

# **WELCOME TO THE YMCA of Pomona Valley SCHOOL AGE CHILD CARE PROGRAM**

**EVERY CHILD DESERVES:**

**A place to go . . .  
Someone who cares . . .  
Something to hope for . . .**

## **GOALS**

**In accordance with the YMCA's history of dedication to youth and youth services, the YMCA's School Age Child Care program objectives are:**

1. To provide a comprehensive school age child care program based upon the fundamental factors of child development in physical, social and emotional growth.
2. To offer a high sensitivity to the individual needs of each family unit and the impact of these situations on the individual child.
3. To create a comfortable environment that allows each child to develop self confidence, self discipline, and a good self image through use of caring staff.
4. To increase each child's awareness of his personal potential and the potential and diversity of the community in which he resides.
5. To assist the community with proven, safe alternative for quality care outside the home, thereby decreasing the instance of child neglect, injury, and the inclination toward juvenile delinquency and increasing the capability for employment.
6. To offer support to strengthen the family unit by offering programs that children can be involved in. Also, to act as an agent to refer families to other helpful community services that may be needed.
7. To continually strive for program refinement for the benefit of the participants.
8. To serve as an advocate for each child's right to a healthy, happy childhood.

## **YMCA MISSION**

**To put Christian principles into practice through programs that promote a healthy spirit, mind, and body.**

## **RIGHTS AND RESPONSIBILITIES OF CHILDREN**

### **CHILDREN'S RIGHTS**

1. Children have a right to a safe and reliable environment.
2. Children have a right to use all equipment and space on an equal basis, to find equipment where it is intended and in functioning condition.
3. Children have a right to have their ideas and feelings respected.
4. Children have a right to discipline that is fair, equal and respectful to them.
5. Children have the right to express their creative ability.
6. Children have a right to voice their opinion of rules and activities.
7. Children have a right to have staff members who care about them, enjoy being with them and who will help them grow.

### **CHILDREN NEED TO BE RESPONSIBLE:**

1. For learning to take the consequences for their actions.
2. For respecting the rules that guide them during the School Age Child Care Program; for controlling their feelings so their actions do not harm anyone in the program.
3. For sharing equipment and facilities with all children in the program.
4. For remaining with the staff members at all times.
5. For respecting all rules of the School Age Child Care Program.
6. For returning equipment and materials to the place they found them.
7. For carrying out an activity that they committed themselves to.

## **RIGHTS AND RESPONSIBILITIES OF PARENTS**

### **PARENTS' RIGHTS**

1. Parents have the right to know that their children are in a safe environment where they are free to select from a variety of activities.
2. Parents have the right to participate in all levels of decision making concerning how their children spend the day.
3. Parents have the right to know what types of programs and activities are being planned and to be offered feedback on the kinds of activities their children enjoy.
4. Parents have the right to share concerns with the staff.
5. Parents have the right to know if their child is misbehaving, and to spend time talking with the staff concerning a solution.
6. Parents have a right to voice special concerns and considerations not covered in the manual, and to discuss special issues where occasional exceptions may be made from the rules set forth in the manual.

### **PARENTS' RESPONSIBILITIES:**

1. Let the staff know if their child will not be attending for the day.
2. Observe the rules and policies of the School Age Child Care Program.
3. Listen to concerns that staff may have about their child's behavior, and to work through an agreeable solution to any problem that may occur.
4. Replace any equipment that their child is responsible for misusing.
5. Sign their children in the morning and out at the end of the day, to notify a staff member when taking a child from the center, and to notify a staff member when another authorized person is picking up a child.
6. Pay fees in full on time and pick their child up on time.
7. Keep children's records up to date with any changes in phone numbers.

## ENROLLMENT

### ADMISSION

- A. Any child in kindergarten through sixth grade enrolled in Elementary School in which the YMCA offers an on site location or pick up service is welcome. Enrollment at each site is limited. Due to space limitations, preregistration is required.
- B. The application form must be completed and received at the YMCA, for proper registration. The following segments must **be completed**:
  - 1. Enrollment/Emergency Information
  - 2. Consent/Release
- C. When registering for the school age child care program, a non-refundable registration fee of \$40 for the school year and \$25 for the summer per child must accompany the completed Application Packet.
- D. It is the responsibility of the parents or legal guardian to keep proper registration information and current phone numbers in his/her child's permanent records.

### DISCHARGE

#### **A. Parent Withdrawal/Change**

#### **B. YMCA Discharge**

The YMCA tries to meet the needs of each child enrolled in our programs. We will make every effort to communicate and work with parents if there are concerns. However, the YMCA reserves the right to terminate enrollment of a child. The decision to terminate a child's enrollment may fall into different categories.

1. In the event that the YMCA and the parents/guardians agree that the placement of a child is inappropriate and/or not in the best interest of the child, the written notification will be waived and the withdrawal date can be set.

2. In the event that the parents/guardians and the YMCA staff are unable to come to a mutually acceptable course of action after identifying and processing a concern, the Branch Director reserves the right to terminate the enrollment of a child. Every effort will be made to work with the child and family to avoid termination. Termination will occur as a last result.

3. The YMCA reserves the right to terminate enrollment for one or more of the following reasons:

- A. The program does not meet the needs of the child. Factors to be considered in this decision may include:

Consistent problematic and disruptive behavior.

Extra demands on staff time.

Behavior detrimental emotionally or physically to the child or others in the program.

A child cannot adjust to the program's environment.

- B. A parent/guardian fails to meet their obligations as set forth by the YMCA including but not limited to the following reasons.

Nonpayment or persistent late payment of fees.

Persistent returned checks.

Failure to submit all required admission forms.  
Failure to comply with the procedures for arrival/departure of the child.  
Physical or verbal abuse of children or staff by the parent/guardian or child.

## **HEALTH AND SAFETY**

### **A. INSURANCE**

The YMCA does not offer any type of insurance for purchase. Medical expenses which may result while the child is at the afterschool program will be the responsibility of the parent/guardian.

### **B. ILL CHILD PROCEDURE**

1. For the protection of all children, your child must be kept at home or will be sent home if he or she shows any of the following symptoms:

A temperature

Intestinal disturbance, accompanied by diarrhea, or vomiting

Any undiagnosed rash

Sore or discharging eyes or ears

Profuse nasal discharge (green or yellow)

2. Please keep children with active colds at home. Communicable disease, such as chicken pox, etc., should be reported to the Child Care Director immediately. A doctor's signed explanation is required to re-enter a child because of contagious or communicable illness.

3. If any child becomes ill at the sites, he or she will be:

Isolated under the care of a staff person.

The parent/guardian will be notified at once to pick the child up.

If the parent/guardian cannot be reached, the emergency names will be contacted.

If the situation demands, your family doctor will be contacted for prompt care.

### **C. INJURIES**

1. While at the school age child care program, if a child receives a superficial wound or injury (bumps, bruises, cuts, scratches, splinters, and a nose bleeds), the staff will administer first aid. An accident report will be completed by the staff. The parents/guardian will be informed of the injury at the time of pick up and asked to review and sign the accident report. If the seriousness is questionable the parent/guardian will be contacted.

2. For any injury or illness that calls for emergency medical attention:

911 will be called and the child will be taken to the nearest hospital for treatment.

A staff member will accompany the child.

The parent/guardian will be contacted immediately after the ambulance has been called.

If the parent/guardian cannot be reached, the emergency names will be contacted.

If the emergency names cannot be reached, the YMCA staff will secure emergency medical care agreed upon in writing prior to enrollment.

A written report of accident requiring a doctor or ambulance will be provided in triplicate. One copy to the parent/guardian, and one copy for the site's files, and one copy will be filed with the Child Care Director.

### **D. MEDICATION**

The YMCA School Age Child Care Program staff will only administer medication with an additional consent form.

1. Every attempt should be made to ensure that the child will be scheduled to take medication during times when the child will be under parental supervision.
2. In the event that the medication must be administered at the center, the following written documentation must be provided:
  - A. Name of medication
  - B. Name of physician prescribing medication.
  - C. What side effects the medication may cause.
  - D. Dosage Amount.
  - E. Time medication should be administered.
  - F. Written parental consent
  - G. How medication is stored.
3. The staff will immediately contact the physician that prescribed the medication as well as the child's parent(s) in the event that any side effects should occur.
4. The childcare staff cannot give non-prescription medication to any child participating in our program.

**E. TRUANCY**

1. In the event that a child leaves the program without permission, the following procedures will be followed:

The staff will look for the child and notify the parents immediately.

If the parents are not reachable the police will be called. Following an event when a child runs away, a meeting between the Site Coordinator, Child Care Director and parent/guardian will be required.

2. If the child has not reported to the afterschool program 10 minutes following school dismissal, the following procedures will be followed:

The school office will be contacted to check on attendance or early dismissal for the day.

The YMCA will be contacted to check for any messages of non attendance.

The staff will look for the child and notify the parents immediately.

If the parents are not reachable the police will be called. Following an event when a child runs away, a meeting with the Branch Director, Child Care Director and parent/guardian will be required.

**F. PREVENTION OF CHILD ABUSE**

Staff will under no circumstance release a child to anyone other than the authorized parent/guardian or to an individual authorized by parents in writing, including relatives of children. Sign in/out logs will be maintained on a daily basis and kept on file.

All Staff and volunteers receive training which includes written materials explaining YMCA policies and procedures and regulations. Staff and volunteers who are working directly with the children will be provided training on the sign of abuse/neglect and procedures for responding to the suspicion of abuse/neglect. The staff is required by law to report if they know or have reason to have concern that a child has been neglected or harmed. Reports will be made to the Department of Children and Family Services (DCFS).

**G. CONFIDENTIALITY OF RECORDS/RELEASE OF INFORMATION**

All information contained within your child's file and all conversation held will be considered confidential. The YMCA is restricted from releasing confidential information to any individual, agency, school districts etc., without first obtaining permission from the parent/guardian to do so. In the event such a need arises, a written authorization from the parent/guardian will be required before confidential information is released. (Exception: If a case of child abuse or neglect is suspected and reported, proper authorities have legal access to a child's file with or without parental consent.) This also includes giving information out over the phone about your child's presence.

**I. STAFF**

YMCA school age staff has been chosen on the basis of maturity, patience, leadership qualities, education and experience. Staff has completed YMCA staff training, CPR, First Aid, and YMCA National Child Abuse Prevention Training and attends regularly scheduled staff meetings. A criminal history check is done on every staff working with the children. Staff cannot relate to children in YMCA programs outside of approved YMCA activities, including babysitting or weekend trips without written approval of the CEO.

**J. COMMUNICATION**

The program staff wants to keep parents/guardians informed of their child's daily activities. A staff member is always available to answer questions a parent/guardian may have about their child or program curriculum. Lines of communication may be verbal, written, or prominently posted. Parent/guardians may request a conference at any time. The staff and Child Care Director are always willing to listen to discuss any questions, concerns, or comments.

## **PROGRAM BASICS**

**A. HOURS OF SERVICE AND CALENDAR**

The afterschool program hours of operation are from school dismissal to 6:30 p.m. Monday through Friday. The summer day camp program hours of operation are from 6:30AM to 6:30PM. The before school program is from 6:30 AM to the time school starts.

**B. SIGN IN/OUT PROCEDURES**

Whenever you drop off or pick up your child, you must enter the site to sign the roll sheet and write down the time you dropped your child off or the time you pick him/her up. The staff uses these roll sheets to determine which children are at the site at any given time. We cannot be responsible for your child unless he or she is signed in. Please check for information each day when you sign your child out.

Children will not be allowed to leave the YMCA premises without being signed out by a parent/ legal guardian or designated adult. The child will be released ONLY to the persons who are listed on the authorized pick- up section of the registration form. The staff will question those with whom it is unfamiliar and check their authorization as well as ask for proper identification. Should this information change, the administrative staff must be notified in advance by written notice. In an emergency situation only, changes in authorization can be taken by phone. The parent must contact the Child Care Director and give the person's name and their driver license number. The Child Care Director will return a call to the parent verifying this information. This information will be passed on to the school age staff. The school age staff will check the driver license number at the time of pick-up.

Children arriving to the YMCA School Age Child Care Program in a YMCA vehicle will be required to wear a seat belt at all time. They will be dropped off curb side and escorted into the building. Attendance will be taken immediately. All YMCA vehicle drivers maintain a current license and must have a good driving record.

**C. SNACKS**

Children in the school age child care programs will receive snacks at about 4:00 p.m. The YMCA attempts to make these food breaks healthy. We try to involve the children in their preparation and in nutrition education. If your child has any dietary restrictions, please be sure to indicate them on the medical form.

**D. LOST ARTICLES**

The YMCA is not responsible for a child's lost or broken articles. Please remember to label your child's belongings. Children are not allowed to bring possessions from home (i.e. toys, Game Boys, action figures, etc.).

**E. PHONE CALLS**

Children are not permitted to make or receive phone calls. Parent/Guardian may direct all emergency calls to the YMCA Program office at **(909) 860-9622 (Diamond Bar) (909)623-6433 (Pomona)**

**F. PROGRAM ACTIVITIES**

1. Planned Activities: Structured activities such as arts and crafts, games, sports and values education are planned throughout the summer.
2. Unstructured Activities: A wide variety of equipment and supplies are made available to children on a daily basis. Board games, puzzles and art materials are examples of activities.
3. Outdoor Activities: Outdoor play is an important part of our program. Proper seasonal apparel is a necessity.

**FEES**

**REGISTRATION, TUITION PAYMENT, LATE PICK UP CHARGES**

**A limited number of families who substantiate a need will be subsidized using funds available to the YMCA through the United Way and YMCA Current Support Campaign funds. The YMCA has an application process to assess these funds. Individuals that qualify for one of the government subsidized programs must apply and participate if available.**

**A. LATE PICK UP**

A late fee of \$5.00 per 15 minutes will be collected for any child picked up after 6:00 p.m. Parents who chronically leave their children after the 6:30 p.m. closing hour will be terminated from this program. Any child who has not been picked up by 7:30 p.m. will be turned over to local authorities if an emergency contact cannot be located.

**B. CREDIT FOR ABSENCES**

The YMCA cannot deduct days missed from your fee. Your fee pays for direct operating costs, such as staff, snacks, and materials. All of these must be available for your child. When you enroll, you are reserving the time, space, staffing and provisions for your child whether the child attends or not.

**C. REFUND**

Your child may be withdrawn from the program at the completion of any month. A two week notice of withdrawal must be given in writing to the child care office.

**D. HOW DO I PAY**

Payments are to be paid by 7:00 PM on the Wednesday before each week.

Payments can be made weekly, bi-weekly or monthly. Tuition payment may be made by check (please write your child's name on your check) cash, money orders or credit card. Off site locations cannot accept cash or credit card payments. Cash and credit card payments can only be accepted at the YMCA. A \$30.00 fee will be charged for any NSF checks written to the YMCA.

Delinquent tuition will cause program termination. Reinstatement will occur only when tuition balance is current and if openings are still available. The charge for reinstatement is a new registration fee.

No fee adjustment will be made for absences due to illness, vacations or school closing due to weather.

**E. Fire**

In case of a building fire, all counselors will line up their children and exit the building according to the evacuation plan. Central gathering point will be by the front entrance to the main building. Depending on the location of the fire, the staff will proceed to the gymnasium, pool area or the ball fields. Counselors have to take their class rolls with them. A count of the children must be made every time there is a change in location.

**F. Chemical Spill/Gas Leaks**

In case of a chemical spill, the director will determine (after consulting with the police department, environmentalist and hazardous material team) whether to evacuate the building or seek shelter in the building. In case of evacuation of the building all counselors will line up their children and exit the building according to the evacuation plan. Children's count has to be done prior to leaving the building. Children will be transported to the YMCA. Parents are to pick up their children at the YMCA in this emergency.

## **DISCIPLINE**

### **NEEDS OF CHILDREN**

It is the goal of the YMCA to guide children in being happy, responsible, cooperative participants through, and respectful teaching techniques. The staff works to increase children's respect for themselves by guiding them to become responsible for their own actions and to help them grow in their respect for the rights and feelings of others.

A commitment is to make reasonable accommodations to meet the needs of each child. Based on our goal of working in partnership with parents to keep each child safe and happy in our programs, we will be honest and respectful in communicating with parents about their children. At the same time, the YMCA expects the full cooperation of parent to insure that plan developed to support the child in the program will be successful.

- B. Discipline at the day camp sites will be designed and carried out to help each child (1) learn self-control, (2) choose alternatives, (3) identify feelings, and (4) develop an understanding and respect for the feelings of others.
- B. Discipline will not damage the child's self-image, or embarrass the child who is being disciplined. When possible, the child who is being disciplined will contribute to resolving the conflict with whom he or she was involved. Any disciplinary action will be carried out by staff only, not by volunteers, observers, or other children.
- C. Staff will document information related to the child's ability to function within the program, noting factors that seem to contribute to the child's success, as well as areas of concern. The YMCA will make reasonable adjustments to accommodate the child's needs.

General discipline techniques involve positive reinforcement of good behavior and careful explanation of behavior that is unacceptable. An activity will be denied for repeated behavior problems and the child will be directed to an alternative activity. No child will be subjected, under any circumstance, to corporal punishment inflicted in any manner upon the body or to verbal abuse. Snacks may never be taken away from a child as punishment. Children may not be deprived use of the bathroom as punishment.

## **VEHICLE CONDUCT RULES**

Children must follow these basic safety rules while being transported. With the first infraction, your child will have a discussion with the Child Care Director. With the second infraction, a parent will be notified and asked to discuss proper behavior with his child. With the third infraction, all transportation services will be denied for a minimum of one week. Parents will be notified.

- A. No fighting, swearing or abusive behavior.
- B. Must remain seated properly at all times.
- C. Seat belts must be worn at all times on vans.
- D. No eating or drinking on the vehicle.
- E. May throw nothing out the window.
- F. Potentially dangerous actions will not be tolerated.

## **CONDUCT POLICIES**

It is our intent that each child enjoys the activities planned by understanding that they are responsible for their actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self discipline that we are here to help them, and to know that we want them to succeed.

As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. Therefore, the following conduct policies apply directly to each child and will be used to determine his eligibility to continue as a participant in the YMCA School Age Child Care Program. In accordance with the severity of the infraction and the number of times and infraction occurs, a child may (a) lose the privilege of participating in a specific activity, (b) lose field trip privileges, (c) be suspended from the program, or (d) be terminated from the program for:

1. Intentionally and repeatedly going to unauthorized areas of the facility, or leaving the camp premises without permission.
2. Repeatedly using foul language and being repeatedly rude and discourteous to staff or others.
3. Defacing YMCA, school property or property of facilities visited during a field trip, etc.
4. Repeatedly engaging in fighting.
5. Bringing or using my illegal substances, including cigarettes and chewing tobacco.
6. Repeatedly refusing to follow basic rules of safety while being transported to or from the camp site during bus transportation.
7. Stealing or defacing other children's property.
8. Repeatedly not following specific rules in check-in and check-out procedures.

In the event that a child has proved he or she is not willing to respond to these policies, every effort will be made to contact the parent and meet in conference. Depending on the individual child and the circumstance, a variety of disciplinary measures are to be considered:

1. Ignoring may be an effective strategy for minor misbehavior, or for attention seeking behavior that doesn't interfere with others.
2. Logical consequences, which may include repairing the damage or apologizing.
3. Redirection to a different activity or area.
4. Review of program rules.
5. Negotiation and mediation, especially in conflicts between children.
6. Discussion, including reflective listening.
7. A brief separation from the group.
8. A behavior contract, outlining both what the staff can do to help the child, and what the child can do to improve behavior.
9. Temporary suspension from the program.
10. Termination from the program.

Depending on the severity and location of the infraction, the parent will be expected to:

- A. Meet with the Child Care Director for a conference concerning the infraction.
- B. Pick up the child immediately from the YMCA site or excursion site.
- C. Meet with the Branch Director to discuss future participation in the program.

It is our desire that every child enjoy his “Y” experience. It is for this reason that we have initiated policies we feel are fair, easily complied with by any child and of benefit to everyone involved.

Any trouble your child may have at home will probably affect his/her behavior at the YMCA program. Please keep us informed of such problems so we can be sensitive to your child’s needs. The YMCA staff would like to work as a team with the family. This will enable us to provide the best environment for the child’s growth and development.

## **DISCIPLINE POLICIES & PROCEDURE**

A child may be disciplined for any of the reasons given below or in accordance with any other YMCA Board policy or administrative procedure which may not be included in this policy. Level of consequence and the duration of punishment are determined according to the severity of the child’s misconduct.

The YMCA Administrators will make every reasonable effort to provide continuing care for children enrolled in our program if the child poses a threat to themselves or any other individual.

A child will be removed from the YMCA school age child care program for the following reasons:

- 1. Being under the influence of alcohol or drugs.
- 2. Being highly agitated.
- 3. Suffering from other conditions that temporarily threaten the student’s welfare, other individual’s welfare, or the efficient operation of the YMCA school age child care program.
- 4. Intentionally inflicting bodily harm.

Any child removed from the YMCA school age child care program for any reason shown above who is in a condition that threatens his/her own welfare or the welfare of the others will be released to the parent, the parent’s representative, or other proper authority including but not limited to law enforcement officers and medical personnel. Once the parent or representative has been contacted, they have 30 minutes to pick up the child unless arrangements are made with the Child Care Director.

Immediate removal from the school age child care program will occur for any of the following circumstances:

- 1. Conduct that contains elements of an assault.
- 2. Conduct that contains terrorist threat.
- 3. Selling, giving, delivering to another or possessing, using or being under the influence of marijuana or any nonprescribed controlled substance.
- 4. Conduct containing elements of indecent exposure.
- 5. Retaliation against a YMCA employee, either on or off YMCA or school property.
- 6. Persistent violation of general conduct or YMCA rules.
- 7. Membership, participation or solicitation of membership in any gang.

**CONSEQUENCE AND DURATION OF PUNISHMENT** will be determined by the YMCA staff who will consider the circumstance of each disciplinary situation including the following factors:

- 1. The seriousness of the offense.
- 2. The student’s age.
- 3. The frequency of misconduct.
- 4. The child’s attitude.

5. The potential effect of the misconduct on the afterschool environment.

A record will be maintained of each incidence of disciplinary action. Minor first or subsequent offenses do not require removal from the afterschool program. Other violations determined to be more serious may result in immediate removal from the afterschool setting and require a meeting with Child Care Director before returning to the afterschool program. Repetitive misbehavior will result in a counseling session with the child and the appropriate coordinator. The YMCA will document repetitive misbehavior and the corrective action taken and record the date of parental contact. More serious or continual repetitive misbehavior which has been documented by the afterschool staff to repeatedly interfere with the group or behavior that is so unruly, disruptive or abusive that the school age staff cannot communicate with the other children in the group will result in a formal or mandatory removal from the afterschool program. The school age staff must file a one-page discipline report with the appropriate administrator.

**GENERAL MISCONDUCT VIOLATION:** Prohibited activities include, but are not limited to the following at school age program or related field trips.

1. Throwing, swinging objects, running, etc, except as part of a supervised activity.
2. Leaving the classroom or the day camp site or sponsored field trip without permission.
3. Directing profanity, vulgar language, or obscene gestures toward other persons.
4. Disobeying directives from YMCA personnel or YMCA policies, rules, and regulations.
5. Possessing or using tobacco products.
6. Playing with matches, lighters, or fire.
7. Stealing from students, YMCA staff or other school age sites.
8. Disobeying YMCA policies about conduct on YMCA vehicles.
9. Threats personally to a school age staff in person, by phone, or through mail.
10. Fighting committing physical abuse, assaulting, or threatening physical abuse to a school age staff or any other individual.
11. Damaging or vandalizing property owned by the YMCA, property of off site locations, other students or employee.
12. Verbal abuse; EX: name-calling, ethnic or racial slurs, racial harassment, or derogatory statements the YMCA officials has reasonable cause to believe will substantially disrupt the school age program.
13. Selling, giving, or delivering to another person, possessing, using, or being under the influence of marijuana, or any other nonprescribed controlled substance, a dangerous drug, abusable glue, aerosol paint, or other volatile chemical, or an alcoholic beverage.
14. Possessing any weapon prohibited by the law or the YMCA.
15. Possessing any firearm.
16. Arson.
17. Gang names, emblems, colors, insignia, or any other gang-related identification will not be written, or displayed in any fashion, writing gang graffiti, flashing gang signs, possessing gang paraphernalia or possession of any type of gang related matter.
18. Excessive horseplay, scuffling, pushing or shoving.
19. Selling unauthorized items.
20. Indecent exposure.
21. Persistent, repetitive misbehavior.