



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# **East Valley Family YMCA**

## **Parent Manual**

2018-2019

**Parent Manual  
East Valley Family YMCA  
School Age  
Fall, Winter, Spring and Summer  
Child Care Program**

	Pages
Letter to Families	4
Poem – Children Learn What They Live	5
Mission Statement	6
Values	6
YMCA Cause	6
Youth Development, Healthy Living, Social Responsibility	6
Program Philosophy	7
Inclusion and Accommodations	7
Traveling Enrichment	8
STEM (Science, Technology, Engineering, Math)	8
HEPA (Healthy Eating, Physical Activity)	9
Curriculum Components and Goals	9
40 Developmental Assets	10
Our Staff	10
Six Pillars of Character	11
Policies and Procedures	12
Operating Hours	12
Refund for Withdrawal from Program	12
Credits/ Refunds for Absences	12
Change of Schedules	12
Holiday Care	13
Child’s Well-Being	13
Open Door Policy	13
Child’s File	14
Financial Policy Agreement	14
Removal from Program for Non-Payment	14
School Year Inclusive Plan	15
Year Round Plan	15
Summer Day Camp Plan	15
Delinquent Payments	16
Late Charges	16
Return Checks/ATS Rejects	16
Absences	16
Vacation	17

Sign In/Sign Out	17
Authorization for Pick Up	17
Custodial Orders	17
Clothing/Equipment	18
What Not To Bring	18
Illness	18
Sick Child/Absence	19
Medication	19
Child Becoming Ill at Site	20
Allergies	20
Injuries	20
Philosophy of Discipline	21
Social Inclusion	22
Bullying Policy	23
Zero Tolerance Policy	23
Expectations for Parents	24
Requirements for Supervision	25
Role of Community Care Licensing	25
Parent Advisory Committee	25
Other Ways to Volunteer	26
Earthquake preparedness	26
YMCA Programs: Something for Everyone	27
Nutritious Snacks	28
Non-Discrimination Statement	28
Homework Time	28
Valuing/Group Time	29
Youth Fitness	29

Dear YMCA Family,

Welcome to the East Valley Family YMCA! Thank you for making an investment in your child's development. Your YMCA School Age Program can make a real difference in the life of your child as we focus on building strong foundations of healthy self-esteem through character building activities, creation of asset building environments (Search Institute's 40 Developmental Assets), and attention to your child's learning experience. The program components include: homework support, youth fitness, enrichment programs in STEM (science, technology, engineering, math) the arts and humanities, service learning, nutritional support and leadership. Studies show that children who participate in YMCA School Age Programs:

- Are more cooperative with adults
- Are more likely to resolve conflicts by talking instead of hitting or fighting
- Improve their academic performance
- Become caring, responsible adults

The Y is committed to providing a family-friendly environment. You are welcome to visit the program at any time to observe your child's participation. Parents and other family members are encouraged to attend YMCA special events, volunteer on field trips, support the Y annual fundraising campaign that raises monies for financial assistance for families and program expansion. The Y School Age Program has a Parent Advisory Council (PAC) whose role is to evaluate the program, make recommendations for improvements and enhancements, and to become more engaged in their child's education and Y experience through participation in family events and workshops.

The Parent Manual is your guide to the East Valley Family YMCA and the School Age Program. The manual outlines the afterschool and summer program operations, policies, procedures, safety and risk management, program activities, and communication. If you have a question that is not covered in this handbook, please contact your School Age Site Director.

We look forward to helping your child reach their full potential and to build a lasting relationship with you and your family.

Sincerely,

**School Age Child Care Leadership Team  
Day Camp Leadership Team  
East Valley Family YMCA**

**CHILDREN LEARN WHAT THEY LIVE**

- \* IF A CHILD LIVES WITH CRITICISM  
HE LEARNS TO CONDEMN**
- \*IF A CHILD LIVES WITH HOSTILITY  
HE LEARNS TO FIGHT**
- \* IF A CHILD LIVES WITH JEALOUSY  
HE LEARNS TO FEEL GUILTY**
- \* IF A CHILD LIVES WITH TOLERANCE  
HE LEARNS TO BE PATIENT**
- \* IF A CHILD LIVES WITH ENCOURAGEMENT  
HE LEARNS CONFIDENCE**
- \*IF A CHILD LIVES WITH PRAISE  
HE LEARNS TO APPRECIATE**
- \* IF A CHILD LIVES WITH FAIRNESS  
HE LEARNS JUSTICE**
- \* IF A CHILD LIVES WITH SECURITY  
HE LEARNS TO HAVE FAITH**
- \* IF A CHILD LIVES WITH APPROVAL  
HE LEARNS TO LIKE HIMSELF**
- \* IF A CHILD LIVES WITH ACCEPTANCE AND FRIENDSHIP  
HE LEARNS TO FIND LOVE IN THE WORLD**

## Let Us Reintroduce Ourselves!

**The YMCA of Metropolitan Los Angeles Mission Statement:** The YMCA of Metropolitan Los Angeles puts Judeo-Christian Principles into practice through programs that build a healthy spirit, mind and body for all. *(YMCA programs do not conduct specific religious instruction and worship)*

**Our Values:** The YMCA is grounded in four core values: Honesty, Respect, Responsibility, and Caring. Staff are expected to model these values in their work with children. The LA Y is also a member of the Character Counts! Coalition and also includes in its curriculum the tenets of the Six Pillars of Character: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship.

**Our Cause:** At the Y, “Strengthening Foundations of Community” is our cause. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow, and reach their potential.

**Who We Are:** The Y is the nation’s leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility.

### **Youth Development – Nurturing the potential of every child and teen:**

Nine million youth are taking a greater interest in learning; making smarter life choices; and cultivating the values, skills and relationships that lead to positive behaviors, the pursuit of higher education and goal achievement.

### **Healthy Living – Improving the nation’s health and well-being:**

Millions of adults and youth receive the support, guidance and resources needed to achieve better health and well-being.

### **Social Responsibility – Giving back and providing support to our neighbors:**

Across the country, the Y helps people give back and assist their neighbors by offering opportunities to volunteer, advocate and support programs that strengthen community.

### **The Y’s Impact:**

- More than 2,600 locations in 10,000 communities across the country
- 21 million people (12 million adults and 9 million youth) of all ages, incomes, backgrounds and abilities come to the Y to learn, grow and thrive
- 500,000 volunteers – kids, parents, individuals, and business and community leaders –are personally vested in strengthening their communities
- 20,000 full time staff

- 64 million households and 32 million children ages 14 and under live within three miles of a YMCA, while 1,518 YMCAs serve communities where the median family income is below the U.S. average

## **YMCA School Age Child Care**

### **Program Philosophy**

The Y's cause is to strengthen community through youth development, healthy living, and social responsibility. The purpose of child care, as with every Y program, is to help participants grow spiritually, mentally and physically. This experience is grounded in a set of seven objectives that the YMCA has for all program participants:

- Grow personally
- Learn values
- Improve personal and family relationships
- Appreciate diversity
- Become better leaders and supporters
- Develop specific skills
- Have fun

The Y offers licensed, on-site, after school programs at two schools in North Hollywood/Studio City: Toluca Lake Elementary and Carpenter Elementary Schools. Programs focus on the whole child and the Y creates asset-rich environments to encourage children to explore their interests while building self-esteem, gaining confidence and pride in their accomplishments. The program areas of emphasis are: Educational, Recreational and Fine Arts. We believe that these areas offer academic growth, physical skill-building and healthier life-choices and unleash hidden creativity and talents. Enrichment programs are facilitated by qualified, subject specific instructors in addition to the existing child care staff.

### **Inclusion and Accommodations**

The YMCA is committed to create opportunities for all children to be a part of the YMCA and our youth development programs. We know that YMCA programs can be a rich experience in which children and their families gain a sense of belonging to a supportive community. We also know that all children benefit from participating in high-quality programs that work closely with family members and provide children with environment, materials, and relationships that enrich learning and development.

If your child has any type of special medical need (such as, a disability or medical condition, including life threatening/severe allergies or other medical or dietary

restrictions) that requires an accommodation, that may impact your child's experience, or that requires additional staff training and/or staff supervision, please inform the Program Director prior to the start of the program.

The YMCA in partnership with the family and outside agencies will work to provide reasonable accommodations when possible to ensure the child's full participation and to nurture a sense of belonging for the child and family. In order for some reasonable accommodations to be provided, current documentation from a qualified individual knowledgeable about your child's disability or medical condition may need to be submitted.

After receiving the request for the accommodation, a YMCA staff member will engage in an interactive dialogue with you to explore potential reasonable accommodations.

It is essential that all pertinent information about the child's needs be available to staff from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent has the obligation to disclose significant medical, physical, or behavioral issues at the time of the child's enrollment and on an ongoing basis.

In order to best meet the needs of your child, we ask that you schedule a meeting with the Site Director before enrolling your child in the program.

## **Traveling Enrichment**

The Y's Traveling Enrichment program helps to enhance our programs by offering specialty classes for every child. These classes offer children the opportunity to try new and exciting activities, on an 8 week rotating basis. These classes span from arts and dance to sports and youth fitness, gardening, storytelling and more. All of the teachers are experts in their field, and bring an excitement and passion for what they are teaching. This enrichment program seeks to bring out the inner talents and interests of each child.

## **STEM**

Science, Technology, Engineering, and Math (better known as STEM) will be added as part of the regular curriculum and affords children an opportunity for new hands on activities, research, meet with college students and adult professionals in these fields. Some of the academic competencies gained through the STEM program include:

- Motivation and engagement
- Critical thinking skills
- Scientific and numerical literacy
- Information and technology literacy
- Social and cross-cultural skills

- Problem-solving skills

## HEPA

The Y is expanding its longtime commitment to children and youth by adopting a set of Healthy Eating and Physical Activity (HEPA) standards that will be used in child care programs nationwide. These standards will build a healthier future for our nation's children and families in healthy eating and physical activity. Specifically, the program will:

- Establish a minimum of 30 minutes of moderate to vigorous outdoor physical activity for a half-day program and 60 minutes for a full-day program
- Equip parents with resource materials and take-home activities so that healthy eating and physical activity is consistent at home as well as at the YMCA
- Have no access to television or movies, and have limited use of digital devices for homework or programs that engage children in activity
- Serve fruits or vegetables family style for every snack
- Prohibit foods that are deep fried, pan fried or flash fried unless we use healthy oils
- Serve water at every snack, and encourage only water, low-fat milk, and 100% juice as healthy daily choice

We supply fresh fruit and vegetables every day to promote and adhere to the HEPA standards. Help us remain consistent by providing healthy lunches for your children. At snack time, only YMCA snack will be served. We ask parents **NOT** to send snack from home. Children will be encouraged, not forced, to try new and nutritious foods. Only for Birthdays and Holidays, special treats are allowed. Any snacks purchased from the host school will be saved to eat at home. Please do not send candy, gum or other junk food as lunch choices.

Please notify your site director if your child has any special dietary needs and, in these cases, you may arrange to send a snack from home for your child. This may include food based upon religious, medical or dietary needs.

**NO REFRIGERATOR IS AVAILABLE FOR CHILDREN'S LUNCHESES. ALSO WE DO NOT HEAT LUNCHESES NOR DO WE ALLOW CHILDREN TO PURCHASE LUNCH ON FIELD TRIPS.**

## Curriculum Components & Goals

### I. **Component: Building Positive Values**

*Goal:* To provide a safe and nurturing environment that teaches and builds positive character development.

### II. **Component: Family Involvement**

*Goal:* To support and strengthen the family unit.

III. **Component: Commitment to Learning**

*Goal:* To support and encourage academic growth.

IV. **Component: Community Partnerships**

*Goal:* To create meaningful opportunities for family and community involvement.

V. **Component: Youth Fitness/Healthy Lifestyles**

*Goal:* To improve the health and fitness of school age children and their families.

VI. **Component: Enrichment Programs**

*Goal:* To foster creativity, independent decision making and personal growth.

## 40 Developmental Assets

The 40 Developmental Assets is a framework for understanding the building blocks of healthy development for children, and all 40 of these assets represent what children need to grow up healthy, caring, and responsible. The framework is divided into eight categories including internal and external assets. The assets are driven by relationships and individual and collective strengths.

### The Eight Categories of Developmental Assets

<b>1-Support</b>	<b>5-Commitment to Learning</b>
<b>2-Empowerment</b>	<b>6-Positive Values</b>
<b>3-Boundaries and Expectations</b>	<b>7-Social Competencies</b>
<b>4-Constructive Use of Time</b>	<b>8-Positive Identity</b>

## Our Staff:

- Relate to all children and youth in positive ways
- Make children feel welcome and comfortable
- Are engaged with children
- Know that each child has special interests and talents
- Respond to children with acceptance and appreciation
- Understand the range of children's feelings and temperaments
- Help children make informed and responsible choices
- Encourage children to take leadership roles
- Vary the approaches they use to motivate and help children learn
- Set appropriate limits for children
- Model cooperation, problem solving, and positive ways to resolve conflict

## Staff Help Children To:

- Show respect for each other
- Be cooperative
- Interact with one another in caring, honest, respectful, and responsible ways

- Understand and to abide by the “house” rules which they helped to create

**Staff Help Families:**

- Feel welcomed
- Share their languages and cultures with each other in the program
- Become more engaged in their child’s education
- Become partners with the Y in support of their child’s development
- By offering activities that the entire family can enjoy together

**Six Pillars of Character**

The YMCA of Metropolitan Los Angeles is a member of the "Character Counts!" Coalition and incorporates the Six Pillars of Character into all that we do. These values are as follows:

**Trustworthiness**

**Fairness**

**Respect**

**Caring**

**Responsibility**

**Citizenship**

Staff teach, model, celebrate, encourage, affirm, reward, and reinforce these values. Staff confront behaviors that are inconsistent with these values.

## **Policies & Procedures**

### **What Hours Are the Child Care Programs Open?**

2:00 p.m. - 6:00 p.m. Kindergarten – 5<sup>th</sup> grade

7:00 a.m. - 6:00 p.m. Summer Day Camp and Fall/Winter/Spring

2:00 p.m. - 6:30 p.m.\* Kindergarten – 5<sup>th</sup> grade (Carpenter site only\*)

7:00 a.m. - 6:30 p.m.\* Kinder-9<sup>th</sup> grade Summer Child Care and Fall/Winter/Spring  
(Carpenter site only\*)

### **What About a Refund If We Withdraw From the Program?**

Participants leaving the program are required to notify the YMCA in writing and by completing the “Drop/Cancellation Notice.” The “Drop/Cancellation Notice” form is required to stop the ATS payments and billing invoices and must be received at the branch two weeks prior to the month that the child will be leaving the program regardless of the time of year. If a two weeks written notice is not given, credits or refunds will not be issued. Parents are responsible for paying any account balances prior to withdrawal.

### **Fee Credits/Refunds for Absences**

There are no adjustments in the monthly program fees for absence, non-participation or emergency closings. Your fee covers our direct operating expenses (i.e., staffing, snacks, materials, activity fees, etc.). When you enroll your child, you are reserving space, time, staffing and provisions, whether or not your child attends the program.

### **How Do We Change Our Schedule If Our Child Care “Needs” Change?**

We require two weeks written notice on any schedule changes. Please notify your site's director and fill out a “Change” form if the need arises. Adjustments will be implemented as space is available. Please understand we are not a drop-in program and fees are based on enrollment, not attendance, as stated above. For this reason, start/stops in program are subject to program director's approval and we do not allow children to drop from the program for out of school breaks (fall, winter and spring) and then re-enroll when school is back in session. You will be charged for the breaks as stated in both our enrollment plans.

## **Will Child Care Be Provided on School Holidays?**

Our Child Care program will operate a full day schedule on the following holidays at selected sites:

Lincoln's Birthday

Veterans Day

Caesar Chavez Day

## **The YMCA Will Be Closed on the Following Holidays\***

Martin Luther King Jr. Day

President's Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving and day after

Christmas Eve (*close at 12 noon*)

Christmas Day

New Year's Eve (*close at 12noon*)

New Year's Day

\*No adjustments in fees will be made as the holiday closures have been calculated into the fee schedule.

## **Our Concern for Children's Well-Being**

Please be aware that the state law mandates that we report any suspected child abuse or neglect to the proper authorities. All YMCA employees are mandated reporters and must report any suspicion to the Child Protective Services who will determine whether or not a case number will be assigned, a report filed, and the extent of their agency's involvement.

All YMCA staff are required to participate in additional child abuse and positive discipline training within their first 60 days of employment.

*According to YMCA policies, staff are not allowed to relate to members outside of the YMCA programs. Please do not put staff in a difficult position by asking them to babysit.*

## **Open Door Policy**

The East Valley Family YMCA has an open door policy and encourages parents to visit and participate in their child's program at any time. Parents may enter and observe without advance notice during all normal operating hours. While visiting, we ask parents to be respectful of the children's routines and program activities. Also at this time we ask that parents not remove staff from group supervision duties by engaging in individual conversation.

Notwithstanding any other provisions, the Director in charge may deny access to an adult whose behavior presents a risk to children present in the facility.

## **Your Child's File**

Your child's file is available for review by the Department of Social Services, Community Care Licensing evaluators at all times. Your child may be interviewed by a Community Care Licensing evaluator without prior parent permission as per Title 22.

Parents must update their child's file yearly.

## **Financial Policy Agreement: How Do I Pay?**

To protect you, as well as our staff, payments may NOT be made at our child care sites. Payments can be made by the following methods:

ATS System (bank draft or credit card)

Check\* or money order (only at the East Valley Family YMCA facility)

Cash (only at the East Valley Family YMCA facility)

Credit Card (by phone or on-line)

(\*Check payments are not accepted for the Fall, Winter, Spring, Summer Child Care Programs)

Afterschool Fees must be paid monthly on the 1<sup>st</sup>. Fall, Winter, Spring and Summer Child Care Program Fees must be paid one week before, on Monday's. For Fall, Winter, Spring, and Summer Child Care you will need to set up ATS, or come in weekly to make your payment at the "Y". For afterschool fees, you may mail your payment directly to the YMCA branch. *(Please include your child's name and the name of the site they attend on the check or money order)*

East Valley Family YMCA  
5142 Tujunga Avenue  
North Hollywood, CA 91601  
Attn: Mariaibel Resendez

If mailing, phoning, or coming to the branch would cause you an inconvenience, then we strongly encourage you to enroll in our ATS payment plan or pay your balance online.

## **Removal from Program for Non-Payment of Fees**

To maintain fairness to all program participants, program fees that are not paid in a timely manner may result in the participant being suspended or terminated from the program. If services are suspended, it is the parent's responsibility to ensure alternative care is provided at the end of the school day. The YMCA program site will not be able to accept

your child into the program, and therefore, we may be required to contact the local authorities.

However, the YMCA is committed to working with you should there be financial challenges. Parents are encouraged to discuss fee payment problems with the Child Care Account Manager at the East Valley YMCA branch before services are suspended or terminated. Arrangements during times of unusual hardship or extraordinary circumstances are considered.

### **School Year Inclusive Child Care Payment Schedule (SYI)**

Payments are to be made on the 1<sup>st</sup> of each month. The fees have been averaged into monthly rates including 39 weeks of after school care and 4 weeks of full day care for winter and spring breaks. The Y's School Year Inclusive Child Care Plan covers care from the first day of school in August through the last day of school in June. Our School Year Inclusive Child Care Plan is divided into 10 equal monthly payments. The August payment will need to be paid in full and the last payment will be in May. You will not need to make a payment in the month of June as June child care is included in your August payment. Remember, the fee for the SYI plan does not include summer day camp weeks. **THERE IS NO PRORATING.**

### **Year Round Child Care Payment Schedule (YR)**

The Year Round Plan is continuous child care with a monthly fee based on 12 months of care that includes: after school child care; full day care on posted school holidays and pupil-free days; fall, spring, winter, and summer day camps. The monthly fee covers care from the first day of school in August through the return to school the next August. If you feel that you will not be using the YMCA summer day camp program, then you will want to consider the School Year Inclusive Plan. If you choose to stop attending our program while on the Year Round Plan, there will be no credits given. The YMCA does not offer weekly or daily rates during the school year.

ATS drafts are on the 1<sup>st</sup> of each month. Payment for your first month must be made by check, credit, cash or money order until your account drafts.

### **Summer Child Care Program Payment Schedule**

The first week of tuition is due at time of registration. All payments are non-refundable as payments reserve your child's space in camp. Parents are financially responsible for all weeks that they sign up for. A two weeks written notice must be submitted for drops or changes. Parents are responsible for the full weeks' payment even if their child does not

attend all days as program fees are based on enrollment and not attendance. All other weeks' payments are due the **Monday** prior to the week of attendance.

Balances and weekly fees must be paid in full in order for your child to attend each week. Payments can be made at the East Valley Family YMCA branch by cash, credit card, money order, online by credit card, or over the phone by credit card.

If you have an outstanding balance from the school year, the YMCA cannot accept your child into the program until all fees are paid in advance of the week he/she will be attending in summer programs.

### **Delinquent Payments**

Delinquent payments: There is a late fee of \$25.00 for all payments not received by the grace period of the 5<sup>th</sup> of each month. **If payment is not made in full by the 5<sup>th</sup> day of each month, your child will be suspended from the program on the 6<sup>th</sup> day.**

### **Late Charges for Late Pick-ups**

There is a \$1.00 charge for each minute you are late after 6:00 p.m. at the Toluca Lake site and after 6:30 pm at the Carpenter site. Emergencies that are called in ahead of the program closing time will be considered on a case-by-case basis. When late, you are required to sign and date the late pick-up form. The late charge will be added to your monthly tuition. Due to our own staff's evening school schedules and family responsibilities, we ask for your respect at all times in promptly picking up your child from the program by the closing hour of 6:00 pm. at the Toluca Lake site and at 6:30 pm at the Carpenter site. If you are late more than (3) times, you may be suspended from the program.

### **Returned Check/ATS Rejects Policy**

Returned checks are expensive for both you and the YMCA. All returned checks and NSF drafts (ATS) will be charged a handling fee of \$25.00. If more than (3) checks are returned for any reason, you then must pay all future fees by cash, credit card, or money order. For ATS drafts, if more than (3) NSF ATS drafts occur, your account will be placed on the Billing Plan and all future payments must be made by cash, credit card, or money order.

### **Absences**

If your child is ill, please call the YMCA childcare site **before** 1:00 p.m. Please call each day of absence to verify that your child will not be attending the program. Credit for illness is

only given after three (3) consecutive days of absence with a Doctor's note. Credit is given beginning with the fourth (4th) consecutive day the child has been absent.

## **Vacation**

For our after school age child care program, vacation is calculated into the SYO, SYI, and YR program option fee structures, so no vacation credit will be given.

## **Sign In & Out**

**State Law** requires that whenever you drop off or pick-up your child **you must go into the site and sign your full signature on the sign in/out sheet. Failure to sign your child in or out on a daily basis may result in termination from program.**

The staff uses these sign in/out sheets to determine the number of children at their site at any given time. We cannot be responsible for your child unless they are signed in and out daily by an adult (18 yrs. or older.) If you are with a 3<sup>rd</sup> party vendor, (i.e. CCRC), you must leave your child's agency attendance sheet at the child care site. If a parent loses a 3<sup>rd</sup> party attendance sheet, the parent is responsible for payment to the YMCA of that full monthly fee.

## **Notice to the Parents**

Each day when you sign out your child, please check the bulletin boards and table for any new information or notices. Also, please check the parent's board for information.

## **Authorization to Pick-up a Child**

Only persons authorized in writing by the parents may pick up your child. This policy is in force for your child's protection. The staff will question anyone who is unfamiliar to them, check their I.D. and check the file for authorization. If the person is not on the list, your child will not be released. If someone else is picking up your child, you can save them the trouble of being questioned, if you notify us in advance. If a custodial restraint is in effect, you must provide a current copy of the court order with court seal. Otherwise, children may be released to either parent. In accordance with the law, we must adhere to the court order at all times. Violation by either party could result in termination of care.

## **Custodial Orders**

The YMCA staff are not responsible for enforcing and upholding court orders regarding child custody. If your child is involved in a shared custody order, we ask the following:

- That both parents provide a joint calendar which indicates which parent will be picking up and/or dropping off for each day along with a contact number for each parent on the calendar. This calendar should be provided no later than (5) days before the beginning of each month
- Please notify staff of any changes to the original calendar

If a parent that has some right to custody arrives to pick up on a date that they are not scheduled according to the calendar, our staff will place a courtesy call to the parent which is listed. If they are unable to reach that parent, a message will be left saying that the other parent is here to pick up and the child is being released to them. If staff is able to reach the parent, then the same information will be given to them. *Our staff **WILL NOT** deny or withhold custody to an authorized parent.* It is the responsibility of the parents to take this matter up with the courts or law enforcement agencies.

## **Clothing & Personal Equipment**

If you want your child to change into play clothes when he/she arrives, please send a change of clothes (please mark all belongings). We will not limit a child's activities because of the type of clothing they are wearing. Please send your child in comfortable clothing and closed-toed shoes. We suggest you apply sunscreen on your child before attending summer day camp, but you may also send sunscreen for child's use on field trip days as well as outside play. *Please no flip-flops or sandals in summer day camp or your child will be sent home!* Things you **MAY** bring to summer day camp: daily sack lunch with drink, water bottle, closed-toe shoes.

## **What Not To Bring to School Year and Summer Day Camp Programs**

The Y summer day camp programs are designed, for the most part, to be a retreat from technology and amenities to discover self-potential, enjoy team-building, build new skills, be active and make new friendships. We ask that children do not bring any of the following items: cell phones, Ipods, Ipads/tablets, Kindles, DVD players, Nintendo DS/DSI, MP3 Players, trading cards, skates, bikes, skateboards, any weapons, and other toys that do not fit into the school and/or day camp setting. Any of these items that are brought to the program will be collected from the child and returned to him/her at the end of the by the site staff. The YMCA is not responsible for lost/broken items that are brought from home.

## **Illness**

In order to prevent the unnecessary spread of illness, you may not bring your child to school or summer day camp if he/she has any one of the following symptoms: \*\*

- Fever of 101 degrees–currently or within 24 hours
- Conjunctivitis (Pink eye) unless 24 hours has lapsed after medication is administered.
- Cold or Flu
- Contagious Rash
- Chicken Pox/Measles/Mumps
- Scarlet Fever
- Lice- “No Nit/Eggs” Policy
- Diarrhea
- Vomiting
- Infectious Mucus (green or yellow)
- Stomachaches and Headaches
- Signs of exhaustion, such as listlessness & lethargy that limits program participation.

Temperature must be in normal range for at least 24 hours following fever and illness, unless your child has a Doctor’s note stating that that temperature is normal for your child.

\*\*In the event that your child is brought to school with any one of these symptoms, you will be asked (or called) to take your child home. Parent must pick up or send someone to pick up within an hour of staff calling.

### **What Happens When My Child is Sick or Absent?**

The East Valley Family YMCA and/or child care site should be notified regarding the nature of the illness and the day the illness first appeared when your child has a communicable disease. **The center reserves the right to request a doctor’s release to return to the program in the event of a communicable disease.**

Anytime that your child will not attend the program, please call the East Valley Family YMCA at (818) 763-5126, between 11:00 am and 1:00 pm. We need to know where your child is every day for his/her safety and our accountability. It is suggested that you also contact the site director at your child’s site to let them know of your child’s absence.

### **What Happens if My Child Needs to Take Medication?**

We will administer medication only under these circumstances:

1. The medicine container has a current prescription label, which includes your child's name, doctor’s name and does not have an expired date.
2. Aspirin, Tylenol, Sudafed, cough medicine, etc. (over the counter drugs) can only be administered with a physician authorization.
3. A licensing, “permission to medicate” form, must be completed and signed by a parent for each prescription to be administered at the site.

4. We will keep a note from your doctor on file to administer medication under the following conditions: allergy medication, diabetes and asthma medications.
5. As a general policy, our staff does not administer injections. However, staff will administer the EpiPen in the case of extreme allergic reactions.

If you have any additional questions about medication administration, please see your site director.

## **What Happens if My Child Becomes Ill at the Site?**

If your child becomes ill, he/she will be isolated from the other children and cared for until a parent arrives at the site. Please be sure to keep the YMCA office and the site informed of any changes in your work or emergency phone numbers. If you cannot be reached, we will contact someone else on your authorization list. The YMCA staff are able to treat injuries with only soap, water, and ice. All childcare staff are certified in CPR and First Aid.

## **Allergies**

Please inform your site director of any allergy your child has and list the allergy information on both the Consent for Emergency Medical Treatment and the Child's Pre-Admission Health History forms in the enrollment packet so that we may take the necessary precautions to protect your child's health. If your child has severe allergies, or those that may require immediate medical response, additional forms may be required for you to complete prior to your child's first day of care.\*\*

\*\*If your child has a severe allergy, please note that we may not be able to accommodate your child's needs based on the site environment.

## **What Happens if My Child Becomes Injured at the Site?**

If your child suffers an injury during the program, the site director, or acting director will take the steps necessary to obtain emergency medical care, if warranted. These steps may include, but are not limited to the following:

- 1) Contact the parent or guardian.
- 2) Contact you through any persons listed on the Identification and Emergency Information form in your child's file.
- 3) If we cannot contact you, we will do any or all of the following:
  - a) Call 9-1-1\* *(If the emergency is deemed requiring medical help immediately, 9-1-1 will be called PRIOR to calling the parents)*
  - b) Accompany the child in the ambulance to the hospital

## **YMCA Philosophy of Discipline**

At the Y, we strive to provide a positive atmosphere where children develop good social skills and grow as individuals within a group setting. It is our sincere hope that your child will participate fully during the year, enjoying themselves through meeting new friends, learning new games and skills, and excelling in all they do. We feel that positive discipline plays an important role in helping a child develop socially, emotionally, physically and spiritually. Positive discipline plays a vital role in ensuring the safety and well-being of your child as well as all of the other children at the site.

The YMCA believes that positive discipline provides children with a predictable, stimulating environment that has well-defined expectations and limits. Self-correction and redirection of inappropriate behaviors are the two primary techniques used with children. With this in mind, the Y has established specific rules and a discipline system, which every child is expected to follow.

### **YMCA HOUSE RULES**

Speak for yourself, not anyone else.  
Listen to others, and they will listen to you.  
Avoid put downs, who needs them?  
Take charge of yourself. YOU are responsible for you.  
Show respect. Every person is important.

### **YMCA SUMMER DAY CAMP RULES**

1. Know the YMCA House Rules and follow them.
2. Stay with your group at all times, unless you have permission from your teacher.
3. Respect all Y staff, Y members, teachers and other children.
4. Be courteous with the words you use. Inappropriate language will not be tolerated.
5. Keep your hands and feet to yourself at all times. You may not touch another child/teacher in a negative way.
6. Be respectful of other's belongings. Do not take anything that is not yours.
7. When riding in the Y bus, you must remain seated, facing forward, with hands inside the bus at all times. When the bus stops, you must remain seated until the teacher opens the door and gives instructions to exit the bus.

8. Respect your environment and the Y facilities by throwing away all trash, and returning all equipment to the proper place after use.
9. Sit on a chair, bench, or on the ground. Do not sit on the tables.
10. Do not bring toys or valuables to the Y. We are not responsible for lost/broken items that are brought from home.
11. Cell phone use is not allowed and the Y is not liable for lost or damaged phones.
12. Always follow the Golden Rule by treating others as you wish to be treated.

### **Friends Helping Friends/Social Inclusion**

Honesty and respect are the basis for all relationships and interactions. Using kind words and listening to others will help to make new friends each and every day. Teamwork and cooperation are other vitally important aspects of working with others. Remembering to use positive language, and to include everyone's opinions, are keys to success.

As in any group activity, the inappropriate behavior of a few children can spoil the experience for the group. At the Y, all participants are entitled to a pleasant and safe environment, and if a disagreement occurs, it will be handled in a non-violent and non-threatening manner. Therefore, the following steps of discipline apply to all children and will be used when necessary:

1. Discussion on a one-on-one basis with an adult
2. Restrictions from continuing activity
3. Discussion with the site director
4. Discussion with parent and staff

*\* Off site activities can be restricted if the child's behavior endangers their own health and safety or that of the group by not following the rules, staying with the group, or being able to physically participate in the scheduled activities.*

The YMCA will not allow children to hurt themselves or others. If this type of behavior occurs, it will be considered severe and any or all of the following steps will be taken:

1. Parent and Site Director will conference
2. Child will be placed on a behavior contract
3. Child will be suspended from the program
4. Child will be terminated from the program
5. Some instances could lead to immediate expulsion

Your help in keeping us informed on significant changes of events in your child's life that might impact his/her behavior would be appreciated. Please keep your emergency phone numbers and information up-to-date.

## **Bullying Policy**

Bullying is any intentional, hurtful act committed by one or more kids against another. It is an exploitation of some vulnerability that creates an imbalance of power. Unlike fighting, it does not end when one party says, "Stop." Bullying can be verbal such as name-calling, mocking, teasing, etc.; social/relational bullying which is exclusion through leaving others out, gossiping, humiliation, etc.; physical bullying which involves hitting, punching, shoving, hair-pulling, etc.; cyber-bullying through the use of emails, facebook, text messages and the like.

At the Y, we have a firm policy against ANY types of bullying. Bullying conducted by any child may be grounds for suspension from the program. Every person has the right to have the best possible experience, and by working together as a team to identify and eliminate bullying, and by creating positive classroom environments, we can help ensure that all children have a great time at the Y.

Feel free to ask for a conference with the director if you suspect bullying is happening to your child or by your child. We welcome this time to work as partners for mutually beneficial resolutions that will benefit you, your child, your family, and the YMCA school-age child care program.

## **Zero Tolerance Policy**

YMCA has a zero-tolerance policy for serious behavior infractions. Since the goal of the YMCA is to provide a healthy, safe and fun environment, serious inappropriate behaviors have no place. The behaviors listed below are grounds for immediate removal from YMCA programs for the remainder of the current day, and additional days, as deemed necessary by YMCA staff. Each incident will be considered on a case-by-case basis to determine if the child is capable of functioning in a group setting while at the Y.

- Any behavior that endangers the health and safety of children or staff members
- Leaving the program area without permission, or refusing to remain with assigned group
- Inappropriate touching of other children or sexual misconduct
- Theft, defacing or destruction of property belonging to the YMCA or others
- Verbal abuse or threats; confirmed acts of bullying
- Any kind of physical assault such as hitting, kicking or biting

***Children found with weapons or dangerous objects are immediately terminated from the YMCA program.***

***It is also the East Valley Family YMCA's policy that any child who is suspended from any LAUSD school campus may not attend the YMCA child care program on that campus or any other campus for the length of their suspension.***

The YMCA does not discriminate against any child and welcomes the enrollment of all children. We will try to make all reasonable accommodations to meet a child's individual needs while still ensuring the health and safety of all children.

If a child has an Individualized Educational Plan (I.E.P) at school, we may request that your child have a program aide assigned to him/her while in the YMCA program. The costs associated with hiring an aide will be the parent's financial responsibility. All aides in our program must be employees of the YMCA.

The YMCA also feels that it is important that as role models, parents' behavior is positive. As with staff whom act inappropriately, parents can also be asked to leave the program. If there is a problem with our program or with a staff person we ask that you contact the director or put it in writing. By doing this, we will avoid any confrontations that might be uncomfortable for the children, other parents and the staff.

***All parents must follow the YMCA's positive discipline policy with their children while they are on YMCA premises. YMCA parents may not discipline children who are not their own at the childcare site.***

Conduct in YMCA programs and facilities must be accepting to a diverse constituency where people of all ages and backgrounds feel welcome and safe. YMCA members and guests are expected to behave in a respectful manner towards one another and towards YMCA employees and volunteer staff at all times.

## **Expectations for Parents**

Let us help you!

- A. Keep us informed about changes at home that may affect your child's behavior.
- B. We will keep you informed of your child's progress, on both good and bad days.
- C. Feel free to make an appointment with your child's Teacher, Site Director, or both to discuss any issues.
- D. Give us your suggestions on effective ways to encourage your child's positive behavior.
- E. Join us in praising your child for a job well done.

Don't feel alone, we're here to help!

## **Requirements for Supervision of Children**

The site director and teachers are responsible for the visual and auditory supervision of your children at all times. In licensed school age child care, the ratio is 1 adult to 14 children. However, during YMCA day camps the ratio is 1:10 and if there is a water venue field trip the ratio is 1:6.

Staff must meet specific Department of Social Services, Community Care Licensing, Title 22 qualifications for their positions and have been selected based on these educational requirements, experience and commitment to working with children. LiveScan criminal background checks are required for all staff as well as a Health Screen and TB test. Child Abuse Prevention training is required upon hire as well as certification in CPR, First Aid and Preventative Health Practices. Ongoing training is required throughout the duration of employment including, but not limited to; Positive Discipline, Supervision, Behavior Management, Anti-Bullying, Curriculum, and Enrichment Programs.

Employed and volunteer staff's behavior and disciplinary steps with children must avoid all abusive actions as outlined in "Definition of Terms" section (Penal Code 11165). All Staff must also comply with the California Administrative Code, Title 22, Section 31240 which states, "Constructive methods of discipline must be used for maintaining group control and handling individual behavior. Corporal punishment and other humiliating or frightening techniques are prohibited. Punishment must not be associated with food, rest or isolation." (YMCA Policy adopted by Board of Directors, YMCA Metropolitan Los Angeles Date Issued June 27, 1985)

## **Role of Community Care Licensing**

Representatives of Community Care Licensing are entitled to interview both children and staff files at random and on request. They are entitled to interview staff, children and parents when deemed necessary for the purpose of complaint investigations. The child care site fully cooperates with Community Care Licensing and supports their role in providing monitoring to licensed child care sites.

## **The Parent Advisory Committee**

Because the YMCA is an association of participating members, the program participants have a lot to say about what is done in the program and how it is carried out. We like to work together on these things.

In the world of child care programs, the YMCA is one of the few that actively solicits and uses parent involvement in the design and delivery of the program itself.

The YMCA recognizes that your time with your child is made all the more precious because you must rely on child care. Parent involvement is one way we can work at enriching the quality of the child's (and the family's) experience.

Parent and family involvement is something to which the YMCA is deeply committed. It's not only a case of "many hands making light work" and "two heads are better than one," but a strong belief in those things which ensure a positive and enriching experience for children.

What we aim to provide through the PARENT ADVISORY COMMITTEE (P.A.C.) is the opportunities for enrichment for you and your child. We hope you'll take advantage of this and enjoy your participation to the fullest. Each child care site has its own P.A.C. They meet about once per month during the school year and meetings are in the evening for your convenience.

### **Other Ways to Volunteer**

- Share your occupation
- Help with art, cooking, science experiments or other projects
- Share a bit of your culture
- Come read, help with educational centers or share a specialized skill
- Plan family events
- Help with fund raisers
- Help with field trips
- Be a spokesperson at school orientations

### **Earthquake Preparedness**

East Valley Family YMCA wants you to become familiar with our Earthquake Preparedness program. We live in an area where a major earthquake could happen. As parents and staff, we owe it to our children to be prepared, protect them and ensure their survival in such an event. While you would like to think you could just come and pick up your child from school in the case of a major quake, we cannot be certain that would be the case. Therefore, you are required to purchase an Earthquake Kit for your child at the start of the school year. The kits will be checked at the end of each year for spoilage or if package is no longer sealed.

# **YMCA Programs...Something for Everyone!!**

## **Child Care**

- After School Care for Grades K-5
- Holiday Day Camps
- Summer Day Camp
- Family Nights

## **Healthy Lifestyles**

- Aerobics (Cardio, Boot Camp, Zumba, etc.)
- Martial Arts
- Yoga
- Aquatics (water exercise, lessons, and lap swimming)
- Coach Approach R and Fitlinxx R Programs
- Baby & Me
- Youth Activities (dance, tumbling, theater, art, exercise)
- Adult Roller Hockey

## **Resident Camping**

- Summer Resident Camp (3<sup>rd</sup>-entering 11<sup>th</sup> grades)

## **Youth Sports**

- YMCA Junior Lakers and Sparks (Ages 3-15)

## **Teen Leadership**

- Model United Nations (MUN) Grades 6-8
- Youth & Government (Y&G) Grades 9-12

## **Volunteer Engagement**

- Board of Managers & Board Committees
- Annual Support Campaign

# East Valley Family YMCA School Age Child Care Sites

## YMCA Program Highlights

### Nutritious Snacks

At the East Valley Family YMCA our goal is to promote healthy lifestyles for our children. During summer day camp, please pack a healthy sack lunch including several water bottles. It is recommended you send these lunches in a bag so no lunch boxes are lost on field trips. You may want to include extra fruit and water for long field trip days.

We supply fresh fruit and vegetables every day to promote and adhere to the HEPA standards. During the school year, please help us to be nutritionally consistent by providing healthy lunches for your children. At snack time, only YMCA snack will be served. We ask parents **NOT** to send snack from home. Children will be encouraged, not forced, to try new and nutritious foods. Only for Birthdays and Holidays, special treats are allowed. Any snacks purchased from the host school will be saved to eat at home. Please do not send candy, gum or other junk food as lunch choices.

\*\*The YMCA child care sites do not provide a refrigerator or microwave for lunches or snacks of any kind.

### ***NON-DISCRIMINATION STATEMENT***

*The U.S. department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department.*

### Homework Time

A quiet environment will be provided daily for school-aged children to complete their homework. We now have educational centers for those children who do not have homework. A program leader will help the children with their assignments, but we do not provide one on one tutoring. Maximum of 45 minutes per day will be spent on homework time.

## **Valuing/Group Time**

YMCA child care operates on the principle of group work. Children are placed in age appropriate groups with a qualified program leader. Within their small groups children explore values clarification. Valuing is a tool our program uses to help children identify and discuss values and issues which are important to them.

## **Youth Fitness**

The school-aged program will offer youth fitness two times a week. In this time of increased childhood obesity, all children in program will need to participate in the Healthy Eating, Physical Activity (HEPA) program. Youth fitness is an important daily part of our program. We will not excuse any child from fitness activities without a doctor's note.