

Before and After School Care Parent Handbook



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

Jorgensen Family YMCA
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Website: www.fwymca.org

Dear Parents/Guardians,

The Jorgensen Family YMCA 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 also committed to providing warm, nurturing care in a safe environment. Your child will have daily opportunities to play with new friends, learn new skills, build self-confidence, and enjoy many fun and challenging activities designed to meet his or her developmental needs. Our staff will also focus on incorporating the Y's core values of: Caring, Honesty, Respect, and Responsibility into this program.

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 developing the whole child.

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.

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

Sincerely,

[Kaitlyn Boehnlein](#)

Childcare Services Director

260-755-4826

Kaitlyn_Boehnlein@fwymca.org

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.

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.

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.

The School-Age Child Care Staff strives to provide an environment focused on these Y core values. Each child will be taught expectations of conduct while in the School-Age Child Care 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. 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, 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 between the ages of 5 and 12 years old and be in Kindergarten through 5th Grade. Parents must complete, in its entirety, the Jorgensen Family YMCA SACC Program Registration, Immunization Form, Payment Contract, and Handbook Acknowledgement 3 days prior to the first day you would like your child to start care. Once we have received all of your completed information there is a 3 business day waiting period before your child can start. If we do not receive the fully completed packet on time your child will be unregistered from care and will lose their spot. 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

If your child has special 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 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 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 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 himself or herself, 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. Decisions are made on a per case basis.

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 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

Before School Program

Begins at 5:30am at the Jorgensen Family YMCA and runs until school begins. There is not a morning snack provided.

After School Program

Begins at school dismissal and continues up until 6:00 pm. This program is held entirely at Jorgensen Family YMCA. Snack is provided in the afternoon.

School Day Outs

Registration for School Day Outs are online only at www.fwymca.org. You can register the same way as your registered for Before or After care. If you need help you will need to come into the Jorgensen Y and a Membership Enrollment Specialist will be happy to walk you through the online process. On most days when school is not in session, full day care is offered at the Jorgensen Family YMCA from 5:30 AM-6:00PM, for planned school days off, such as E-Learning Days, care is included into your before/aftercare payment, however you will need to register them on our website if you wish for your child(ren) to attend. Please note the Holiday schedule below when we do not operate. There is an additional fee per instance for School Day Outs. Children are required to pack a non-refrigerated sack lunch. You are responsible for paying for each School Day Out that you sign up for regardless of if you send your child or not for holding a spot. If you wish to cancel, please contact the Childcare Services Director a minimum of 4 weeks prior to not be charged.

Holiday Schedule (subject to change)

The Childcare Program does not operate on the following days:

New Year's Eve

New Year's Day

Good Friday

Memorial Day

4th of July

Labor Day

Thanksgiving

Day after Thanksgiving

Christmas Eve

Christmas Day

Toys/Electronics and other Prohibited Items from Home:

We do not allow children to bring personal items from home (including electronic, toys, games, cell phones, sharp objects, weapons, cash, firearms, explosives etc.). **We are not responsible for any of these items should a child make the choice to bring them.** If participants are caught with any of the above items the staff reserves the right to confiscate them until pickup or next drop-off. For valuables, such as cash, **staff reserve the right to bring the item to the office to hold onto until the parent arrives upon pickup or next drop off.**

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.

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.

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. Following are the curriculum areas that we use in our activity planning: Arts & Humanities, Character Development, Health & Wellness, Homework Support, Literacy (After School Readers), STEM (science, technology, engineering, and math), Service Learning, and Social Competence & Conflict Resolution.

Homework/Academic Enrichment

Homework support is a core component of the Y School Age Curriculum. After school we will provide your child the opportunity to do homework for a minimum of twenty 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. 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 first priority. Staff members are trained in basic emergency procedures and they are all CPR and First Aid certified. Necessary responses to issues regarding tornados, fire escapes, lock downs, and evacuation are addressed in staff training. Drills are also conducted at the sites, so please make sure your children are dressed appropriately for the weather conditions.

1/2/3 Hour Delay Procedures

If a school delay is announced, the Jorgensen Family YMCA site will open at 5:30 AM as scheduled and remain open until school begins. In the event that the delay turns into a closing, we will remain open until 6:00PM as a Weather Cancellation Day.

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 or not offer care without prior notice. If Southwest Allen County Schools have an early dismissal, we will **not** provide care that day. All childcare participants are encouraged to have a backup plan for emergencies. Please stay tuned to local tv or radio for information and updates (WOWO and IN News Center will send texts if you sign up). Please pack your child a lunch and snack in case the delay turns into a closure and your child is already here.

Snow Closings/Weather Cancellation Days

If Southwest Allen Schools close due to inclement weather, The Jorgensen Family YMCA Y Care site will open unless there is a state of emergency declared for Allen County. Transportation on snow days is the parent's responsibility. To make use of the snow day, parents must provide a lunch and send appropriate winter clothing for outside play. Please bring ID to pick up and be prepared to show it to the staff. The cost for Weather Cancellation Days is \$27 per instance for members of the YMCA and \$33 per instance for non-members.

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

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 pickup (at least 18 years old). All authorized pickups must be prepared to show I.D. so staff can verify their identity. Anyone without proper I.D. may 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 Childcare Services Director in writing, in person, or on the phone. If an individual informs us that they were asked by the parent/guardian of the child(ren), we will contact the primary account holder and if we can't get ahold of the primary account holder, they will be unable to pick up and turned away.

Any restricted individual must have the appropriate paperwork (restraining order, court documents etc.) on file with the Childcare Services Director.

Absences from Y Care

Please notify your child's school if a change in transportation is necessary. It is not mandatory for you to let the Y know if your child will or will not be there on a regular school day, however for the safety of your child(ren) we will call everyone on the authorized pick-up list, if we were not notified of them being absent on any planned school day. We provide care to the children that are enrolled in our program as soon as they walk through our doors regardless of if it is their "normal" day or not.

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 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 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 Childcare Services 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 immediately.
- You are late picking up your child **three** times within a 30-day period.

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

Payment Procedures & Policies

Program Fees

Payment is due the first of the month. You must setup scheduled payments with either a credit card or a bank account that will pull on the 1st of each month. When you review your account and registrations there may be months, such as December or November, that are pro-rated as we offer less days of care than normal months. Payment is for the entire month or duration of the registered break camp days and will not be prorated if your child attends less than the entire week. We do not accepting payments in the form of cash, checks, etc.

Cancellation Policy

When you register your child(ren) for a program it will select all available days for one school year that fall under that program. Please carefully review the days your child(ren) is/are registered before you confirm care, whether that be for traditional before/aftercare or any other program that falls under Child Care. Our cancellation policy is **2 weeks** and if you wish to cancel after the 2-week mark, we will be unable to give a refund.

Late Payment

Late fees are assigned to accounts that are received late to us for any reason. You will be responsible for paying all fees.

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. 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 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. After two returned payments you risk the loss of your child's spot in our 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 are encouraged to apply, please visit the Jorgensen Family YMCA Front Desk for an application. Once approved, you will receive an award letter. It is your responsibility to keep your original copy as proof of your scholarship amount.

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. (Emailed to you).
- 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 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. If illness 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

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, 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.

For the safety of your child, gym shoes (closed toe/heel with rubber bottom-no heelys or spinners) 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.

If school policies differ from Y policies, the school policies will be followed.

Confidentiality

Student's records are kept within groups and the Director's Office, as staff needs to access them regularly.

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 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 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.

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 as we are not able to provide one on one care.

- **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 Reports:** 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.
- **Removal from the Program:** If the above process has not resulted in corrected behavior, the child may be suspended or 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 removed 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:

- Leaving Y care assigned area 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

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 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.

Write-Ups, Suspensions, and Expulsions

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.**

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.

Parent Conferences

Informal or formal conferences with the Childcare Services Director 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. Please share changes occurring at home or at school. Staff can better provide for a child's needs when we are aware of changes.

HEPA (Healthy Eating & Physical Activity) Standards

The YMCA Child Care 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. Play will take place 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.

Snack/Lunch Guidelines

Nutrition is a very important aspect of each day. At each location we serve snacks that follow the association and Y of the USA standards/guidelines. Water will be available throughout the day. The snack 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.**

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 nut butter, string cheese, whole grain cereal, and applesauce.

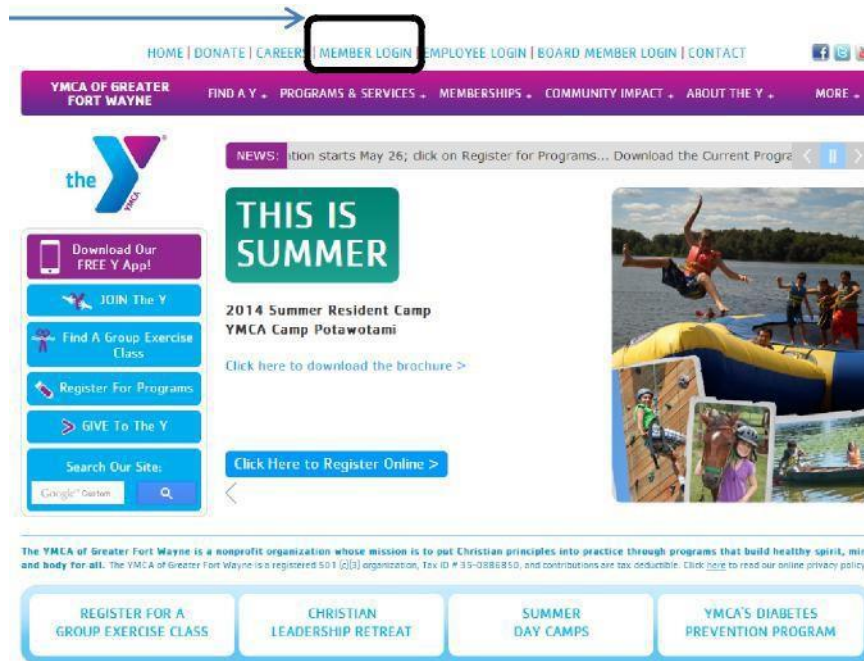
Research shows that physical activity is an essential part of children's lives. Our programs help children_12

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 physical activity as a form of punishment.

Child Care Online Account Instructions

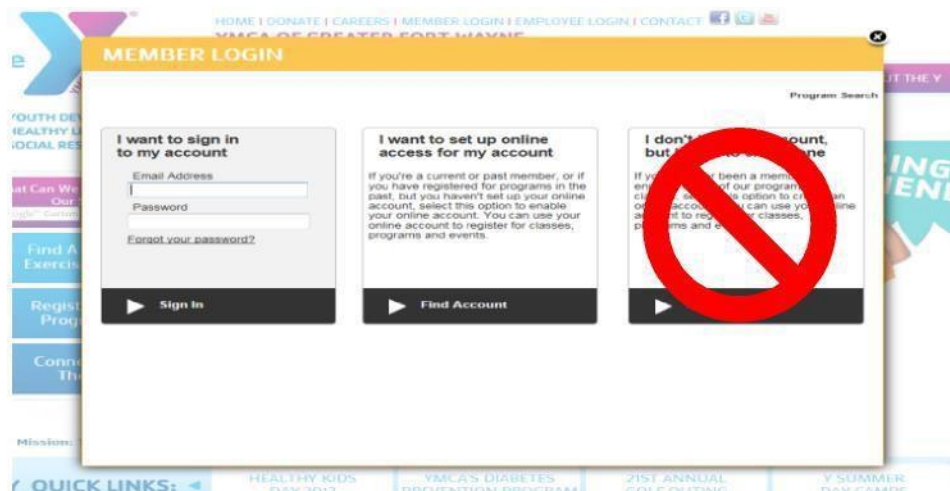
Log in/Set up Account

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



You now have three options to log in.

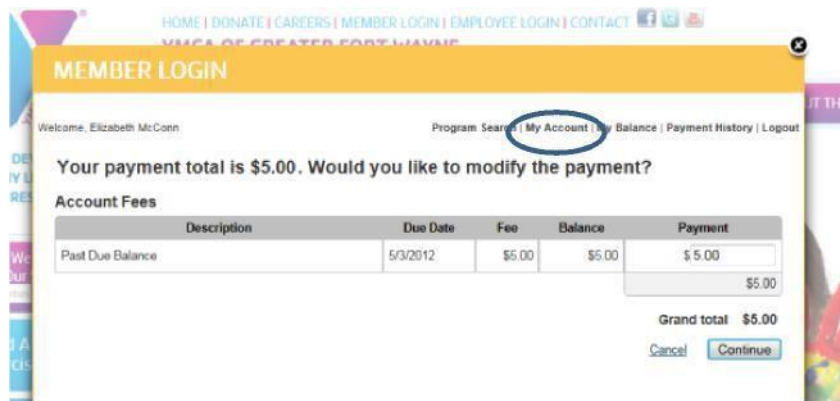
- Because you are registered for childcare/camp programs, you do already have an account in our system so please do NOT use the option on the right or it will not be tied to your registrations.
- If you have never used the online system before, please use the middle option to set up online access for 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 in to your account.



If you have problems logging in to your account, please contact our office at 497-9996.

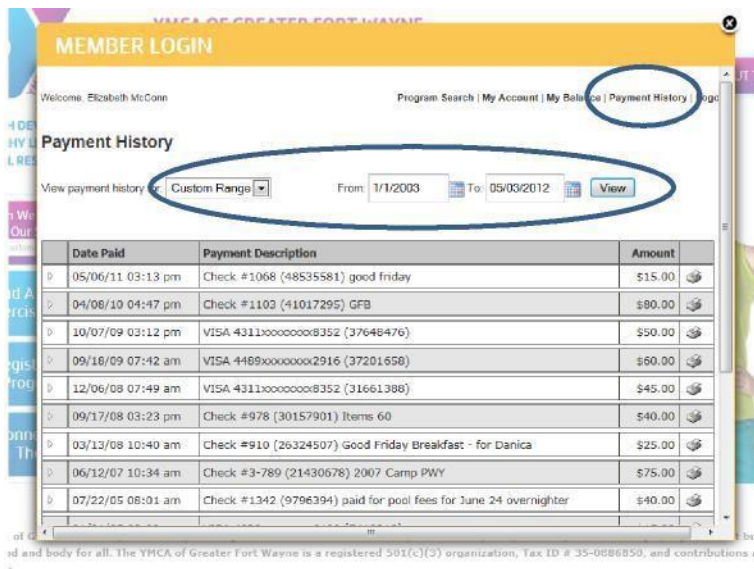
Manage your account

- 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.



- 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.

