



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**LET'S
GO!
TIME TO
EXPLORE**

**School-Age Programs Parent Manual
YMCA OF THE SUNCOAST**

WELCOME TO YMCA OF THE SUNCOAST!

We are excited to welcome you and your child into our School-Age Programs. We know how important it is for you to have convenient, affordable, quality programs for your child while you are at work. We offer a comprehensive program that provides your child with activities that help him or her grow in spirit, mind, and body.

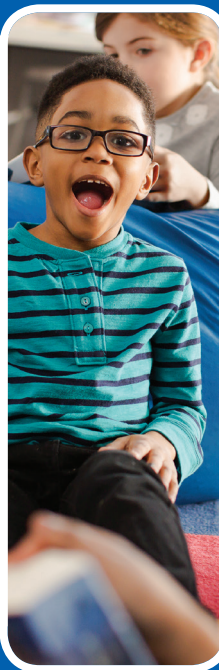
YMCA School-Age Programs provides programming for children from pre-K through eighth grade. The program is conducted by trained YMCA staff members who serve as positive role models while engaging children in healthy activities that focus on the character values of caring, honesty, respect and responsibility.

Your child will be involved in STEM and academic enrichment, crafts, sports, indoor and outdoor games, snack time, homework time, and other creative activities that help them learn, grow, and thrive. The YMCA maintains the highest standards of safety to ensure that your child's well-being is in good hands.

Thank you for choosing us!

Your kid can have more fun!

As part of your child's registration, he or she can do even more at the local YMCA! At the start of each new school year, all school-age participants are required to pay an annual registration fee — the fees are \$25 for an individual or \$40 for two or more registered children per family. This annual registration entitles your child to programs and classes at your local YMCA at member rates. It will also allow your child to use any of our facilities for age-appropriate activities. If your child is younger than 10, he or she will need adult supervision (the adult must have a Y membership and can be a neighbor, relative or family friend). This special membership is valid for the current school year.



A deal for you!

Your child has an All-Access Pass to the Y! Families are invited to upgrade to a full facility family association-wide membership at any time throughout the school year. Your family's membership will be at a reduced rate if the child's School-Age Program fees are paid by bank or credit/debit card draft EFT. Our one-time joining fee will be waived and you'll get \$10 off your monthly membership fee. Simply notify the Y's staff of your child's participation in this program. In addition, for current members, please notify the staff that your child is enrolled in this program so they can apply the \$10 monthly reduction. For more information, please visit any of our YMCAs or call our Association Office at 727 467 9622.

YMCA OF THE SUNCOAST

PINELLAS-PASCO SCHOOL-AGE PROGRAMS
2469 Enterprise Road, Clearwater FL 33763
P 727 467 YMCA (9622)

HERNANDO COUNTY SCHOOL-AGE PROGRAMS
1236 Mariner Blvd., Spring Hill, FL 34609
P 352 686 YMCA

CITRUS COUNTY SCHOOL-AGE PROGRAMS
4127 W. Norvell Bryant Hwy., Lecanto, FL 34461
P 352 500 YMCA

Find out more at ymcasuncoast.org

See us online



facebook.com/ymcasuncoast
twitter.com/ymcasuncoast
youtube.com/user/ymcasuncoast
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Programs supported in part by



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Our Goals

YMCA School-Age Programs help children develop to their fullest potential by focusing on:

- Self awareness, self confidence and self-worth
- Interpersonal relationships
- Character development
- Academic achievement
- Physical skills
- Health and nutrition

Support and strengthen the family unit by focusing on:

- Increasing a sense of community
- Improving communication

Deliver the program in a positive environment by focusing on:

- Safety, support and care
- Broadening the community understanding of children and families
- Conducting the program in accordance with YMCA operating principles and mission

Ensure that all programs are meeting the Healthy Eating and Physical Activity (HEPA) Standards:

- Nutritional information to parents
- Ensure that children engage in at least 30 minutes of physical activity daily
- Limited screen time
- Water is accessible at all times
- Healthy beverages provided that do not have added sugars

Quality Staff

We're dedicated to providing the best quality staff to provide for your family's needs. Our staff is required to complete:

- Drug screening
- Criminal background checks
- 40 hours of state child-care classes in their first year
- 20 hours of child-care training each consecutive year
- Child abuse prevention training
- All directors are required to complete and maintain a director credential, first aid, CPR and AED certification. Staff members are also encouraged to complete this training.

We are here to serve you and your children. Please take time to meet your child's director and communicate with them any information that will help in the daily care of your child.

Health and Nutrition

USDA-approved snacks are provided daily and snack menus are posted on a weekly basis. In order to align your child's snacks with HEPA standards, we ask that any food or drink you provide follow the USDA guidelines, to include healthy beverages; water, lowfat (1%) or non fat milk, or 100% fruit juice. Please notify staff of any food allergies when completing your child's enrollment packet.

Academic Support

The Y is committed to providing quality programs for all youth. We know that aside from enriching and fun experiences, academic support is also necessary during the afterschool program. Homework assistance is provided daily. Should your child need further assistance, please discuss this with your Director. With a perfect blend of socialization, recreation and academic support, the Y's program creates a safe, structured supplement for your child's school day.

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Enrollment and Payments

Enrollment begins the first day of attendance. Online registration **MUST** be completed at least two (2) business days prior to attendance.

- Children **MUST BE ENROLLED PRIOR TO ATTENDANCE**. Due to licensing requirements, participants who have not completed their online registration will not be accepted into the program until complete.
- Registration plus first week fees are due the Saturday prior to care, no later than the day of enrollment.
- Enrollment in Y programming reserves your child's space, time and staffing whether your child attends the program or not. As such, weekly fees are due and billed regardless of attendance, except under the vacation policy. This includes absence due to illness.
- A transfer to another YMCA of the Suncoast site or re-enrollment may be denied if a fee balance is due.
- Plan changes are limited to one change per year (August – May)
- Non-payment of the current week may result in immediate termination of services. Continued late payment may be considered abuse of service and result in termination of services.
- Financial assistance is available and offered on a sliding scale to those who qualify. Application for and/or qualification for financial assistance does not remove a participant's responsibility from being required to pay their weekly fees and keep their account current.
- Subsidy/grant funded clients are responsible for the full cost of care in the event that the funding source denies their eligibility for reimbursement (examples include, but are not limited to: unexcused absences, failure to complete appropriate redetermination / transfer paperwork, failure to sign their child in and out daily, etc.).
- Enrollment in School Year Before and After care does **NOT** enroll your child for summer camp. Summer camp requires a separate registration.

Please refer to the payment agreement in regards to specific fees.

Drop-off and Pickup

The Florida State statute regulating childcare licensing requires that all children must be signed in and out by an authorized parent or guardian. All children must be signed in and out of the program using our electronic signature system.

For your child's safety, should any person who appears to be under the influence of drugs or alcohol arrive to pick up your child, our staff will be required to contact another person on your pick-up authorization. If no one is available, we will be required to call local law enforcement.

Who Can Pick Up Your Child: Children will not be released to any person other than the parent or other persons authorized to pick up the child as listed on the pick up authorization form. As a precaution, the staff will request photo identification at the time of sign out until they are familiar with you and the people on your pick-up list. Any changes to the pick-up list must be in writing and completed in the presence of a YMCA staff member. Phone calls, fax requests or emails are not accepted.

Pre-K students and kindergartners will be picked up from their classrooms. All other children are responsible for walking to and from the School-Age Program area. The YMCA is responsible for the children upon arrival at the designated School-Age Program area after school.

Late Pickup: If you realize that you will be late picking up your child from care, we ask that you notify the YMCA. If you are late picking up your child, a late fee will be assessed. To avoid having to pay a late fee, we strongly urge you to authorize multiple individuals to pick your child up from care. Please remind any authorized signer that a valid photo ID is required to sign your child out of the program. Excessive tardiness may result in the dismissal of your child from the program.

Morning Care Dismissal

If your child attends breakfast provided by the school, he or she may be dismissed to go to class by school personnel.

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Court-Ordered Documents

Should you have court-ordered paperwork for any parties who are not able to have contact with your enrolled child, please give the paperwork to your director at time of enrollment. Paperwork must be an official court-ordered document and indicate who is the primary residential parent or indicate there is shared parental custody. This must be updated annually.

Occasionally we are asked to give copies of sign in/out sheets or attendance records. Please know that in order to obtain any records from the YMCA, we must be subpoenaed for them. Thank you in advance for your cooperation.

Holiday Programs

Special programs will be offered for all school-out days and holiday breaks. We will be closed Labor Day, Memorial Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. Please check with the director or our website at www.suncoastymca.org for additional days we are closed for professional development. You will receive reminders regarding these days early enough to plan ahead. Programs are consolidated during school-out days. Program sites open during school-out days are at the discretion of the principals and school board. Please check with your director for these locations. For school-out days and holiday programs, parents are responsible for providing their child with lunch, drinks and snacks.

Staff Code of Conduct

The YMCA staff signs a code of conduct which outlines expectations for their behavior at work and in the community. Signing this document is a critical step in the protection of your child during our program time and in community social settings. YMCA staff members are required to abide by these guidelines or face termination. To protect our organization, staff and participants, please do not ask YMCA staff to babysit, transport, or otherwise be responsible for your child outside of YMCA program time. Staff are also not permitted to engage with children online; please do not exchange email addresses or phone numbers with staff members.

Emergency Closures

If the public school system closes due to severe weather, our YMCA School-Age Program will have to do the same. If weather reports are threatening, look for updates on local TV, radio stations and on our Facebook page. Although it doesn't happen often, we may need to close early or close completely. We do our best to communicate as we receive information.

How Are We Doing?

In an effort to continue quality programming and enhance your child's overall experience in your School-Age Program, we will continually ask for your feedback. Our staff is available to discuss any concerns you may have. We will conduct an electronic survey twice a year and hope you'll take the time to complete it. Your feedback is important to us!

We encourage you to reach out to the director first with any feedback. If however, you would like to elevate a question or concern you can do so on our website. The homepage contains an email link to concerns@suncoastymca.org. In addition, if you see any red flag behaviors or potential illegal activity and would like to report anonymously, you can do so by clicking on the link to the ethical reporting system.

Creating a Safe Environment

We are committed to protect the youth in our YMCA and communities by preventing the three habits of child abuse prevention. They are "KNOW, SEE and RESPOND".

- **KNOW** when we understand the common practices of those who harm children and the best practice is stop them.
- **SEE** when we can recognize the warning signs or behavior that signal abuse or risk for abuse.
- **RESPOND** when we take action in respond to behaviors we recognize as being inappropriate or questionable.

In addition, each staff and registered volunteer must agree to abide by our Code of Conduct. The Code of Conduct outline appropriate behaviors and provides rules for all to follow that are designed to prevent potential abuse or to put the adult in a vulnerable position for an allegation of abuse.

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Medication

For the YMCA to dispense medication to or for your child:

- A medication form must be filled out. Please ask your director for this form.
- Medication must be in the original bottle, with the daily dosage indicated, and be prescribed for your child specifically.
- The parent or guardian must bring in the medication and give it to the staff member in charge.

Over-the-counter medication will only be dispensed with a note from a physician on letterhead. Please give this note to the staff person in charge.

Illness

To ensure the health and well being of all children in our program, if a child has a contagious illness, infection or fever of at least 100 degrees, parents must make arrangements for their child to be picked up from the program immediately. It is necessary that the child be out for 24 hours under these conditions. In addition to these symptoms, the same procedure will apply for head lice. We will be happy to assist with treatment options. Please let your director know. Children may not return to the program until they are checked by a staff member and are nit-free.

Telephone Use

YMCA staff members have access to a telephone at each school site. Often, staff members are engaged with children and unable to answer the phone. If you have trouble contacting your site, please call 727 467 9622.

Transportation

Transportation for all field trips will be provided by the YMCA, approved vendors, and/or the school's transportation department with parental permission.

Field Trips/Special Activities

Watch for field trip information at your sign in/out table. There may be additional charges for field trips and special activities. Cash is not accepted. Your director will let you know in advance.

Limited Screen Time

We provide a variety of activities with the intention of reducing the amount of time any child spends in front of a TV. To adhere to HEPA standards, the YMCA provides limited screen time for computer use and occasional movies.

Personal Items, Mobile Phones and Electronic Devices

We want you and your child to have a positive experience. All personal items from home such as tablets, iPods, toys, games and trading cards are not allowed. We provide enough varied activities for all to participate. We also do not want your child's items to be lost, stolen or broken. Please ask your child to leave such items at home. The YMCA will not be responsible for lost or stolen items. The YMCA follows the school cell phone policy. In the event of cell phone misuse, the child will relinquish the phone. The phone will be returned to the parent or authorized signer at the time of pickup.

Positive Redirection

Occasionally, there will be behavioral challenges and staff will redirect or remove the child from the conflict. In cases deemed severe, the use of restraint may be necessary. Child restraint is an emergency technique intended to isolate a child who presents a serious threat to his/her safety, or the safety of others in the program setting. The use of restraint will only be used as a last resort, and never as a means of punishment. If the problem is not resolved you will be asked to meet with staff to help find a resolution. In extreme cases, and as a last resort, your child may be dismissed from the program. Most often, this step is preventable through communication and mutual support.

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Discipline Procedures

Child Discipline, Florida Statute

As stated in the Florida Department of Children and Families Florida Statutes in Chapter 402.F.S: Minimum standards for child discipline practices shall ensure that age-appropriate, constructive disciplinary practices are used in care. Such standards shall include at least the following requirements:

- Positive behavior supports, such as redirection, verbal praise, and conflict resolution techniques, shall be in place as prevention techniques.
- Behavior notification will be reviewed with Senior Management to determine “next steps”.
- Senior Management, in some cases a Behavior Specialist, may contact parent to provide resources.
- Children shall not be subjected to discipline which is severe, humiliating or frightening.
- Discipline shall not be associated with food, rest or toileting.
- Spanking or any other form of physical punishment is prohibited.
- Children may not be denied active play as a consequence of misbehavior.
- Prior to admission of a child into a child care facility, the facility shall notify the parent in writing of the disciplinary practices used by the facility.
 - » Section 402.3125(5), F.S., requires that parents receive a copy of the Child Care Facility Brochure, “Know Your Child Care Facility”. (CF/PI 175-24)
 - » Section 65C-22.006(3)@2.,F.A.C. requires that parents are notified in writing of the disciplinary practices used by the child care facility.

Expulsion Policy

- Verbal warning to the child and parent. The incident will be documented in the child’s file
- Written warning to the parent
- Suspension from the program (1-3 days)
- Dismissal from the program

*Dismissal from the program for disciplinary reasons could result in permanent removal from all YMCA programs. A decision to allow the child to return must be made by the management team.

All enrolled children are expected to follow the rules established by the YMCA for the safety of all children in the program. Your cooperation and support help ensure that all children have a safe and fun experience.

Dismissal

Dismissal from YMCA programs may occur due to the following:

- Discipline problems that cannot be solved after repeated attempts, or that could jeopardize the safety of other children.
- Excessive late pickup after program hours.
- Excessive tardiness in fee payments or failure to make payments in excess of more than two weeks without prior arrangements made by the family and the director.
- Prolonged absences in excess of two weeks without notification.
- Inappropriate and/or disrespectful adult behavior that disrupts the program.

Financial Assistance

Charitable contributions to the YMCA enable us to provide financial assistance on a sliding scale. We promise that everyone who qualifies will receive assistance to the greatest extent possible based on the availability of funds. Applications for assistance are available online at ymcasuncoast.org, the YMCA office or through your director.

Subsidized Care

Parents who work or go to school may qualify for government-subsidized care. These funds are designated by the state to provide funding for families who are in need of financial assistance for daily child care. Parents will be responsible for payments that exceed the allotted absence days.

Hours

The YMCA Before-School Program is open from 6:30 a.m. for elementary schools and 7 a.m. for (Pinellas County) and 6:30 a.m. (Hernando County) middle schools until the start of school, and the After-School Program is open from school dismissal until 6 p.m.

The YMCA School-Age Program will provide care on early-dismissal days and professional-educator days at selected sites.

*Please know that start and end times are subject to change at site locations.