



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

LEARN GROW THRIVE

Summer Power Parent Handbook
WHITE BEAR AREA YMCA

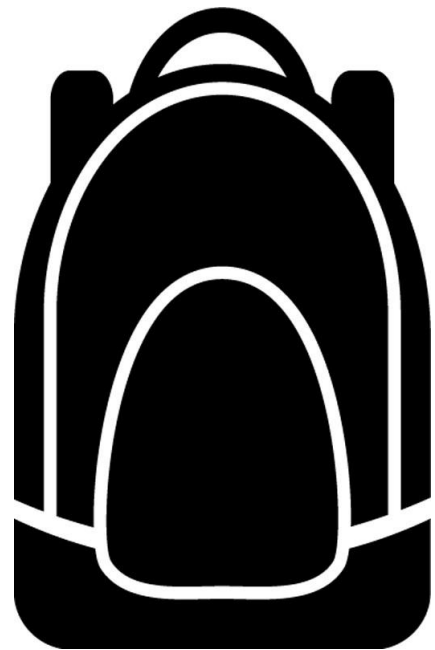


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Electronic Forms Available at:

http://www.ymcatwincities.org/child_care_preschool/summer_programs/summer_forms__handbook

Welcome

Parents / Guardians:

Thank you for enrolling your child into a Y Child Care program.

- Our Summer Power Pre-School Programs serve children the ages of 2 – 5 years of age.
- Our Summer Power, Summer Power Kindergarten, Summer Power Specialty, & Summer Power Sport Programs serve children dependent on the program entering grades K-5.

The team members of the Y would like to welcome you to our program. Each of us hopes your child's experience with us is a positive one. We all share a common goal – to provide a safe, trusting atmosphere in which our children can grow, develop new interests and friendships and have FUN!

Within these pages is what you may expect from Y School Age and Pre-School Programs and what the team members expect from you in return. In order for your child's experience to be rewarding, we all need to work together. We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of Y Child Care Programs. Failure to comply with any policies or procedures may result in dismissal from the Y program.

Thank you for registering your child for Y programs. We hope that this program is a wonderful experience for your child and family.

Please contact us with any further questions, we welcome your input.

Y Program Staff

Planning For Each Day

On Monday a schedule will be sent home of what your child will be doing for the rest of the week. You will also receive daily updates as needed.

What to Bring Each Day - Make sure to label all belongings!

- Non-perishable lunch
- Morning & afternoon snack
- Water bottle
- Tennis shoes
- Sunscreen – apply before coming to the program
- Insect repellent
- T-shirt on field trip days
- Dress appropriately
- Field trip items may vary
- Swimsuit and towel – swimming will be a part of regular activities
- Extra change of clothes

What NOT to Bring

- Cell phone
- Electronics
- Games
- Valuables
- Money

We will do our best to ensure the safety of your child's belongings; however, we do ask that you please not send unnecessary items with them. The Y will not take responsibility or be held liable for lost, stolen or damaged items. Please **DO NOT** send items of value from home with your child.

Weapons, tobacco, illegal substances, and alcohol of any kind are not allowed in the Y summer programs. If a child is found to have any of these things, they will be removed from the program immediately. Our policy also means that toy guns, squirt guns, knives/weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

The Y provides the majority of supplies your child will need while in our care. Depending on your child care program, parents are responsible for providing supplemental items for their child. Examples of this would be change of clothes, appropriate outdoor apparel, meals/snacks/drinks, medical accessories, sunscreen etc.

Outdoor Play

Outdoor play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going outdoors every day, excluding times of inclement weather. Many field trips and activities will offer outside play for a large portion of the day. All children who are well enough to be at the program are expected to participate in outdoor activities. Parents should put sunscreen on their children before they come to the program. Please send a labeled bottle of sunscreen with your child daily for reapplication and water.

Dress Appropriately

Please consider the weather before your child leaves home every morning and remember that the weather can change quickly. Appropriate footwear and clothing will help your child enjoy a more comfortable day. Clothing should be identified with the child's first and last name on it. A lost and found box will be kept near the Parent Communication Center and should be checked each week for your child's belongings.

Billing and Payment Information

Customer Service Center

The main responsibility of the Customer Service Center staff is to provide service to families with inquiries, registration, billing, statements, parent and child information and account updates. Please feel free to contact Customer Service with any questions. The Customer Service Center may be reached at the following address:

Customer Service Center

P 612.230.9622 F 612.223.6322

Hours: Monday - Friday 7:00 am – 6:00 pm

Registration available beginning Saturday March 5, 2016

<http://ymcatwincities.custhelp.com>

Registration and Contract Tuition Fee Agreement

Registration forms must be completed in full for each child so that appropriate information is obtained. In order to expedite processing, include the \$50.00 nonrefundable registration fee per child. Please note: online registration is available for the entire summer program and will expedite your child's registration process.

Please visit our [Summer Programs web page](#) to register. Once on the page, simply choose your program and location to register online.

Changes to Registration

Any changes made to the original registration may be made as long as it is completed by Monday, one week **PRIOR** to the week of care. Changes made after that time will result in parents being charged the original registered week plus any additions.

If you want to add additional days after your original registration, make those changes online through **"My Child Care"** on your My Account home page. You may add or reduce the days needed, however, you will be charged at least a minimum of 3 days. If you need assistance with your online account login information, please contact Y Customer Service at 612-230-9622.

Please note: There will be no reduction of fees for days registered if your child does not attend program.

Late Payment and Return Fees

Your child may not be able to attend the program if payment has not been received the week before care. Payment is due by Monday the week before care.

There will be a \$10 per child, per week late fee assessed on the Saturday before care if full payment is not received either through the online system or in the Customer Service Center by due date. Credit card payments are pulled on Tuesdays, the week prior to care.

Days added after the **change due date** are billed at your original daily rate. Example: registered for 3 days at \$120 = \$40 a day. You want to add a fourth day (this is a change to registration), the cost will be an additional \$40 for that day.

There is a \$20 return fee for returned checks and returned electronic fund transfers. We encourage

you to use our electronic funds transfer or our online payment option to ensure timely payment. If you registered online, your credit card will be used for automatic EFT payments. Forms for EFT are available at your site, on the web site, or call Y Customer Service for further information.

Payment Options

- Automated Electronic Funds Transfer (credit/debit card) •
- Personal Check
- Online Payments
- Credit/debit card over the phone
- Payment at a YMCA branch front desk

Late Pick Up Fees

Any violation of our posted hours of operation will result in a late pick-up charge of \$1.00 per minute per child for children in our care after program hours. Parents are held accountable for these additional fees. Late fees will be assessed with the next tuition payment. Habitual lateness or abuse of this policy could result in expulsion from the program.

Non Payment and Termination

If payment is not received by the due date, your child's attendance may be stopped and you will have full responsibility for all registered days. We reserve the right to terminate a child's participation in our programming at any time.

Billing Adjustments

Any billing adjustments to your fees outside of normal tuition fees will be done on a periodic basis throughout the summer. Adjustment fees include back billing for additional days/sessions attended, NSF or EFT Return fees, etc.

Multiple Party Payments

In cases where multiple parties are making payments to a childcare account, the Y is **not** responsible for determining which party has the financial responsibility for specific weeks/days. A multiple party agreement form must be completed and signed by both responsible parties prior to program start. Payments will be split by percentage only for each week of program. The Y will not bill by days attended. Billing will be completed based upon weekly program registration. Both parties must be set up on automatic billing through a valid credit/debit card. EFT authorization must be on file for both parties.

County Subsidy and Third Party Payments

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their caseworker about their involvement in our program. Parents using State, County or third party payments must provide a caseworker name, phone number and VU# at the time of registration. Upon receipt of the authorization, the child will be enrolled. For county subsidy, a current "Authorization of Service" must be on file with the Y. Co-payments are due in full by due date. Co-payments can be set up for payment bi-weekly or monthly prior to use. Payment arrangements are made with the Customer Service Center. Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment. Claim forms must be signed and returned to the Y within 1 week of receipt, otherwise the parent may be liable for childcare fees.

Personal Pricing Plan

The Y welcomes those who wish to participate and annually raise funds to help make the Personal Pricing Program possible. Personal Pricing applications must be submitted with registration forms and accompanying registration fees and/or deposits. Personal Pricing is supported in part by contributions from our Annual Support Campaign and other donors, and provides scholarships and subsidies for qualifying applicants within our available resources. Applications are available online at:

<http://www.ymcatwincities.org/about/scholarships/>

Mission and Goals

Our Mission

Providing quality, affordable care for your children is not just a business to us. It is our mission – a vital part of our commitment to the community. It is an approach that includes unique programs to make sure kids stay motivated – intellectually, socially, emotionally and physically.

Because at the Y we're for Youth Development, Healthy Living, and Social Responsibility, the Y will be around to provide a great place for your child to grow – now through adulthood.

The Y is driven by community need, guided by community volunteers and open to all. Subject to available resources, no person is denied participation in a Y program solely due to financial inability to pay the fee. The Y is a United Way affiliated agency.

Program Goals

Y Summer Power Programs will seek to:

- Create a safe atmosphere of learning that helps develop self-confidence and builds character through promoting the values of caring, honesty, respect, and responsibility.
- Help each child develop relationships with others and learn to work together in a cooperative manner.
- Involve and serve parents and families in significant ways that build upon their strengths.
- Use curriculum that supports child-centered and child-directed activities.
- Create an environment where team members are partners with parents and other caregivers, working together to help kids grow up healthy, happy and strong.

Curriculum and Character Development

Y Preschool Power Curriculum

Child care is designed around the philosophy of Creative Curriculum, using centers and the environment to help children direct their learning opportunities. This curriculum incorporates large & small motor, creative, social, intellectual, and cognitive opportunities dependant upon what is developmentally appropriate for the child.

Y Summer Curriculum

As with any Y program, the Y Child Care Curriculum is centered in the Y mission and program goals. Second only to relationships, a well-planned curriculum will help to define a child's experience in a Y program. Y curriculum is developed from the following:

- Specific needs and interests of the children
- Readiness for school and/or enhancement to school learning
- Talents and abilities of team members
- Creative and unique opportunities to play
- Resources within the Y and the surrounding community
- Introducing children to diversity and other cultures cultivating global awareness
- Indoor and outdoor physical wellness and healthy habits

Parents can expect to see a posted curriculum plan in your child's program area as well as written notes home each week. Parents will also receive feedback from Y team members on how their child is doing in the program. Parents are always welcome to observe their child's program to do so please speak with the site leader. We encourage parents to speak with Y team members at any time about their child's experience in the child care program. Please see the site leader about volunteer opportunities in any program.

Program field trips are subject to change please check the program calendar at your site or go to the website www.ymcatwincities.org and view the summer paperwork and schedules page by site to view trip calendars.

Y Character Development

At the Y, character development and values are a part of who we are. We reinforce the values you teach at home. The Y is committed to embracing and demonstrating character through the modeling and practicing of the four core values: caring, honesty, respect and responsibility. Our goal is to inspire the people we serve to believe in and act on these positive values.

General Program Information

Team Member Selection and Training

Staff are selected based on their education and experience working with youth. Staff are expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment which reflects caring, respect, and safety for youth. All Y staff must complete a background check before working in the program. Our staff are experienced and caring, trained in working with youth and program safety including First Aid, CPR, and child abuse prevention.

Parent and Volunteer Participation

Parents are encouraged to participate in the program with their child, there are several opportunities. Parents are welcome on field trips as well as program activities. There are many opportunities for parents to volunteer within the program, such as helping at a community service project, getting involved in a team building activity, sharing information about your career and educational background, and teaching life skills workshops with the children. Please see your Site Director/Coordinator for more details

– volunteering will require prior planning and approval. Parent volunteers will not be allowed to supervise other youth in the program unless they have completed the volunteer process.

USDA Child and Adult Care Food Program

Y Child Care Programs that provide meals and snacks follow the meal guidelines of the Child and Adult Care Food Program. In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, nationality origin, sex, age, or disability. To file a

complaint:

USDA, Director, Civil Rights

Room 326-W, Whitten Building
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Call TDD: 202 720 6382 or voice: 800 795 3272.

USDA is an equal opportunity provider and employer.

All treats brought in to the Y child care program must be store bought. Please check with program team members for food sensitivities prior to bringing in treats.

Program Access

The Y is committed to the policy that all persons should have equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. The Y will accommodate special needs into existing programs to the extent that financial and physical resources permit. So we may provide a positive experience, please contact the Y if your child has any special needs requiring any accommodations.

Accommodation Process

Consideration is given to the individual needs of every child and the ability of the program to meet those needs. Please inform the Y during the enrollment process if you or your child requires any special accommodation. It is helpful for a smooth program transition to have a conference prior to enrollment. This information enables the Y to better meet your needs or those of your child, within available resources and to the extent reasonable. All staff that will be working with a child with special needs will be informed of how to care for or meet those needs in a timely fashion through a meeting or written notification.

Safe Boundary Information

1. The Y restricts staff from providing child care services off site for families they meet through their employment at the Y. This includes nanny services and babysitting.
2. Your child should not receive personal gifts from individual staff members.
3. Staff and volunteers are not permitted to individually transport program participants in their personal vehicles.
4. One child will not be alone with one staff member outside the hearing or vision of others.
5. The Y limits outside contact between staff and program participants

Data Privacy

The Y complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the Y team members.

Parent Communication

Parents are encouraged to communicate openly with Y staff about the program and their child. Staff will make an effort to communicate with parents/guardians on a daily basis about upcoming activities, child's behavior, or any program changes. Each child will also have a communication file. It is the parent's responsibility to check this file on a regular basis for any written communication (i.e. newsletters, calendars, and notes) from the program team, the Site Director/Coordinator, or the Y. A parent may request a conference with the Site Director/Coordinator at a mutually convenient time to discuss his/her child's overall development. Y staff may also request a meeting with a parent.

Family Events

Family Nights will be scheduled throughout the summer. These events are designed to involve your whole family in your child's experience. It is a great time to meet the staff and other families in the program. Details regarding dates, times and activities will be available at the site.

Program Surveys

As a parent or guardian of a Y participant, you will receive a program survey to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the Y team members.

Parent Grievance Procedure

If you have a grievance regarding this program:

1. Immediately set up an appropriate time to discuss it with the child's program staff.
2. If it is not resolved, discuss it with the Site Director.
3. If it is still not resolved, discuss it with the Child Care Program Director/Manager.

We want to address any concerns or questions you or your child might have regarding the program. Please encourage your child to speak directly to any staff in the program about issues or areas they are uncomfortable with, so we can address them in a timely manner.

Program Rules

All children, team members and parents should be following the four core values of the Y: caring, honesty, respect and responsibility.

In addition to following the values program rules are:

1. Follow directions
2. Respect self, others and property
3. Use appropriate verbal and body language
4. Keep your hands and feet to yourself
5. Stay with the group

The overall safety of all children in the program is our highest priority. Please encourage your child to speak to a program staff if they are having any concerns with other participants or program staff.

Behavior Guidance & Non-Violence Policy

Philosophy

The Y strives to maintain a positive approach to managing children's behavior at all times. Team members establish and enforce clear and consistent limits and expectations for appropriate behavior. Team members deal with inappropriate behavior through various techniques including; modeling, distraction and redirection, adjusting the environment, cooperative problem solving and removal from the activity/area as a last resort.

Process

As mentioned above, 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:

Reasoning: 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 assisting/facilitating as needed.

Redirection: When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.

Child/Y Team Member Conference: When the program staff is not successful in correcting behavior, the Site Director/Coordinator is consulted and may decide on further appropriate action/consequences.

Conferences: If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished through the use of a Behavior Contract.

Behavior Contract: This form is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timelines are established.

Suspension for Inappropriate Behavior: In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Site Director/Coordinator and/or Program Director determine the length of suspension.

Removal from the Program: If the above process has not resulted in corrected behavior, the child will be removed from the program.

We reserve the right to bypass the above behavior steps at anytime and remove a child from our care or program activity for reasons of safety. If a parent is called to pick up a child for behavior, the child must be picked up within one hour.

To encourage positive choices our staff will:

- Protect the safety of the children and staff by establishing clear expectations and creating a safe environment
- Provide immediate and directly related consequences for a child's unacceptable behavior
- Anticipate problem situations and intervene by encouraging positive alternatives when possible
- Engage children in cooperative problem solving
- Model appropriate behaviors with children
- Tailor behavior expectation to the child's development level

Parent/Guardian Code of Conduct

To ensure that Y Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. It is our intent to have Y Programs represented in a positive manner at all times. In the event that parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

1. Parents/Guardians will conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect and responsibility.
2. Parents/Guardians must refrain from foul language at all times, while at a Y program location.
3. Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.
4. The misuse of drugs or alcohol at a Y location will be prohibited.
5. Parents/Guardians will not be allowed to take pictures/video of other participants or Y Programs.

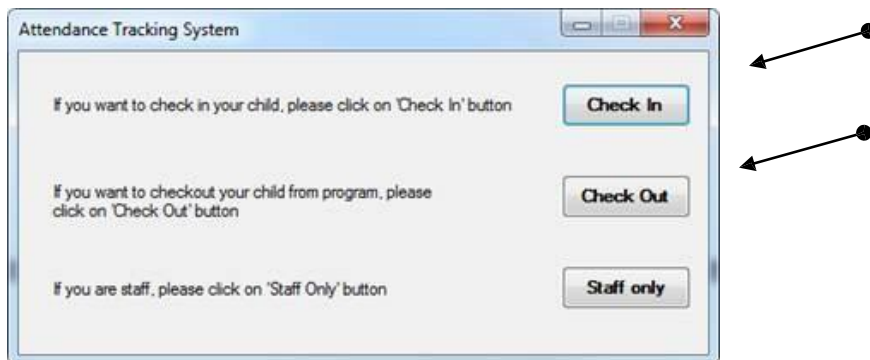
Required Sign-in / Out Procedure

You must sign your child in every morning and out every afternoon. Parents or authorized individuals must accompany their child into the program. Most programs are using an electronic sign in and out system. If your program is using an electronic system you will receive a PIN from the Customer Service Center. You will utilize this PIN to electronically Check in and Check out your child. If you are new to this system, please ask site staff for assistance. If the electronic sign in and out system is not utilized by your location, the paper sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pickup.

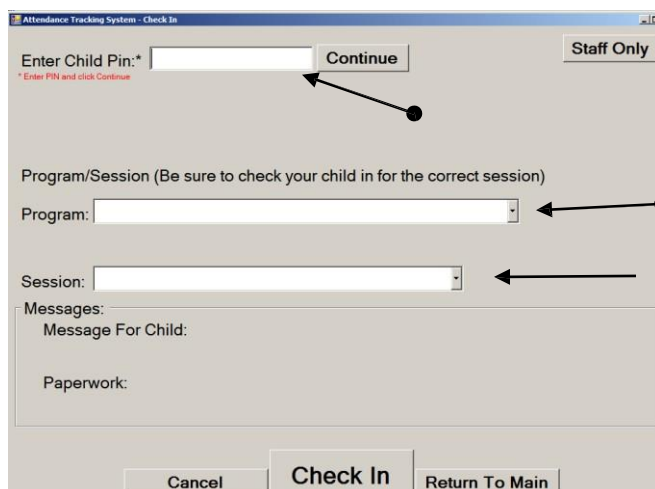
Any authorized person who is picking up a child from the Y program must have proper **photo identification** available which may be checked by Y staff. This procedure helps to ensure the safety of your child. We require that all parents/guardians follow this policy. Failure to comply will result in dismissal from the Y program. Staff may vary, please be prepared to show your photo ID daily.

Electronic Check In / Check Out

Simply choose the appropriate button on the screen



Key in the first child's PIN number and either tab to or click on **Continue**. Please ensure your child's name and age appear correctly on the screen. Select the correct Program and Session in the dropdown menus and click **Check In** or **Check Out** at the bottom.



The screenshot shows a window titled "Attendance Tracking System - Check In". It features a "Continue" button next to a text input field labeled "Enter Child Pin:*" with a red asterisk and a small red note below it that says "* Enter PIN and click Continue". To the right is a "Staff Only" button. Below this is a section for "Program/Session (Be sure to check your child in for the correct session)" with two dropdown menus labeled "Program:" and "Session:". At the bottom are three buttons: "Cancel", "Check In", and "Return To Main". A "Messages:" section with "Message For Child:" and "Paperwork:" labels is also visible. Three arrows point to the "Continue" button, the "Program:" dropdown, and the "Session:" dropdown from the right.

Person Authorized to pick up your Child

At the time of enrollment, the Y must be provided with emergency contact names and phone numbers of persons authorized to pick up your child. For your protection, only persons authorized in writing by the parents and are 18 years of age or older may pick up your youth. If you have any questions or concerns about this please contact the Site Director/Coordinator.

You must inform the Y staff in advance, in writing, if someone OTHER THAN a parent/guardian or authorized person is to pick up your child. No phone authorizations will be accepted. In emergency situations, an exception may be made if the staff is able to call back to a previously provided number on the emergency forms to verify that it was the parent/guardian that made the call.

If there is a court ordered custody agreement, the Y is legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide the Y with a certified copy of the most recent court order. This copy must be on file with the Y and updated by the custodial parent when necessary.

Accidents

If your child has a minor injury, the Y staff will perform First Aid if necessary and notify you when you pick up your child.

If a serious injury should occur, the Y staff will perform First Aid and notify you to pick up your child immediately and let you determine if you should take your child to the doctor or dentist.

In case of an emergency the Y staff will:

1. Call 911, perform immediate First Aid, and contact you. After 911 have been called, it is then up to the emergency response team to decide what actions will be taken.
2. A staff will accompany (when allowed) the child to the hospital and stay until the parent/guardian arrives if emergency medical transportation is required.

If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

Exclusion of Sick Children

For the health and safety of all children in our programs, please do not send your child to Y summer programs if they are ill. Please notify us if she/he will not be attending.

Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

- Fever – If over 100 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting
- Respiratory symptoms – Wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing
- Signs/symptoms of severe illness (unusual fatigue, irritability, persistent crying, difficulty breathing, etc.)
- Vomiting
- Uncontrolled Diarrhea
- Mouth sores with drooling
- Rash- If cause of rash is not known
- Eye drainage
- Unusual skin color
- Bacterial infection (such as strep throat)
- Contagious illness (such as chicken pox, scabies, ring worm, or other reportable diseases)
- Head lice – presence of lice or lice eggs (“nits”)

Children must be free from these symptoms for at least 24 hours before returning to the Y and any contagious illness should be cleared by a doctor. Parents/Guardians must notify the Site Director/Coordinator if their child contracts a communicable disease, as soon as diagnosed. When a communicable disease occurs, the Y will notify other participants in writing, including cause and symptoms.

Sending your child home due to illness or injury

If a child exhibits any of these illnesses while in the program, the child will be separated from the group and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached; the emergency contacts will be called. Staff will continue to assess the child’s condition. Because we are looking out for your child’s best interests, you or another authorized adult must pick up your child *within one hour of being contacted*. If the staff feel that your child’s condition warrants emergency medical attention, or if necessary, the local emergency resource will be notified.

Administering Medication

Children are not allowed to have medication in their possession. The staff may only dispense prescribed medications in the original container that bears the original label displaying legible information stating the following:

- Name of medication and child's name
- Date of original issue
- Directions for use
- Prescription number and expiration date
- Name and address of licensed pharmacy issuing the medication
- Physician's name
- Dosage and duration

The Medication Permission form must be completed by the parent or guardian and on file at the Y before any medication is dispensed – including non-prescription. Please return the form to the Y before your first scheduled day or the start of medication.

For medical and safety reasons, YMCA team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child and the child's medical providers to explore other reasonable accommodations to permit the child to enjoy our programs to the fullest extent possible.

Children's Basic Needs

In order to grow and learn, all children have basic needs including safety, good nutrition, shelter, medical attention, clean clothes, appropriate discipline, and love. Parents/guardians who are having difficulty providing for a child's emotional or physical needs are encouraged to ask for help. Our staff can help parents/guardians find community resources.

If a parent/guardian is unable or unwilling to meet a child's needs or if there is suspicion of physical, emotional, or sexual abuse, team members are mandated by the State of Minnesota to file a report with the Child Protection Agency.

Transportation of Children

By completing the registration process for Y summer child care programs you are giving written authorization from the parent/guardian to transport the child to and from the site, when transportation is provided for a field trip or off site programming. Some field trips may be walking trips. Field trip information is available at your site. Buses will not wait for late participants and programs will not offer alternative care. Please watch for field trip information and departure times at your site.

Thank you for choosing YMCA Summer Programs.

We have an exciting summer planned and we look forward to seeing you and your family at the YMCA

