



# **YMCA Out-of-School Time Parent Handbook**

## **Mission Statement**

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

### **PARENT NOTIFICATION OF THE LICENSING NOTEBOOK**

Child Care Organizations Act, 1973 Public Act 116

### **Michigan Department of Licensing and Regulatory Affairs**

The center does not keep a licensing notebook, but internet is available onsite. Reports from at least the last three years are available at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare).

### **Handbook Information**

This program handbook contains the policies and procedures of YMCA Out-of-School Time 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 that may arise. Parents should feel free to contact the child care office with questions concerning the contents of the handbook.

### **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 Out-of-School Time 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 it to the attention of the provider and we will work together to make policies more user-friendly for families.

### **Handbook is Property of Program**

The Handbook is the exclusive property of the YMCA Out-of-School Time 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 the provider.

### **Nondiscrimination Policy and Cultural Plan**

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

All children deserve a program that is responsive to their families, communities, and racial, ethnic, and cultural backgrounds. As staff, we are committed to respecting each child's culture and diverse needs. All families in our programs have different needs and we will always do our best to fulfill those needs. Family is the root of our program and we involve the family in all aspects of our program and what we do for children.

### **Special Needs Care and Inclusion**

Provider will accept and care for children with special needs as long as the child's needs can be met by the YMCA. Our programs are not setup to offer one-on-one care but we will do our best to accommodate the needs of all children in our program.

### **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 express written permission of the Parent, unless required by statute, court order, or licensing mandate.

### **Out-of-School Time 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 relationships
- Appreciate diversity
- Become better leaders
- Develop specific skills
- Have fun and enjoy life
- Learn about healthy lifestyles

### **Admission Requirements and Registration**

The program is open to all children ages 5 (must be eligible for kindergarten)-12 years of age. Children must be registered prior to the child attending the program each school year and each summer. We use an online registration process that can be found at our website [www.kzooyymca.org](http://www.kzooyymca.org). At the time of registration, a non-refundable registration fee and all relevant weekly fees are due before your child can attend. This registration fee may not be used to offset other child care fees. After a child is registered online, there is still required paperwork that must be completed and approved by the provider prior to attendance.

### **Fee Changes**

Provider reserves the right to change the child care fee schedule or other fees at any time.

### **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.

- Child Information Record
- Agreement and Permission Form

\*Please note these forms need to be filled out or updated every school year and summer session a child attends to ensure your child has a placement in our programs.

### **Payments (we are a PRE-PAID SERVICE)**

We are a prepaid service and use an automatic payment system. Automatic payment options include: debit or credit cards (VISA or MasterCard) or EFT from a 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 Out-of-School Time department reserves the right to terminate your services.

## **Financial Assistance**

Financial assistance is available through the Out-of-School Time Department and is distributed on a first come, first serve basis. To apply please reach out to [childcare@kzooymca.org](mailto:childcare@kzooymca.org). Proof of income is required.

## **Child Development and Care Assistance**

Parents who receive assistance from Child Development and Care (CDC) are responsible for the remainder of the weekly fee not covered by CDC. Proof of assistance must be available before the start of a program in order to receive the reduced rate. Parents/guardians are responsible to pay all child care fees until we receive approval from CDC. Upon our first payment from CDC, the family will receive a credit on their account for any overpayment, which 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 and the respective School District calendar. Prime Time sites open at 6:30am and close at 6:00pm and Summer Camp opens at 7:00am and 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.

## **Holidays and Other Closures**

All Programs are closed on the following holidays:

- New Year's Eve and Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving and the day after
- Christmas Eve and Day, and day after Christmas

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) days 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 exception is the shortened week of Thanksgiving, Winter, and Spring Breaks.

- During the summer if the 4<sup>th</sup> of July falls on a weekday, camp rates will be adjusted accordingly.

## **Absences**

The full fixed rate as listed is due regardless of individual absences, including sick days, personal days, funerals, doctor appointments, holidays, etc.

Two, one-week periods of excused absence are allowed during each school year with the proper notice. The two weeks may be used separately or concurrently but the full week must be used, individual days will not be credited. After the two weeks are used, Parent will be responsible for all future payments regardless of attendance.

### **Business Interruption**

When the local school district (KPS or PPS) is closed due to winter weather, the YMCA Out-of-School Time Program will offer full day care at the Maple Street YMCA (for students attending KPS), 12<sup>th</sup> Street Elementary (For students attending 12<sup>th</sup> Street, Amberly, Angling, and Moorsbridge) and Lake Center Elementary (For students attending Lake Center, Central El, Haverhill, and Woodland). If KPS or PPS closes mid-day for snow or other emergencies, then afternoon Prime Time may also be cancelled. If KPS or PPS cancels afterschool sporting events/activities due to weather or other emergencies, then afternoon Prime Time may also be cancelled. Also note that the Out-of-School Time program may be closed due to loss of electricity, fire damage, communicable disease outbreaks, etc. Parent agrees to arrange alternate emergency care for these situations. Parent further agrees to resume use of the Out-of-School Time program as soon as operations restart. Nothing in this provision alters the contractual provision of the required length of notice for the termination of the child care contract.

### **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.

### **Arrival and Departure Procedure**

All children must be brought to the program by a parent (or other authorized person 16 older). Children will be released from the program when a parent (or other authorized person 16 or older) notifies the staff of their arrival. All persons picking up a child must be listed on the child information record.

### **Child Release Policy**

Provider will not release the child to any individual whose name does not appear on the child information record. As a condition of providing child care services, Parent must supply the name of at least one alternative person to whom provider may release the child to in the event of an emergency. Before provider releases the child, the staff will require that the individual show a valid photo ID. Should a parent wish to allow an individual not listed on the child information record to pick the child up, parent must contact the Child Care office prior to that person picking up.

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 the competency or condition of any individual appearing to pick up the child. Provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child information record. Provider and staff respect the family's privacy, however, if 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 allowed to pick-up a child, provider must have a court order on file.

### **Late Pick-up**

All parents and guardians are expected to abide by the care schedule set forth by the Out-of-School Time department. 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. 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.

If a child remains at program after 6:00pm and parent has not notified the provider that they will be late, provider will attempt to contact persons listed on the child information record 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 residence.

### **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 Out-of-School Time staff to participate in private duty then the parent and employee must complete a release form from the Out-of-School Time Department.

### **Child Abuse Prevention and Reporting**

All YMCA staff will receive training in child abuse awareness, how to respond to 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.

As a licensed child care provider, provider and its employees are mandated reporters and required by law as to report any instances of child abuse or neglect to the appropriate authorities. The staff member who suspects abuse will be required to report to CPS as soon as possible and follow up with the licensing division within 72 hours. Staff members are also encouraged to notify their direct supervisor.

### **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 group activities and basic updates will be posted to our parent app, Bloomz. All families will be sent a Bloomz invitation for their child's group after enrollment.

## **Parent Participation and Volunteers**

If a parent wishes to volunteer, the parent must follow the YMCA volunteer process and policy. All other volunteers will also be responsible to follow YMCA volunteer policy. At no time will a volunteer ever be alone with a child enrolled in the program. A YMCA employee will always supervise volunteers.

Because we are guests in our respective schools, visitor policies of each school district will supersede our own. If schools do not permit visitors in their buildings, then we will be unable to accommodate parents visiting or volunteering in our programs.

## **Parent Behavior Expectations**

Provider requires the parents of enrolled children behave in a manner consistent with decency, courtesy, and respect at all times.

While in our program parents are prohibited from the following:

- Physical punishment of their child while in the child care facility
- Addressing a child who is not their own for the purpose of correction or discipline
- Physically engaging a child who is not their own for the purpose of correction or discipline
- Seeking out another parent to discuss their child's inappropriate behavior
- Sharing any information considered to be confidential or pressuring employees or other parents for information that is not necessary for them to know.

All behavior concerns should be brought to the attention of the staff or Association Out-of-School Time Director who will then address the issue with the parent. While it is understood that parents will not always agree with the employees of YMCA programs or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. If a parent feels staff is not handling a situation appropriately then they should contact the Association Out-of-School Time Director.

Parents are always welcome to discuss a behavior issue with the staff and to seek advice and guidance regarding appropriate and effective guidance procedures for their child.

## **Daily Activities**

**AM Prime Time** – students may finish homework, free play at tabletop (center) activities, and will have at least 30 minutes physical activity time outside or in the gym, weather depending.

**PM Prime Time** – students will have at least 30 minutes physical activity time outside or in the gym, weather depending, homework and quiet reading time, a healthy snack, and free play at tabletop (center) activities.

## **Program Ratios**

Licensed School-age programs are permitted a 1:18 ratio with a maximum group size of 36.

YMCA programs will make all efforts to maintain a maximum of a 1:15 ratio. For programs with enrollment larger than 36, students will be separated into distinct groups with an appropriate amount of staff with each group

## **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. Parents will be contacted as soon as possible/necessary via phone, email or our parent communication app.

## **Guidance Policy**

Provider, in accordance with licensing rules and federal laws, will use a positive guidance approach for handling mistaken behaviors. This approach is designed to help the child develop 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. We will accomplish this through positive guidance techniques by use of our Positive Behavior Support model:

1. Setting clear limits and expectations
2. Modeling and encouraging expected behavior
3. Redirecting children to more appropriate activities
4. Modeling and encouraging our CHAMPS acronym:
  - C-Caring
  - H-Honesty
  - A-Always Respectful
  - M-Making Responsible Choices
  - P-Positive Attitude
  - S-Safety 1<sup>st</sup>

## **Disruptive Behavior**

We understand that children may exhibit disruptive behavior (i.e. biting, hitting, throwing objects or using "bad" language), while in the program. When that occurs the following will be in place:

Minor behavior incident: child will be redirected according to our guidance policy, an incident report will be completed and parent notified at next pick up or drop off.

Major behavior incident: child will be redirected according to our guidance policy, separation from the group may be necessary, an incident report will be completed and parent notified as soon as possible.



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 dis-enrolled from the program with a two-week notice to allow parents an opportunity to find alternate child care. The child will be dis-enrolled 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.

## **Food and Snack Policy**

### Afternoon Snack

During the school year the YMCA will provide an afternoon snack to after school Prime Time participants. Our snacks will consist of healthy choices and include at least two different food groups. A fresh fruit and/or vegetables will always be one of the food groups. The other group may include whole grains, dairies, or other healthy alternatives. When the YMCA provides snacks, children who have food allergies may still need to provide a daily snack. Please speak with the staff to make these accommodations.

### Breakfast

Breakfast is not provided by the YMCA. Parents may send your child with breakfast for morning Prime Time. Kalamazoo students will receive breakfast in their classroom once school starts. Portage students may choose to take school breakfast according to PPS food service policies, including any applicable fees.

### Full Day and Half Day Care

Parents are required to send a lunch and/or breakfast with their child, unless otherwise noted.

### Food from Home

Children will not be deprived of a meal or snack if the Parent fails to provide it. We do not allow parents to send money to have food purchased. 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 and at no time does the provider force children to eat more than they can handle. Staff will not allow children to consume soda pop, overly sugared snacks/drinks, or other items deemed exceptionally unhealthy.

## **Health Care Service Plan**

The center has a health care plan that includes policies and procedures to keep staff and children healthy and safe. All YMCA Out-of-School Time staff are trained in blood borne pathogens, which includes an exposure control plan, 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. A copy of the full health care plan is available upon request.

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

Provider will report any 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. Once the program closes for the day, staff will disinfect all areas of the classroom to prevent further spread.

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

Provider, Department of Licensing and Regulatory Affairs, and the Health Department requires that parent keep the child home when they are ill for a number of reasons. Sick children may rest more comfortably in their own home and 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. Parents are asked to notify the program if a child has been diagnosed with a contagious illness so we can make all families aware that an illness has been going around.

Staff and Volunteers will be asked to not participate in the program when they have any of the symptoms listed above.

### **Accidents and Incidents**

We make all attempts to prevent accidents and incidents from occurring, but when they do the following plans will be in place:

Minor accident, not involving the head: First aid will be applied as needed, accident report will be completed and parent notified at next pick up or drop off.

Accident involving a head injury: First aid will be applied as needed, accident report will be completed and parent notified as soon as possible.

Major accident with or without head injury: First aid will be applied as needed, parent notified as soon as possible, medical personnel contacted if necessary, and an accident report will be completed. If accident results in visit to a medical professional, provider will report it to licensing.

Lost Child: All staff immediately notified of the missing child, those staff who are not required to supervise other children will search the facility, if necessary 911 will be called to notify the authorities of the missing child, parent notified as soon as possible.

Inappropriate contact: If inappropriate contact occurs immediate action will be taken to separate the individuals involved. Depending on the severity of the situation, parents will be contacted as well as the proper authorities if warranted.

### **Medication Policy**

Provider will administer necessary medications under the following guidelines recommended by the Department of Licensing and Regulatory Affairs. The parent must sign a medication permission form for the duration of the need. 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. 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 and return any remaining medication to the parent when it is no longer needed. Any medication not returned will be destroyed.

### **Sunscreen and Bug Spray**

The program strives to take the children outdoors for play on a daily basis. The YMCA will provide sunscreen and bug spray but families are welcome to provide their own if they prefer. Annual permission to administer sunscreen and bug spray is part of the registration paperwork.

### **Personal Items from Home**

Provider discourages parent from allowing children to bring personal items from home to the program. When a child does bring personal items from home, provider is not responsible for loss or damage to that item.

### **Clothing**

The program strives to take 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. 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. Provider assumes no responsibility for damage to a child's clothing.

### **Playground and Outdoor Usage Areas**

Parents please note that a qualified Playground Safety Inspector may not have inspected all the school site playgrounds, nor do all playgrounds meet Department of Licensing and Regulatory Affairs regulations.

### **Swimming at the YMCA**

In the event that your child is participating in a program held at the Maple Street YMCA, swimming may be an offered activity. Your child must be considered a school-age student in order to participate in this

swimming activity. Each child is required to take a swim test for the on duty lifeguard. Students must pass this test prior to being allowed to swim in the deep side of the pool. Students who 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. Students who can't touch the bottom are considered a "non-swimmer" and will be required to wear a flotation device.

### **Pesticide Use Information**

Centers are required by The Department of Licensing and Regulatory Affairs 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 of 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 a posting in our parent communication app or on our website.

### **Photo Release**

Provider may take photos of the children participating in program activities or field trips. The photos may be posted for parents and visitors to enjoy. We may occasionally be filmed for the local news, YMCA video use, for YMCA brochures, and/or the YMCA social media pages. If a parent wishes that photos not be taken of their child, a written notice must be delivered to the Child Care Department.