



# **YMCA of Catawba Valley**

## **Burke County School Age Programming**

### **Parent Handbook**



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**Welcome to the Y!**

**Welcome to the YMCA of Catawba Valley. We provide child care in multiple locations throughout the Catawba Valley to better serve you in our community.**

**Our Mission ...**

**“To put Christian principles into practice through programs that build healthy spirit, mind and body for all”. Guided by our mission and cause to strengthen the foundations of our community, we’re committed to helping kids develop values and confidence: engaging individuals in activities that improve their health: and uniting our community members in support of one another.**

**For Youth Development ...**

**We believe that all kids deserve opportunities to discover who they are and what they can achieve. Our Y focuses on preparing more kids for success in school and life by providing education and support, along with the physical and emotional guidance kids need to learn, grow and thrive.**

**For Healthy Living ...**

**The Y brings families together, encourages good health and fosters connections through fitness, sports, childcare and fun. Also our Y plays a key role in helping health seekers decrease their risk of lifestyle – related diseases and improve overall health.**

**For Social Responsibility ...**

**The Y has been listening and responding to our community needs for over 40 years. We provide social services that support and empower people to overcome obstacles, provide volunteer opportunities, raise and award funds for financial assistance for those individuals and families that need a Y experience but cannot afford one. The Y collaborates with other organizations that share our values to build a healthier community. I am passionate about the good work of the Y and proud of what we do each and every day. I invite you to join us as we strengthen the foundations of our community.**

**Nat Auten, President/CEO  
YMCA of Catawba Valley**

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315 1st Ave NW Suite 104, Hickory, NC 28601  
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[www.ymcacv.org](http://www.ymcacv.org)**

## **Foreword**

The purpose of this handbook is to acquaint Parents/Guardians with the system-wide goals of the program and policies under which each site should operate. All parents/guardians should make themselves familiar with the information contained in this handbook.

Dear Families,

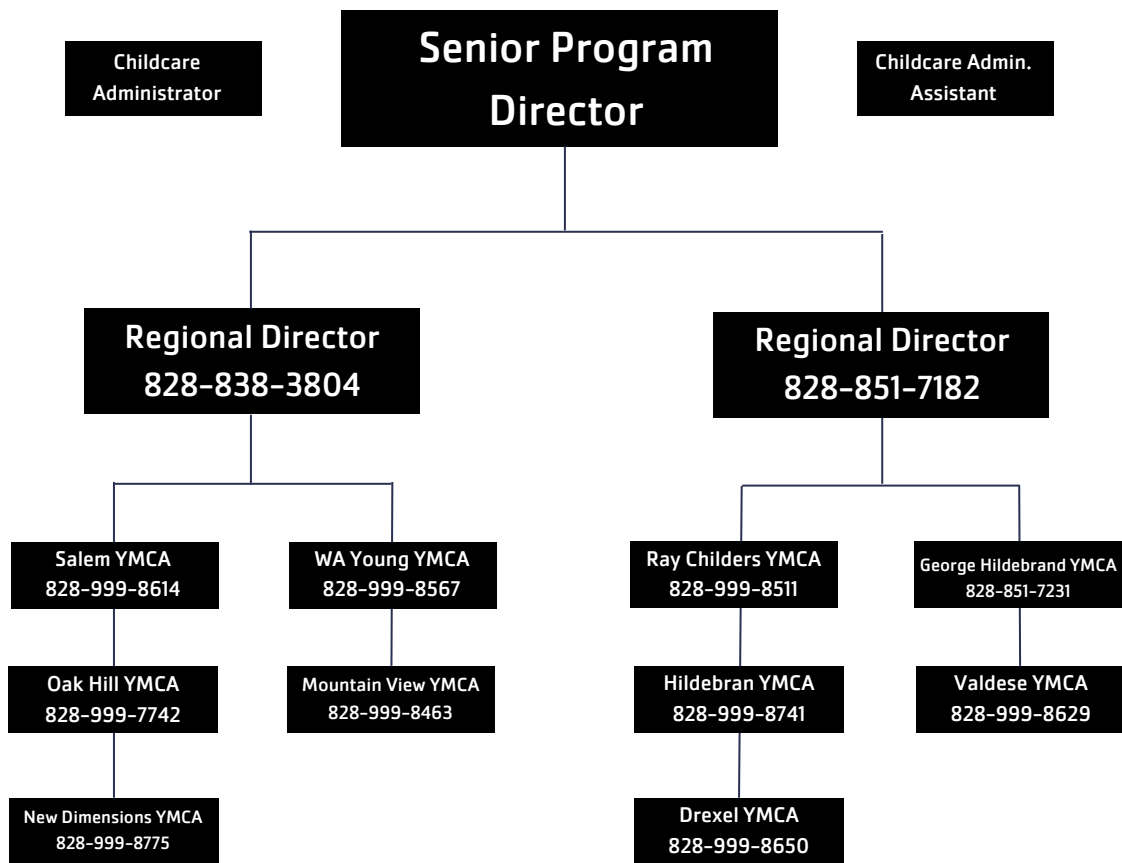
We're excited to welcome you to the YMCA family! I am thrilled to serve as your Program Director and look forward to a wonderful journey together. Our dedicated team is committed to providing a safe, enriching, and inclusive environment where your children can learn, play, and thrive while embracing our YMCA core values of Caring, Honesty, Respect, and Responsibility.

Our engaging activities, from arts and crafts to sports and academic support, will empower your children to discover their passions and develop essential life skills while embodying these core values. With a focus on teamwork, respect for one another, and personal responsibility, we aim to create a positive and nurturing community that fosters friendships and inspires growth.

Open communication is essential to our success so please don't hesitate to reach out with any questions, concerns, or suggestions. Together we can make this year memorable and impactful for your children as we uphold the YMCA values.

Thank you for entrusting us with their care during their out-of-school time. Here's to an amazing journey!

Erica Simmons  
Senior Program Director of  
Burke County YMCA Childcare



## Contacting Coordinators and Site Staff





Please contact Program Coordinators using the phone numbers listed under the respective sites. All site phones have a voicemail box and can accept voicemail messages. Please leave a message with your name, your child's name, the reason for your call, and the best number to reach you and someone will return your call within 24 hours. In the event that there is an emergency and you cannot reach the site using their phone number, please call the Regional Director that oversees that site and they will be happy to assist you.

# Questions, Complaints, & Concerns

We ask that if you have a question, complaint, or concern related to your child, their care, or an issue relating to the program that you contact the Program Coordinator to discuss the matter first. If you have taken your questions, complaints, or concerns to the Coordinator and are not satisfied with the outcome, please contact the Regional Director responsible for that site. They will be happy to assist you.

You can also dial the YMCA School Age Program's main line at 828-578-6992 and follow the auto attendant prompts to reach all programs, Regional Directors, the Childcare Administrator, and the Senior Program Director.

There are times that you will need to contact staff at the YMCA regarding your child's care. Please use the following chart to guide you in making the determination regarding the appropriate person to call:

Point of Contact for Questions, Concerns, or Complaint Issues		
Question, Concern, or Complaint Issue	Point of Contact	Contact Information
If your question, concern, or complaint is regarding an issue that occurred onsite in care, please contact 	Program Coordinator	See Site Contact Information on page 4 for individual site phone numbers or call 828-578-6992 for the dial by name directory.
If you have spoken to the Program Coordinator and are not satisfied with the outcome, please contact 	Regional Director	<p>Western Burke Salem, WA Young, Oak Hill, NDS, Mountain View 828-838-3804</p> <p>Eastern Burke Valdese, Drexel, Hildebran, George Hildebrand, Ray Childers 828-851-7182</p>
After speaking to the Program Coordinator and Regional Director, if you are not satisfied with the outcome, please contact 	Erica Simmons Senior Program Director, Burke County Childcare	ericas@ymcacv.org 828-851-7187
If you need help with registration, your online account, payment, financial aid, subsidy vouchers, cancelling care, or any other account function, please contact 	Childcare Administrator	childcare@ymacv.org 828-838-1562

# **Tobacco Free Facilities**

All YMCA facilities are smoke/tobacco free facilities. No smoking or tobacco products of any kind are permitted on YMCA premises. This includes vapes.

## **Ages Served and Ratios**

Burke County YMCA provides care for children ages kindergarten-12. Children must be 5 years old and be enrolled in, and have completed one full day of, kindergarten to attend before, after, or school's out camp. Children must have completed kindergarten to be eligible for Summer Camp.

The YMCA follows DCDEE child care ratio requirements. Staff and child ratios vary depending on the age of the youngest child in the group and whether the site is meeting minimum requirements, voluntary enhanced requirements, or the highest voluntary enhanced requirements from the Division of Child Development. Staff and child ratios are posted in each area of approved space used by the Child Care program.

## **Child Care Schedule**

The program operates year round. The current school and YMCA Program calendars indicate days of operation and holiday closings for each site. Services provided on teacher workdays and holidays depend on the number of children registered.

## **Hours of Operation**

Burke County YMCA Child Care Programs operate as follows:

Before school care: 6:00-7:30 a.m.

After school care: From the bell to 6:00 p.m.

School's Out Camp: 7am-6pm

Summer Camp: M-F, 7am-6 pm

## **Enrollment Capacity**

Enrollment capacity at each site is determined by the size of the available facilities and the appropriate number of staff for supervision. The licensing consultant and senior program director make the decision regarding facility space and capacity. If the program is at capacity for staff requirements, children will be placed on a waiting list and registered as soon as a space becomes available.

# PROCEDURES FOR ENROLLING STUDENTS:

1. Every parent must complete an enrollment application online by visiting [www.ymcacv.org](http://www.ymcacv.org). All information on the application must be accurate. Requested information includes:
  - a. Physical Address
  - b. Home and Mobile phone numbers
  - c. Emergency contacts including names and contact information, and
  - d. Any individuals authorized to pick up students.
2. The application must be signed verifying all the information provided is correct. If any of the information provided on the application should change, parents must immediately provide the Program Coordinator with updated information.
3. A nonrefundable registration fee is required for each child that wishes to enroll.
4. All forms and signature pages must be on file for a child to begin enrollment.
5. The Program Coordinator and Regional Childcare Director may schedule a meeting with the parent to discuss the student's needs and how those needs can be met in the program.
6. Requests for accommodations in the YMCA Child Care Program should be directed to the Senior Program Director.
7. Parents are responsible for submitting immunizations, medical action plans, and any other required medical documentation within the required time frame.

## Account Maintenance

Parents/guardians may access their online account at any time by visiting [ymcacv.org](http://ymcacv.org). Account holders are able to login using either the cell phone number or email address associated with the account and their password. The YMCA does not keep record of usernames and passwords. Parents/guardians are responsible for maintaining their online accounts. Any issues with online accounts should be directed to the childcare administrator at [childcare@ymcacv.org](mailto:childcare@ymcacv.org).

## Making Changes to Registration Paperwork

Parents are responsible for updating children's records annually. All registration paperwork for every child must be updated each year. If any change is required to the child's file, only the parent/guardian who completes and signs the registration documents is authorized to make changes/deletions/additions, etc., to the information. This includes authorized pickups. All changes to authorized pickups must be made by the parent/guardian by logging into the child's account -or- in person with the Program Coordinator. Parents/guardians may access their child's information at any time by accessing the account they created at the time of registration by visiting, [ymcacv.org](http://ymcacv.org).

# **Fees, Subsidy Vouchers, and Payment Plans**

Child care fees are due on the Friday prior to the week of care and must be paid through the child and parent YMCA online account. These accounts can be accessed at [ymcacv.org](http://ymcacv.org). All fees must be scheduled to be paid when registering for the program. (Although all payments are scheduled, they are not charged at the time of enrollment and all payments can be altered by contacting the child care administrator) Fees can be paid through ACH draft or debit/credit card. No cash payments will be accepted on site.

Accounts that are not paid and up-to-date will be terminated after two weeks with no contact and no payment. The responsible adult will be required to contact the Child Care Administrator in order to pay the balance and re-register the child. The child will not be able to attend the program until the account is brought current.

If a child receives DSS Subsidy, the payment method is still required to be kept on file; however, it WILL NOT be charged unless the voucher becomes invalid. DSS will contact families in a timely manner to let them know they are in a renewal period. Families are responsible for maintaining their subsidy vouchers and ensuring that their renewal is completed. The YMCA does offer additional financial assistance. This application process can be found at [ymcacv.org](http://ymcacv.org).

There are no refunds or pro-rating for tuitions, absences, partial weeks or emergency closings. If your child is removed from the program, a new registration fee must be paid before being re-enrolled. Three (3) removals for nonpayment will result in permanent removal from YMCA program for the remainder of the school term. Reenrollment may be limited and your child may result in being placed on a waiting list.

## **YMCA Membership**

The YMCA of Catawba Valley is a non-profit membership-based organization. Everyone is welcome. For information on facility membership, please visit our website at [ymcacv.org](http://ymcacv.org).

## **Financial Aid Through the Y**

As a 501(c)3 non-profit organization, the YMCA offers scholarships to allow those in the community to receive memberships and participate in the programs and services offered who otherwise may not be able to afford it. Funded through community donations, the YMCA's financial assistance program allows the Y to achieve its Mission of being for all.

In order to be considered for financial aid through the YMCA, families will be required to provide:

- Denial letter from DSS
- 1040 Tax Return or Letter of non-filing from IRS

The Childcare Financial Assistance Form can be found on our website at [ymcacv.org](http://ymcacv.org).



# Registration Fee

All children attending the program must pay a non-refundable registration fee, this includes children receiving financial aid and subsidy vouchers. Emergency care information must be complete before a child can remain in a program.

## Refunds

All fees are charged on the basis of enrollment regardless of your child's attendance. Refunds/Prorates will not be granted for absences due to illness or vacation. When you enroll, you are reserving time, space, staffing and provisions, whether or not your child attends.

## Cancellation of Care

If you need to cancel a weekly registration for your child, you will need to email the Childcare Administrator at [childcare@ymcacv.org](mailto:childcare@ymcacv.org) no later than Wednesday of the week before the scheduled care. Once payment has been drafted the registration can no longer be cancelled and will not be refunded.

If you would like to withdrawal your child from the YMCA program, you will need to email the Childcare Administrator no later than Wednesday of the week before the next scheduled care. Once payment has been drafted the registration can no longer be cancelled and will not be refunded.

Payments are generally drafted by or on midnight of the Thursday before the scheduled week's care. There may be instances where a cancellation has occurred and the draft has already been initiated. For this reason, it is important that you contact us as soon as you are aware that you need to cancel your child's care.

## Late Payments

Payments not received by 6pm on Friday of the week before the scheduled care can result in a \$35.00 late fee applied to the account.

## Return Payments

If payment is returned for any reason, a \$20 returned payment fee will be automatically added to your account and will result in a delinquent account.

## School's Out Camp Registration

School's Out Camps are held on certain days when Burke County Public Schools or New Dimensions Charter School are closed. Please refer to the program calendar for predetermined school's out camp dates. School's Out Camps require separate registration and are NOT included in the before, before & after, or after school tuition.

# Immunization Records

All children are required to have up-to-date immunization records on file within the first 30 days of enrollment. Failure to provide these documents within the time allotted will result in termination of care. Immunization records can be faxed to 828-324-2249 or given directly to the Program Coordinator.

## Program Participation/Student Needs

The YMCA of Burke County Childcare operates within the provisions of all applicable laws, including those that provide protection to individuals with disabilities as well as to providers who care for such individuals. Our Y programs welcome all children to the extent we are reasonably able to do so. A child who requires measures that constitute a fundamental alteration to the program or other undue hardship, or a child who poses a direct threat to the health and safety of others, will not be able to participate in the program. The YMCA of Burke County Childcare program DOES NOT PROVIDE ONE-ON-ONE CARE. All children who are enrolled in the program must be able to function independently in a large group setting termed as 1:15 or 1:25 staff to child ratio. In order to best meet the needs of your child, we ask that you contact the YMCA of Burke County Childcare office to inform us of ANY and ALL special accommodations that your child may require (i.e. dietary, medical, physical, mental, etc.).

## Parent Information Center/ Involvement

Each program has an information center located near the parent sign in/out area. This information board is where calendars, menus, events, updates, activity plans, and monthly newsletters are posted.

All site staff work closely with families to understand each child's individual needs and how we can provide the best experience for them. The Burke County YMCA Child Care Program welcomes parents/guardians to actively participate in our programs or to visit anytime.

Families can participate in our program by:

- Volunteering
- Sharing a talent
- Becoming a resource for supplies
- Maintaining positive relationships and open communication with Y staff members
- Read the weekly/monthly newsletters
- Participating in the annual campaign
- Attending community and family events

## Newsletters/Communication

Newsletters are distributed monthly, providing families with detailed information on the events, nutrition education, and activities at your site and nearest Y.

Please be sure you have provided your correct email address in your online account. All emails are populated from the online account. Incorrect or missing email addresses will cause you to miss important communications from the Y and your child's program.

# Program Structure

Each YMCA Child Care site will have a schedule and activity plan posted. The schedule and activity plan will vary to fit the needs of each site and the children served. Each YMCA program offers a system of educational enrichment opportunities in a center based program that meet the needs of every child:

Physical Education & Recreation (30 minute outside large & small motor activities)

Homework (30 minute quiet academic reflection)

Enrichment Activities Interest Centers

## Arrival and Departure

During regular school days children may be dropped off for before school care beginning at 6am. Programs will not allow children to be signed into before school care after 7:25 am. Parents will be required to take children through the school drop-off line after 7:25. Children must be picked up from afterschool care no later than 6pm.

All children must be walked into the program and signed in by a responsible adult and that person must ensure that staff know when they are leaving their child. When departing, the responsible adult must come into the program and sign the child out and ensure that the staff know the child is leaving.

Any adult picking up a child from the YMCA Child Care program **MUST** be listed on the pickup list for that child. YMCA staff are not permitted to release children to anyone not listed on the pickup list. Any person picking up children must present their ID in order to pick up.

**NO CHILD SHOULD EVER BE LEFT UNATTENDED AT DROP OFF OR PICKUP.**

Parents/Guardians are required to make any changes to authorized pick-ups in person and must sign and date changes on the application. Only the adult that registered the child in the program and/or legal guardian is allowed to make changes to the child's application. Any changes made to drop off/pick up procedures and/or locations at each site will be communicated by the Program Coordinator to families/guardians immediately.

## Express Drop off & Pick Up

Certain programs participate in express drop-off and pick up. These sites will have a designated staff member that is stationed outside during the drop-off and pick-up times designated for that site/day. Express drop-off and pick-up will not be available if staff/child ratios cannot be safely maintained. This is determined by the Senior Program Director and otherwise will remain in effect.

## Late Pick-Up

Parents/Guardians who pick their children up after 6:00 pm will be charged \$5.00 for every 10 minutes they are late. These fees are automatically withdrawn with weekly tuition unless otherwise specified.

**NOTE:** If a child is not picked up by 7:00 P.M., and attempts to reach parents/guardians or emergency contacts have been unsuccessful, DSS (Department of Social Services) and the Burke County Sheriff's Department will be contacted.

# What to Bring

Parents/guardians should provide their child with a water bottle, labeled with their child's name each day. If additional materials are needed, the Program Coordinator will communicate that to the parents/guardians.

## Toys and Items From Home

Students should not bring toys or other personal items from home. The YMCA of Catawba Valley is not responsible for lost or stolen items brought to our programs. If toys and personal items are brought from home the YMCA staff reserves the right to confiscate those items and will return them to the parent when the child is picked up. Ongoing issues will result in disciplinary action.

All students will be provided with an area to store personal belongings. When an adult arrives to check them out of the program they will be allowed to retrieve their belongings. Students will not be allowed to make trips to their personal belongings except in an emergency.

## Homework/Electronic Devices

During academic reflection, all children will be allotted 30 minutes of time to work on homework. Children are not required to complete homework during this time; however, staff encourage children to complete any work they may have. All children are offered alternate activities during this time. It is the responsibility of your child(ren) to know their homework assignments and to bring all necessary books, papers, etc. to the program each day. The YMCA is not responsible for the school supplies needed for your child (ren's) homework. Children are not allowed to return to their classroom once they have been checked into the YMCA program. All YMCA of Burke County Child Care Programs prohibit the use of electronic devices during the program hours unless utilized for homework assistance. Any electronic devices used inappropriately will be collected by the Program Coordinator and returned to the parent/guardian at pick up time that day. Continued or inappropriate abuse of this policy may result in suspensions and or expulsion from the YMCA program. The YMCA of Burke County Child Care Programs are not responsible for any electronic devices or accessories.

## Cell Phones

Youth in our YMCA Afterschool programs may possess cell phones and electronic signaling devices, but to avoid disruption, the device **MUST** be turned off and unable to receive a signal during program hours. No child shall be prohibited from possessing or using a cell phone or electronic signaling device that is determined by a licensed physician or surgeon to be essential for the child's health; however, a physician's note will be required to be on file.

The phone at our site is only for business and emergency use. We encourage parents to communicate all needs to their child prior to coming to our site.

Your child is solely responsible for the storage and safekeeping of devices, so that they are not visible during our program hours. Use of personal electronic devices is prohibited during program time. We are not responsible for lost, stolen, or damaged devices. Taking pictures with a cell phone is strictly prohibited. Ongoing issues will result in disciplinary action.

# Outdoor/Gross Motor Play Guidelines

Article 7, Chapter 110 of the North Carolina General Statutes requires that outdoor play is a part of each child's daily activities, except in cases where there is severe weather conditions.

Please note: if a child is not well enough to go outside, the child should not be in attendance at the Y program.

Please ensure that children have appropriate clothing and outerwear for the weather conditions each day. Children will not be allowed to stay indoors while their group participates in outdoor play due to weather conditions.

## Field Trip Guidelines

All children must have a signed permission slip and signed transportation policy in order to travel. Children are expected to adhere to all discipline policies when traveling. Failure to do so, may lead to the child being excluded from future field trips.

## Transporting Children

Burke County Public Schools covers all buses and transportation on regular school days. Parents should notify the YMCA of Burke County Childcare and the school's principal upon enrollment of a child who requires transportation to their school or from their school to the childcare site. These arrangements will be made for the parent; however, the parent is required to notify the YMCA and the school's principal upon enrollment for the transportation to be arranged. Otherwise, the parent will be responsible for the transportation of the child to and from the program.

## Snack

A nutritious snack that meets two food components is offered to the children each day. ALL children present in the program at the time that snack is served will be provided with a snack. A sufficient amount of snacks are provided; however, seconds are available upon request. Monthly snack schedules are posted at each site. Meal and snack menus are available online at <https://burke.nutrislice.com/menus-eula>.

## School's Out Camp Meals

Students are provided with a morning snack, lunch, and afternoon snack when participating in school's out camps. Students are welcome to pack lunches as well; however, no food sharing is allowed.

# **Inclement Weather**

All Burke County YMCA Child Care Programs will follow the lead of Burke County Public Schools on the first day of inclement weather. Subsequent days will be determined by the Senior Program Director. Parents/Guardians can call the Site Cell Phone to receive instructions via our voicemail system. Tuition rates will not be prorated due to inclement weather.

If bad weather occurs while the program is in operation the Senior Program Director will make a decision as to whether the site will close early or remain open. If a decision is made to close the program, parents will be notified and will have 30 minutes to pick up their child.

## **Emergency Action Plan**

In the event of an emergency all staff will follow the emergency action plan. Emergency action plans are as follows:

### **FIRE:**

Staff must have the children in their area proceed to their designated area outside the school. The staff will exit their area with the sign in/out, head count, attendance sheets and emergency notebook. Program Coordinators are required to check hidden areas in their rooms and bathrooms, close interior doors, and turn off lights before exiting the building. Once the staff are out of the building they will call roll and conduct a head count before reporting all children are evacuated. **FIRE DRILLS ARE TO BE PRACTICED MONTHLY AND DOCUMENTED!** Fire drill logs are to be posted in the common area with program information. Program Coordinators are responsible for keeping this log up to date for licensing purposes.

### **Shelter in Place/Lock Down:**

Child care centers must conduct a shelter-in-place or lockdown drill, as defined in 10A NCAC 09.0102, at least every three months, Child Care Rule.0302(d)(8). They must keep a record that includes the date of each drill, time of day, the length of time to reach the designated location and the signature of the person conducting the drill, Child Care Rule .0604(u). Site directors are responsible for keeping this log up to date for licensing purposes.

### **TORNADO:**

The staff shall have the children in their area go to the designated safe area in their room and assume the tornado precautionary position.

### **INJURED CHILD:**

If a child is injured the staff member responsible for that child must alert the Program Coordinator. The Program Coordinator will immediately assist the staff member, or take over his/her group. This will also be documented on an Incident Report. All incidents that require any level of first aid must be documented, even if the only aid given was washing with soap/water. Incidents should be reported to the parent/guardian on the same day and reports **MUST** be signed by the parent. If the parent declines a copy of the report, they must initial the box at the bottom of the report indicating their choice. Program Coordinators are responsible for completing the incident report log and filing the incident report. If outside/emergency medical attention is required, the Program Coordinator **MUST** contact their Regional Director, who will contact the Senior Program Director when it is safe and the child has been cared for. A report must be filed with the state licensing consultant within 7 days of the incident.

# Emergency Preparedness & Response Plan

Each of our Afterschool program sites has a well-defined plan for emergency and fire evacuation. We conduct drills each month. If an emergency arises at our site, we will post the relocation area at the site. Each site has an operating phone for site business and emergency use.

Please be sure that your contact information is up-to-date in your online account. If this information changes at any point during the program, you are required to update it in your account and with your program coordinator.

## Emergency Closing Procedures

In the event of natural disasters or other unforeseeable emergencies, we may need to close. Unforeseeable circumstances could include:

- Loss of power affecting lights and heat/air
- No lights after dark
- No running water
- Earthquake or other natural disaster
- Fire
- Inclement Weather

If school is closed in the morning due to any of the above or other unforeseeable circumstances, and the same conditions exist at our YMCA Afterschool program site, we will also close. If the closure occurs during our program hours, you will be notified by YMCA staff and will need to pick your child up within a determined time frame.

## Authorized Pick-Ups & Emergency Contacts

The application for care includes space for authorized pick-ups and emergency contacts. It is required that all children have a minimum of 3 authorized pick ups and 3 emergency contacts. If the program coordinator reviews your child's file and determines that you have not met this requirement, your child(ren) will not be allowed to attend until you have provided this information.

## Concerns for Safety

Safety is our number one priority. If we have reason for concern, regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes:

1. Parent/adult suspected to be "under the influence"
2. Parent/adult is abusive or threatening to the child, our staff, or any other persons present.

# **Medical Action Plans, Medication Administration Permission Forms, Medication Logs**

All children who require emergency medication, who have checked on the application that a medical action plan is necessary, or who require a medical action plan, will be required to have that information on file at the center BEFORE they are allowed to attend. All medication MUST have a medication administration permission form and medication log completed and on file. YMCA Child Care Programs will not administer medication without the required signed documents. YMCA Child Care Programs will not administer over-the-counter medications without a physician's instructions and signature.

## **Administration of Medication**

No medication, including Tylenol, Ibuprofen, or aspirin, will be given to children without the parent's AND physician's written consent. Should it be necessary for a staff member to dispense medication to a child in his/her care, the following procedure must be followed:

1. The physician and parent must complete a Medication Administration Consent form. This includes over the counter medication.
2. Prescription medication must be brought to the school in the original container with the child's name, correct labeling, dosage, etc.
3. Over the counter medications must be brought in the original container, and the child's name must be written legibly by the parent on the container.
4. The parent must provide clear and concise written directions for administration of the medicine.
5. The medication will be administered only by trained staff.
6. The staff member will document medication dispensed including the time and dosage of medication that was given. The staff member will sign their name.
7. All medication must be kept in a locked container away from children at all times.

## **Medical Emergencies**

In the event of an emergency:

1. The Program Coordinator on duty will contact the parents.
2. The Program Coordinator, or person in charge, will ask if the parent would like the EMS to be contacted.
3. If contact can not be made with the parents or emergency contacts, the Program Coordinator will make the decision to contact the EMS at that time.
4. By calling 9-1-1 first responders will be dispatched to the school for immediate assistance.



# Communicable Diseases

All staff members and parents will be notified in the event of a communicable disease outbreak within the school and after school program. Emergency personnel will be contacted and educational materials about the disease will be available for parents and staff. Safety precautions will be in place to prevent an outbreak. All personnel must routinely use protective equipment when there is a potential for exposure to blood or other potentially infectious materials. Personal protective equipment in the appropriate size will be provided by the site.

## Sick Children

Children will be observed upon arrival to the program in the mornings and in the afternoons from their classrooms. If a child has any of the following symptoms, he/she will be isolated (this location will vary at each site) from the other children until the parents are contacted and arrive to pick them up. All current guidance concerning COVID-19 will be followed.

1. Suspected signs of communicable disease/ parasites
2. Continued nausea or diarrhea
3. Constant cough or difficulty breathing; complaints of sore throat or chest discomfort
4. Discharge from ears or eyes, inflamed tissue around the eyes or ears
5. Any visible rash or skin sore with suspicion of communicable nature
6. Temperature of more than 100 degrees Fahrenheit
7. Continuing headaches and general malaise

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

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

Please Note: A child MUST be fever-free and have stopped diarrhea and vomiting for a full 24 hours before returning to the program. A physician's note may be required before readmitting a child to the program.

## Healthy Eating

At the YMCA we strive to provide healthy foods and encourage physical activity. All snacks are provided by either Chartwell's, BCPS, or the YMCA. To ensure the safety of all children in our programs, we do not allow outside snacks. Meal and snack menus are available online at <https://burke.nutrislice.com/menus-eula>. Water is accessible at all times. If your child has a food allergy, please let us know. In addition, the YMCA provides 30 minutes of gross motor indoor or outdoor activity each day.

## Birthdays

We celebrate no-food birthday parties, we request that you do not send in or bring in food. We look forward to celebrating your child's special day. In lieu of food, we invite you to contact your program coordinator about alternative ways to celebrate the day.

# Safety At Camp

Our YMCA before and after school programs, school's out camps, and summer day camps are operated at local schools. As partners with our schools, we are required to keep all doors closed and locked at all times. Sometimes, a staff member may stand in an open doorway, but you should expect that our entry points for our programs at schools will always be closed and locked. If you need assistance at any of our sites operated on YMCA property or offsite, text or call our site phones to reach a staff member. Site phone numbers are posted at the entry point at each school.

Parents, family members and any other authorized adult must show their photo I.D. or pick-up card in order to pick up children in our care. Please make sure your child's authorized pickups and emergency contacts are up to date in your online portal. Please also confirm that we have the most up-to-date phone numbers and email for you and your family.

All YMCA Summer Day Camp staff must complete a variety of trainings that include child abuse prevention, bullying prevention and a variety of other topics on how to keep children safe in a variety of situations.

## **BULLYING AND CONFLICT RESOLUTION**

Bullying is any unwanted behavior that involves a power imbalance. Here at the Y, our goal is to stop bullying, and we encourage our participants, parents, and staff to be Upstanders. An Upstander is one who recognizes when something is wrong and acts to make it right. If there is disclosure, discovery, or suspicion of bullying we will handle each instance case by case and with care. At the Y we are building a caring, respectful, honest, and responsible community for all; the safety of our program participants is our main concern.

Conversely, we define conflict as a disagreement or argument in which both sides express their views and there is an equal power balance. We believe conflict with resolution is a natural and important part of Youth Development. Conflict can be constructive if managed in the right way. We will identify and resolve conflicts in a healthy and proactive fashion. The conflict resolution skills we learn and practice will make a positive impact on our Y programs and in every child's future.

## **Code of Conduct**

To provide a safe and secure environment for everyone, the program participants and family members will follow the Code of Conduct rules listed in this, the YMCA Parent Handbook, and any BCPS handbook.

The following pages include the Program Code of Conduct. All participants, parents/guardians, and staff are required to sign the Code of Conduct prior to their first day in the program.

# Parent/Guardian/Visitor Code of Conduct

1. All parents/guardians and visitors involved with the program will:
  - a. Respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.
  - b. Follow program confidentiality policies concerning information about children, families, and staff members. No photos or video without permission. Use extreme caution and exercise good judgment when interacting with agency staff on social media platforms or messaging applications. Employees are asked to use extreme caution when accepting a "friend request" or request to communicate via social media with any child's family member or care provider.
  - c. Not allow a school age child to be left alone or unsupervised while under their care.
  - d. Use positive methods to support children's well-being and prevent and address challenging behavior. Do not engage in corporal punishment, emotional or physical abuse, or humiliation. Do not employ methods of discipline that involve isolation, the use of food as punishment or reward or the denial of basic needs.
  - e. Conduct themselves personally and professionally in a manner that reflects positively upon the programs' reputation and upon the children and families the program
  - f. Maintain courteous and respectful relationships with all YMCA staff, contracted employees/providers, and other parents, guardians, volunteers, children and other participants.
2. YMCA of Catawba Valley will not tolerate behavior by parents/guardians, visitors, or anyone else involved with the program that violates the Code of Conduct. Examples of violations include, but are not limited to the following:
  - a. Using threatening, hostile, intimidating, bullying, harassing, or coercive language or behavior toward employees, volunteers, or children, including a child's family members and care providers.
  - b. Words or actions that intimidate, harass or discriminate against any person on the basis of race, color, national origin, religion, age, gender, sex, sexual orientation or disability.
  - c. Physical or verbally aggressive punishment of a child.
  - d. Swearing or cursing.
  - e. Smoking/vaping.
  - f. Quarreling, verbal fighting, loud shouting, and displays of anger.
  - g. Possess, consume, sell, distribute or exchange alcoholic beverages and/or controlled substances, or be under the influence of either on program property or at any program function, regardless of location.
  - h. Possess or use weapons in or on program property or at any program function, regardless of location.
  - i. Physical violence.
  - j. Inappropriate or excessive displays of physical affection between adults.
11. Clothing with discriminatory, offensive, or inappropriate statements or designs is prohibited. Nothing in this policy is intended to discriminate against any person and does not limit or alter any person's apparel or grooming styles dictated by one's religion, ethnicity, or national origin. Inappropriate revealing clothing is also prohibited.
  - a. Violate any federal or state statute, local ordinance or board policy while on program property or at any program function, regardless of location.
  - b. Any action that disrupts the program or has a negative effect on the program outcome.
1. If a parent/guardian or visitor violates the Code of Conduct, YMCA of Catawba Valley reserves the right to:
  - a. Restrict parent/guardian or visitor access to program children, classrooms, functions, and/or facilities.
  - b. Contact the Burke County Department of Social Services.
  - c. Contact law enforcement.
  - d. Take civil or criminal action.
2. A Parent/guardian can contact the Regional Director for the program and/or the Senior Program Director to discuss potential impacts, concerns, or to file a complaint.

# **Student Code of Conduct**

The YMCA of Catawba Valley is committed to providing a safe, positive, and structured environment for all children in the after-school program. Activities in the after-school program are different than the regular school day in that they are conducted in shorter periods of time. To make the most of the limited time, we ask that all students follow behavior guidelines that help YMCA staff maintain the quality and safety of every program participant.

Please review the following general rules and potential consequences that will guide the program. It is imperative that students, parents, and program staff understand the expectations of the program, as well as, the potential consequences for not meeting these expectations. We ask that you discuss the information listed below with your child(ren). We appreciate your efforts and thank you for continued support in making appropriate behavior a priority for all children.

1. Follow all Burke County Public School's behavior expectations at all times.
2. Show respect to all YMCA staff/coaches/volunteers and fellow students at all times.
3. Use respectful language when addressing all YMCA & staff/coaches/volunteers and fellow students.
4. Stay with your activity leader at all times and move appropriately throughout the school campus during after-school hours. Please remember that BCPS staff may be conducting meetings, conferences, or events and we must be respectful of this at all times.
5. Demonstrate responsible care of school property and equipment.
6. No disruptive behavior- yelling, screaming, cursing or swearing, or fighting or violence of any kind.
7. Comply with any and all other regulations set forth by school administration, teachers, coaches, YMCA staff, and/or volunteers.

Our Child Development programs strive to meet the needs of all children without ignoring the demands of any one individual within the boundaries of set guidelines and rules. The YMCA School Age Child Development programs have established rules, consequences and a zero tolerance policy on specific behaviors. The YMCA reserves the right to suspend or expel a child from the program at any time based on the severity of the actions of the child.

# Student Code of Conduct Continued

The YMCA reserves the right to suspend or expel a child immediately for violation of the Zero Tolerance guideline without refund.

1. Inflicting physical harm on another individual
2. Verbal threats that may cause physical harm to another individual
3. Verbal threats that may destroy property
4. Inappropriate touching of one's self or another individual
5. Possession of a weapon
6. Possession of a controlled substance
7. Possession of alcohol
8. Usage of foul language
9. Inappropriate use of technology (cell phones, computers, etc.)

Violation of Code of Conduct	Disciplinary Consequence
1 <sup>st</sup> Offense: Violation of YMCA Code of Conduct	Reflection form completed by student if possible and appropriate; parent/guardian notified; discipline form completed by staff, signed by parent, filed in child file, and copy sent home with parent.  This is considered a first warning.
2 <sup>nd</sup> Offense: Violation of YMCA Code of Conduct	Reflection form completed by student if possible and appropriate; parent/guardian notified; discipline form completed by staff, signed by parent, filed in child file, and copy sent home with parent; student suspension from YMCA program.  This is considered a second warning.
3 <sup>rd</sup> Offense: Violation of YMCA Code of Conduct	Reflection form completed by student if possible and appropriate; parent/guardian notified; discipline form completed by staff, signed by parent, filed in child file, and copy sent home with parent; student suspension from YMCA program.  This is considered a third warning.
4 <sup>th</sup> Offense: Violation of YMCA Code of Conduct	Student Expulsion from the program; termination letter sent to parents.  Eligibility to re-enroll in YMCA programming will be determined on the severity of the offense.

Parents/guardians are required to review the Student Code of Conduct with their child and sign the Student Code of Conduct Agreement when registering. Parents/guardians agree that children will follow the Student Code of Conduct as listed above. By signing the agreement, parents/guardians are agreeing that the code of conduct has been discussed with their child(ren) and will be followed at all times.

This form **MUST** be on file for all children individually.

# Discipline

The YMCA of Burke County Child Care has adopted the state discipline and behavior management policy. Methods will include verbal warnings, redirection, time out, the removal of a child from the group, limiting privileges, and/or consulting with parents. Corporal punishment is NOT an alternative. Staff will give attention to positive rather than negative behaviors and redirect children from unacceptable to acceptable activities.

## Discipline and Behavior Management Policy

We:

1. DO praise, reward, and encourage the children.
2. DO reason with and set limits for the children.
3. DO model appropriate behavior for the children.
4. DO modify the classroom environment to attempt to prevent problems before they occur.
5. DO listen to the children.
6. DO provide alternatives for inappropriate behavior to the children.
7. DO provide the children with natural and logical consequences of their behaviors.
8. DO treat the children as people and respect their needs, desires, and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to children on their level.
11. DO use short supervised periods of time-out sparingly.
12. DO stay consistent in our behavior management program.
13. DO use effective guidance and behavior management techniques that focus on a child's development.

We:

1. DO NOT handle children roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
2. DO NOT place children in a locked room, closet, or box or leave children alone in a room separated from staff.
3. DO NOT delegate discipline to another child.
4. DO NOT withhold food as punishment or give food as a means of reward.
5. DO NOT discipline for toileting accidents.
6. DO NOT discipline for not sleeping during rest period.
7. DO NOT discipline children by assigning chores that require contact with or use of hazardous materials, such as cleaning bathrooms, floors, or emptying diaper pails.
8. DO NOT withhold or require physical activity, such as running laps and doing push-ups, as punishment.
9. DO NOT yell at, shame, humiliate, frighten, threaten, or bully children.
10. DO NOT restrain children as a form of discipline unless the child's safety or the safety of others is at risk

# Training and Selection of Staff

YMCA child care programs are staffed with a Program Coordinator, Coordinator Assistant (in some instances), and various Group Leaders. Each staff member is chosen for their experience, education and love for children. All potential employees must be able to obtain a comprehensive background check required by the State of North Carolina Division of Child Development and Early Education. For staff that have a background check through the DCDEE that is greater than 1 year old, an additional YMCA background check will be required. All employees are required to complete Presidium Child Abuse Training through the YMCA annually.

- Program Coordinators must be at least 18 years old, must possess Early Childhood Credentials (EDU 119) or the ability to obtain them within 6 mos. of hire, a minimum of 2 years' experience in licensed child care, and BSAC.
- Coordinator Assistants must be at least 18 years of age, have BSAC certification, and have or be actively working toward completion of EDU 119.
- Group Leaders must be at least 18 years old, have BSAC certification, and be working toward completion of EDU 119.

All YMCA Before & After School employees working directly with before and after school students must be enthusiastic, and eager to make a difference in the growing needs of children under their care. All staff are required to be trained in CPR and First Aid, Recognizing and Responding to Child Abuse and Maltreatment, Health and Safety practices and Principles, and maintain ongoing training in childcare continuing education annually. By providing quality child care for every child, YMCA Before & After School staff promote positive practices, give hope, inspire dreams, and build lasting relationships in the minds of children, families and their communities.

In addition to the state background check, all staff must complete a staff health assessment, TB test, YMCA background check, and drug test prior to date of hire. All staff are required to submit a minimum of 3 references, two professional and one personal, that will be checked before an offer of employment is made. All offers of employment are contingent upon completion of all requirements listed above.

## STAFF BABY-SITTING

Our staff cannot baby-sit program participants during non-program hours, according to the YMCA Child Abuse Prevention Policy and Code of Conduct.

# Reporting Suspicions of Child Abuse

## NC General Statute 7B-301

Any staff member who suspects a child has been abused or neglected must notify the proper authorities. This requirement applies regardless of where the abuse may have occurred, be it at the child's home or the childcare site. The Program Coordinator will notify their Regional Childcare Director and Senior Program Director of any reported suspicion in the event he/she is made aware of potential abuse/neglect immediately. Failure to report will result in immediate termination and can result in criminal charges.

From <https://www.ncdhhs.gov/divisions/social-services/child-welfare-services/child-protective-services/aboutchild-abuse-and-child-neglect>: "While most of us want nothing but the best for our children, child abuse and neglect are too common. While the words "abuse" and "neglect" are often used interchangeably, each type of maltreatment is distinct. Abuse is the physical, sexual or emotional maltreatment of a child. Abuse and neglect also includes human trafficking. Any minor child who is a victim of human trafficking should also be reported. Neglect, on the other hand, is the failure to give children the necessary care they need. If you suspect that a child is being abused or neglected, or if you think a child may have died from being mistreated, you must report what you know to the county Department of Social Services. This is the law. Do not be afraid to report. As long as you are acting in good faith, you cannot be held liable by law.

\*The phone number for Burke County DSS is 828-764-9600

110105.4. Duty to report child maltreatment. (a) Any person who has cause to suspect that a child in a child care facility has been maltreated, as defined by G.S. 110105.3, or has died as the result of maltreatment occurring in a child care facility, shall report the case of that child to the Department. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making the report, including (i) the name and address of the child care facility where the child was allegedly maltreated, (ii) the name and address of the child's parent, guardian, or caretaker, (iii) the age of the child, (iv) the present whereabouts of the child if not at the home address, (v) the nature and extent of any injury or condition resulting from maltreatment, and (vi) any other information the person making the report believes might assist in the investigation of the report. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the Department's assessment of the alleged maltreatment. (b) Upon receipt of any report of maltreatment involving sexual abuse of the child in a child care facility, the Department shall notify the State Bureau of Investigation within 24 hours or on the next workday. If sexual abuse in a child care facility is not alleged in the initial report, but during the course of the assessment there is reason to suspect that sexual abuse has occurred, the Department shall immediately notify the State Bureau of Investigation. Upon notification that sexual abuse may have occurred in a child care facility, the State Bureau of Investigation may form a task force to investigate the report. (2015123, s. 8.) Page 1 G.S. 110 105.4

§ 14-318.6. Failure to report crimes against juveniles; penalty.

(c) Requirement. – Any person 18 years of age or older who knows or should have reasonably known that a juvenile has been or is the victim of a violent offense, sexual offense, or misdemeanor child abuse under G.S. 14-318.2 shall immediately report the case of that juvenile to the appropriate local law enforcement agency in the county where the juvenile resides or is found. The report may be made orally or by telephone. The report shall include information as is known to the person making it, including the name, address, and age of the juvenile; the name and address of the juvenile's parent, guardian, custodian, or caretaker; the name, address, and age of the person who committed the offense against the juvenile; the location where the offense was committed; the names and ages of other juveniles present or in danger; the present whereabouts of the juvenile, if not at the home address; the nature and extent of any injury or condition resulting from the offense or abuse; and any other information which the person making the report believes might be helpful in establishing the need for law enforcement involvement. The person making the report shall give his or her name, address, and telephone number. In the event that a staff member suspects abuse or neglect, the staff member should refrain from interviewing the child/ren involved to maintain the integrity of any investigation that may occur as a result of the staff member's reporting.



## **Parent Handbook Acknowledgement**

**I acknowledge the receipt of the YMCA of Burke County Child Care Parent Operational Policies and Procedures Handbook. Because these operational policies and procedures directly relate to the care of my child, I have made myself familiar with the information contained in this handbook. My signature below indicates that I fully understand and intend to comply with all rules and regulations set forth by the YMCA of Burke County Child Care Program and the regulatory agencies with which it complies.**

**I also acknowledge that I was provided information on the Parent Participation and Communication Policies.**

**Parent/Guardian Name:**

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**Parent/Guardian Signature:**

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**Date:**

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