Dear Parents,

For generations, the YMCA has been known for its commitment to family life. YMCA programs and services have grown and adapted to the changing needs of families. Today, more and more parents are looking for quality child care and training they can depend on.

We understand that today's working parents need help in managing the demands of working and raising a family. Nothing can be more important than children's services you feel good about.

The Florence YMCA Child Development Programs are committed to providing the best. A comprehensive children's program based on the fundamental factors of child development in physical, social and emotional growth is provided.

We continually serve as an advocate for each child's rights to a healthy and happy childhood.

Please read the handbook carefully. The information contained in this handbook will help us to run the program more smoothly and, hopefully, answer many of your questions. If you have additional questions, please call or come by to see us.

Sincerely,

Megan Patterson
Child Care Director
WELCOME TO OUR CENTER

EVERY CHILD DESERVES:

A SAFE PLACE TO GO.....

SOMEONE WHO CARES.....

SOMETHING TO ENJOY.....

The Florence Family YMCA recognizes the need for quality and accessible child care services for families. With this in mind, YMCA children's programs are offered that enable all families to place children in an environment where they can participate in a variety of physical, cultural, intellectual and social activities. The child development program is designed to support, motivate and nurture each child in order that his or her fullest potential is realized.

Our Child Development Program at the Florence Family YMCA is committed to be the first in quality in the operation of all children's programs that build a healthy spirit, mind and body for all.

Staff members are carefully selected for their experience, training, and personal commitment to the needs of young children. All references are checked thoroughly and each staff member has a SLED test.

The YMCA Child Development Center has a comprehensive developmental program and maintains all standards for the safety and well-being of the children enrolled.

Financial aid is also available through the YMCA.
After- School Program:

Florence Family YMCA School Age Program offers an enriching environment with fun activities especially designed to enhance the development and self esteem of school age children. The After School Program is structured to address the interests and developmental levels of children in 5K through 6th grade. Because the program is based on choices, children gain independence and have the freedom to learn more about what interests them.

The Florence Family YMCA After-School Program:
- Encourages choices from a variety of fun, hands-on age appropriate activities
- Features opportunities for socialization
- Encourages sports and physical activities
- Provides bus transportation from most of the schools in Florence District 1.

The after-school program includes activities like:
- Brain teasers, cool science experiments, games, puzzles, and writing…and it’s a great place to work on homework too!
- HOMEWORK TIME is a part of our daily schedule. While we offer guidance and assistance to children, we cannot provide independent tutoring needs. In addition, while we make every effort to assist your child in completing assignments, we cannot be responsible for your child failing to make staff aware of existing homework assignments or failure to complete assignments.
- Plenty of physical activities like shooting some hoops, swimming all year, playing a game with friends or just challenging yourself to do your personal best.
- Opportunities to perform plays, sing some songs, dance and express yourself in a variety of creative ways for budding young artists, architects and dramatic minds. There’s painting, crafts, puppetry and more!
- The After School Program provides snack foods to satisfy after school munchies!
- All groups will have their own swim day each week.
INFORMATION AT A GLANCE

HOURS:  2:30PM – 6:00 PM for After-School Programs
        7:00AM - 6:00 PM for Full-Day Programs

HOLIDAYS OBSERVED: New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and the Day After, 2-3 Days at Christmas-time.  *Dates are subject to change.* Please know that weekly fees will not be changed due to closures on holidays.

ENROLLMENT: The YMCA Child Care Program is open to all children who may benefit from our type of program regardless of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior rights activity.

SWIM DAYS:  Monday- Kindergarten        Thursday- Third Grade
            Tuesday- First Grade           Friday- Fourth thru Sixth
                                       Grades
            Wednesday- Second Grade

PROGRAMS AVAILABLE: After-School and Holiday Camps
FEES:  Y MEMBER - $55.00 per week (effective 2019-2020 school year) - Activity fees are additional.
      Y PARTICIPANT- $71.00 per week (effective 2019-2020 school year) - Activity fees are additional.
Anyone registering for Winter Camp and/or Spring Break who is not currently enrolled in our after-school program will need to pay $81.00/week for members and $97.00/week for participants plus activity fees.

A $30.00 registration fee is due upon enrollment in each program. This registration fee is non-refundable and non-transferable.

All weekly payments are due in advance on Friday. If payment for the upcoming week has not been paid by 6:00 PM on Friday, a late fee of $20.00 per child per week will automatically be added.

Returned checks receive a $30.00 NSF service charge and will be submitted to the collection agency via either 007 or the Solicitor’s office.

For your child to attend holiday camp you must be paid up to date on your child care fees and you must:
   o If you are registered in After School Care:
      ▪ Sign up for holiday camp, which is an extension of ASC, so we know your child is coming and pay the activity fee. If your child does not attend holiday camp it counts against your three weeks of vacation.
   o If you are NOT registered in After School Care:
      ▪ You must register your child and pay all registration and activity fees. As noted above, the session fees are different from ASC.
Each child is allowed three weeks of vacation, in which they do not pay for ASC, per school year. In order to receive this benefit a written request two weeks in advance must be turned into the child care accountant. After the three weeks of vacation has been used you must pay for any missed weeks in order to keep your child's spot. A week is defined as a Monday through Friday of the same calendar week. Weekly fees will not be pro-rated based on a child’s attendance.

Credit cards and debit cards used as a credit card will be charged an additional $1.00 convenience fee (effective 10/1/11) per transaction.

On swim days, please be sure to send a bathing suit and towel with your child.

ARRIVAL/DEPARTURE

A) HOURS: The Child Development Center hours are 7:00 AM to 6:00 PM for those who need extended care.

B) SNOW DAYS & SEVERE WEATHER: The Center will close only under extremely hazardous weather conditions. In the event of a closing, an announcement will be made on local TV and radio.

C) CLOSING TIME: The Center closes at 6:00 PM. We ask parents to cooperate in picking up their children before 6:00. If by some emergency a parent should be delayed, please call the Center. A late charge of $5.00 is due at 6:05 pm (hallway clock) and an additional $1.00 per minute thereafter. Late fees are payable immediately by the parent to the YMCA. Continuous tardiness in picking up a child on the part of the parent will necessitate our requesting that the child be withdrawn from the Center.

D) AM ARRIVAL: On full day programs please accompany your child into the Center and then deliver your child directly to the staff person greeting children. We also ask that you sign your child in on full day programs. Please contact the office if your child will be absent or will be arriving past class time.

E) PM DEPARTURES: When picking up your child, please remember to:
   1) Sign your child out
   2) Check your child's cubby space for personal belongings.

F) RELEASE PROCEDURES: If another person other than the parents or authorized persons listed in your child's file is to pick up your child, you are required to notify us by WRITTEN notice. In addition, anyone picking up a child from our center must be 18 years or older.
HEALTH AND MEDICATION

The required medical forms must be submitted prior to enrollment and annually thereafter.

Use fair judgment in bringing your child to the Center if he/she appears unhealthy or has uncommon symptoms. Be courteous and considerate of the health of other children and staff.

Children with the following symptoms will be excluded from group care and the parent contacted. Child must also be free from the following for 24 hours before returning to the program:

1) Inflammation of the eyes and sinuses
2) Fever (100+)
3) Rash
4) Diarrhea
5) Vomiting

If the child has a confirmed case of a contagious disease, he/she must be kept at home and the fact of this condition reported to the Center so that a notice can be posted within the Center (strep throat, head lice, pin worms, viral infection, infections of any kind that can be contracted, measles, mumps, chicken pox, scarlet fever, diarrhea and impetigo are among those conditions categorized as "highly contagious"). If the child becomes ill while in our care, he/she will be isolated, cared for, and the parent will be called to pick up the child from the Center.

In the event of a medical emergency or accident requiring a doctor's treatment, we shall make contact with the parent immediately. If we cannot make contact with the parent, the emergency person and child's physician will be contacted. The child will be taken or transported by EMS to your designated Hospital's Emergency Room.

There will be a staff person at the Center at all times who has completed the FIRST AID and CPR CERTIFICATIONS.

Although a "Permission Regarding Administration of Medication" was completed at the time of enrollment, medications will be administered at the Center only if a Medication Release is completed by the parent or guardian. The form contains the amount and the time of dosage. Medication must be in the original container and labeled with the child's name, type of medication, date, amount and time of dosage.
PHYSICAL ACTIVITY

We include at least 60 minutes of moderate and vigorous physical activity per day on full days and at least 30 minutes on afternoon programs.

AFTERNOON SNACK

Children are not allowed to go to the snack machines. We provide a healthy snack each afternoon. We strive to provide a fruit or vegetable (fresh, frozen, dried, or canned) at every snack.

BIRTHDAYS AND SPECIAL CELEBRATIONS

We will happily help you celebrate your child's birthday with friends here at the Center. Please let your child's counselor know in advance that you will be bringing a treat.

CLOTHING AND PERSONAL BELONGINGS

- Please label everything with your child's name.
- A change of clothing should be left at the Center at all times.
- We request that children wear tennis shoes to participate in all activities.
- Children should not bring toys from home. The Center will not assume responsibility for lost or broken toys.

PROCEDURES THAT WILL HELP ALL FLOW MORE SMOOTHLY

Please do not call the Center to have a child waiting in advance of the parent's arrival. A note must be sent to the teacher on the day it is necessary for the child to be prepared to leave immediately upon his parent's arrival.

The child will be released ONLY to the persons who are listed on the registration information section. Should this information change, the staff must be notified in advance by written notice.

In every case concerning a custody clause or dispute, written instructions MUST BE GIVEN TO THE CHILD CARE ADMINISTRATIVE STAFF for anyone other than those authorized to pick-up this child. If there is a court order/restraint in place, please provide us with a copy of the order.

Children participating in other YMCA sports activities will be released at the time designated by the parents. A clear understanding of release time and method must be communicated.

Please do not call the "Y" to determine if your child has been picked up (except in emergency situations).
EXTENDED ABSENCES WITHOUT NOTICE

Two consecutive weeks of absences without notification to the administrative staff will result in termination of services.

ATTENDANCE CHECK

Attendance is kept and checked daily. If your child will not be coming to the Y, please notify us no later than 1:30 PM. Bus drivers check attendance before departing from each school to make sure that each child is on the bus. Another attendance check is made by the After-School Staff after all children have arrived at the Y. Phone calls will be made to verify absences. Absences will be verified either through the parents or the child’s school.

REQUEST FOR DOCUMENTATION

Any documentation needed for verification of your child’s attendance will require a minimum of five business days from the date of the request. There will be a flat fee of $10.00 (up to five pages) and $1.00 per page thereafter. The $10.00 fee is due at the time of request and the balance is due immediately when you pick up your documentation. You will need to see either the child care accountant or the child care director to make your request.

VEHICLE CONDUCT RULES

Children must follow these basic rules while being transported:

- No fighting, swearing, or abusive language
- Must remain seated at all times with seat belts fastened
- Cannot have any part of his/her body out of the vehicle
- No eating or drinking on vehicle
- May throw nothing out the window
- Potentially dangerous actions will not be tolerated

With the first infraction the parent will be notified and asked to discuss proper behavior with his/her child. With the second infraction all transportation services will be denied a minimum of two (2) days.

DISCIPLINE

The Y wants to provide a SAFE and socially healthy environment for your child while in our care. While most children function great in large and small groups there are incidents that require immediate attention for the concern and safety of ALL children within the Program.

YMCA Staff maintains a positive attitude towards the children and maintains appropriate
behavior from the groups of children. The YMCA Staff does have basic rules of safety and conduct. The Florence Family YMCA has a Zero Tolerance Policy for physical or corporal punishment. This includes name calling or demeaning comments made to children by staff. On the same note, the YMCA will NOT tolerate children being physically, or verbally abusive to staff or other children.

General discipline techniques involve redirection, verbal clarification of behavior that is unacceptable and if necessary time out (only in the event that a child needs to regain control).

It is the parent’s responsibility to take time to discuss the behavioral rules outlined below with each child entering the program to clearly understand behavioral expectations. If you have any questions please call.

**Unacceptable behavior includes (but is not limited to):**
- Biting
- Hitting or Punching or Kicking
- Bullying which includes - verbal name calling, hand gestures, teasing (either as a group or individually)
- Behaviors or comments that are harmful to another person and can be viewed as Sexual Harassment, Racial or gender oriented
- Cussing and Disrespect
- Unsafe Physical Acts during transportation on the Bus or while on a field trip in the community. Continued behaviors deemed unsafe by staff that can cause harm to a child or children. This includes but is not limited to: Standing on the bus, limbs outside the vehicle, excessive loud outbursts or physical actions that cause distraction to a driver and pose a safety issue to others being transported.

**Consequences of unacceptable behavior include but are not limited to:**
- A Written Verbal Warning
- Call to Parent
- Conference with a Parent
- Suspension
- Release from the Program (This can be immediate if violent to self, another child or staff)

There will be no refund of tuition for suspension or termination of the Camp Program that is the result of a child’s behavior.

Disciplinary actions from each program are not dismissed and will carry over from one program to the next.

*(Revised 2/19)*