

Updated 8/5/16



**Reidsville Family
YMCA
After School Parent
Handbook
2016-2017**

Welcome

Thank you for enrolling your child into our YMCA After School Program.

The staff of the YMCA would like to welcome you to our program. Our goal is to provide each child with a safe and positive environment in which they can grow, and develop new friendships and experiences as well as have fun!

This handbook will help you understand the procedures and policies here at The Reidsville YMCA. Please take the time to become familiar with our policies and procedures.

All Day Programs

The All Day Programs offer care from 7:00am to 6:00pm. It will be the parent/guardian's responsibility to provide a lunch, bathing suit, 2 snacks, and a drink each day that your child will be attending.

Registration flyers for All Day programs will be available at the front desk prior to each programs' start date. **Please keep in mind that there is a registration deadline for each day.**

The All Day programs listed below are included in the After School with All Days option. All Day program do not run on weekends. **In order take part in an All Day, you must pre-register 2 weeks prior to the date attending. If you do not pre-register, we cannot guarantee child care.**

Day(s) of the Week	Date(s)
Thursday-Friday	October 27 th -October 28 th
Tuesday	November 8 th
Friday	November 11 th
Wednesday	November 23 rd
Friday	November 25 th
Wednesday-Monday	December 21 st -January 2 nd
Monday-Wednesday	January 16 th -18 th
Monday-Tuesday	February 13 th -14 th
Thursday-Friday	March 23 rd -March 24 th
Monday-Monday	April 10 th -April 17 th
Monday	May 15 th

Program Types, Payment, & Fees

The YMCA After School Program has the following attendance options for enrolling your child in our program:

Program	Description	Member Rate	Prorated First Payment	Non-Member Rate	Prorated First Payment
After School with All Days	5 days per week, teacher workdays and Holidays	\$180 monthly	\$90	\$220 monthly	\$110
After School Only	5 days per week	\$155 monthly	\$77.50	\$180 monthly	\$90
All Day/ Drop-In	Drop-in participation in any scheduled 'All Day', Holiday Camp or Spring Break Camp	\$16 Daily	N/A	\$20 Daily	N/A

At the time of registration, the prorated amount for the first payment will be due. The amount due is listed above.

Parent Fees

*All payments are due on the 15th of each month. Payments are considered late on the 16th of each month, and a \$10.00 late fee will be added.

*Any returned check received by the YMCA is subject to a **\$20 service charge**. All returned checks must be paid within 5 working days of notification of the returned check. The payment of a returned check must be made using **cash or money order only**.

* Hours of operation are 2:45pm to 6:00pm. All children need to be picked up from the program **no later than 6:00pm**. For every 10 minutes that the child remains in the program after 6:00pm, there will be a \$10 late fee applied. Late fee must be paid at point of next draft/payment.

Payment Options

The YMCA has several payment options available for your convenience. The YMCA accepts the following forms of payments:

1. Cash, Check, Money Order
2. Debit or Credit (Visa, Master Card, American Express, Discover)
3. Automatic Draft via debit or credit card

* Non-attendance does not constitute a refund.

*All deposits and registration fees are non-transferable and non-refundable.

Parent Pick-Up Procedures

Whoever comes to pick up your child should be able to present either the Pick-up card (ask for more if needed) or a photo I.D. of an approved person listed on the registration form before the child will be released into that person's care.

Pick-up cards serve as authorized pick-up forms; meaning that we assume anyone with a pick-up card is authorized by the parent/guardian to pick up that child. This being said, it is very important that you as the parent/guardian give out pick-up cards only to people you trust with your child.

Discipline and Behavior

It is important that staff maintain good order and discipline in all programs. Top objectives in all YMCA programs are safety and a positive atmosphere for learning and developing social skills. The YMCA makes every effort to help children understand clear definition of acceptable and unacceptable behavior.

The YMCA does not condone and will not permit:

1. Corporal punishment
2. Ridiculing, threatening, using an inappropriate loud voice
3. Leaving children unsupervised
4. Use of profanity

A child's behavior is expected to be consistent with the following:

1. Use appropriate language at all time.
2. Cooperate with staff and follow directions.
3. Respect other children and staff, equipment and facilities, and yourself.
4. Maintain a positive attitude.
5. Stay in program areas; running away is not acceptable.
6. Participate successfully within the YMCA staff-child ratios specific for each program.

The Discipline Policy

1. If a child is unable to comply with the behavior expectations, a conference will be held by the program director with the child. The parent(s)/guardian will be notified in writing.
2. If after the above meeting the child is still unable to comply with the behavior expectation, the program director will set up a conference with the parent(s)/guardian. A behavior contract will be established and signed by the child (if appropriate, the parent(s)/guardian and the program director.)
3. If the child's behavior continues to be disruptive and/or unsafe, the child will be subject to suspension or dismissal.
4. Failure of the parent(s)/guardian to attend conference(s) and cooperate will subject the child to suspension or dismissal.

Behaviors, which may result in immediate dismissal, include but are not limited to:

1. Any action that could threaten or pose a direct threat to the physical/emotional safety of the child, other children or staff. Prohibited conduct may include, but is not limited to, abusive jokes, insults, slurs, threats, name calling, bullying, or intimidation.
2. Fighting
3. Possession of a weapon of any kind
4. Vandalism or destruction of YMCA property or property of others
5. Sexual misconduct
6. Possession of or use of alcohol or controlled substance unless under the prescription of a doctor.
7. Running away
8. Biting
9. Inappropriate behavior on the bus such as; opening the emergency door, hanging out the window, climbing over or under seats, etc.

If a child misbehaves, the child will be given two warnings. If the behavior continues, the parent will be informed of the situation and the child will be written up. After one write up, the child will be suspended for two days and a parent conference may be requested. After two or more write ups, the child will be removed from the program.

Parent Grievance Procedure

If you have a grievance regarding the After School program immediately set up an appropriate time to discuss it with the program director. We want to address any questions or concerns you or your child might have regarding the program. Please encourage your child to speak directly to any staff member in the program about issues they are uncomfortable with, so that we can address them in a timely manner.

Cell Phones

Cell phones must remain with the children's personal belongings. Children are not permitted to use personal cell phones for talking or text messaging during any YMCA childcare program. If a child needs to talk with a parent or guardian they may request to use the YMCA phone. The YMCA is not responsible for lost or damaged cell phones.

Lost and Found

Lost items will be collected at the end of each day of After School. Items will be held for one week in the Directors Office. After the first week items will be moved to another location within the Reidsville YMCA building. Items will only be held for 3 weeks.

Swim Time

Children will get the opportunity for free swim once a month during After School.

The first swim day will consist of a swim check by the aquatic staff, placing the child in a swim group appropriate to his/her own abilities. Children will receive a band indicating their swim group. The band allows our staff and lifeguards to easily identify swimmers. Children will have the opportunity to retest if they so desire.

For swim days each child will need a bath suit and a towel.

Health

Over-the-counter and/or prescription medication must be turned into Cassy Velarde with the Medication Form completely filled out. All medication, vitamins, and prescriptions must be in the original container with the child's full name, date, physician's name and complete directions written in English.

Sick Policy

If your child has any of the following they must stay home or be picked up from after school early:

- A fever
- Contagious illness
- Vomiting and/or diarrhea
- Any type of blood related injury (i.e. bloody nose)

Allergies

Please alert the Program Director, Cassy Velarde, about your child's allergy problems so that we can take appropriate precautions to protect your child's health.

After School Inclement Weather Policy

The Reidsville Family YMCA will always put the safety of its program participants and staff first when decisions need to be made concerning inclement weather. When inclement weather poses a threat, the YMCA may adjust or cancel scheduled hours of programs.

Please read the following in regards to our inclement weather policy.

We will follow the Rockingham County School Schedule for inclement weather early releases.

Schools are closed due to Inclement Weather:

The Reidsville Family YMCA will make every attempt to provide care if schools are closed, however, the YMCA cannot guarantee that we will be able provide care in every inclement weather situation.

* In the event that schools are closed due to inclement weather, a decision to open our program will be made by 5:30AM. All parents will be contacted via email in regards to the opening of our program.

** If schools are closed due to inclement weather our after school program will operate from 8:00 a.m. until 5:00 p.m. However, program times may vary due to the severity of weather and road conditions.

*** Any parent who is planning on having their child(ren) attend an inclement weather all day must notify Cassy Velarde, Program Director, via email by 7:00am. If you have not provided us with notice of attendance childcare will not be provided. Staffing will be based on confirmed attendance.

**** Inclement weather all days are not included in the After School with All Days option and must be paid for separately.

Cost of Inclement Weather All Days:

Member: \$16

Non-member: \$20

Early Release Due to Inclement Weather:

* When school is let out early due to inclement weather we will provide transportation as normal and remain open until 6pm (depending on severity of the weather). However, program times may vary due to the severity of weather and road conditions.

Inclement Weather arises during After School:

* In the event of inclement weather during our after school hours (2:45pm-6:00pm), a decision to close our program early will be made immediately. All parents will be contacted via email and by phone in regards to the closing of our program. We encourage all parents of after school participants to have a backup plan for emergencies. The Reidsville Family YMCA will make every attempt to provide care until 6:00pm however; program times may vary due to the severity of weather and road conditions.

To find out if the YMCA childcare program is closed, closing early, or running a program due to inclement weather please check the website: reidsvilleyymca.org, call our front desk at 336-342-3307 or check your local news station.

Program Dismissal/Withdrawal

If a participant needs to withdraw from the YMCA After School Program then they need to give 30 days written notice. Attention – Cassy Velarde

Participants may be asked to withdraw from the program for the following reasons:

- a. Delinquency in the fee payment with no immediate payment arrangement
- b. Child is unwilling to follow After School procedures and rules (see Behavior Expectations)

Contact Information

Program Director: Cassy Velarde Phone: (336) 342-3307

Email: cassy.velarde@ymcagreensboro.org