to those who have signed up for those specific days.
- **Scheduled School Days Off (excluding Spring Break and Winter Break)?**
Scheduled days out of school, such as teacher in-service days or parent teacher conferences, will be included in your regular monthly contract fee. However, preregistration for these days will still be necessary; sign-ups for these days will be posted for these at least a week in advance. E-mail requests will also be accepted.
- **What about delays and cancellations?**
If you are registered with the School Aged Childcare at the YMCA, your child(ren) may come. These are days that cannot be predicted, therefore, you **DO NOT NEED** to sign up your child(ren). If school gets cancelled prior to attendance, please provide a sack lunch. If school has been cancelled after your child has arrived lunch will be provided for a minimal charge.
- **What will I be charged for delays and cancellations?**
If you are currently signed up on a monthly contract (both member and program participant), there is no additional fee. If you are signed up for a delays/cancellations only contract-you will be charged \$16.70/per child for a delay and \$29.75/child (members) or \$39.75/per child (program participants) for cancellations
- **How can I cancel my contract?**

You must cancel your contract in writing. Contracts are valid for the entire school year unless formally cancelled via written letter/e-mail to the Childcare Director. Telling a staff member of your wish to cancel, DOES NOT cancel your contract. Cancellations are due by the Monday prior to the intended cancellation date.

- **How can I check my balance or get my receipts?**

You are able to check, pay your balance, and print your receipts through our online website. Go to www.fwymca.org and click on the online registration link on the left hand side of the page. If you have not set up an account using your e-mail address on file.

- **What about snacks?**

The Y will provide snacks in the afternoon only. Time and tables will be set aside for your child(ren) to eat a healthy snack/breakfast brought from home prior to heading off to school in the morning.