



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

After School Program Parent Handbook

2019 - 2020 School Year

San Angelo YMCA
353 S. Randolph
San Angelo, TX 76903
325-655-9106
www.ymcasanangelo.org



San Angelo YMCA Mission Statement

The mission of the San Angelo YMCA is to serve the people in the San Angelo community of all faiths and ages, with emphasis on families and youth, to permit them to achieve their God-given potential in spirit, mind and body through its programs, staff, facilities and the community.

Program Admission Criteria

School Age: Children must be between 5 and 12 years-of-age and enrolled in elementary school to be accepted. Parents/guardians must complete, in its entirety, the San Angelo YMCA After School Program enrollment form prior to the first day of participation in the child care program. A \$20 registration fee and at least one installment payment are also due prior to the child's start date.

Head Start: Children must be between the ages of 3 and 5 years-of-age, potty-trained, and enrolled in the Head Start program to be accepted. Parents/guardians must complete, in its entirety, the San Angelo YMCA After School Program enrollment form prior to the first day of participation in the child care program. A \$20 registration fee and at least one installment payment are also due prior to the child's start date.

Program Fees

Weekly fees are charged for the weeks' school is in session. There are no After School fees associated with Christmas and Spring break. Additionally, the weeks' school is out for holidays will be pro-rated.

Regardless, payments must be kept current. Accounts one or more weeks past due may be terminated.

The Y does not issue refunds or credits for scheduled days the After School program cannot operate due to unforeseen environmental or situational circumstances such as tornadoes, water main breaks, etc.

There are no discounts for days or weeks missed due to illness or any other circumstance. If you need to withdraw your child, please contact the program account managers at 655-9106.

*****Day Camp fees are in addition to After School fees.**

Payment Options

We offer multiple payment method options for parent's convenience.

Automatic Payments: Payments may be set up to automatically withdraw from a checking account on the due date. Draft payments can be set up at the YMCA, and will require a voided check.

YMCA: Payments are accepted at the YMCA Welcome Center during normal YMCA operation hours. Cash, check, or debit/credit card payments are accepted.

Phone: Phone payments are accepted at the YMCA Welcome Center during normal operation hours. Debit/credit card payments are accepted.

After School Site: Payments made by check/money order are accepted at the After School sites on Fridays. No cash payments are accepted at the sites.

Scholarship Program

The San Angelo YMCA is committed to serving families, and offers a scholarship assistance program to families who qualify. Awards are determined based on the total income and number of dependents in the home.

Families requesting assistance must apply 7 – 10 business days in advance to payment due date. To ensure the quickest response time applicant must provide income verification and other documentation at time of request. The child care programs reserve scholarship assistance for families with parents/guardians who are working or going to school. Scholarships awarded for the After School Program will also be applied to Day Camps.

Daily Schedule

The program begins at school dismissal and continues until 6:00 p.m. Monday-Friday during San Angelo ISD school calendars only. A daily schedule might be:

Dismissal to 3:30 PM	Outdoor play, homework time
3:30 PM to 4:00 PM	Snack
3:30 PM to 5:00 PM	Centers, crafts, games, sports, small groups
5:00 PM to 6:00 PM	Guided indoor activities, clean-up

**The After-School Program will begin at the time of dismissal on early release days.

Day Camps

Following the SAISD calendar, on most days when school is out for school holidays, child care is offered from 7:00 am to 6:00 pm at the Downtown YMCA. Full day schedules vary with planned activities. A morning snack, lunch, and an afternoon snack will be provided. Fees are in addition to regular After School program tuition. Pre-registration is required for participation in Day Camps.

Pre-registration is required for all day camps. Those not pre-registering, including CCS clients, will be turned away.

Day Camp fees are in addition to After School fees and are due at the time of registration. Refunds will be given if registration is cancelled more than 24 hours prior to the camp beginning. No refunds will be given with less than 24-hour notice of cancellation, including no-show.

CCS Cancellation Policy: CCS parents must follow the program cancellation policy. Notification of cancellation must be given to the program account managers and the caseworker. Notification given to program or Welcome Center staff does not fulfill the notification obligation.

Holiday Schedules

The Child Care Program does not operate on the following days:

New Year's Eve, New Year's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Labor Day	Christmas Day & Day after Christmas

Bad Weather/Snow Closure/Emergency Closure

If school is closed due to inclement weather or other emergency, the After-School program will also be cancelled. We do not provide Day Camp on these days.

No credit is given for days missed due to Bad Weather or emergency closings. However, the After School will be offered on the scheduled bad weather make up days without charge, up to two days per year, unless the scheduled make up day is on a holiday. (i.e. Good Friday, Memorial Day, etc.)

Homework

It is the YMCA's policy to provide the opportunity for your child to do his or her homework and to receive assistance when needed. (Specific homework time will be designated by the Site Director) It is your responsibility as a parent/guardian to impress upon your child the importance of taking advantage of the scheduled time. We are not able to provide one on one or individual tutoring or skills mastery.

Daily Absences

If your child is going to be absent, it is **VERY IMPORTANT** that you call the YMCA between 8:00 a.m. and 12:00 p.m. the day of the absence. If the childcare bookkeeper is not available, you may leave a message for your convenience. You risk losing child care services if you fail to notify the YMCA when your child will not be participating.

If your child(ren) goes home from school, call the YMCA and notify the program directors.

If your child will return late from a school field trip, it is your responsibility to notify the YMCA. When a child needs to stay After-School, a note must be sent to the Site Director from the child's teacher.

Release of Children

Parents and authorized persons are expected to be prepared to show identification every time they pick up their child(ren). **Refusal to show identification when picking up a child will be grounds for termination from the program.**

For your protection, only persons authorized in writing by the parents/guardians may pick up your child. We cannot release children to anyone other than a parent/guardian or a person designated in writing by the parent/guardian. The staff will question anyone who is unfamiliar to them and ask for identification to check their authorization; staff will record a driver's license number.

Anyone without proper identification or authorization or will be stopped from taking a child. If someone other than those persons authorized on the registration form is to pick up your child, you must notify the program director in writing. Any restricted individuals must have a restraining order on file with the director. Be advised that without a legal document of custody, we cannot deny the other parent's pick up rights. Parents / guardians are responsible for notifying the child care director of any changes

Custody Issues

The San Angelo YMCA Child Care program will follow any court order provided to us regarding child custody and release. For further explanation of our policy please request a copy of the Custody Issues policy from the program director.

Required Sign-in and Sign-out Procedures

After School: Children must be signed out by parent/guardian or authorized person when being picked up.

Day Camp: Children must be signed in and out by a parent/guardian or authorized person when being dropped off and picked up. Staff are not allowed to sign children into or out of the program.

Late Pick Up

YMCA licensed child care ends at 6:00 p.m., and our staff is scheduled to leave. However, please notify the program director if you anticipate being late; this will ensure the comfort of your child.

Late fee charges are as follows:

6:00 – 6:05 \$1.00

6:06 – 6:10 \$2.00

6:11 and later \$2.00 plus \$1.00 for each additional minute

Parents/guardians who have not notified the program center that they will be late can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA staff members.

5:55 p.m. Courtesy call is made to the parents.

6:00 p.m. Program closes, and staff member calls Downtown YMCA.

6:05 p.m. Staff member in charge begins calling parent/guardian work number(s) to check for problems or miscommunications. If contact is not made, alternative contacts listed on the enrollment form will be called.

6:30 p.m. Staff member in charge contacts local authorities to determine if any problem related to the parent/guardian has been reported.

7:00 p.m. Contact the YMCA at 655-9106 for location of child. If there is no contact from the parent/guardian and no other safe option, CPS will be contacted and the child may be turned over to the Tom Green County Sheriff's Department (or local Police).

You risk dismissal from the program if:

- You fail to pay the late pick-up fee.
- You are late in picking up your child(ren) three (3) times with-in a 30-day period, or five (5) times within a school year.

Notice to Parents/Guardians

When you sign out your child each day, please check for any up-to-date information or notices at the parent/guardian information area. Please check any posters and brochures for other information pertaining to YMCA activities.

Remind Texting System

All primary parents listed on the enrollment form will be sent a link to register for our program texting system. The primary parent will then receive text messages about the childcare program, account information, Kids Night Out, and camps. You have the option on your child's enrollment form to allow the secondary parent and emergency contact to receive these messages as well. You may check for the secondary parent and/or emergency contact to receive only childcare program information or allow them to receive account information as well. It is the parent's responsibility to call and update the childcare accounts manager when a phone number is changed.

Child Illness

For the sake of your child and others, if a child has a temperature of one full degree over normal, is vomiting, or shows signs of illness, s/he may not attend the After School program.

Illness Occurring During Program Hours

If your child becomes ill, s/he will be isolated from other children and you will be contacted to pick him or her up. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. If you cannot be reached, we will contact someone you've authorized.

If your child is injured during program hours, the staff member in charge will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Providing immediate first aid or CPR;
- Attempting to contact a parent or guardian;
- Attempting to contact others listed on your registration forms;
- In case of serious injury, contacting appropriate emergency medical assistance;
- Ensure supervision of other children in the group.

Medication Taken During the Program

Any medication which needs to be administered during program hours must:

- Be accompanied by a completed "Medical Dispensing" form (available at the program site);
- Be brought directly to the Site Director in its original container with the child's full name, physician's name, expiration date, and drug name on the container; and
- Have specific written instruction for amounts, times, etc.

Additional rules:

- Staff will only administer medication as indicated on the label instructions.
- No over-the-counter medication, including aspirin, cough medicine, etc. will be given without a doctor's order.
- Staff cannot split pills or administer amounts other than specified on bottle.
- Staff cannot administer expired medications.

Lice Protocol

Children identified with live lice shall be sent home or excluded from the After School Program until treatment is completed by the parents or guardians.

It is recommended that the parent contact their child's physician for treatment options and that prescribed medication directions be strictly followed. If they do not have a regular physician, then it is recommended that a FDA approved, over-the-counter lice product be used---again strictly following package directions. It is also important that a lice comb is used to remove the nits and dead lice. Retreatment is recommended in 7-10 days.

Children who are sent home for head lice infestation must be free of live lice and virtually all nits must be removed from the hair before the student may return to the After School Program. When a student returns to the program (presumably on the next day), the student shall be re-examined. If live lice are found, the student will be sent home again. The previous procedure will be followed until the student is free of live lice and virtually all nits.

Immunization Requirements/Hearing and Vision Screening Requirements

Immunization records must be current and on file at the school the child attends. Children must also have a vision and hearing screening on file at the child's school. A child must be screened during the first, third, and fifth grade during the school year.

Emergency Procedures

If the After School program center must evacuate due to an emergency, staff will lead children to the places listed on the posted, "Emergency Care and Disaster Plan." The alternate location for a toxic fume evacuation is the YMCA at 353 S. Randolph.

Meals and Food Practices

The After-School and Day Camp programs participate in the Federal Child and Adult Care Food Program in order to receive reimbursement for the snacks provided. The snack menu is posted in the white notebook and accessible to parents at all times. Parents are welcome to supplement or provide alternate snack for their child.

After School: The After-School program will provide an afternoon snack.

Day Camp: The Day Camp program will provide a morning breakfast snack, lunch, and an afternoon snack. Parents will be required to provide a sack lunch during some Day Camps. Children will not have access to a microwave or refrigerator during these times.

Clothing/Belongings/Lost and Found

Please mark all your child's belongings (e.g., lunch boxes, jackets, coats, backpacks, etc.) **WE DO NOT ALLOW CHILDREN USE CELL PHONES DURING THE PROGRAM.** We understand the importance of children having a phone to communicate to parents however while in program hours, failure to keep phones up could result in termination.

Electronics and toys may be brought on days designated by program staff on the activity schedule. Please do not allow your child to bring these items on non-designated days.

The YMCA will not be responsible for lost, damaged, or stolen articles. Please do not send valuables.

Transportation

During the After-School and Day camp programs children may be bused from various locations for care or field trips. We utilize YMCA busses, TLCA transportation, or SAISD transportation to go swimming, bowling, skating, and various other field trips.

Field Trips

Occasionally Site Directors will schedule a field trip for the After School programs. Parents will be notified a minimum of 24 hours in advance and asked to sign a permission slip for the activity. Children not participating in the field trip will need to have alternative care provided on that day.

Water Activities

Permission is required for children to participate in water activities during the After-School and Day Camp programs; permission is granted when enrolling your child.

Who to See When

Your Site Director will be able to answer most questions related to your child's site. If you have questions regarding your bill, please talk to the Childcare Account Manager at the YMCA. Questions about schedule changes, behavior concerns, program concerns, policies and procedures or program ideas can be directed to the program directors.

Visiting Your Child's Site

You may visit your child's site during normal operating hours (School Age 2:30 - 6:00 pm and Head Start 1:30 - 6:00 pm) to observe your child, the site's operation, and program activities without prior approval from the child care directors. Proper identification will be required.

Participating at Your Child's Site

If you would like to participate in the site's operation, please make arrangements at least 48 hours in advance with the program director.

Due to safety and supervision concerns, parents are not allowed to attend or participate in program field trips.

Emergency Contacts and Authorized Pick Ups may not visit or participate in the program outside of picking up the child.

Keeping Children's Records Current

Parents/guardians must keep the YMCA office and program center notified of phone number changes for work, home, and emergency contacts at all times.

Updates and changes may be made at the child's After School Program site. Please ask the Site Director for your child's enrollment form when picking up your child.

Withdrawal from the Program

Families are free to withdraw from the program at any time, without penalty. Please contact the Child Care Account's Manager at 655-9106 to notify the program of the child's last day and ensure the account is paid in full.

Re-entry into the program during the same school year will be allowed without paying an additional registration fee. Enrollment forms will need to be updated prior to the child's start date and any outstanding balances must be paid.

Notification of Changes to Operational Policies

In the event that it becomes necessary to make changes to the parent handbook, parents will be notified by letter which will include the change and effective date of that change.

Playground Equipment Usage

The San Angelo YMCA After School Program uses the public school facilities' outdoor playground equipment which may not meet Licensing standards specified in the Minimum Standards.

Child-Care Minimum Standards and Licensing

You may review the child-care minimum standards and the most recent Licensing inspection report at your child's site or at the YMCA. You may contact the local Licensing agency by calling 657-7406, the Protective and Regulatory Services child-abuse hotline at 1-800-252-5400, and the Protective and Regulatory Services website at www.dfps.state.tx.us.

Children's Rules

It is our intent that each child enjoys the planned activities by understanding that s/he is responsible for his or her actions. With prior knowledge of our basic rules as stated in the Behavior Management Plan, each child is made aware of how to exercise self-discipline [and to understand] that we are here to assist her or him and that we expect them to succeed. YMCA house rules are posted at every YMCA program center. Character development is an important part of our program.

Parent's Behavior Expectations and Social Media

Parents are expected to behave in a professional and respectful manner when at the YMCA site. Foul, abusive, or threatening language or behavior directed toward any YMCA staff or children will not be tolerated, and will be grounds for dismissal from the program. This includes counselors, directors and Welcome Center staff. In an effort to protect the privacy of our children and staff, no public discussions are to be held or comments made on social media sites regarding the after school/camp children or staff (except appropriate use for marketing and fund raising events). Any posts that could be construed to have any impact on the YMCA's childcare reputation or any post that would offend a child, parent or staff will be evaluated by the Youth Services Director and if deemed necessary, the person responsible for the post may risk termination from the program.

Parent/Guardian Conferences

The exchange of information about a child from the parent's perspective and the staff's perspective can be very helpful to both home and the program staff. Parent/guardian conferences can be informal or formal. We cannot emphasize enough that it is important that you share changes at home or at the school that will affect your child's life. Changes occurring in the relationship of the parents/guardians will influence the way in which your child(ren) relates to others. Staff can better provide for a child's needs at these times if we are aware of changes.

Please speak with the Site Director at your child's site if you have any concerns. If you feel that your child's needs are not being met, please call the YMCA to speak with the program directors.

Discipline Process

When positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed.

1. **Reasoning:** Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. **Removal from the Specific Activity:** When reasoning has been pursued and behavior has not changed, removing the child from the activity involved for an appropriate amount of time is necessary. The denied activity should be related to the misbehavior and the removal should not exceed 15 minutes. Other duty-oriented consequences suitable to the inappropriate behavior may also be utilized at this stage.
3. **Child/Director Communication:** If inappropriate behaviors continue, the child and staff will have a discussion regarding the behavior and possible solutions. The child will be engaged in finding ways to correct their behavior and supported in making necessary changes.
4. **Parent Communication:** Parent communication in both verbal and written forms will be used to make the parent aware of behavior issues and how they are being addressed. If necessary, the program staff, child and parent may meet together to discuss the behavior and find solutions to correcting the issue.
5. **Program Suspension:** When the previous methods do not achieve a satisfactory correction of inappropriate behaviors, the child may be suspended from the program. The duration of the suspension will be determined by the program directors, and is designed to give the parent and child time to discuss and commit to improving the behavior.
6. **Program Termination:** In the event that the behavior is not corrected, the program directors may determine a program termination is necessary.

Every effort will be made to follow this discipline process. Behavior that harms the child, another person, or property, or places the child in danger will be dealt with swiftly and may skip steps outlined in this process. Examples of these behaviors may be harming another person or property, or running away from the program.

Behavior Management

The safety of a child is the highest priority for setting behavior management procedures.

- When a child has a serious discipline problem (on any ONE occasion), the parent/guardian may be called by staff and asked to pick up the child within thirty minutes of the call. (Biting or injuring another child or staff member, or damaging property are examples of a serious discipline problem.)
- Should it be decided by YMCA directors that a child poses a serious discipline problem the child may be suspended from the program or may be removed from the program entirely.

In addition to behavior management procedures outlined above, parents/guardian must be aware that:

- No staff member will ever strike, swear at, abuse, or threaten with physical intimidation either a child or a parent/guardian.
- No staff member will allow a child to be stricken, sworn at, abused, or physically intimidated by anyone else in the program.
- No child will be allowed to continue in the program that becomes a safety hazard to him/her or others.

- The YMCA has a **ZERO BULLYING** policy and will take swift action if a staff has been made aware of any child participating in bullying acts.
- No staff members will ever solicit or accept gratuities in consideration for any treatment of a child.

Special Needs

We welcome children into our program who have special needs and do our best to work with the child and caregivers to provide a stimulating and positive experience. Children must be able to participate in a 1:22 ratio, be fully toilet trained and able to manage their own self-care. Additionally, behaviors may not place any person or property in danger, including being aggressive or running away.