

Bedford Area Family YMCA Parent Handbook

The Bedford Area Family YMCA is committed to providing a safe, fun, and creative child care experience for school-aged children that will foster every child's growth in the areas of self worth, responsibility, self-expression, independence, and leadership. The YMCA core values of *Caring, Honesty, Respect, and Responsibility* are extremely important in directing this growth. In today's world, there is much need for acceptance of others. Children need to know who they are and where they come from in order to be able to better understand others. Whether the children's differences are physical, emotional, or educational, they all will be treated with the same amount of respect. The Bedford Area Family YMCA Child Care Program is a place where all children are respected. The Bedford Area Family YMCA Childcare Program for School-aged Children believes that hidden in the soul of a child, one can find some of the true treasures of life - generosity, sympathy, and kindness.

REGISTRATION AND FEES

Children ages five to twelve that are currently enrolled at the school may register for the Before and After School Programs directed by the Bedford Area Family YMCA. At some sites, our license includes four year olds. Parents must complete a registration form to its entirety. Two emergency contacts are requested - the addresses must be the physical addresses and NOT P.O. Boxes. Along with the registration form, three forms must accompany it: 1) their child's school entrance physical signed by the physician, 2) their child's school entrance immunizations records signed by the physician's signature, and 3) a copy of the child's birth certificate. If you need to update the registration form for any reason, please see the Site Director or counselor.

There is a nonrefundable registration fee for new participants of \$25 for the first child and \$15 for each additional sibling OR for current participants of \$10 for the first child and \$5 for each additional sibling.

SCHOLARSHIPS FOR ADMISSION

The Bedford Area Family YMCA does not turn anyone away for the inability to pay for any childcare program. With the help of The United Way of Central Virginia and JC Penney, the YMCA is able to provide Financial Assistance to working parents and parents attending school. This requires completing a scholarship application, accompanied by proof of income. This includes two most recent paycheck stubs and a copy of your most recent W-2 IRS form. Upon completion of the scholarship application, you will receive a call from the Child Care Director to set up an appointment. At this appointment, the Child Care Director will discuss your

situation, and determine in what eligibility you fall. Once granted a scholarship, you will be required to pay the program registration fee in full, and must pay the stated amount granted or the assistance will be canceled. Any scholarship amount that is not paid within a two-week period will suspend the scholarship. If your scholarship is suspended twice, you can re-apply for assistance after a six-month probationary period. All scholarships are based on the availability of scholarship funds. Scholarships are good for the stated program only. You must re-apply for a scholarship for each program.

PAYMENT POLICY

Program Fees are due by Thursday prior to the week of service. NO CASH will be accepted. You may leave payment at the site with the counselors in the form of personal check or money order. Check or money orders should be made payable to the Bedford Area Family YMCA or simply Bedford YMCA. In the memo section of your check or money order please print your child's name and the week you are paying for. This will ensure your child's childcare is credited appropriately. If you need a receipt, please make sure to ask for one at the time of payment. If you need to pay cash or use a credit card, this transaction may be made at the Bedford Area Family YMCA. If you write a check that is returned to the Bedford Area Family YMCA for any reason, a \$30 return check fee will be assessed. After a second check, written by the same family, is returned, money order will be the only accepted form of payment. Non-payment is sufficient justification for discontinuation of childcare.

DAYS AND HOURS OF OPERATION

The Bedford Area Family YMCA is responsible for child care programs throughout the Bedford County. The Before School Program begins at 6:30 a.m. and the children are dismissed to their classrooms at approximately 8:00 a.m. The After School Program begins at the dismissal of school until 6:00 p.m. Every child must be picked up by 6:00 p.m. If you are late in picking up your child you will be charged \$10.00 per ten minutes you are late. For example, if you pick up your child at 6:15 p.m., you will owe \$20. This late charge is to be paid in cash to the counselor that waited with your child.

The child care program will operate on early dismissal days that have been scheduled by the Bedford County School Systems. But the childcare program DOES NOT operate on days that the school closes early due to inclement weather.

DAYS AND HOURS OF OPERATION CONT.

On the days that the school is closed the program DOES NOT operate. The Bedford Area Family YMCA in Bedford will be available for child care on those days that the schools are closed. If inclement weather begins after the children arrive at the program, the Site Director with the help from her/his staff will contact the parents to pick up their children immediately. If school opens late, the Before School Program will still begin at 6:30 a.m. We send out a reminder notice as the winter months get closer.

ARRIVAL AND DEPARTURE

Children are to report to the Before and After School Program which meets in the gym/cafeteria when dropped off in the mornings and when dismissed from school, respectively. Children, who arrive late, need to check in with a counselor. The counselor will help them put their belongings away and then mingle into the group. If your child will be absent from the program for any reason, please notify the staff before or on the day of the absence. Parents may send a note to the child's teacher and ask them to put it in the YMCA mailbox in the school office. By doing this, both the teacher and the YMCA staff are aware of the child's absence. The staff is required to confirm all absences. If parents fail to notify the staff of absences, then one of the staff has to leave the children to call you. Please ensure that your child is picked up no later than 6:00 p.m. If you know you will be late, please notify the site staff by using the cell phone number on the front of the packet. Parents whose children are not picked up by 6:00 p.m. will be assessed a late fee. The Bedford County Sheriff's Department will be notified for any child not picked up by 6:30p.m.

SIGN IN/SIGN OUT POLICY

Parents are expected to sign their child/children in upon arrival in the morning and sign them out before leaving in the evening. Please NO exceptions - this is for the safety of your child. There is a Sign in/Sign out book available for just this purpose. Please put the time of arrival and departure along with your initials. We cannot be responsible for your child if we do not know he/she is there. The YMCA policy states there must be an exchange of responsibility from one adult to another. Not from a child to a staff. All persons signing children in/out must be at least 18 years of age. We cannot and will not release minors to minors. A child will not be released to siblings. If there is a parent not authorized to pick up a child, custody papers must be on file.

If your child attends extracurricular activities or has any other kind of arrival/departure time change within the period he/she is enrolled in the YMCA child care program, a parent must provide written notice to the Site Director. Authorization to pick up a child is addressed in the registration form you completed when you enrolled your child/children. No child will be released to a person who is not authorized by the custodial parent. We must have written authorization for changes in this respect. The staff will question those persons with whom they are unfamiliar and check authorization before releasing a child. Identification with a photo will be requested of anyone the staff does not know.

PERSONAL BELONGINGS

It is best to pack belongings in a backpack with all items clearly marked with your child's name. Children are assigned a space with a nametag for them to place their items. The YMCA staff will follow guidelines set by the principal of that school with regard to bringing toys to school. The Bedford Area Family YMCA will not be held responsible for any toys that are lost, stolen, or broken.

FOOD POLICY

The Bedford Area Family YMCA will provide an afternoon snack. Snack will always include a minimum of two food groups, which meets the USDA requirements. Children are not made to eat the snack. A snack menu is posted monthly. Many of the children in our childcare program have food allergies. If your child has any food allergies please inform the staff. The staff will post these allergies for your child's safety.

MEDICATION POLICY

The Bedford Area Family YMCA will not administer any medications be it prescription, nonprescription, over-the-counter, or topical except those required for emergencies or by law.

INJURED CHILD POLICY

The staff will make an immediate attempt to contact the parents if your child either has an injury that may require more than our first aid skills allow or if your child has had an injury of any kind to his/her head. If the staff is unable to reach the parents they will call the emergency contacts that have listed on the registration form or they may call the child's physician. If necessary, the YMCA staff will call the ambulance. The program will maintain a parent's signed consent form agreeing to this provision.

INJURED CHILD POLICY CONT.

Please make every effort to keep the YMCA staff and forms up-to-date on phone numbers, emergency phone numbers and other pertinent information. Parents have agreed to be responsible for any medical expenses incurred. If your child is taken to the hospital, it is extremely important for the staff to have accurate contact records so that your child can get immediate care. The hospital will not treat any child without a parent/guardian being there.

SUNSCREEN AND INSECT REPELLANT POLICY

Sunscreen and Insect Repellant will only be applied to your child if you have filled out the release form to do so. You must let the Site Director know if there are any adverse reactions to any sunscreen. If you've not completed the appropriate form, the staff will NOT apply sunscreen. You may supply your own sunscreen and insect repellant if it is in the original container and clearly labeled with your child's name.

WITHDRAWAL FROM PROGRAM

The Bedford Area Family YMCA never likes to lose any child from our child care program; however, if you choose to withdraw your child from the program, a two-week notice is required. You will be charged for those weeks whether your child attends the program or not.

HEALTH AND SAFETY POLICY

Immunizations and physicals are required prior to attending any Bedford Area Family YMCA Child Care Program. A current form by the Virginia Department of Health must be used. It must be dated and signed by a physician or health department official. Copies may be obtained from the school office or your child's physician. The health and safety of your child is of the utmost importance to us. In order to protect the children in the child care program who are well, we have very stringent rules about sick children. These rules are in compliance with all Commonwealth of Virginia Licensing regulations.

If a child has any of the following conditions, the parent will be notified immediately to pick up the child:

- Contagious Disease
- Fever over 100 degrees
- Vomiting or Diarrhea
- Accident requiring medical attention.

In case of an accident or illness, parents of the child will be called immediately as set forth below:

- **FEVER:** if a child has a fever over 100 degrees Fahrenheit the parent will be given a courtesy call. If the child's fever reaches 101 degrees Fahrenheit or higher the parents are required to pick the child up. If a child is sent home with a fever, they must remain out of childcare for 48 hours.
- **CONTAGIOUS DISEASE:** if a child exhibits signs of a contagious disease, the parents will be notified and required to pick up the child immediately. The child may not return to the child care program center for 24 hours from the time of pickup.
- **VOMITING/DIARRHEA:** if a child vomits or has diarrhea, the parents will be notified and required to pick up the child from the center. The child may not return to the child care program center for 24 hours from the time of pick up.

If a parent refuses to pick up their child because of a condition listed above, childcare services will be suspended and the Department of Social Services' Division of Child Protective Services will be contacted.

Parents will be notified if their child has been exposed to a communicable disease. An "Exposure Notice" provided to the staff by DSS will go home with your child the day of exposure. If your child has been sent home because of head lice, they may not return to the child care program until they are nit free. The Bedford Area Family YMCA has provided you with a list of Communicable Diseases to refer to. Every family will need to read the attached "Infection Control Policy". We ask that you sign and return the Parent Agreement part of the "Infection Control Policy".

When staff attempts to contact the parents and they cannot be reached, the staff will contact the emergency contact person on the registration form. If the emergency contact person cannot be reached, the parents will receive a written request to provide the center with adequate contacts. If contacts cannot be provided, child care will be suspended.

CHILD ABUSE AND PREVENTION POLICY

Child Abuse is defined as "mistreatment or neglect of a child by parent(s) or others resulting in injury or harm." Child abuse may be physical, verbal, emotional, or sexual.

Its effects are severe; the results can damage a child both emotionally and physically. Child abuse can cause a child to demonstrate anti-social behavior and at the extreme incidences cause death.

For 150 years the YMCA has had as their principle concerns the growth and development of men, women, boys, girls, and families. Through programs of health and fitness, aquatics, sports, camping, parent-child, family programs, and childcare, the YMCA is responding to the needs of the children and families in the new millennium. Many changes have occurred in the lives of children and families today. Some of these changes are positive; however, the alarming increase in child abuse is of particular concern to the YMCA. Throughout its history the YMCA has been a strong advocate for the child and child's rights. Therefore, the primary concern of the YMCA is the severe affects resulting from the mistreatment or neglect of children.

The Bedford Area Family YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention, and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, yelling, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms or verbal/ emotional abuse.

Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult; however, the YMCA staff need to be sensitive to each persons need for personal space (i.e.. not everyone wants to be hugged). The YMCA encourages appropriate touch at the same time prohibits inappropriate touch or other means of sexually exploiting children.

Based upon its concern for the children, parents, and the YMCA staff, the following standards related to reporting procedures, staffing, standards, code of conduct and resources for parents and children, have been developed.

The Bedford Area Family YMCA, like many other public institutions, is mandated by law, to report any suspected child abuse. The procedures for such reporting are as follows:

1. At the first report or suspicion of child abuse, the staff will immediately inform the Child Care Director.
2. The Bedford Area Family YMCA will make a report to the appropriate law enforcement body and request that the situation be investigated.
3. In the event the reported incident or suspicion involves a staff person, the Executive Director will suspend the staff person from all responsibilities and if appropriate, without pay until the investigation is complete.
4. All staff members must be sensitive to the need for confidentiality in the handling of information in this area and are therefore instructed to only discuss matters pertaining to abuse or suspected abuse with their supervisor.
5. Bedford Area Family YMCA staff may not make contact with the children or parents involved in the child abuse incident without permission from the Executive Director.
6. Whether the incident or the alleged incident takes place on or off the YMCA premises, it will be considered job related. It will be considered job related because of the youth involved nature of the Bedford Area Family YMCA.
7. All incidents or alleged incidents will be documented the day of the occurrence.

Code of Conduct for Staff of the Bedford Area Family YMCA

Reference checks are conducted, documented, and filed on all employees working with children. A Criminal History Record check is required and conducted by the Virginia State Police.

In order to protect the YMCA staff and program participants; the staff and children must be within sight and sound of each other at all times. At no time may a staff person be alone with a child - the ratio must be at least 2: 1. There must be another person present.

The YMCA will not condone any relationship between staff and program participants outside of the YMCA mandated service hours.

The YMCA staff may not date program participants or staff under the age of 18. The YMCA staff may not date program parents.

Restroom Supervision: The Bedford Area Family YMCA will make sure the restroom is not occupied by anyone other than program participants before allowing children to use the facilities. Staff will stand in the doorway while the children are using the restroom. This policy allows privacy for the children while protecting the staff. If staff is assisting younger children, doors to the facility must remain open. While on field trips, no child, regardless of age, should enter a bathroom facility alone.

Staff shall not abuse children including: physical abuse, verbal abuse, sexual abuse, mental abuse, or neglect.

The Bedford Area Family YMCA staff will under no circumstances release a child to anyone other than the authorized parent/guardian or individuals that have been authorized by the parents/guardian either verbally or in writing. Children will not be released to any person under the age of 18.

Staff will be alert to signs of child abuse or neglect. The staff will immediately report any signs to the Child Care Director.

The Bedford Area Family YMCA staff will strive to follow the mission and vision of the YMCA through programs promoting Character Development.

The staff will respond to all children with respect and consideration. They will also treat all children equally.

Behavior Management

1. Rules and regulations are a means of communication between the Bedford Area Family YMCA and the children/parents of the Childcare Program. These rules are implemented for the safety, health, and happiness of all children and the staff:
2. Children may expect to have fun. If they are not enjoying the program or having difficulty they and/or their parents should talk: it over with the YMCA staff.
3. Children will be treated with respect and are expected to be respectful to each other, the property of others, and the YMCA staff.
4. Children enrolled in the program will be expected to behave in a manner appropriate to their developmental level.
5. Children may not aggravate others by pushing, picking fights, name-calling, teasing, or physically fighting. This behavior is not appropriate at the YMCA childcare program.
6. Bullying will not be tolerated PERIOD!
7. Children must remain quiet when signaled to do so, unless they are hurt or have an emergency.
8. Children shall use proper language.
9. Children should learn and follow the playground safety rules that pertain to their childcare program site.
10. Children riding in buses shall be seated while the bus is in motion, talk in a quiet voice, and obey the directions of the bus driver and the YMCA staff.
11. Children are expected to stay with their designated group and leaders during the childcare program.
12. The YMCA staff will determine which day the children may bring personal items such as stuffed animals, toys, game boys, MP3/CD players, etc. Parents/guardians please understand that the YMCA staff will **NOT** be held responsible for these items whatsoever.
13. Children shall respect these rules and regulations.

The YMCA staff will use the following techniques when dealing with the behavior problems:

1. Be fair and consistent.
2. Explain wrong behavior to the child, being sure they understand, and explain how they could avoid it.
3. Give reasons for limits.
4. Model and redirect to acceptable behavior.
5. Arrange schedule and activities to promote positive behavior.
6. Give positively worded directions.

Parents please read and explain the rules and regulations to your children.

DISCIPLINARY POLICY

The Bedford Area Family YMCA believes that ALL children are entitled to a pleasant and harmonious environment at our Childcare Programs. We further believe that discipline may be needed to redirect children or to gain self-control. Respect for your child will be demonstrated at all times and the same respect is expected from your child to his/her peers and the YMCA staff at all times. Reasonable efforts will be made to guide children to appropriate behavior. The Bedford Area Family YMCA Childcare Program adheres to all policies and procedures established by the local school systems and by the Commonwealth of Virginia State Licensing Standards.

Discipline, such as but not limited to, time outs will be used for brief periods of time according to the child's developmental stage. The child will be separated from the group but kept in a safe, lighted, ventilated place within hearing and sight of the staff. Staff will be sure the child understands why he or she was disciplined. No physical punishment will be administered. Snack will not be kept from a child as form of punishment. Children may be restrained if they are in danger of hurting themselves or others. A system of timeouts may be used as a disciplinary measure. Parents may be requested to provide payment for repair or replacement of materials or equipment damaged by their child.

Disruptive behavior will be dealt with in the following manner:

1. The misbehaving child will be given a 5 minute "thinking time" in order for him/her to cool off and think about his/her actions.
2. If this child misbehaves for a second time, he or she will be given a 10 minute "thinking time" and an incident report will be written. Parents will be required to read and sign this report afterward it will be placed in their child's file.
3. If a child receives three (3) written behavior related incident reports, a meeting will be scheduled with the Site Director to determine if the child will be suspended for a period of time up to three (3) days. Parents will be responsible for the payment of tuition during the period of suspension.
4. If the child is reinstated into the YMCA Childcare Program and receives a fourth behavior related incident report, the Site Director will suspend the child immediately. The Site Director may recommend to the Child Care Director further action including discharge without the right of reinstatement.

Chronically disruptive behavior is defined as verbal or physical activity which may include but is not limited to such behavior that:

- requires constant attention from the staff
- inflicts physical or emotional harm on other children
- abuses the staff
- ignores or disobeys the rules and regulations that guide behavior.

If any child cannot positively adjust to the child care program setting and behave properly, then that child will be discharged.

BITING

Biting is a developmentally appropriate action for children ages 1 year through 18 months; however, because of the infectious nature of a bite, the Bedford Area Family YMCA Child Care can not tolerate biting. All necessary corrective action will be taken in order to reduce the incidents of biting among children. If a child is biting excessively, the parents will be called to pick up him/her and a meeting will be scheduled to determine what measures can be done to decrease the biting. If the child continues to bite, dismissal from the program will occur.

PARENT DISCIPLINE

The Bedford Area Family YMCA understands the parent's desire that their child is entitled to a pleasant and harmonious environment at any YMCA Child Care Program. Respect for every child, parent, and staff will be demonstrated at all times. Parents are expected to handle themselves in a reasonable manner at all times while participating in the YMCA Child Care Programs. If it is found that a parent is exhibiting inappropriate behavior, disciplinary action will be taken. **CHILDREN CAN BE DISMISSED FROM A YMCA CHILD CARE PROGRAM DUE TO THE BEHAVIOR OF THEIR PARENT.** YMCA Child Care Programs adhere to all policies and procedures established by the local school systems, the YMCA of U.S.A., OSHA, American Red Cross, and by the Commonwealth of Virginia State Licensing Standards.

**Bedford Area Family YMCA
Before and After School Programs
School Year 2009-2010**



Weekly Rates	1 Child	2 Children	3 Children
New Participants Registration Fee	\$25.00	\$40.00	\$55.00
Current Participants Registration Fee	\$10.00	\$15.00	\$20.00
Before School Only	\$25.00/week	\$45.00/week	\$65.00/week
After School Only	\$45.00/week	\$77.00/week	\$109.00/week
Before and After School	\$58.00/week	\$103.00/week	\$ 148.00/week

Weekly payment is due by 6:00 p.m. on the Monday each week of care.

The Bedford Area Family YMCA charges by the week. If a child attends one day of childcare the charge is still by the week. The only exception to this is when there are two or more school closure days due to teacher workshops, holidays, or bad weather. When this happens the weekly rate will be adjusted automatically. We do not charge on weeks that school is closed but Fun Days are always available at the Bedford Area Family YMCA.

Please inform the staff at the site via the cell phone or calling the school office if your child/children will be absent due to illness.

With the help from The United Way of Central Virginia financial assistance is available. ALL paperwork must be completed and attached before it will be reviewed.

For more information, please contact the Bedford Area Family YMCA at 540-586-3483 or email the Child Care Director, Nancy Mineo at nancybedfordy@aol.com.