



We build strong kids, strong families, strong communities.

**YMCA BEFORE & AFTER SCHOOL CLUBS  
PARENT HANDBOOK 2009-2010**

**WELCOME**

We are happy that you have chosen the YMCA to care for your child in our before & after school Club. We believe that your child/ren will enjoy this highly creative program, designed for grades K-5, ages 5-12 years. The purpose of our Club is to provide a safe, affordable, quality program for elementary-aged children to go before and after school. Each child will have daily opportunities to participate in activities that benefit them emotionally, physically, and mentally.

To help with any questions you may have, we have prepared this manual. Please **read it and keep it for further reference**. After reading and understanding the manual, you will need to **complete the last two pages and return them to the Site Director at your Before and After School Club**.

**SITES:**

Edwins Club	Phone: 243-1250
Elliott Point Club	Phone: 243-4307
Florosa Club	Phone: 581-5500
Kenwood Club	Phone: 315-0876
Longwood Club	Phone: 609-6028
Mary Esther	****
Shalimar Club	Phone: 651-4611
Valparaiso Club	Phone: 678-7733

**FOR FURTHER ASSISTANCE, PLEASE CONTACT:**

**Ashley Bishop**  
**ADMINISTRATIVE ASSISTANT**  
**Coretta N Johnson**  
**EXECUTIVE DIRECTOR**  
**OFFICE: 314-9622**  
**EMAIL: [Ychildcare@ecymca.org](mailto:Ychildcare@ecymca.org)**

**OUR PROGRAM GOALS**

Before & After School Clubs are family-centered programs that keep parents involved and informed in ways that strengthen family life. Parents have a feeling of confidence when their children are supervised in a caring and safe environment. The YMCA is a part of the United Way, (a special network of non-profit organizations that provide information on other possible family needs). The Club provides opportunities for parents to participate in constructive activities with their children. Finally, the YMCA is sensitive to today's varying family unit. We provide scholarships to those who qualify for assistance, and we accept Okaloosa-Walton Child Care Services funded children along with other local, state and federally funded programs. The Club also

fosters child development in the area of tutorial and homework aid, physical education, and health awareness, self-confidence, and interpersonal relationships. The Club helps the parent continue working without the worry of their children being left alone. By keeping costs down, the YMCA helps the economic stability of the family. Lastly, the YMCA has a long tradition of creating positive experiences for children. That's why the YMCA is THE largest caregiver of children nationwide.

We offer: Arts & Crafts, Afternoon Snacks, Music Centers, Drama Centers, Free Play, Organized Games, Sports Activities, Table Games, Homework Time, Reading Centers, Science Centers, Songs, and More!!!

**Our programs are offered to the children attending each individual school where a YMCA Club Program is held. Children MUST attend the school where the Club is located.**

## POLICIES AND PROCEDURES

### HOURS

The Clubs operate from 6:30 AM until school starts, and from the time school is released until 6:00 PM. Children must be signed in and out each day. A late fee of \$10.00 will be assessed for every 15 minutes that the child is picked up past 6:00 PM. This fee will not be prorated. A person authorized to pick up your child will be called at 6:01 PM if you have not notified the Club staff of your tardiness. After 6:30 PM, the local authorities will be called if no one has arrived to pick up your child. The late fees must be paid the same day or before your child returns to the program.

### HOLIDAYS

The program operates on the public school calendar. In addition, a full-day program will operate at the Edwins Elementary School site on the dates listed below. Check with your Site Director for details and cost. Pre-registration is required. See your Site Director for more information. Our program is offered on these days when school is not in session:

October 26, 2009	Teacher Work Day
November 23, 24, 25	Thanksgiving Holiday
December 18, 21, 22, 23 28, 29, 30, 31	Winter Break Winter Break Cont.
January 25, 2010	Teacher Work Day
March 26, 2010	Teacher Work Day
March 29-April 2, 2010	Spring Break

***THERE WILL BE NO PROGRAM ON LABOR DAY, VETERANS' DAY, THANKSGIVING DAY OR THE FRIDAY AFTER, CHRISTMAS EVE, CHRISTMAS DAY, NEW YEAR'S DAY, MARTIN LUTHER KING, Jr. DAY, WASHINGTON BIRTHDAY, MEMORIAL DAY, AND ANY OTHER DAYS ESTABLISHED BY THE YMCA. WRITTEN AND VERBAL NOTICE WILL BE GIVEN IN ADVANCE.***

## **FEES AND PAYMENT PROCEDURES**

The cost of the program varies at each site. Check with your Site Director for an explanation of fees. **ALL FEES ARE DUE ON FRIDAY FOR THE FOLLOWING WEEK.** Payments must be made in advance. There will be a \$10.00 late payment fee assessed for payments not made by 6:00pm on Friday. No child will be allowed to attend the Club if fees are more than one (1) week late.

Fees may be paid by check or money order made payable to the YMCA. Cash is highly discouraged but accepted, however change may not be available. Please write your child's first and last name, as well as the dates the payment is for on your check or money order. Please pay at the Club site.

The YMCA will notify you, should an "insufficient funds" check be returned to us. There is a \$20.00 service charge for all returned checks. Payment for an insufficient funds check is expected immediately. If there is a need to make special payment arrangements, please contact the Executive Director, Coretta N Johnson at 314-9622. Special payment arrangements may require financial documents as well as the approval of the Senior Vice President-Finance, Pam Farris.

## **LATE FEES**

The YMCA charges late fees for the following:

1. Late pick up fee--\$10.00 per every 15 minutes after 6:00 pm
2. Late payment fee--\$10.00 per week that weekly fees are late (weekly fees are due on Friday for the following week)
3. Immediate pick up late fee—once notified by YMCA staff that your child must be picked up whether due to illness or behavior you have one hour to pick up your child. After the initial hour, a fee of \$10.00 per every 15 minutes will be charged until your child is picked up.

## **ABSENCES**

The YMCA cannot deduct for missed days from your fee. Your fee pays for direct operating costs (i.e., staff, snacks, arts & crafts supplies, program supplies, and facility usage) based on the number of children in the program. When you enroll, you are reserving the time, space, and staff for your child, whether or not he/she attends. Should unusual circumstances arise regarding absences, please notify the Executive Director at 314-9622.

If your child will be absent from the program, please notify the Site Director or ask the school staff to notify the Site Director. We care about the whereabouts of every child in our program. The Site Director will check the school attendance roster daily. If your child was present for school but did not report to the afterschool Club program, we will contact you immediately.

## **REFUND POLICY**

All program cancellations are subject to an administrative fee of **\$10** with the balance of fees issued in the form of a credit on member/participant account or a check refund. All requests for credits or refunds for program fees must be requested within 30 days of the start of the program. **Any one-time registration fees and/or deposits on program fees are non refundable or transferable in any form.** Credits will be available for a period of twelve months and must be used within that time frame. A full refund or credit will only be granted within 72 hours of enrolling in a YMCA program. After 72 hours, refunds will only be granted for the following reasons with supporting documentation: 1) Due to a major illness; 2) Moving out of the area; 3) YMCA

Cancellation of a Program.

### **SIGN-IN AND SIGN-OUT PROCEDURES**

Parents **must** enter the site each morning to sign-in their child in order for the YMCA to assume care of your child. The same procedure is necessary for sign-out. The sign-in sheets are critical for verifying accurate attendance at the site. Only designated people named on your child's enrollment forms will be allowed to sign your child out of the program. Designated persons must be at least 16 years of age, unless other arrangements have been made with the Site Director and the Executive Director. Our staff must ask for identification from any person they do not recognize. Please have a picture ID available at all times and ask your designees to do the same. Otherwise, we cannot release your child. Please do not be offended, the staff is doing the job you expect of them--protecting your children. Parent information including receipts, notices, announcements, etc., will be at the sign-in/out table. Please look daily for new information.

### **YMCA RULES**

1. We listen to and cooperate with others.
2. We show respect.
3. We clean up after ourselves.
4. We use only YMCA words. (Appropriate language)
5. We can always be seen by a counselor. (Do not wander or run off)
6. We help others when needed.
7. We do not hurt others on the inside or the outside.
8. We use "inside voices" and "inside behavior" when indoors.
9. We use the 2-step process in solving a problem. (1. Use nice words--"Please stop" THEN 2. Tell a staff )
10. We have fun in a safe and smart way.

### **DISCIPLINE**

All children enrolled in a YMCA Club will be expected to follow the YMCA rules for the purpose of safety and smoothness of the program. Staff members are committed to positive reinforcement. Corporal punishment is NEVER permitted. If a major discipline problem occurs, you will be contacted by the Site Director and/or the Executive Director. We rely on you -the parent- to help us if this should happen. We want to keep this program safe and FUN for all.

The discipline policy is as follows:

1. Reminder of the rules and/or redirection
2. Verbal warning-explaining why the behavior is not appropriate and possibly suggests an alternative for the undesired behavior
3. Temporary removal from an activity (time out: 1 minute for every year of age)
4. Parent conference with behavior report
5. Suspension from the program
6. Permanent dismissal from the program

Suspension/Dismissal procedures:

1. First suspension is for one to two school days with a parent conference and behavior report
2. If behavior persists, next suspension is for a period of 3 or more school days and a parent

conference and a behavior report

3. If behavior still persists, permanent dismissal from the program will be enforced.

Additional reasons for suspension/dismissal including immediate dismissal:

1. Violent/harmful behavior towards others or self
2. Bringing weapons to the program (this includes pocket knives, etc.)
3. Child leaves program area without permission of site staff
4. Inappropriate behavior/language
5. Excessive tardiness of program fees or non-payment of program fees
6. Disrespectful behavior/language towards childcare staff or other children

**THE YMCA RESERVES THE RIGHT TO REMOVE ANY CHILD FROM A PROGRAM FOR HARMFUL OR INAPPROPRIATE BEHAVIOR, NON-PAYMENT OF FEES OR EXCESSIVE LATE PICK-UP. IF THIS ACTION IS TAKEN YOUR CHILD MUST BE PICKED UP IMMEDIATELY (Within one hour of notification)**

#### **ILLNESS/INJURY/MEDICATION**

A child who is ill is to be kept at home, for his/her own sake as well as that of others. Many communicable diseases begin with cold-like symptoms. We are concerned for the health and welfare of each child and or staff; therefore we require that your child be picked up within one hour of notification in the event s/he becomes ill at the program. A late fee of \$10.00 for every 15 minutes will be assessed until your child is picked up from the program. The YMCA staff should be informed about the nature of any illness. If your child has a communicable disease, please notify the staff when it first appears. (This includes Head Lice) All minor injuries handled by YMCA staff will be reported to the parents upon arrival to the site. **Parents are required to sign an incident report filled out for all injuries.**

In case of a major injury, the YMCA staff will take whatever steps are necessary to obtain medical care for your child. These steps may include, but are not limited to the following:

1. Call ambulance if injury is deemed life threatening
2. Give first aid as needed
3. Attempt to contact parent/guardian
4. Attempt to contact emergency contacts listed by you if we cannot contact you
5. Have child taken to emergency room in the company of a YMCA staff member

**STAFF CANNOT TRANSPORT THE CHILDREN NOR DOES THE YMCA CARRY INSURANCE ON ITS PARTICIPANTS OR MEMBERS**

The YMCA staff can administer physician-prescribed medications ONLY. NO OVER THE COUNTER MEDICATIONS can be given by our staff. The medication must be in the original prescription

container with the name of child, name of Doctor, prescription number, name of medication and medication instructions. Any medication that needs to be administered must be given to the Site Director by the parent. The parent must complete and sign the appropriate form allowing us to administer the medication to your child. You must take the medication home when it is no longer needed. Please note we are not able to provide for medications requiring refrigeration.

The YMCA follows the same policy as the Okaloosa County School District in reference to Head Lice. Please see your director for details.

### **MISCELLANEOUS**

Healthy and appropriate afternoon snacks are provided by the YMCA. Occasionally, the children may have parties and party food will be served. If your child wishes to bring a snack, we ask s/he does not share due to possible food allergies of other children. We try to include the children with snack preparation to enhance nutrition education. Grace songs are sung before afternoon snack. If your child has special dietary needs or restrictions, please indicate this on the enrollment form and notify site staff.

Exchanges of information between parent and staff provide good insight to both. It is vital that you inform us of any changes happening in your family. Changes in the home can affect your child's behavior or attitude. These changes can include but are not limited to, parent TDY, hospitalization of a family member, moving, etc. Sharing this information with site staff will better prepare staff to work with your child. Together we can provide the best possible experience for your child.

The YMCA works hand-in-hand with your child's school. If your child is receiving extra tutoring after school or is helping a teacher and will not be at the program for part of the morning or afternoon, please notify your Site Director in writing. This is necessary to ensure the safety of your child. We are committed to working with the principals and teachers to better serve the needs of each child.

**Please be sure to update your child's files if there are any changes in personal information. Changes may include home or work phone numbers, custody matters, employment changes, or other pertinent information.**

We are here for your child(ren) and for you. Please let us know how we are doing! We appreciate constructive evaluations as well as pats on the back! We are glad you and your child(ren) have chosen the YMCA.

**WE BUILD STRONG KIDS, STRONG FAMILIES, STRONG COMMUNITIES**



## YMCA Before and After School CLUB PARENT AGREEMENT

- I give permission for photographs or video of my child participating in this program to be used by the YMCA to help promote YMCA programs.
- I understand that the YMCA does not carry insurance on its participants or members.
- I authorize the YMCA to act on my behalf in granting permission of my child to receive emergency treatment or surgery. In such a situation, I authorize medical personnel to perform the emergency procedures required.
- I understand the YMCA Credit/Refund policy.
  - **Weekly fees will not be transferred or refunded.**
- I understand the YMCA's policy on late fees:
  - \$10.00 per every 15 minutes after 6:00 pm
  - \$10.00 per week that weekly fees are late (weekly fees are due on Friday for the following week)
  - Immediate pick up late fee—once notified by YMCA staff that your child must be picked up whether due to illness or behavior you have one hour to pick up your child. After the initial hour, a fee of \$10.00 per every 15 minutes will be charged until your child is picked up.

I have read and understand the policies and procedures of the YMCA Before and After School Club including staff not being able to care for my child outside of the program. I understand that non-compliance with any of the YMCA policies could result in my child being dismissed from the program. I have explained the rules and guidelines of behavior to my child, as well as informed him/her about the activities in the program.

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Club Site

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

