PARENT HANDBOOK

YMCA of Southeastern North Carolina

ymcasenc.org/Afterschool

910-726-9847

Welcome to Afterschool at the Y!

Thank you for choosing the Y! We are looking forward to the year ahead at YMCA of Southeastern NC Afterschool, and we are excited about the opportunity to be a part of you and your child's lives this school year. At Afterschool, it is our aim to run a high quality program that is not only safe, but provides opportunities for children to have fun, be active, enhance education, explore new interests, and build relationships.

For our returning families, welcome back! Thank you for continuing to choose the Y to serve you and your family. To our new families, we welcome you to what we hope will be the first of many years together. As you navigate the waters of YMCA programs, please feel free to ask questions, and we will do our best to provide assistance as soon as possible. Relationships are at the core of the YMCA, and we strive to strengthen relationships between children, parents, and our staff in everything we do.

Our afternoons will be spent playing games, learning new skills, hanging out with friends, reading, doing homework, STEM projects, and so much more. Our staff focuses on positive reinforcement and encourages your child to be his or her very best with praise, high fives, and incentive programs like student of the week. We hope you share our excitement about the upcoming year, and if you ever have any praises, questions, comments, or concerns about the care your child is receiving at the Y, please do not hesitate to contact us. We value your feedback!

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ABOUT US

Our Mission

To put Christian principles into practice through programs that build healthy spirit, mind and body for all. At the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

About the Y: Who We Are

The Y is a leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility. Through our three areas of focus, the Y nurtures the potential of every child and teen, improves the nation's health and well-being and provides opportunities to give back and support our neighbors.

Why Choose the Y?

The Y is dedicated to building healthy, confident, connected and secure children, adults, families and communities. We believe the values and skills learned early on are vital building blocks for quality of life. Because of the Y community, kids and neighborhoods around the nation are taking more interest in learning and making smarter life choices. Every day our impact is felt when an individual makes a healthy decision, when a mentor inspires a child, and when a community comes together for the common good. Together we make a difference.

REGISTRATION & CANCELLATION POLICIES

Registration Fees

There is a $35 non-refundable registration fee that must be paid when you register your child for Afterschool. This registration fee acts as a placeholder to insure sure your spot is reserved as Afterschool will fill to capacity. We encourage all registration to be completed online.

*Please note, your first weekly payment for Afterschool will be due the Wednesday before the week your child begins. Our weekly fees are all inclusive and there is nothing else that you will be asked to pay as it relatesto Afterschool; this includes any scheduled half days. Afterschool is for any scheduled day of school that your child attends. Teacher workdays, holidays, and intercession programs are considered separate and separate registration must occur at least a week in advance for each day that you plan for your child to attend; please register early to ensure a spot and to help us better plan for each of these days.

**Weekly balances are due the Wednesday before each week your child is signed up for. By registering for Afterschool, you authorize the Y to charge your card on file for the remaining balance on the due date. When registering online, these payments are automatically setup and there is nothing further you need to do in order to pay the remaining balance as payments will occur automatically.

Waitlist

When Afterschool fills to capacity, a waitlist will begin. To add your child to the waitlist, you will still need to register your child for Afterschool, as normal, with the exception of not needing to pay the $35 registration fee until you receive a spot. The waitlist is a first come first serve basis. When a space becomes available in Afterschool due to another child not being able to attend that was previously registered, we will contact the first person on the list, and so forth.

Cancellation and Refunds

Becausethe YMCA is a not-for-profit organization that relies on fees and charitable contributions and is led by a volunteer board of directors, we work very hard to manage our limited resources thoughtfully and prudently. For Afterschool, each week is carefully planned according to the number of participants—staff/participant ratios are determined to ensure safety, program supplies are purchased and prepared, and staffing is finalized. The YMCA of Southeastern NC's refund and system credit policy is intended to maintain the overall fiscal health of the organization and the YMCA community and is a part of our efforts to be good stewards of our organizations resources.

To receive a refund, or stop all future payments, participants must cancel 14 days prior to the program start date. Non– refundable deposits/registration fees will not be refunded. A $10 administration fee will apply for processing. Our full refund policy and refund request form is available online at ymcasenc.org/refund.

If a refund is due, the refund will first be applied to any past due balances (program fees, membership dues, etc.) YMCA registration fees and deposits are non-refundable. Refunds are issued within two weeks of the cancellation date. If your child does not attend the program (vacations, sickness, etc.), this does not entitle you to a refund; unfortunately, we cannot cancel individual future weeks either as your child is still taking a spot in the program when he/she comes back and we do not offer drop-in childcare for individual days/weeks to fill any voids. When you register your child, you are reserving space, time, and staffing whether or not your child attends the program. Inclement weather is also outside of our control, and we do not issue refunds due to weather closures.

PREPARING FOR AFTERSCHOOL

What to Wear

For full days at the Y, students are required to wear close toed shoes. Please remember, your child's safety is our primary concern! We encourage kids to wear clothes in which they are ready to play hard and get dirty in because we are very active throughout the day and afternoon. We understand that your child may not always wear close toed shoes to school, but please know that we HIGHLY encourage your child to make the choice to wear close-toed shoes to school and Afterschool or to bring a separate pair of shoes to change into at the end of the school day.

What to Bring

Children should bring a backpack, clearly marked with the child's name, to carry their belongings. If a child has homework, he or she should bring it in their backpack to work on during the designated time. Students who attend a location with a pool, should pack a towel and swim suit on particular days based upon communication from that particular program director. Please bring a water bottle. Snacks will be provided daily. PLEASE LABEL EVERYTHING YOUR CHILD BRINGS TO AFTERSCHOOL.

What Not To Bring

The YMCA is not responsible for student possessions that are lost or stolen. The best way to prevent the loss of property is to leave valuables at home. Please leave all video games, cell phones, Pokémon cards, Ipads, expensive jewelry, toys, etc. at home. In general, please do not send your child to Afterschool with anything they do not specifically need for Afterschool activities – our childcare programs are filled with activities, and we want to be the sole provider for all entertainment throughout the day!

Lost And Found

Sometimes, items simply get lost. For that reason, please remember to label all of your child's belongings! Unless it is essential and something we ask you to bring, the best way to prevent the loss of property is to leave it at home! Lost and found will be available each evening at pick up. Items left at the end of the month will be donated to a local non- profit. Please feel free to check for your child's lost and found items. The YMCA is not responsible for camper possessions that are lost or stolen.

PICK-UP & DROP-OFF

For full days, such as Teacher Workdays, Holidays, and Intercession Programs, we highly encourage all students to be dropped off at their pre-registered location between 7:00am to 9:00am and picked up between 4:00pm and 6:00pm. If you need to drop off or pick up outside of these hours, please contact the program director ahead of time to make special arrangements as it is possible your child's group may be at an offsite field trip. Afterschool ends at 6:00pm and you are welcome to pick your child up at any point during the program until 6:00pm.

Photo ID is required to pick up a student from our childcare programs, and anyone that is not on your child's pick up list will not be able to pick up the child unless we have been previously notified. We do this to ensure the safety of your child. Additionally, if you need to add or remove anyone from the pick-up list at any time please let us know immediately so we can make that change for you.

What if my child is going to miss a day of Afterschool?

If your child will be absent for a day or two of Afterschool, please let us know. Please note there will be no credits or refunds for missed days of Afterschool or any of our childcare programs; we do not pro-rate the weekly fees for partial attendance as most of our costs remain fixed.

What if I am late picking up my child from Afterschool?

Children not picked up at the end of the Afterschool day will be supervised by YMCA staff. A fee of $1 will be charged for every 1 minute the child is not picked up after the end of the camp day at 6:00pm. Like you, our staff works hard, and most staff are in college and /or work a second job and time is of the essence. Please be respectful of their time and show up no later than the end of the Afterschool day. If a child is not picked up by an hour after the Afterschool day has ended, and parents and guardians have not communicated with staff or have been unreachable, DSS (Department of Social Services)will be contacted.

SICKNESS & MEDICATIONS

Please do not send your child to Afterschool with any of the following symptoms:

- Nose that runs consistently
- Undiagnosed rash, sore, or other skin condition
- Sore throat
- Excessive coughing
- Diarrhea or vomiting
- Fever
- Head lice
- Any other contagious disease or symptom

A child must be fever-free and have stopped diarrhea and vomiting for a full 24 hours before returning to the program without the aid of medicine. A physician's note may be required before returning. This is in the best interest of all the students and staff in the program. Please help us in our efforts to maintain a healthy environment for our program!

Illness & Emergency Procedures

If a student becomes ill during the program day and is unable to participate in activities, the parent/guardian will be notified. If a student is hurt, a member of the staff or an authorized person will administer immediate first aid. If the situation should require more immediate medical attention, staff will attempt to contact and inform the parent/guardian as soon as possible. In the event that the parent/guardian cannot be reached, staff will call 911 (if not already called, depending on the situation). A local emergency unit will transport the child to a hospital. A staff member will accompany the student to the hospital and stay until the parent/guardian arrives and signs the student into his or her custody.

Medications and Allergies

If possible, we prefer that all medications be administered at home or during school before the Afterschool day begins. However, if medication needs to be administered, all prescription medication must be in the original container that identifies the prescribing physician, the name of the medication, the dosage, and the frequency of administration. All medications must be stored by the Afterschool staff and administered by the student. DO NOT PACK MEDICATION IN BACKPACK. Medication must be given directly to a staff member by the parent/guardian. If your child requires an epi-pen for emergencies please be sure that you provide one for us to keep onsite at all times your child will be at Afterschool. We do not have nor provide/administer emergency medications other than what is specified by the parent.

BEHAVIOR POLICIES & PROCEDURES

To ensure that programs are safe, pleasant & fun, rules are communicated & consistently enforced:

1. Safety first 2. Listen and follow directions 3. Try everything and do your best 4. Do what's right

5. Have fun

Sometimes families have specific concerns regarding their child's behavior or are working in the home and school to modify certain behaviors. Our staff welcomes the opportunity to support these efforts. Please do not hesitate to speak with staff if you have concerns or if you would like for us to support any work that you are doing at home or school with your child.

Suspension

We emphasize the positive, and while it is our hope that these procedures, along with a strong YMCA and home partnership, will promote positive behavior (and minimalize behavioral problems) serious and chronic disciplinary problems can occur. In these cases, suspension or long term suspension may be necessary. The Y encourages appropriate language (from both children and parents), cooperation, respect to staff and facilities, positive attitudes, staying in program areas, and participation in all activities. Please review these appropriate behaviors with your child as necessary.

Staff will always use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline.

YMCA Bus Code of Conduct

- Eating and drinking are not permitted on the bus.
- Riders must remain seated and wear seat belts at all times
- Riders hands, arms, etc. may not extend outside the bus at any time.
- Riders must not tamper with the bus emergency door.
- Riders must obey the driver; the driver is in charge of the bus and has the right to administer disciplinary actions including assigned seats to maintain order and promote safety.
- Riders may not throw objects on the bus, shout or display any other behavior that may distract the driver and compromise the safety of those on the bus.

Professional Role Models

All of our staff are trained in CPR, AED, First Aid, child abuse prevention, emergency procedures, water safety, and how to conduct activities including songs and games that incorporate values and education. Staff are chosen for their passion toward the mission of the Y, 90% of staff are 18 or older, and most are studying education or recreation related fields and want a career that focuses on children. Our staff is selected on the basis of experience, responsibility, ability to relate to children, sensitivity to the children's individual needs, and their recreational skills.

Babysitting Policy

It is our policy not to endorse or recommend staff as babysitters. Any babysitting arrangements with present or former YMCA staff shall be based on the judgment of the parent or guardian, and should take place outside of YMCA scheduled hours.

COMMUNICATION

The YMCA staff will provide you with periodic updates about your child's participation in Afterschool to encourage conversation about your child's experience at the YMCA. We will strive to communicate effectively about our programs through email newsletters, posted signs about upcoming events, email blasts, and staff communication during rides out. If you have questions or concerns, please do not hesitate to communicate with the staff at your particular Afterschool site.

Notifications

Parents should get in touch with their child's specific Site Coordinator or Program/District Director in instances of:

- Medication needs
- Special needs
- Modified Activities
- Changes in custody Pickup by someone other than designated party

Weather and School Closings

The YMCA Afterschool program operates at schools, YMCA's, and churches across multiple counties. When schools close due to inclement weather or other emergency situations, we will communicate via email as soon as possible about our operating plans; please be patient and give us time to alter our plans and communicate as we typically find out about school closings at the same time that parents and guardians find out. In most cases, we will be unable to operate and will be closed as well. However, we understand that we fill the need of supporting working families and we will provide programming when we are able to do so safely and effectively.

Get Connected

As a whole, the YMCA has several ways for you to stay connected with all that the Y has to offer:

- Our website, www.ymcasenc.org, is your best online resource to stay up to date on current programs and classes. Our website also allows you to register for programs.
- The "YMCA of SENC Youth Services" Facebook page is utilized to share pictures from our youth programs, share important updates and changes to programs, share upcoming programs, and to help keep you in the know in regards to what your child is doing in our programs. Be sure to like the Facebook page in order to stay up to date!
- We understand that email inboxes get flooded with spam each and every day, but please be sure to mark the YMCA as a safe sender and ensure that we are hitting your inbox! If for some reason you have opted out of receiving any emails from the YMCA (this would include membership, sports, etc.) then this has opted you out of receiving emails from our childcare programs as well. Email is a crucial way that we communicate with families throughout the school year and ask that you would opt back in to receive emails from the YMCA.

FEEDBACK

How are we doing?

At the YMCA, we take pride in creating a safe nurturing environment, being positive role models, and building character. We strive to employ the very best staff possible in all our programs. We want you, as a parent or guardian, to know about staff behaviors that we consider appropriate and those we consider inappropriate. The following are examples:

Appropriate: side hugs, high fives, praise, program related discussions.

Inappropriate: lap sitting, full front hugs, rough play, profanity, harassment, overly personal discussions.

In addition, please do not hesitate to give staff feedback in regards to our program. We want to strive to deliver the program to the best of our abilities, and your feedback will only help us to continue to deliver a successful program and to help your child have a great experience at the Y!

Thank you

Thank you for entrusting your child with us! It is our hope, over the course of this year, that we will see your child grow mentally, physically, and spiritually. Thank you for allowing us to be a part of you and your child's lives!

the YMCA