

## **Photographs**

From time to time, provider will take photographs of the children participation in program activities or field trips. The photographs will be posted for parents and visitors to enjoy. We may occasionally be filmed for the local news, YMCA video use and for YMCA brochures. If a parent wishes that photographs not be taken of their child, a written notice must be delivered to the Director.



## **Confidential Information**

Each child has a right to confidentiality. All information pertaining to the children in our programs, including all reports, records and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.

## **Handbook Information**

This program handbook contains the policies and procedures of YMCA Child Care Services in outline form. Please take the time to read the Handbook, and keep it in a convenient location for reference. The Handbook is meant to serve as a reference guide. It is not meant to cover every aspect of the child care program or every situation which may arise. Parents should feel free to contact the child care office with questions concerning the contents of the handbook. Contact Rebecca Achenbach at 324-9625, or [rjache@kzooyymca.org](mailto:rjache@kzooyymca.org)

## **Handbook Terms**

Throughout the Handbook, the term "Parent" will be used to refer to the parent(s) or guardian(s) of the child in care. The term "Provider" will be used to refer to the YMCA Child Care Services Department.

## **Handbook Changes**

The Provider reserves the unilateral right to add, delete, modify or amend the policies and procedures described in the Handbook upon thirty (30) days' written notice to parent. Change to policies and/or procedures contained in the Handbook are effective only if set forth in writing signed by the Provider.

## **Handbook is Property of Program**

The Handbook is the exclusive property of the YMCA Child Care services and is intended for the exclusive use of the parents of enrolled children. The Handbook may not be copied or distributed to any third party without the expressive written permission of provider.

### **School-Age Philosophy**

Our program is designed to help all children grow in spirit, mind and body.

This is accomplished through helping children:

- Grow personally
- Build character
- Improve personal and family relationship
- Appreciate diversity
- Become better leaders
- Develop specific skills
- Have fun and enjoy life
- Gain an understanding and appreciation for “healthy lifestyles”

### **Parent Participation**

Parents are welcome at the program any time to observe or spend time with their child. Parents who wish to volunteer in the classroom, or on a field trip must provide documentation from the Department of Human Services that he or she has not been named in a central registry case as a perpetrator of child abuse or neglect.

### **Admission Requirements (we are a PRE-PAID SERVICE)**

The program is open to all children ages 5-12 years of age. All required paperwork must be completed before attendance, and approved by the Child Care Executive Director. The registration fee of \$50.00 and the first week's care must be paid in full before your child can attend.

### **Hours of Operation**

All programs operate Monday through Friday throughout the school year; subject to the holiday schedule listed below. KPS Prime Time sites open at 6:30am and close at 6:00pm. Mattawan Prime Time site opens at 6:45am and

also closes at 6:00pm. **No child may arrive before the opening time or stay after closing time.** There is a \$1.00 per minute late pick-up charge. This fee will be billed to your next month's child care bill.

### **No Private Duty by Employee**

Employees of the program are prohibited from accepting offers for private duty (e.g. “babysitting”, serving as a “nanny”, etc.) for any of the children enrolled in the program. Employees who violate this rule are subject to disciplinary action and/or termination. Provider reserves the right to terminate the child care contract where Parent violates this policy.

### **Personal Items From Home**

Provider discourages parent from allowing children to bring personal items from home to the program, with the exception of a show and tell, if necessary. When a child does bring personal items from home, provider is not responsible for loss or damage to that item.

### **Clothing**

Due to the nature of some of the activities the program offers, parents must recognize that children's clothing may occasionally become soiled or damaged, although provider takes all appropriate steps to prevent this from occurring. Parents should therefore bring children to the

program dressed in “play” clothes and not “good” clothes. Provider assumes no responsibility for damage to a child’s clothing. The program strives to bring the children outdoors for play on a daily basis. As such, parent must be certain that the child is dressed appropriately according to the weather conditions.

### **Special Needs Care**

Provider will accept and care for special needs children if the child’s need’s can be reasonably accommodated by the program. Each child’s need’s will be evaluated individually.



### **Child Abuse/Neglect Reporting**

As a licensed child care provider, provider and its employees are required by law to report any instances of child abuse or neglect to the

appropriate authorities. Provider takes these responsibilities seriously and will file reports as required by law.

### **Daily Activities**

**AM Prime Time** – students may finish homework, play quiet games, group games, healthy lifestyle activities, and tabletop (center) activities.

**PM Prime Time** – students receive homework support, group games, outside play on the school playground, healthy snacks, character development, community awareness and much more. **Effective fall of 2009, Prime**

**Time will no longer provide an afternoon snack, this will need to be provided by the parent or guardian.**

### **Holidays**

All Programs are closed on the following holidays:

- New Years Eve and Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and day after
- Day after Thanksgiving
- Christmas Eve and Day, and day after Christmas is falls on a Fri.

When a holiday falls on a Saturday or Sunday, the Program reserves the right to close to observe the holiday either the preceding Friday or the following Monday. The Program will provide thirty (30) day’s advance written notice of a closure due to a weekend holiday.

**The fixed child care rate will not be adjusted for holiday closures, snow days, weeks that school are closed, etc. The weekly fee is a set fee for the week regardless of how many days school is in attendance.**

### **Communication**

We encourage ongoing communication between the staff and parents. Parents should feel free to ask questions about the program or their child's care. Information about daily and weekly activities will be posted at each location for parents to read. Program coordinators will post monthly newsletters, weekly lesson plans, and daily activities for parents to see. If parents wish to receive a copy of any of these items they may find them available near the sign-in, sign-out sheet.

### **Nondiscrimination Policy**

The Provider will maintain and conduct all practices relation to enrollment, discipline, and all other terms and benefits of child care services provided in a manner which does not discriminate against any child, parent or family on the basis of race, color, religion, national origin, sex or handicap, or economic status.

### **Registration and Registration fee**

Children must be registered prior to the child attending the program. Children may be registered by mail or at the Maple Street YMCA's Child Care Department. Upon enrollment, Parents are required to submit a non-refundable enrollment fee of \$50.00. The enrollment fee is used to offset the administrative expenses incurred in processing enrollment applications, and to purchase the start-up equipment and supplies for our school-age program sites. **This registration may not be used to offset child care fees.**

### **Fee Changes**

Provider expressly reserves the right to change the child care fee schedule or other fees upon thirty (30) days written notice to Parents.

### **Absences**

The full fixed rate as listed is due regardless of absences, including sick days, personal days, funerals, doctor appointments or Holidays. If you need to make any adjustments to your schedule you must give a two week notice. To make changes please contact Jennica Mosley at 345-9622 ext. 167, or Rebecca Achenbach at 324-9625.

### **Disruptive Behavior**

When a child's behavior (i.e. biting, hitting, throwing objects or using "bad" language), parents will be notified. If the child continues a disruptive behavior, a parent conference will be held to discuss reasonable solutions to the situation. The discussion will include a consideration of any disability which affects the child's behavior and reasonable accommodations to meet the child's needs and improve the disruptive behavior. If a reasonable solution and/or accommodation cannot be reached, the child will be disenrolled from the program with two weeks notice to allow parents an opportunity to find alternate child care. The child will be disenrolled without notice if the child's continued participation creates a direct threat to the safety of the child, other children or the Provider's staff.

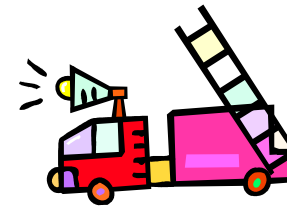
### **Business Interruption**

The YMCA Child Care Program will run at the Maple Street Location for day camp only when the local school district (KPS) closes for snow emergencies. Watch your local TV station. The child care program may be closed due to loss of electricity, fire damage, communicable disease outbreaks, etc. Parent agrees to arrange alternate emergency child care for these situations. If in the even the child care program is closed for more than two consecutive business days, the parent is relieved of any financial obligation to pay for those days. Parent further agrees to resume use of the child care program as soon as it resumes operation. Nothing in this provision alters the contractual provision to the required length of notice for the termination of the child care contract.

### **Emergency Policy**

Provider has developed an Emergency Management Plan to be implemented in the event of an emergency situation. The plan has been designed to provide a plan of action in the event of a natural or man-made disaster. If an emergency should occur, provider will follow the instructions of the local authorities. The instructions may be to stay at the facility and shelter-in-place, or to evacuate. IF we are instructed by authorities to evacuate to specific location, the children will be taken to the location identified by the authorities. We understand that parents and family members will be concerned about the safety of their children and will want to pick them up as soon as possible. If we are sheltering-in-place, we ask that you wait until the authorities issue an all clear before coming to pick-up your children. If we evacuate the facility, children will be released to parents

or authorized persons as they arrive. If the authorities designate an evacuation shelter, the location will be disseminated through local radio and television stations.



### **Bills and Payments**

All bills will be mailed out the 15<sup>th</sup> of the month, if you do not receive your bill by the 25<sup>th</sup> of the month please contact Jennica, (see number below). We are a prepaid service, and as of Monday, June 15<sup>th</sup> we will go to an automatic payment system. Payments can be set up with Jennica Mosley @ 345-9622 ext. 167. Automatic payment options include: check card debits, credit cards, or routing numbers linked to your checking or savings account. A payment agreement is required at time of registration. Late payments or returns will result in a \$20.00 late fee. If payments are delinquent, the child care department reserves the right to terminate your child care services.

## **Financial Aid**

Financial Assistance is available through the Child Care Department. Financial Assistance forms are located at the Child Care desk and are distributed on a first come, first serve basis. Proof of income is required. Please note that we fund this scholarship program through our annual Strong Kids, Strong Families Campaign. If you would like to make a donation to this cause please contact Laurie Ziech at 345-9622 ext. 122.

## **Department of Human Services Assistance**

Parents who receive assistance from the Department of Human Services (DHS) are responsible for the weekly fee un-paid by DHS. Proof of assistance must be available before the start of a program. All families in our programs receiving assistance through DHS must complete a contract from our billing department. Also please note, any out-of-pocket fees paid to us can be claimed as an expense when applying for DHS assistance.



## **When to Keep a Child Home**

Provider, Michigan State Licensing Bureau, and the Michigan Health Department requires that parent keep the child home when he or she is ill for a number of reasons. A sick child may rest more comfortably in their own home. More importantly, keeping a sick child home prevents the spread of contagious illnesses to other children in the program. If your child exhibits any of the following symptoms, please keep the child home.

- Fever of 100 degrees or more
- Vomiting
- Diarrhea
- Lice

With the exception of lice, children must be free of these symptoms for 24 hours before they can return. If the child has lice, they must be COMPLETELY NIT FREE before they can return to the program. ALSO PLEASE NOTE IF YOUR CHILD IS UNABLE TO PARTICIPATE IN OUR DAILY ACTIVITIES THAN THEY ARE TOO ILL TO BE PRESENT IN OUR PROGRAM.

## **When the Child Becomes Sick at the Program**

Provider will report any accidents, suspected illnesses, or other changes observed in the health of a child to the parent. Provider will also notify parent when the child is exposed to a communicable disease while in care. When a child becomes ill at the program, provider and/or staff will comfortably isolate the child in an area where the child can be supervised and will immediately contact parent, who will be required to pick the child up within one hour of notification. FAILURE TO PICK-UP YOUR CHILD OR ARRANGE FOR PICK-

UP BY AN AUTHORIZED ADULT WILL RESULT IN THE PROVIDER CONTACTING THE STATE OF MICHIGAN LICENSING DIVISION, CPS, AND THE HEALTH DEPARTMENT.

### **Child Release Policy**

As a condition of providing child care services, the parent, or child's guardian must supply the names of at least **three** individuals to whom provider may release the child in the event of an emergency. Provider will not release the child to any individual whose name does not appear on the child information card. Before provider releases the child, the staff will require that the individual show a positive identification in the form of a valid Driver's License or State ID. Other forms of identification are not acceptable. Parent must be aware that the provider and staff are not properly trained to make assessments relating to intoxication or other impairments and therefore assume no responsibility to assume the competency or condition of any individual appearing to pick-up the child. Should a parent wish to have a one time special exception to allow an individual not listed on the card to pick the child up, parent must leave a signed, dated, written note with the provider the morning of the release. Provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card. Provider and staff respect the family's privacy, however, where other questionable child release situations occur; the provider has a duty to maintain its role as the child's advocate. With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, and the provider will release the child to

a known identified parent. Should a parent not be able to pick-up a child, provider must have a court order with a stamped seal.

### **Arrival and Departure Procedure**

All children must be brought into the program and signed in by parent (or other authorized person 18 years or older) on the sign-in/out sheet located at each program. You must sign your first and last name. At pick-up time parent (or other authorized person 18 or older) must enter the building, notify the staff and sign out the child on the sheet. All persons picking up a child must be listed on the emergency information card.

### **Late Pick-up**

All parents and guardians are expected to abide by the care schedule set forth by the child care department as stated in the Child Care contract. In the event that parent will be late in picking up child, the parent is required to notify Provider as soon as possible. All schools have a phone located in the room where the program is running, you may also contact Rebecca Achenbach at 269-501-2550 and she will be sure to contact the program coordinator at the site so staff are aware of late pick-up.

A late pick-up fee of \$1.00 per minute, or any portion of a minute, will be assessed for all late pick-ups. The late fee will be added to your account. No child may remain at the program after 6:00pm. If child remains at program after 6:00pm and parent has not called to notify the provider that he or she will be late, provider will attempt to contact persons listed on the child information card to pick up the child. **If Provider is not able to arrange for an authorized person to pick the child up by 6:30pm, provider will contact**

**the police department for further instructions. The Provider can under no circumstances take a child from the program to their residence, or the child's.**

### **Medication Policy**

Prescription drugs must be in the original container with the pharmacy label, physician's name, instructions, dosage, and name and strength of the medication and shall be given in accordance with those instructions. Over the counter medication will be given only if it's in the original container. The parent must sign a Medication permission form for the duration the need. These guidelines follow the State of Michigan Licensing Regulations. Provider will maintain a record as to the time and the amount given or applied. The Provider will keep the medication out of the reach of children in a lock box and return to the parent when it is no longer needed. Any medication not returned will be destroyed. **STATE MANDATED LICENSED CHILD CARE PROVIDERS ARE NOT ALLOWED TO ADMINISTER ANY TYPE OF FEVER REDUCER, OR OTHER OVER THE COUNTER MEDICATIONS FOR COLDS, ETC...**

### **Sunscreen**

The Program strives to take the children outdoors for play on a daily basis. Over time, exposure to the sun increases the risk of skin cancer. Children are particularly sensitive to sun exposure. Use of sunscreen can protect skin from damage caused by exposure to the sun. Parents are asked to consider the affects of sun on their child's health and must either: 1) provide sunscreen to the provider and consent to the provider's application of sunscreen to their

child or 2) sign a written waiver authorizing their child to play outdoors without sunscreen.

### **Outdoor Activities**

We strive to get all children outdoors on a daily basis. Weather permitting we will have at least 30 minutes of outdoor activities everyday, this is true for all seasons. Please provide your child with appropriate gear to participate in these activities. PLEASE NOTE IF YOUR CHILD CHOOSES TO TAKE THEIR JACKET OR COAT OFF WHILE OUTSIDE WHEN THE WEATHER IS NOT PERMITTING OF THIS BEHAVIOR THAN STAFF WILL ENCOURAGE THEM TO PUT IT BACK ON. WE ASK THAT IF YOUR CHILD DOES NOT FOLLOW STAFF DIRECTION AND PUT THEIR COAT BACK ON THAT YOU STRESS AGAIN THE IMPORTANCE OF THEM WEARING THEIR JACKET.

### **Food**

In compliance with licensing regulations, we encourage children to eat their healthy foods first before their treat packets. We encourage children to develop healthy eating habits that will last a lifetime. At no time does the Provider/staff force children to eat more that they can handle. We only encourage children in healthy eating. Staff will not allow children to visit the vending machines while at the Maple street facility. Staff will not allow children to drink soda pop, or overly sugared snacks. Please do not send money for vending machines, nor do we allow parents to send money to have lunch purchased. All parents are required to send a lunch and two healthy snacks with their child when at an all day Holiday Camp. Parents are required to provide a lunch, and one snack for half-day care at the school sites.

Starting fall of 2009 the YMCA will no longer provide an afternoon snack. Parents will be required to provide a healthy snack for PM Prime time, you may also send your child with breakfast for AM Prime Time, or purchase school breakfast. Our staff will follow school procedure in assisting each child in getting their breakfast.

**PLEASE NOTE IT IS NOT THE STAFF'S RESPONSIBILITY TO MAKE SURE YOUR CHILD HAS A LUNCH, IF YOU FORGET YOUR CHILD'S LUNCH THAN YOU WILL BE CONTACTED BY THE DIRECTOR, AND YOU WILL NEED TO BRING A LUNCH FOR YOU CHILD.**

### **Guidance Policy**

Provider in accordance with licensing rules and federal laws, use the guidance approaching for handling mistaken behaviors. This approach is designed to help the child's development in conflict resolution skills, learn from their mistakes, as well as help the children learn democratic life skills. This approach is used in a firm but friendly manner to protect the child's self-concept and to respect their feelings so they do not come to label themselves as behavioral failures. We will guide the child rather than punish, which in turn will teach them conflict resolution skills and democratic life skills.

We accomplish this by using positive guidance techniques such as:

- Setting clear limits
- Modeling and encouraging expected behaviors
- Redirecting children to more acceptable activities
- Model and encourage the four core values of the YMCA  
HONESTY, RESPECT, RESPONSIBILITY, AND CARING

The Program Coordinator, or Child Care Executive director will contact parents immediately when behavior in a child is unresolved, or becomes escalated to the point where the child can not be calmed down. **IF YOUR CHILD RECEIVES AN INCIDENT REPORT FOR AGGRESSIVE, DISRESPECTFUL,**

**OR CONTINUOUS POOR BEHAVIOR DURING THE TIME THEY ARE IN THE CARE OF A YMCA PROGRAM THE PARENT IS REQUIRED TO SIGN AND RETURN THE INCIDENT REPORT TO THE PROGRAM COORDINATOR THE FOLLOWING DAY BEFORE THE CHILD WILL BE ALLOWED TO RETURN TO THE PROGRAM.**

**FAILURE FOR THE PARENTS OR CHILD TO UPHOLD THE POLICIES AND BEHAVIORAL EXPECTATIONS OF OUR PROGRAMS MAY RESULT IN THE CHILD BEING REMOVED/ OR TERMINATED FROM THE PROGRAM.**

### **Termination**

Either Parent or Provider may terminate the child care agreement upon two week written notice to the other party. When parent does not provide two weeks written notice, parent is still required to pay for the final two weeks of care, following the notice of termination, whether or not the child attends the program. Provider reserves the right to terminate this agreement immediately without notice to parent if: 1) child care fees and/or other fees are not paid when due, 2) the child's continued participation in the program created a direct threat of harm to the child, other children, or the provider's staff, 3) parent engages in inappropriate parent conduct.

### **Required Forms**

The forms listed below must be fully complete prior to your child attending the Program. Parents are solely responsible for ensuring the accuracy of the information contained within these forms. Provider assumes no responsibility for keeping forms updated.

- Registration Form
- Child Information Card
- Permission Slip
- Child Care Placement Contract
- Immunizations and Health Form/Waiver/Restriction forms

# YMCA School Age Parent Handbook



## Mission Statement

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

**YSCHOOL AGE**<sup>TM</sup>  
We build strong kids, strong families, strong communities.