



YMCA of Catawba Valley

Mountain View Elementary YMCA 21st CCLC

Parent Handbook



NORTH CAROLINA

21ST CENTURY

COMMUNITY LEARNING CENTERS

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

YMCA of Catawba Valley • Association Office

315 1st Ave NW Suite 104, Hickory, NC 28601

828.324.9622 (phone) • 828.324.2249 (fax)

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,

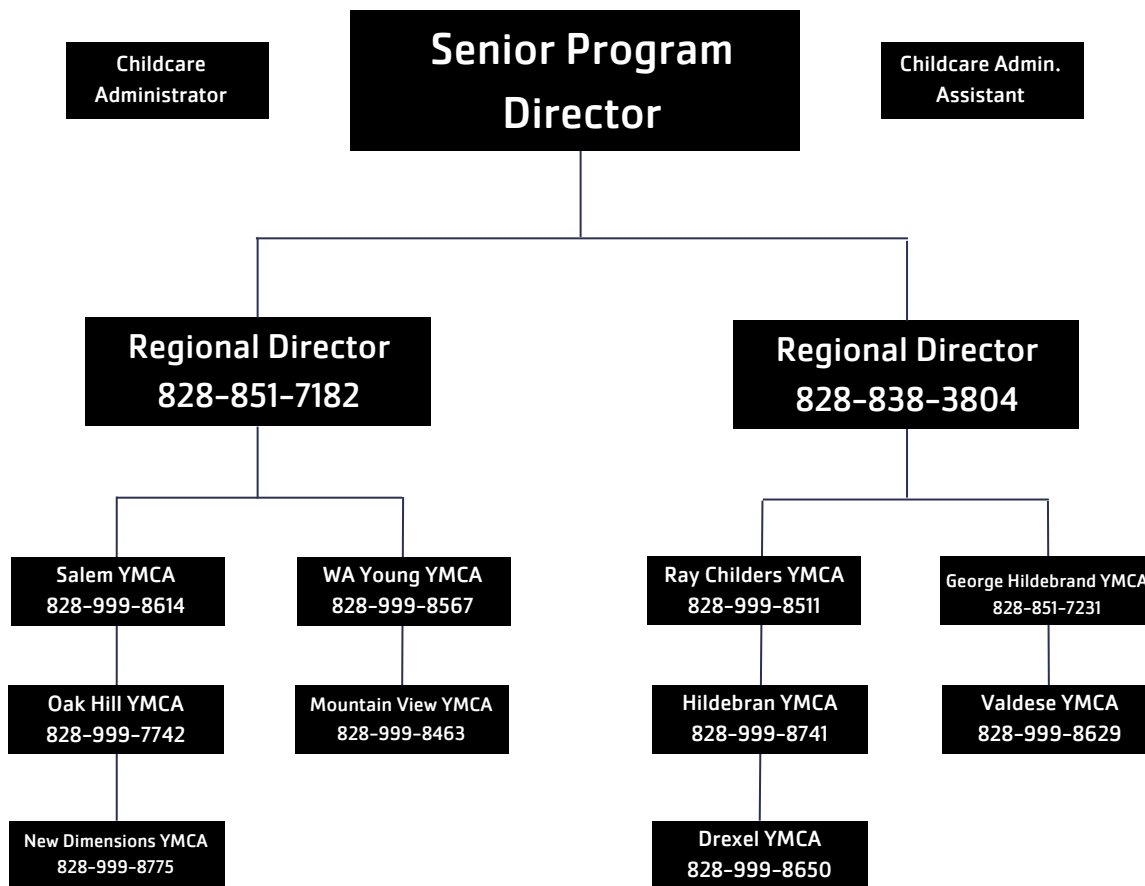
We're excited to welcome you to the YMCA family! I am thrilled to serve as your Program Director and look forward to a wonderful journey together. Our dedicated team is committed to providing a safe, enriching, and inclusive environment where your children can learn, play, and thrive while embracing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

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.

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

21st CCLC Program Information

The 21ST Century Community Learning Centers (CCLC) is an out of school time program offered FREE OF CHARGE through a federal grant administered by the North Carolina Public Education Department. The program offers academic, leadership, and enrichment opportunities for students and families. Bus services will be available throughout the course of the program. If your child requires bus transportation to or from a feeder school, you are required to contact your child's principal so that the transportation can be arranged. The After-School Learning Program is offered to children K-6th grades that attend Forest Hill Elementary, Hillcrest Elementary, Mountain View Elementary and Walter Johnson Middle School.

Family activities will be offered each quarter. Families are asked to attend as many activities as possible. Family participation is very important to our grant because 21ST CCLC has a dual capacity framework, meaning we serve both students and families.

Your child is expected to meet attendance and behavior expectations and participate in daily academic support, enrichment activities, and general programming activities. YMCA staff use positive reinforcement during the out of school time program to keep a positive and fun learning environment! To maintain a good learning environment, we will not allow harassment or bullying. We have a "zero tolerance" policy for any weapons or controlled substances. Expectations during the out of school time program are the same as during the traditional learning day.

Program activities support student academic growth in meeting the Common Core State Standards in language arts, mathematics, and science. Activities are innovative and hands-on. They are built on learning goals that are shared with youth. The program also strives to create strong, transparent connections to both college and career exploration and readiness.

The 21ST Century Community Learning Center Program is an academic intervention and enrichment program designed to give students extra support with homework, incorporating enrichment activities such as STEM, physical education, art, cooking, and much more! The middle and high school programs focus on college and career readiness, as well as test preparatory programs.

21st CCLC Activities

Enrichment activities expand on students' learning in ways that differ from the methods used during the school day. They often are interactive and project focused. They enhance a student's education by bringing new concepts to light or by using old concepts in new ways. These activities are fun for the student, but they also impart knowledge. They allow the participants to apply knowledge and skills stressed in school to real-life experience.

Academic Improvement/Remediation Programs

Activities specifically target students whose academic performance has been deemed to be in need of improvement given that the student is not performing at grade level, is failing, or is otherwise performing below average. Academic improvement programs are designed to address deficiencies in student academic performance. Activities in this category may involve tutoring, academic enrichment or other forms of service delivery that specifically involve students identified as in need of academic improvement.

Aligning with the School Day

A 21st CCLC program offers extended learning time to help students meet and exceed state and local academic standards. Local programs must ensure that the academic services they provide are aligned with the school's curriculum in the core subject areas.

Examples of Academic and Enrichment Activities

- Math, Reading, Science or Social Studies Technology
- Art and Music
- Health, Wellness and Recreation
- Character Education
- Drug and violence prevention
- Community service
- Mentoring

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.).

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.

Hours and Days of Operation

Afterschool program hours are from the bell to 6:00 pm, Monday through Friday beginning on the first day of school and ending on the last day of school. Students will come to the afterschool program directly after dismissal and will stay until picked up by their parent, or guardian.

On inclement weather days, we will follow the lead of BCPS for the first day and subsequent days will be determined by the Senior Director and communicated out to families through the Program Coordinator, Logan Smith.

Our Summer camp program operates throughout the summer. Summer Camp dates will be announced in the spring. The summer program operates from 7am-6 pm, Monday-Friday, except for holidays and predetermined workdays.

School's Out Camp Registration

School's Out Camps are held on certain days when Burke County Public Schools are closed. Please refer to the YMCA 21st Century Calendar for dates of School's Our Camps.

All students are required to be PRE-REGISTERED for school's out camps. Please complete the 21st Century Mountain View School's Out Camp Google Form indicating school's out camps that your child WILL definitely attend. Please do not sign up for days that your child will not attend. If you need to change your child's sign ups, you may do so anytime using the links on the website or the Program Coordinator can send you the link. YMCA staff are NOT permitted to make changes to these sign ups for you. Any child who signs up for, and misses, 3 school's out camp dates will be removed from the program.

Participant Attendance

Attendance is a very important part of our program. For your student to get the most out of the program, youth are required to attend regularly. Regular attendance is considered 4 out of the 5 scheduled days every week. Daily attendance is taken during tutoring sessions. These sessions begin at 3:30 and end at 4:30.

The program sites serve a limited number of students. Recurrent absences may lead to losing your student's spot. If your student is dismissed due to attendance issues, they will not be eligible to attend for the duration of the program. If your student will be absent, you are required to call the program site phone.

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.

Personal Belongings

Students are NOT permitted to bring toys, electronics, phones, or any other personal belongings from home. Students will be given a warning on the first two offenses and sent home on the third offense. If the student fails to adhere to this rule, they will be removed from the program on the 4th offense.

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.

Enrolling in the Program

PROCEDURES FOR ENROLLING STUDENTS:

1. Every parent must complete an enrollment application online by visiting 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. All forms and signature pages must be on file for a child to begin enrollment.
4. 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.
5. Requests for accommodations in the YMCA Child Care Program should be directed to the Senior Program Director.
6. Parents are responsible for submitting immunizations, medical action plans, and any other required medical documentation within the required time frame.

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.

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.

Family Participation

Families are encouraged to participate whenever possible in family activity nights and family conferences. Opportunities for parent/family engagement are including but not limited to:

- Participate in appropriate activities & programs that support the education of their child.
- Get involved with the Parent Advisory Committee and help make program decisions.
- Contact other parents to encourage participation.
- Attend site-sponsored parent training and workshops.
- Help plan and participate in healthy activities as appropriate

Family conferences are scheduled by the Academic Coordinator and Program Coordinator. These conferences can be held virtually or in person. Staff are able to provide input to your child's classroom teacher on a continuous basis regarding academic and behavioral performance. All families are encouraged to take advantage of meeting with staff. We will try to be as flexible as possible.

Please remember that staff are often working with youth and have responsibilities and schedules that they must adhere to. For this reason, families are asked to make appointments or arrange to speak with staff at times when children are not in their direct care when it is necessary to engage in lengthy conversations. Scheduled appointments allow staff to focus on you and your student. If you have any immediate concerns, please feel free to bring them to the Program Coordinator, Logan Smith. You can contact Logan by email, logans@ymcacv.org, or by phone, 828-999-8463.

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
<p>1st Offense:</p> <p>Violation of YMCA Code of Conduct</p>	<p>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.</p> <p>This is considered a first warning.</p>
<p>2nd Offense:</p> <p>Violation of YMCA Code of Conduct</p>	<p>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.</p> <p>This is considered a second warning.</p>
<p>3rd Offense:</p> <p>Violation of YMCA Code of Conduct</p>	<p>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.</p> <p>This is considered a third warning.</p>
<p>4th Offense:</p> <p>Violation of YMCA Code of Conduct</p>	<p>Student Expulsion from the program; termination letter sent to parents.</p> <p>Eligibility to re-enroll in YMCA programming will be determined on the severity of the offense.</p>

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

Orientation

At the beginning of the program year, families are required to attend an in-person orientation that will allow families to get acquainted with the program. This is a mandatory orientation. Parents/guardians may ask any questions that they may have. If your student registers after the start of the program, there will be a staff member available to go over orientation with you.

Daily Schedule

Students who participate in the program are provided with 30 minutes per day for homework help and tutoring. Enrichment Clubs will be offered as well. Community partners will also provide programming and teach enrichment classes. TOSS Art will be providing enrichment opportunities for MV YMCA 21st CCLC each month throughout the year.

A typical schedule is as follows:

3:00–3:30 Student dismissal from school, check in, and snack

3:30–4:30 Enrichment/ Study Buddy/Brilliant Brains

4:30–5:00 Reflect & Relax (A time to talk about the day or just relax); SEL activities provided

5:00–6:00 Structured free time/group games

*This is just a sample schedule and may not reflect the actual daily schedule for all program participants. The Program Coordinator will provide families with their child's schedules.

Snack and Meals

A nutritional Snack will be provided each day. Please include any food allergies on your child's enrollment forms. Snacks are provided through the YMCA's partnership with Burke County Public Schools and Chartwell's Food Service.

During School's Out Camp, all children are served Breakfast, Lunch, and afternoon snack through the YMCA's partnership with Burke County Public Schools and Chartwell's Food Service.

Drop off

Children are never to be left unattended in the program. Parents must sign children into the program with a staff member. In the mornings a staff member will be stationed outside for Express Drop off. Parents may pull up to the curb, the staff member will sign the child in and escort them into the program. In the event that no staff are outside, parents/guardians will be required to walk the child(ren) to the door, ring the doorbell, and sign their child in with the staff.

Any children dropped off to the program that are not accompanied by an adult to the door and signed in with staff will be removed from the program. This is for the safety of your child.

Afternoon Pick Up

1. Pick must be made only by authorized individuals that are included on the student's registration file. No Exceptions.
2. Express Pick Up is available daily from 4pm-6pm. A staff member will be stationed outside and parents can pull up to the curb outside of the camp door and the staff member will verify the adult's identity and call the student out to leave.
2. In the event that an adult arrives to pick a child up and Express Drop Up is not operating, the adult will come to the door, ring the doorbell, check the child/ren out and walk with the child to their vehicle. **NO CHILDREN WILL BE ALLOWED TO WALK UNACCOMPANIED TO THEIR VEHICLE - NO EXCEPTIONS.**
3. Staff will not release children to anyone who appears to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home.

Daily Program Dismissal will begin at 4:30pm.

Late Pick Up

The afterschool program ends exactly at 6:00 pm and all children should be picked up before that time. Please be on time. Late pick ups will be handled in the following way:

- 1st Late Pick Up: Parent will receive a warning notice.
- 2nd Late Pick Up: Parent will receive a second warning notice.
- 3rd Late Pick Up: Child(ren) will be removed from the program and will not be eligible to re-enroll for the remainder of the program period.

Homework

All children will be offered time to complete homework while in the program. Children may use devices to complete homework ONLY if the homework is documented in their planner. Any homework that is completed with a child will be signed off on in the planner by YMCA staff indicating that the work was completed. If the parent has a question regarding completion of homework they should contact the program coordinator.

Outdoor Gross Motor Play

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.

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.

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.

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.

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
- 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.

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.

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.

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.

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:

Parent/Guardian Signature:

Date:
