

Y-Care Family Handbook



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

Childcare Services Branch
1025 W. Rudisill Blvd. Fort Wayne, IN 46807
Phone: 260-449-8464
Website: www.fwymca.org
Fax: 260-449-4776

Dear Parents/Guardians,

The YMCA Childcare Services Branch is extremely pleased to provide a Before/After School program, for your family. By selecting the Y, you are giving your child(ren) the opportunity to benefit from a quality program that has a foundation of YMCA traditions and many years of experience in serving children and their families.

The Y is committed to providing warm, nurturing care in a safe environment. Your child will have daily opportunities to play with friends, learn new skills, build self-confidence, and enjoy many fun and challenging activities designed to meet developmental needs. Our staff will focus on incorporating the Y's core values of: Caring, Honesty, Respect, and Responsibility. Theme-related materials and activities are introduced regularly to bring together relevance and meaningful interactions. Staff members are trained in age-appropriate guidance and curriculum implementation. Our overall goal is development of the whole child.

This 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 are intended to protect your child(ren) and to ensure that their experience in the program is positive and rewarding.

Once again, welcome and thank you for choosing the Childcare Services Branch. We look forward to working together to create an exceptional learning experience for your child.

"A person's a person no matter how small."
Dr. Seuss

Sincerely,

Danyelle Calhoun
danyelle_calhoun@fwymca.org
260.449.4633

Kristal Hill
Kristal_hill@fwymca.org
260.449.4271

Haile Cotter
haile_cotter@fwymca.org
260.449.4270

Shyra Parrish
shyra_parrish@fwymca.org
260.449.8697

Clay Kennerk
clay_kennerk@fwymca.org
260.423.0017

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, can 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.

Childcare Facilities:

The Y uses facilities located on elementary school campuses. This progressive agreement and positive relationship provide for a high level of service to all members of the Allen County Community, under a structure that is locally controlled and operated on a non-for-profit basis, and has leadership provided by members of the community.

The YMCA Mission Statement:

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

Character Development

Ys 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 guides all Y programs, staff training, 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.

Childcare Staff Qualifications

The quality and effectiveness of Y services 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 recreational 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, drug screen, 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

Participants must be in pre-k through 5th grade (and enrolled in an elementary school). Parents must complete, in its entirety, the YMCA of Greater Fort Wayne Childcare Services On-line Registration (immunization Forms, waivers, & agreements) before your child is officially enrolled. 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 may 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 Childcare 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.

Diverse Abilities (Adaptive Services)

If your child has diverse abilities, or adaptive needs (including disabilities, medicinal requirements, behavioral conditions, or child custody concerns etc.), please indicate these on the health form and notify the staff. *A copy of the child's IEP or 504 is also requested to better serve your child. The IEP will only be shared with the appropriate staff members.*

Reasonable accommodation will be made for children who have diverse abilities. One-on-one aides are not provided by the Y, but will be accommodated if the family provides them, 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 can reasonably foresee the consequences of their actions.

No child will be denied acceptance unless his or her presence poses a significant risk to themselves, or to the general population, as determined by the staff. However, if the Y cannot meet the child's need through reasonable accommodations, the placement cannot be accepted or continued. Decisions are made on a per case basis. Upon inquiry the Y can direct you to a professional resource in the community. Visit: <https://www.indianadisabilityresourcefinder.org/home> for more resources available in Indiana.

Program Information

Program Goals

- Provide an environment of safety, support, and care.
- Focus on instilling the core values in each student.
- Develop the interpersonal skills of each student.
- Provide an environment that increases 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.

Before/After School Program Hours of Operation

Before Care begins at 6:30 am and runs until school begins. After Care begins at school dismissal and continues until 6:00 pm. Schedules will vary at each site. Please check with your Site Director if you have any questions.

Full Day Schedules

On days when school is not in session, full day care is offered at Arlington Elementary and Harrison Hill Elementary (when FWCS is closed) from 6:30 am-6:00 pm. During Winter and Spring Break, full day camp is also available from 6:30 am-6:00 pm at these locations. Children are required to pack a (non-perishable) lunch on a full day schedule. There is an additional fee for unscheduled school closings and break camps (winter/spring). The 2025-2026 scheduled closing days with care provided are 10/13/25, 1/19/26, 2/16/26, and 3/13/26.

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
Day after Thanksgiving	4 th of July
Good Friday	Christmas Eve
Memorial Day	Christmas Day

Toys/Electronics from Home:

We do not allow children to bring personal items from home (including electronic devices, cell phones, fidget spinners, sharp objects, weapons, firearms, explosives etc.). We are not responsible for any of these items should a child make the poor choice to bring them. Due to the nature of our program, damage 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.

Newsletter

You will be emailed a monthly newsletter that will review important information about your child's Y program. Please read the newsletter carefully.

Evaluations

Parent communication is one of the most important aspects in our programs. One tool we use to facilitate this is parent evaluation. Evaluations will be conducted yearly. It is very important that you provide us with your current e-mail address so we can send you the evaluation link. Your input is very valuable to us.

Marketing

On occasion, the Y takes 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.

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, social media, email, or internet. Please do NOT put our staff at risk of losing their position with us by asking them to do so.

Curriculum

The Y is committed to helping children develop into healthy, caring, and responsible adults. As a result, we have adopted the Search Institute's 40 Developmental Asset Model along with our own core curriculum components. To learn more about Developmental Assets visit the website at: www.search-institute.org.

Core Curriculum Components

The Y of the USA School-Age Curriculum Framework was developed in partnership with the Y and the National Institute on Out-of-School Time. The following are the curriculum areas that we use in our activity planning: Arts, 21 Century Skills (Literacy, STEM), Health & Wellness, College Readiness, Global Learning & Inclusion, Leadership Development, Service Learning, and Family Engagement.

Academic Enrichment

Homework support is a core component of Y Care. Each after-school care site will provide your child with the opportunity to do homework for a minimum of twenty minutes Monday through Thursday of each week. Staff will be available at this time to assist your child when needed. Please encourage your child to take advantage of the scheduled academic enrichment time. If your child does not have homework or chooses not to work on homework during the scheduled time, the staff will provide your child with alternative educational and enriching activities. Please note that we do not provide one-on-one tutoring during this time.

Emergency Procedures & Inclement Weather

Keeping your children safe is always our priority. Staff members are trained in basic emergency procedures, and they are all CPR and First Aid certified. Necessary responses to issues regarding tornadoes, fire escapes, lockdowns, and evacuation are addressed in staff training. Monthly drills are also conducted at the sites, so please make sure your children are dressed appropriately for the weather conditions.

2 Hour Delays

We do not currently offer two-hour delay care.

Emergency Closing Procedures

In the event of severe weather, power outages, loss of water, bomb threats, or other

unforeseen reasons, the program may need to close without prior notice. All childcare participants are encouraged to have a backup plan for emergencies. The Y will make every attempt to provide care, however, the Y cannot guarantee that staff will always be able to get to the site if an emergency arises. Due to the large number of children attending our programs, the Y will not call you to pick up your child unless the program has already begun and needs to close. Please stay tuned to local TV or radio for information and updates (some will send texts if you sign up).

School Closings

We will only provide care on the following planned closing days: 10/13/25, 1/19/26, 2/16/26, and 3/13/26.

If FWCS closes due to inclement weather, The Y Childcare site in that school will close. Arlington and Harrison Hill (for FWCS) will be open unless there is a state of emergency declared for Allen County. Transportation on weather days is the parent's responsibility. To make use of the closing day, parents must provide lunch and send appropriate winter clothing for outside play (we will be going outside if the windchill is above 15 degrees). Please bring your ID to pick up and be prepared to show it to the staff. There is an additional fee for unscheduled school closings.

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 child:

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

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, please park in designated parking spaces. An adult (at least 18 years old) must walk all children to the designated Y Care door. Then, use the Y Care doorbell or call the Y site phone and wait for the staff, so you can sign the child in on the tablet. Under no circumstances may a child be dropped off without being walked up to the designated Y care door. If this occurs, the parent/guardian will be called and required to come to the Y Care site door to check 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 Y Care door and ring the Y doorbell or call the Y site phone. Parents/guardians will let the staff know which child they are there to pick up and the staff will get the child. 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.

Parents must keep staff notified and their Daxko account updated with phone number changes, authorized pick-ups, and emergency contacts. We do not receive this information from the school.

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 an authorized pick up 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 you leave with the child, we will call the police immediately.

Absences

If your child is going to be absent, it is very important that you call your Childcare Site and leave a message on the site phone or send a text message. Tracking a missing child takes staff time and resources from the program and other children at the site, therefore, repeated failure to notify the program staff of your child's absence may result in your child being dismissed from the program and/or an additional fee.

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 your site director. A late pick-up fee of \$1.00 per child, per minute starting at 6:05 p.m. will be assessed after the program closes. Parents who have not notified the 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 numbers 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.

Payment Procedures & Policies

Program Fees

All monthly payments will be set up on auto draft at the time of registration. Payment is due the first of the month (except August, first day of school). You will be charged for all months registered, regardless of: attendance, illness, scheduled, weather closings, suspension for school or program etc. Monthly contracts include scheduled closings.

Updating Your Payment Method on File

You may add a credit card or bank account online, however, it does NOT update your scheduled payments. You will need to notify the Financial Coordinator to make those changes so late fees do NOT occur.

Cancellation

If you want to cancel your child's registration, it will require two weeks' notice to the Childcare office. As a courtesy to those on the waitlist, if your child does not attend for 3 weeks or more, you will automatically be unenrolled.

Delinquent Accounts

When payment on an account falls two weeks behind, the parent/guardian will be notified that their child will be unenrolled from program without further notice. Your child may return when the account is brought current, and you have re-enrolled at: www.fwymca.org. Please keep in mind that your child will be put on a waitlist and moved back into the program when there is availability. If a parent/guardian has been notified of a 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 childcare program is returned due to insufficient funds, a returned payment fee will be added based on the amount of the payment. The Y will attempt to collect the original amount plus the returned fee up to three times in the next ten business days.

- \$1-14.99 payment= \$10 returned payment fee
- \$15-\$29.99= \$15 returned payment fee
- \$30 and above payment= \$30 returned payment fee

CCDF Vouchers

We do accept CCDF Vouchers at designated locations. If you need a change of provider form completed, we ask that you call and request it before your appointment. The Childcare Development Fund (CCDF) allows parents the opportunity to maintain employment and complete educational goals without the overwhelming financial burden of childcare costs. Parents must be working, going to school, or receiving job training to qualify for this program.

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 CCDF funds) are encouraged to apply, please call the Childcare office @ 449-8464, or download an application from the website. Once approved, you will receive an award letter. It is your responsibility to keep your original copy as proof of your scholarship amount.

Personal Information

The Y participates in local, federal, and state grants. Some of these grants require family information such as: income, ethnicity, diverse abilities, housing info etc. You may be asked to complete additional information to remain enrolled in our program.

Tax Information

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

Health & Safety

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 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.
- We cannot administer medications one on one, in a private setting, or if it

- violates our child abuse prevention policy.
- 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 100.4 degrees, is vomiting, or shows other signs of illness, parents are asked to keep the participant at home. Parents must notify their Y Site of the absence and the nature of the illness. If this happens during program hours, we will call you and ask that you pick your child up within one hour.

Illness/Injury Occurring During Program Hours

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 within 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 Health and Registration form for immediate pick up. Please be sure to keep the YMCA and your Site Director informed of any changes in your work or emergency phone numbers. In an emergency, medical aid will be sought immediately.

For the safety of your child, gym shoes (closed toe/heel) are required.

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 to protect all the other students, 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.

The same policies apply to all other communicable diseases. If school policies differ from Y policies, the school policies will be followed.

Confidentiality

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

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 site. 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 for 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 communication form will occur. This form 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. If your child is removed from one of the YMCA of Greater Fort Wayne locations, they cannot enroll in another program during the same session (school year, summer etc.). To return during the next session, a parent conference will be required, and re-enrollment will be on a trial basis.

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 removed from the program entirely. No child will be allowed to continue in the program who becomes a safety hazard to themselves 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 care 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

Other Behavior Related Issues

No staff member will ever strike, swear at, abuse, or threaten with physical intimidation, either a child or parent. Staff may need to physically assist your child if they are in imminent danger. No staff member will allow a child to be stricken, sworn at, abused, or physically intimidated by anyone else in the program. No staff member will deprive a child of food or basic needs. 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 communication forms or extreme changes in a child's demeanor. We cannot emphasize enough how important it is that you share changes occurring at home or at school. 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 with 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 Childcare Services Branch.

Parents are expected to:

- Recognize that the success of children is a joint responsibility of the parents and YMCA Childcare 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 Childcare 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 parents should arrange a meeting with Y staff to discuss any concerns and attempt to come to a mutually agreed upon solution. The Program Director assigned to the designated program should be included in these communications.

If a mutually agreed 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 YMCA Childcare Services Branch, 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 Childcare Services Branch implements a series of healthy eating and physical activity standards in our afterschool program 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, and 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, University of Massachusetts at Boston, the Healthy Out of School Time Coalition, and the National Institute for Out of School Time.

Snack/Lunch Guidelines

Nutrition is a very important aspect of each day. At each location we serve snacks (pm only) that follow the association and Y of the USA standards/guidelines.

Students are not permitted to share food or candy with others. Water will be available during snack time at the table. The monthly schedule will be posted for your convenience. If your child does not like the snack provided or can't have it due to dietary restrictions or allergies, please send something 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.

Tips for packing a healthy snack:

- Do NOT pack sugar sweetened drinks.
- Choose whole grain foods with zero Trans-fat.
- Pack fruits or vegetables

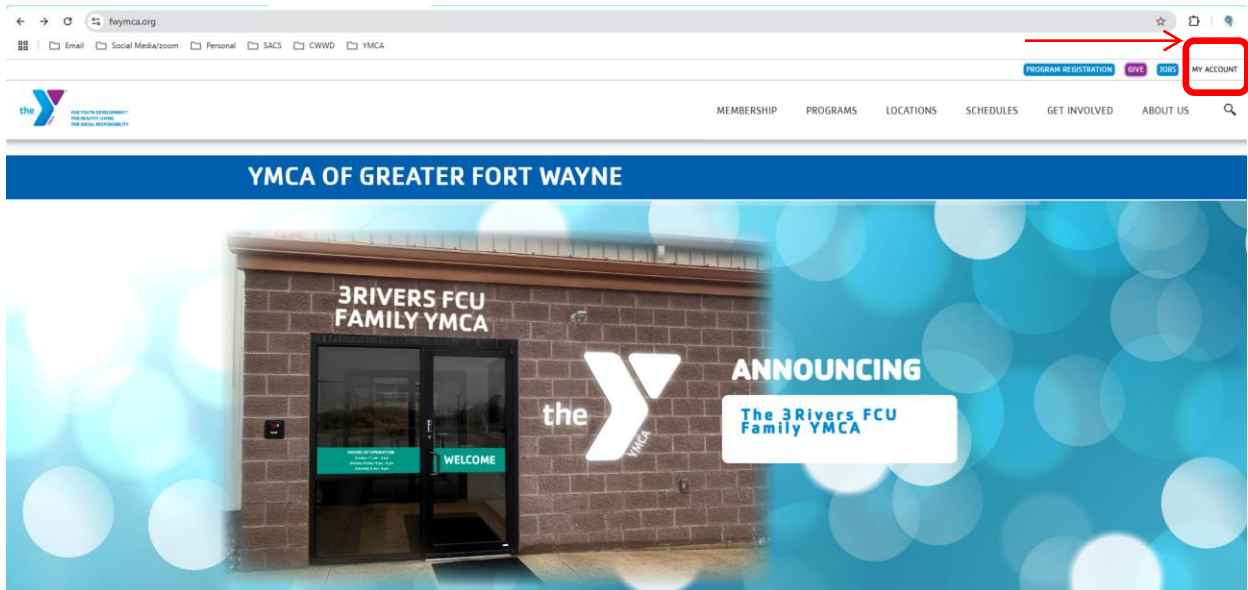
Suggestions: granola bars, dried/fresh fruits, raw vegetables with hummus, whole grain crackers with peanut butter, string cheese, whole grain cereal, and applesauce.

Research shows that physical activity is an essential part of children's lives. Our programs help children become less sedentary by: engaging children in physical activity (a minimum of 30 minutes before/after school care, 60 minutes all day program), staff will never withhold the entire time allowed for physical activity as a form of punishment (the rule is 1 min. per year old), no access to television or movies, limiting digital device time to less than 1 hour per day (homework or physical activity only), playing outdoors whenever possible.

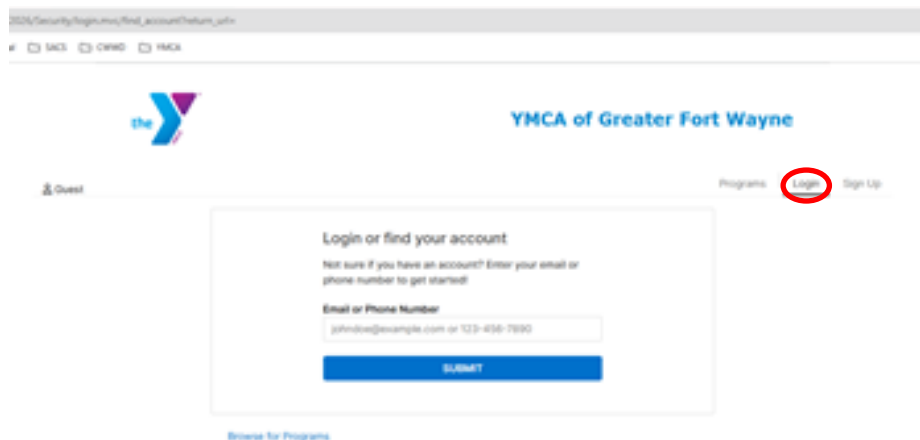
Childcare Online Account Instructions

Log in/Set up Account.

To log in to your online account, go to our website, www.fwymca.org and click on "MY ACCOUNT" at the top right corner of the page.

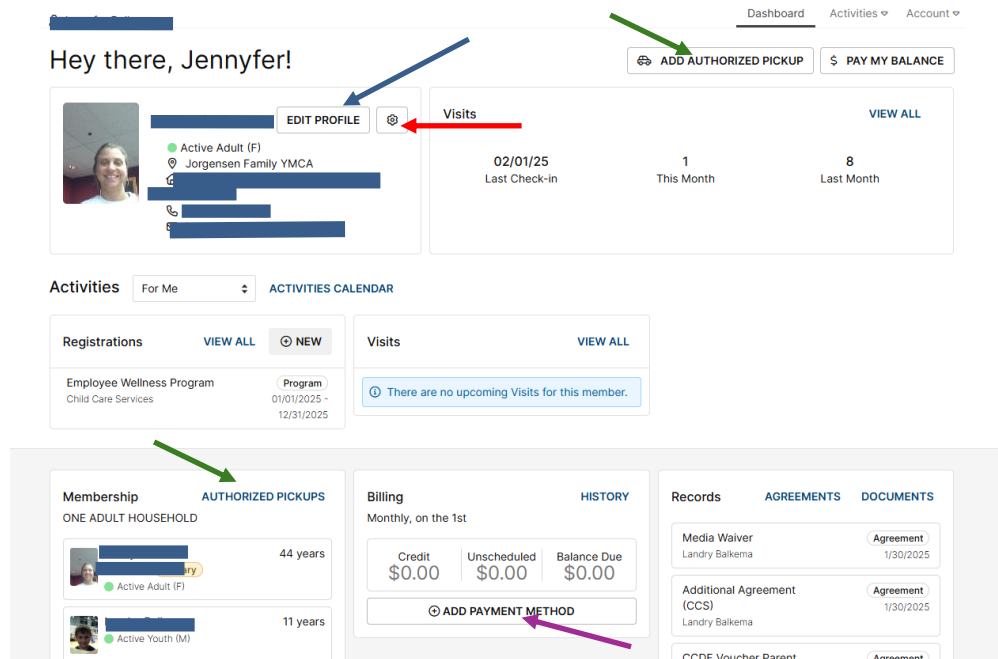


- Because you are registered for a childcare program, you do already have an account in our system so please do **NOT** use the option on the right ("SIGN UP") or it will not be tied to your registrations.
- Have your email address and password ready and ***please use the option on the left ("LOG IN") to sign into your account.***



Manage your account.

- On the main page (***Dashboard***) you can **update contact (blue arrow) or billing info (purple arrow), change your password (red arrow), and update authorized pickups (green arrows).**
- **See image below with colored arrows that show where to go to do those options.**



View and register for programs (Childcare and others).

- On the main page (***Dashboard***) you can **View Registrations under the activities section (red arrows) and change whose registration you are viewing (green arrow).**
- On the main page (***Dashboard***) you can **Register for a program using the +new box on the activities section or at the top right by clicking on the Activities drop down menu (purple arrows) and then clicking +New on that page. (image 2-purple arrow)**
- Once you click +New, a page with all of the programs will pop up. To register for school age child care go under Elementary school childcare or summer camps.
- You can use the search bar to search for any specific programs or click on each subsection to see the offerings. ****Be sure to register the correct person for the program – Change who you are registering by picking from the drop down menu. (image 2 – red arrow).**
- **Once you choose a program to register for, follow the prompts to answer needed questions, make payments, etc. Always make sure to hit the “submit” or “register” or “check out” button at the end to ensure the registration goes through.**
- Once you are registered for a program you should receive a confirmation email to the main email address on the account. **This is the one on your dashboard under the Primary Member’s picture. To edit this email address, you can do that under Edit Profile.**

Dashboard Activities Account

Hey there, Jennyfer!

ADD AUTHORIZED PICKUP PAY MY BALANCE

Visits

02/01/25 Last Check-in	1 This Month	8 Last Month
VIEW ALL		

Activities For Me ACTIVITIES CALENDAR

Registrations VIEW ALL NEW

Employee Wellness Program
Child Care Services
Program
01/01/2025 - 12/31/2025

Visits VIEW ALL

There are no upcoming Visits for this member.

Membership AUTHORIZED PICKUPS

ONE ADULT HOUSEHOLD

44 years
Active Adult (F)

11 years
Active Youth (M)

Billing HISTORY

Monthly, on the 1st

Credit	Unscheduled	Balance Due
\$0.00	\$0.00	\$0.00

ADD PAYMENT METHOD

Records AGREEMENTS DOCUMENTS

Media Waiver
Landry Balkema
Agreement
1/30/2025

Additional Agreement (CCS)
Landry Balkema
Agreement
1/30/2025

CCDF Voucher Parent
Agreement

Image 2

Activities Landry Balkema ACTIVITIES CALENDAR

Registrations VIEW ALL NEW

Employee Wellness Program
Child Care Services
Program
01/01/2025 - 12/31/2025

Visits VIEW ALL

There are no upcoming Visits for this member.

Membership AUTHORIZED PICKUPS

ONE ADULT HOUSEHOLD

44 years
Active Adult (F)

48 years
Inactive Adult (M)

11 years
Active Youth (M)

Billing HISTORY

Monthly, on the 1st

Credit	Unscheduled	Balance Due
\$0.00	\$0.00	\$0.00

ADD PAYMENT METHOD

Records AGREEMENTS DOCUMENTS

24-Hour Access Code of Conduct
Jennyfer Balkema
Agreement
10/18/2024

Media Waiver
Landry Balkema
Agreement
2/1/2024

Day Camp
Landry Balkema
Agreement
2/1/2024

Program Participation Waiver
Landry Balkema
Agreement
8/23/2023

Media Waiver
Landry Balkema
Agreement
4/28/2023

ADD DOCUMENT

Viewing Payments & Receipts

- Click "HISTORY" under the "BILLING" box (red arrow) (this box also shows your credit, unscheduled and balance past due- purple arrows) in the middle on the bottom of the page

The screenshot shows the 'My Account' dashboard for Jennyfer Jorgensen. The 'Billing' section is highlighted, showing a monthly bill of \$195.00. A red arrow points to the 'HISTORY' link under the 'Billing' section. Purple arrows point to the 'Credit', 'Unscheduled', and 'Balance Due' amounts.

Category	Amount
Credit	\$0.00
Unscheduled	\$975.00
Balance Due	\$195.00

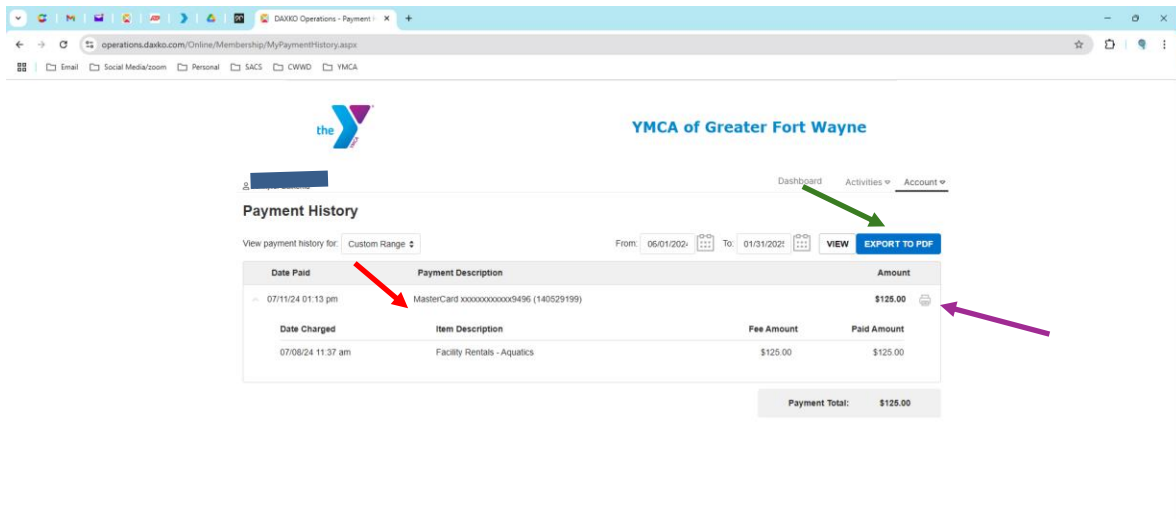
- Then choose the date range.

The screenshot shows the 'Payment History' page for the YMCA of Greater Fort Wayne. A date range selector is visible, with red arrows pointing to the 'From' and 'To' date fields. The 'From' field is set to 04/01/2020 and the 'To' field is set to 01/01/2021.

Date Paid	Payment Description	Amount
07/11/24 01:13 pm	MasterCard xxxxxxxxxxxx9496 (140529199)	\$125.00

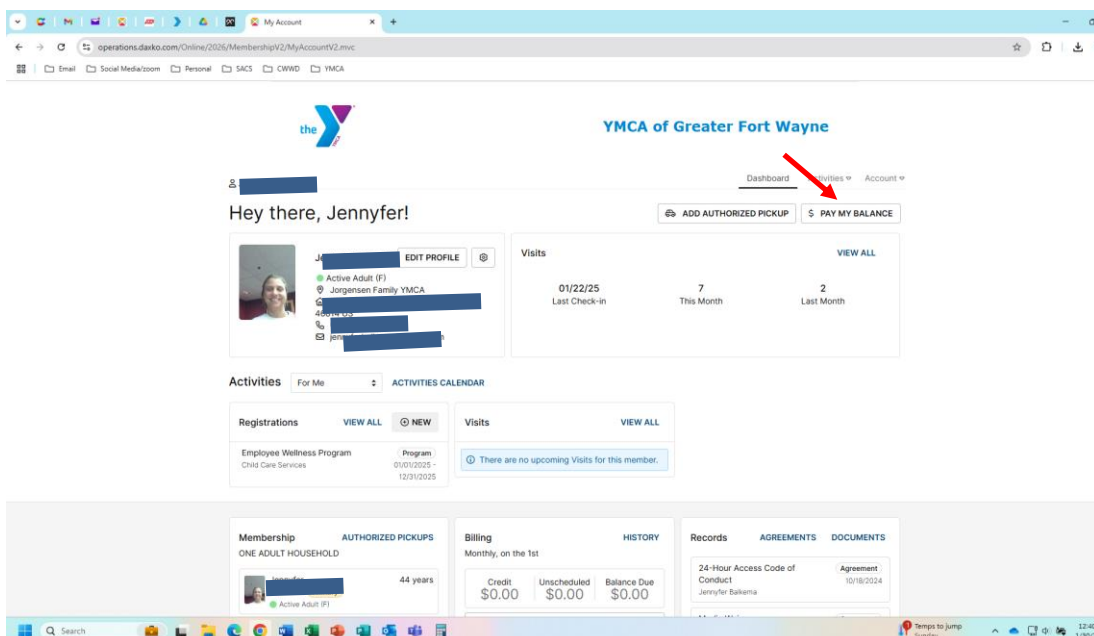
Payment Total: \$125.00

- To see the details of the payment click on that line. (red arrow)
- To print the transaction, click on the printer icon and you will get a printer friendly receipt. (purple arrow) This will show the Y address of the branch where you paid that payment.
- You can also export it as a PDF by clicking on "Export to PDF" and then download, save or print it. The PDF will show the Metro YMCA Branch as it's address. (green arrow)



Make a Payment

- From **Dashboard**, the main page, Click "PAY MY BALANCE" in the top right corner of the page.



- This page shows all balances, scheduled and unscheduled, due (Purple arrow), any past due balances (red arrow) and what the balances are for (green arrow). Past due balances will show in Red. (red arrow).
- Next, click on "PAY BALANCE" in the top right corner (blue arrow).

My Balance

Available Credit \$0.00 Scheduled \$0.00 **Balance Due \$195.00**

Account Fees

Due Date	Description	Due
01/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$195.00
02/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00
03/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00
04/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$195.00
05/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00

Scheduled
There are currently no scheduled payments on this account.

- Select the balances that you want/need to pay by clicking in the boxes and then hit next.

Make a Payment

Select the fees you want to pay.

<input type="checkbox"/>	Due Date	Description	Due
<input checked="" type="checkbox"/>	01/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$195.00
<input type="checkbox"/>	02/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00
<input type="checkbox"/>	03/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00
<input type="checkbox"/>	04/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$195.00
<input type="checkbox"/>	05/01/2025	2024-25 FWCS School Year Care (K-5) > Shambaugh Elementary School > 2024-25 FWCS After Care	\$260.00

BACK NEXT

-Select the payment method that you want to use by using the drop-down menu. Make sure that the payment amount is accurate and click on "PAY FEES".

-After you click on "PAY FEES" a confirmation page will pop up with an option to print the receipt or email it.

the YMCA of Greater Fort Wayne

Make a Payment

Payment Amount \$455.00

Payment Method Select Method

BACK PAY FEES

Tax Statements

- From **Dashboard**, the main page, Click "RECORDS" in the bottom right corner of the page.
- The Tax statement is called a Year End statement and it will have the total year's balance paid and Tax ID number.
- After you click on the "2024 Year End Child Care Statement" it will pull up as a PDF that you can download and/or print.

Activities For Me ACTIVITIES CALENDAR

Registrations VIEW ALL NEW

Visits VIEW ALL

There are no upcoming Registrations for this member.

There are no upcoming Visits for this member.

Membership AUTHORIZED PICKUPS PARTICIPANT / NON-MEMBER - Inactive

35 years

Primary

Inactive Adult (F)

8 years

Inactive Youth (F)

Billing HISTORY

Credit \$0.00

Unscheduled \$0.00

Balance Due

Discover Used for upcoming payments

ADD PAYMENT METHOD

Records AGREEMENTS DOCUMENTS

2024 Year-end child care statement Document 01/01/2025

2024 Year-end Report Agreement 5/1/2024

Additional Agreement (CCS) Agreement 5/1/2024