YMCA School-Age Parent Handbook

Mission Statement
To put Christian principles into practice through programs that build healthy mind, body and spirit for all.
Handbook Information
This program handbook contains the policies and procedures of YMCA Child Care Department 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 the School-Age Child Care Director at 345-9622 ext 166

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 Department.

Handbook Changes
The Provider reserves the unilateral right to add, delete, modify or amend the policies and procedures described in the handbook at any time. If there is information in this handbook that is not clear please bring to the attention of the School-Age Child Care Director and we will work together to make policies more user friendly to families.

Handbook is Property of Program
The Handbook is the exclusive property of the YMCA Child Care Department 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 express written permission of provider.

Non-Discrimination 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.

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 stature, court order, or licensing mandate.
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 relationships
- Appreciate diversity
- Become better leaders
- Develop specific skills
- Have fun and enjoy life
- Gain an understanding and appreciation for “healthy lifestyles”

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 and approved by the School-Age Child Care Director prior to attendance. The registration fee of $50.00 (school year) or $30 (summer) and all relevant weekly fees must be paid in full before your child can attend.

Required Forms
The forms listed below must be fully completed 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
- Agreement and Permission Form
- Photo and Video/Audio Recording Release
- Health Records Form/ Health Restriction Forms
- Authorization for Automatic Payments

*Please note these forms need to be filled out every annual school year to ensure your child has a placement in our programs.
*Also summer registration forms are required to ensure placement in our summer camp programs.

Registration and Registration fee
Children must be registered prior to the child attending the program each school year and each summer. 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 registration fee, along with any relevant weekly fees. There is a school year registration fee and a summer camp registration fee. The registration 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 and summer camp programs. This registration fee may not be used to offset other child care fees.
**Fee Changes**
Provider reserves the right to change the child care fee schedule or other fees at any time. Fees are looked at in September for the following school year/Summer when our annual budget is created.

**Bills and Payments**
We are a prepaid service and use an automatic payment system. Automatic payment options include: debit cards, 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 may result in a $20.00 late fee. If payments are delinquent, the child care department reserves the right to terminate your child care services. Tuition is pre-paid, if you have not paid for the week of care your child will not be allowed to attend Prime Time, they will be taken to the school office and the parent will be contacted by the office staff. Summer campers will not be allowed to stay unless proof of payment is provided.

**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 remainder of the weekly fee not covered 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. Parents/guardians are responsible to pay all child care fees until we receive payment from DHS. Upon our first payment from DHS, the family will receive a credit on their account that will be applied to upcoming weeks of service.

**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. **No child may arrive before the opening time or stay after closing time.** There is a $1.00 per minute late pick-up charge. These fees will be added to your account and the child care office will contact you regarding payment for those fees.
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 written notice. You can email this notice to childcare@kzooymca.org or fax it to 269-342-4088 with the attention to the child care department.

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.

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 date. 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.

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 a parent will be late in picking up a child, the parent is required to notify the Provider as soon as possible. All schools have a phone located
in the room where the program is running, you may also contact Bobby Ludwick at 517-677-9397 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.**

**Business Interruption**

The YMCA Child Care Program will run snow day camp at the Maple Street Location for day camp only when the local school district (KPS) is closed. Watch your local TV station. If KPS closes mid-day for snow or other emergencies then Prime Time will not remain in session for the PM. If the schools cancel after school sporting events or other activities due to weather or other emergency related activities then there will be no Prime Time held after school. Also note that the child care program may be closed due to loss of electricity, fire damage, communicable disease outbreaks, etc. In these circumstances the parent agrees to arrange alternate emergency child care for these situations. If in the event the child care program is closed for more than three business days in the same week, 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.

**Holidays**

All Programs are closed on the following holidays:

- New Years Eve and Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas Eve and Day, and day after Christmas if it 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. **During the school year, the fixed child care rate will not be adjusted for holiday closures, days that schools are closed, etc. The weekly fee is a set fee for the week. The only exception to this rule is if there are 3 or more snow days in the same week.**
**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 creates a direct threat of harm to the child, other children, or the provider’s staff, 3) parent engages in inappropriate parent conduct.

**Private Duty by Employees**

Employees of the program are discouraged from accepting offers for private duty (e.g. “babysitting”, serving as a “nanny”, etc.) for any of the children enrolled in the program. If parents choose to request a YMCA child care staff to participate in private duty then the parent and employee must complete a release form that can be picked up from the Child Care Department.

**Special Needs Care and Inclusion**

Provider will accept and care for children with special needs as long as the child’s need’s can be met by the YMCA. We will do our best to accommodate the needs of all children in our program.

**Child Abuse and Prevention**

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of children. Any suspected or reported child abuse shall be treated in accordance with applicable law and approved policies. The staff member who suspects abuse will be required to report to CPS, by phone, immediately. Then the staff member will have to follow up with the licensing division within 72 hours. Staff members are also required to notify their direct supervisor.

All YMCA staff will receive training in child abuse awareness, how to respond in the case of a suspicion of child abuse, and sign a code of conduct in New Staff Orientation. They will receive at the least, annual training after this point.

**Child Abuse/Neglect Reporting**

As a licensed child care provider, provider and its employees are required by law as mandated reporters 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.

**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.

**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 physical fitness time either in the school gym or on the playground, homework support, group games, character development, and much more.

**Food and Snack Policy**

In compliance with licensing regulations, we encourage children to eat their healthy foods first before their treats. 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 than 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, unless otherwise noted. Parents are required to provide a lunch, and one snack for half-day care at the school sites, unless otherwise noted. When snacks are provided by the YMCA, children who have food allergies may still need to provide a daily snack. Please speak with the site staff to make these accommodations. Parents may also send your child with breakfast for AM Prime Time, but please note that breakfast is now served in the schools.

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

Our snack policy is updated annually to determine how many days per week an afternoon snack will be provided. On the days that the YMCA does not provide an afternoon snack, parents will be responsible for providing a snack for their child.

**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.

**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.

**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
- Modeling and encouraging the four core values of the YMCA: HONESTY, RESPECT, RESPONSIBILITY, AND CARING

The Program Director, Multi-Site Program Director, Site Supervisor or School-Age Child Care Director will contact parents immediately when behavior in a child is unresolved, or becomes escalated to the point where the child cannot 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.

**Disruptive Behavior**
When a child’s behavior is disruptive (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 that 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.

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
- Pink Eye
- Continuous green mucus

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.

Staff and Volunteer Exclusion Policy
Staff and Volunteers will be asked not to participate in the program when they have the following
symptoms:

- Fever of 100 degrees or more
- Vomiting
- Diarrhea
- Lice
- Pink Eye
- Continuous green mucus
**Health Care Plan**

All staff and children are required to wash hands before returning to work, assisting with snack preparation, or eating snack. Staff is required to sanitize all food surface areas before and after snack times. Staff is required to wear disposable gloves when cleaning up bodily fluids or assisting children during illness, accidents, etc...

Staff is required to disinfect Prime Time equipment on a weekly basis. All YMCA child care centers take universal precautions such as training all staff in blood borne pathogens, which includes an exposure control plan. Other areas of training include: proper sanitizing procedures, proper labeling of and disposal of milk and food, obtaining and maintaining of children’s immunization and physical records, recognition of signs and symptoms of illness in children, emergency plan for handling minor and major injuries of children, medication distribution procedures, and training in child abuse and neglect and what it means to be a mandatory reporter.

The center has a health care plan that includes policies and procedures for staff and child hand washing; handling bodily fluids, sanitizing toys and equipment; child illness or universal precautions (illness not tolerated at child care); and health-related resources. A copy of the health care plan is available upon request. Please note that parents can access the MIOSHA website at: [www.michigan.gov/miosha](http://www.michigan.gov/miosha) for further information or call 517-322-1809.

**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 in 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.
**Personal Items From Home**
Provider discourages parent from allowing children to bring personal items from home to the program, with the excepting 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.

**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 THEN 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.

**Playground and Outdoor Usage Areas**
Parents please note that not all the school site playgrounds have been inspected by a qualified Playground Safety Inspector, nor do all playgrounds meet Michigan State Licensing Regulations.

**Swimming at the YMCA**
In the event that your child is participating at Holiday Camp, Snow Day Camp, or Summer Camp they will swim for one hour. Each child is required to take a swim test for the on duty lifeguard and Child Care staff. Students must pass this test prior to being allowed to swim in the deep side of the pool. Students that don’t pass the test or do not want to take the test will only be allowed to swim in the shallow end of the pool. Your child must be considered a school age student in order to participate in this swimming activity. Students that don’t touch the bottom are considered a “non-swimmer” and will be required to wear a cube and/or arm bands.
The YMCA Child Care Branch reserves the right to deny enrollment to participants that do not allow their child to swim. Our program cannot support taking staff away from our required licensing pool ratio to stay with a child that is not allowed to swim. Special exceptions can be made for medical
reasons, but are not obligatory. Special exceptions can only be approved by the School Age Child Care Director. For further information please see back of the permission slip that is part of your required enrollment forms.

**Pesticide Use Information**

Centers are required by The Michigan State Licensing Division to give notice of annual pesticide application, this handbook serves as the annual notification. If there is going to be any type of spraying going on in or out to the building while your children are in our care, provider will inform parents at least 48 hours in advance in two to different forms. One form will be a notice on the door of the center. Possible other ways of communication include, but are not limited to: in a parent newsletter, a mass email, a telephone call, or posting on our website.

**Photographs**

From time to time, YMCA child care providers will take photographs of the children participating 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 along with declining the signature on our video and recording release form.

**PARENT NOTIFICATION OF THE LICENSING NOTEBOOK**

Child Care Organizations Act, 1973 Public Act 116
Michigan Department of Human Services

All child care centers must maintain a licensing notebook which includes all licensing inspection reports, special investigation reports and all related corrective action plans (CAP). The notebook must include all reports issued and CAPs developed on and after May 27, 2010 until the license is closed.

- This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans.
- The notebook will be available to parents for review during regular business hours.
- Licensing inspection and special investigation reports from at least the past two years are available on the Bureau of Children and Adult Licensing website at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare).