

YMCA of Catawba Valley CHILDCARE & YOUTH DEVELOPMENT PROGRAMS FAMILY HANDBOOK



Find Your Fun.
Find Your Y.



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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OUR PURPOSE

To provide the highest quality care available to the children enrolled in our programs; to provide a safe, loving and physical environment where constructive growth experiences can take place; strive to meet the total needs of physical care, emotional development, social interaction, intellectual stimulation and spiritual growth of the child.



OUR PHILOSOPHY

At the Y, we believe that learning should be a natural, joyful experience. Our goal is to support your child's social, emotional, physical, and intellectual development by fostering a loving and encouraging environment. We offer a research-based curriculum that emphasizes individual growth through exploration and child-initiated choice. We believe that all children should have the opportunity to be responsible, make choices, and be treated with respect. Our programs are designed to provide early learning experiences that build a strong foundation for your child's skills. We recognize that each child is unique, with their own talents and interests. Our teachers provide customized attention and activities to meet your child's needs, enabling them to learn and grow at their own pace and in their own way. Through this hands-on approach and balanced curriculum, we aim to help children become confident, happy, and self-aware.

LICENSED AND UNLICENSED PROGRAMS

Our YMCA childcare locations offer a variety of programs to meet the needs of diverse families. Some of our programs are licensed by the North Carolina Division of Child Development and Early Education (NC DCDEE). Licensed programs are required to meet specific state standards and regulations for inspections, staff, and programming. Our unlicensed programs, while still maintaining high-quality standards and providing excellent care, do not require state licensing and therefore have flexibility in their operations and activities. Both program types are designed to offer enriching experiences and high quality care for children.

Licensed programs are also able to accept NC DSS Subsidy Vouchers for payment. Unlicensed programs are not able to accept vouchers; however, the Y offers scholarship opportunities for families who meet certain requirements.

This parent/guardian handbook includes a variety of programs, encompassing both licensed and unlicensed options, to meet the diverse needs of families. For more specific information regarding a program, please contact the Program Director or Coordinator. Contact information for all programs can be found on page 38 of the handbook.



PROGRAMS BY LOCATION



PROGRAMS BY LOCATION

FULL-DAY PRESCHOOL PROGRAMS

Hickory Foundation YMCA Child Development Center*
O. L. Moretz Foundation YMCA Early Learning Center*

HALF-DAY PRESCHOOL PROGRAMS

Sally's YMCA
Lincoln Co. Family YMCA

BURKE COUNTY BEFORE & AFTER PROGRAMS

- Ray Childers Elementary*
- Hildebran Elementary*
- George Hildebrand Elementary*
- Valdese Elementary*
- Drexel Elementary*
- New Dimensions Charter School
- Oak Hill Elementary*
- WA Young Elementary*
- Salem Elementary*
- Mountain View Elementary 21st CCLC Program^

LINCOLN COUNTY BEFORE & AFTER PROGRAMS

- Rock Springs Elementary
- St. James Elementary
- Catawba Springs Elementary
- Pumpkin Center Primary
- Iron Station Elementary
- Norris S. Childers Elementary
- Union Elementary
- Northbrook Elementary
- Lincoln County Family YMCA-

Love Memorial Elementary, S. Ray Lowder Elementary, Battleground Elementary, and G.E. Massey Elementary Schools.

BURKE COUNTY SCHOOL'S OUT & SUMMER CAMP PROGRAMS

- Hildebran Elementary*
- Valdese Elementary*
- New Dimensions Charter School
- Oak Hill Elementary*
- WA Young elementary*
- Mountain View Elementary 21st CCLC Program^

Camps at each location are open to any child currently attending, or who have completed, Kindergarten- 12 years of age with the exception of Mountain View 21st CCLC Program, please refer to the 21st CCLC Program section of the handbook for more information.

LINCOLN COUNTY SCHOOL'S OUT & SUMMER CAMP PROGRAMS

- Lincoln County Family YMCA-
- Sally's YMCA-

Camps at each location are open to any child currently attending Kindergarten- 12 years of age.

SWIM, SPORTS, & SPECIALTY CAMPS

- Hickory Foundation YMCA
- Adrian L. Shuford Jr. YMCA
- Sally's YMCA
- Lincoln Co. Family YMCA

Camps vary by location, please visit our website for more detailed offerings and information: ymcacv.org.

TEEN PROGRAMMING

- Hickory Foundation YMCA, C.O. Miller Teen Center
- Sally's YMCA
- Lincoln Co. Family YMCA
- New Dimensions Charter School

Programs vary by location, please visit our website for more detailed offerings and information: ymcacv.org.

*Licensed program, accepting DSS Subsidy Vouchers

^21st CCLC Program, No charge for families



GENERAL CHILDCARE PROGRAM INFORMATION



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.

STAFF TO CHILD RATIOS

The YMCA follows DCDEE child care ratio requirements for licensed programs. 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. Ratios may vary between programs. Please refer to the individual program information for specifics on program ratios.

PROGRAM CALENDARS

The Y operates childcare programs year round. Program availability will vary by location. Please visit our website for current program offerings and registration availability. All childcare programs have operating calendars which indicate days of operation and holiday closings for each site. Please contact the Childcare Director or Program Coordinator or visit our website to find your child's program calendar.

HOURS OF OPERATION

Hickory Foundation CDC & O.L. Moretz Foundation ELC:
6:30am-6pm, Monday-Friday

Burke County School Age Programs:

- Before & After School-Mornings: 6am-7:30am; Afternoons: Bell-6pm
- School's Out Camp-7am-6pm, Select Dates
- Summer Day Camp-7am-6pm, Monday-Friday

Hickory Foundation & O.L. Moretz Foundation

- Summer Camp: 7am-6pm, Monday-Friday

Teen Programming:

- Varies, please see website or Program Director for details

Lincoln Co. Family Y- Half Day Preschool:

- 9am-1pm, Monday-Friday

Sally's Y- Half Day Preschool:

- 9am-1pm, Monday-Friday

Lincoln County Schools School Age Programs:

- Before & After School-Mornings: 6am-Bell; Afternoons: Bell-6pm
- School's Out Camp-7am-6pm, Select Dates
- Summer Day Camp-7am-6pm, Monday-Friday



REGISTRATION

1. Every parent/guardian 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 Childcare Director or 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 Childcare Director or Program Coordinator 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 Childcare Programs should be directed to the Childcare Director or Program Coordinator.
7. Parents/guardians are responsible for submitting immunizations, physical examinations, medical action plans, and any other required medical documentation within the required time frame.

ENROLLMENT CAPACITIES

Enrollment capacities at each site are determined by the size of the available facilities and the appropriate number of staff for supervision. For licensed programs, the licensing consultant and executive director will make decisions regarding facility space and capacity. For all other sites, the executive director will make the decision regarding capacities for programs. If a program is at capacity for staff requirements, children will be placed on a waiting list and registered as soon as a space becomes available.

UPDATING CHILD & FAMILY INFORMATION

Parents/guardians are responsible for updating children's records annually. 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 Childcare Director or Program Coordinator.

AUTHORIZED PICK-UPS & EMERGENCY CONTACTS

The child's application 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 Childcare Director or Program Coordinator review a child's file and determine that this requirement has not been met, the child(ren) will not be allowed to attend until this information has been provided.

ACCOUNT MAINTENANCE

Parents/guardians may access their online account at any time by visiting 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 childcare@ymcacv.org.

SUBSIDY VOUCHERS

Only licensed childcare programs are able to accept DSS Subsidy vouchers. 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 parents/guardians in a timely manner to let them know they are in a renewal period. parents/guardians 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.

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, parents/guardians 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.



FEES & PAYMENT ARRANGEMENTS

Childcare tuition is due on the posted due dates for each child care program and must be paid through the child and adult YMCA online account. These accounts can be accessed at 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 Childcare 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 Childcare 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.

There are no refunds or pro-rating for tuitions, absences, partial weeks or emergency closings. If a 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 may result in the child 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.

REGISTRATION FEES

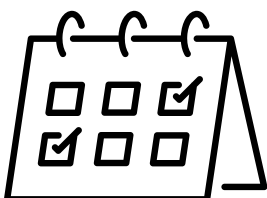
All parents/guardians of children attending Y youth programs must pay a non-refundable registration fee at the time of program enrollment. This includes children receiving financial aid and subsidy vouchers.

ANNUAL SUPPLY FEE

All parents/guardians of children attending the full day Early Learning Center and Child Development Programs must pay a non-refundable supply fee annually in April. This includes children receiving financial aid and subsidy vouchers.

SCHOOL'S OUT CAMP REGISTRATION

School's Out Camps are held on certain days when schools are closed. Please refer to the program calendar for predetermined school's out camp dates. School's Out Camps require a separate registration and are NOT included in the before, before & after, or after school tuition. Not all locations host School's Out Camps. Please refer to the registration website for available locations and dates.



REFUNDS

All fees are charged on the basis of enrollment regardless of a child's attendance. Refunds/prorates will not be granted for absences due to suspension, illness, or vacation. When enrolling children, parents/guardians are reserving time, space, staffing and provisions, whether or not the child(ren) attends. Refunds will not be issued.

RETURN FEES

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

CANCELLATION & WITHDRAWAL

Please note the definitions of cancellation/withdrawal in reference to our programs:

- Cancellation-refers to the act of stopping a specific event or session that a child was registered for before it begins
- Withdrawal- removing the child from ongoing participation in the entire program

In the event a parent/guardian must cancel a weekly registration for a child, they must email the Childcare Administrator at 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 a parent/guardian would like to withdrawal a child(ren) from a YMCA program, they must email the Childcare Administrator and notify us in writing. All programs require a two week notice to withdrawal children. The two weeks notice will begin on the date that the email notification is received.

Payments are drafted on the due dates for each program. Once payment is drafted the registration can no longer be cancelled and will not be refunded. For this reason, it is important that parents/guardians contact us once aware that there are changes that need to be made to the child's registration.

PROGRAM PARTICIPATION & STUDENT NEEDS

The Y operates all childcare programs 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 Y 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 staff to child ratio, which is determined at each program by the state licensing consultant. In order to best meet the needs of your child, we ask that you contact the childcare office of the program you wish to enroll your child in, to inform us of ANY and ALL special accommodations that your child may require (i.e. dietary, medical, physical, mental, etc.).

COMMUNICATION

YMCA childcare programs utilize Brightwheel as the primary communication tool for all Y childcare and youth programs. Additionally, we will communicate important updates via email, post notifications in programs, and send home information when necessary. To ensure receipt of these communications, please keep the email and phone number up-to-date in the online account. The provided information will be used to send out notifications and communications effectively.

PARENT/GUARDIAN INVOLVEMENT

Each program has an information center located near the entrance of the program. This information board is where calendars, menus, events, updates, activity plans, and monthly newsletters are posted.

All Y staff work closely with parents/guardians to understand each child's individual needs and how we can provide the best experience for them. All Y programs welcome parents/guardians to actively participate in our programs or to visit anytime. Parents/guardians 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



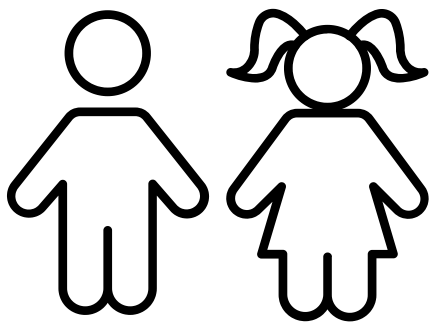
PROGRAM NEWSLETTERS

Newsletters are distributed monthly, providing parents/guardians with detailed information on the events, nutrition, education, and activities in the child's program and nearest YMCA branch location.

Please ensure the correct email address is provided in the online account. All emails are populated from the online account. Incorrect or missing email addresses will result in missing important communications from the Y and the child's program.

LEARNING THROUGH PLAY

Children learn through play by exploring, experimenting, and interacting with their environment, which fosters cognitive, physical, social, and emotional development. Play encourages problem-solving skills, creativity, and critical thinking, allowing children to understand the world around them in a meaningful way. When engaged in centers, children are not "just playing;" they are actively involved in hands-on learning experiences that promote language development, mathematical thinking, scientific exploration, and social collaboration. These activities are carefully designed to align with educational goals, helping children build foundational skills in a fun and engaging manner.



CHILD CHOICE

As children grow they will be faced with numerous choices. Giving children the freedom to choose activities they are passionate about keeps their enthusiasm for learning alive. Every day, children have the opportunity to delve into their interests, whether it's through Arts and Crafts, Books and Reading, Math and Manipulatives, Blocks and Construction, Puzzles and Games, Music, or Science.

FREE CHOICE CENTERS

In free play centers, young children learn a variety of skills and concepts across different areas:

Arts and Crafts: Children develop creativity, fine motor skills, and an appreciation for different art forms. They learn to express themselves through various artistic mediums.

Books and Reading: Children enhance their literacy skills, vocabulary, and comprehension. They develop a love for reading and storytelling.

Math and Manipulatives: Children learn basic mathematical concepts such as counting, sorting, patterns, and shapes. They also develop problem-solving and critical-thinking skills.

Blocks and Construction: Children enhance their spatial awareness, hand-eye coordination, and creativity. They learn principles of balance, structure, and cause and effect.

Puzzles and Games: Children develop problem-solving, spatial reasoning, and cognitive skills. They also learn patience, persistence, and how to work collaboratively.

Music: Children explore rhythm, melody, and sound. They develop an appreciation for music, enhance their auditory skills, and may even learn to play simple instruments.

Science: Children explore the natural world, learn about cause and effect, and develop basic scientific inquiry skills. They learn about the properties of materials, nature, and the environment around them.



CHARACTER DEVELOPMENT

The YMCA Movement defines character as the embodiment of four core values: caring, honesty, respect, and responsibility. YMCA staff purposefully exemplify these values with children, youth, adult members, and volunteers.

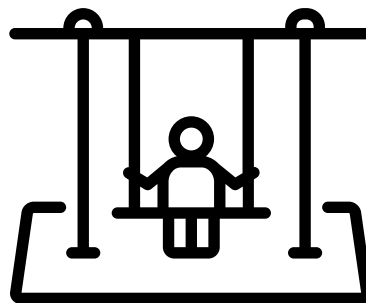
Given the myriad of pressures facing modern families and the heightened emphasis on early brain development, families require extensive support to nurture youth potential. This is why the Y's early learning, school-age, and teen programs prioritize holistic child development. These programs offer a safe, healthy environment where children can learn foundational skills, form healthy relationships, and cultivate self-reliance, all while instilling the Y's values of caring, honesty, respect, and responsibility.

The Y comprises individuals of all ages and backgrounds, united in their efforts to strengthen communities. Together, we strive to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race, or sexual orientation, has the opportunity to realize their full potential with dignity. Our core values of caring, honesty, respect, and responsibility guide all we do.

PROGRAM STRUCTURE

Each Y childcare program 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 Y program offers a system of hands on learning, gross motor, and educational enrichment opportunities that meet the needs of every child based on the ages and abilities of the children served. For more information on program schedules, please see the specific program section in this handbook.



OUTDOOR ACTIVITIES

For licensed childcare programs, 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.

HEALTHY EATING & PHYSICAL ACTIVITY

(HEPA)

HEPA standards are guidelines that promote healthy behaviors in childcare settings, afterschool programs, and camps. These standards emphasize providing nutritious food options, encouraging physical activity, limiting screen time, and promoting overall wellness.

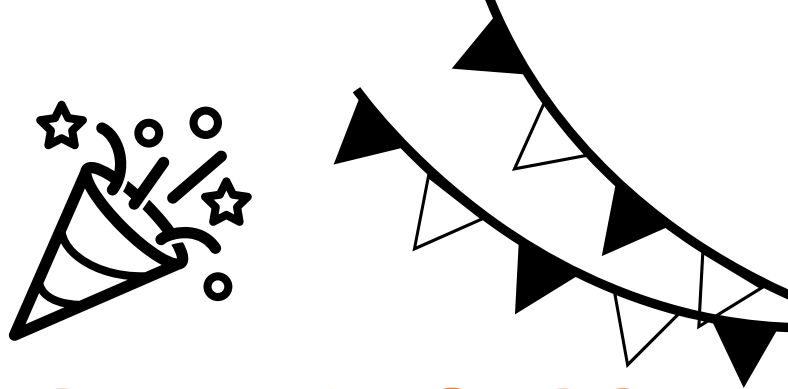
By promoting healthy eating habits and regular physical activity, HEPA standards can help improve overall health and well-being and enhance academic performance. These standards also help establish lifelong habits that can lead to a healthier future for children and youth.



MEALS & SNACKS

Most programs offer breakfast, lunch, and snacks; however, meal service may vary from site to site. To accommodate those with food allergies, certain programs may restrict which food items are served and brought into the site. Please ask your Childcare Director or Program Coordinator for details about your child's program. Specific information can also be found in program sections of this handbook.

In programs that provide meal service, either directly through the Y or through a school partnership, the menu satisfies all applicable federal and state nutrition guidelines. Mealtimes promote healthy eating patterns and fuel your child's readiness to learn.

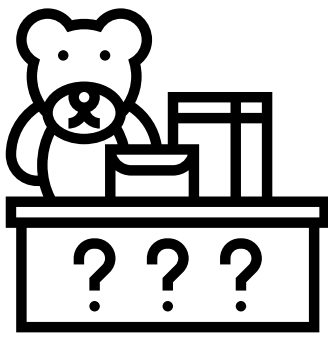


CELEBRATIONS & BIRTHDAYS

Seasonal and cultural celebrations as well as birthdays are significant events for children, and we understand parents/guardians may wish to celebrate these occasions in our programs. If a parent/guardian plans to bring food for the celebration, all food items are required to be commercially packaged with clearly labeled ingredient statements to ensure staff can accommodate any child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please ensure enough food is provided for every child in the classroom. Additionally, to accommodate allergies and coordinate schedules effectively, please arrange the celebration with the Childcare Director or Program Coordinator in advance of the special day.

TOYS & PERSONAL BELONGINGS

Children will be provided with stimulating, educational toys every day. Children are not permitted to bring other toys or belongings from home, as bringing a treasured object to the program can create tension between children and each child's personal storage space is limited. It's also distressing for children and staff members when things are lost or misplaced.



LOST & FOUND

Sometimes, items simply get lost. For that reason, please remember to label all children's belongings! Unless it is essential, and something we ask parents/guardians to bring, the best way to prevent the loss of property is to leave it at home! Lost and found will be available each evening at pick up. Items left at the end of the month will be donated to a local nonprofit. Please feel free to check for your child's lost and found items. The YMCA is not responsible for camper possessions that are lost or stolen.

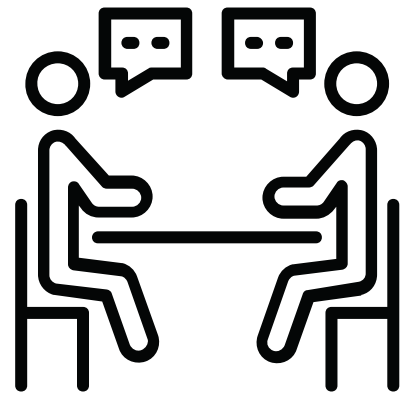
ASSESSMENT

We use a variety of methods and tools — including observations and developmental checklists — to continuously monitor and support your child's development. Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels. Developmental checklists help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

PARENT/TEACHER CONFERENCES

The Y's early childhood programs, both full and half-day, schedule a time, one or more times each year, to discuss children's development and accomplishments in the classroom. This is an opportunity for collaboration and partnership, so families are encouraged to share observations about the child at home, along with any questions or relevant information. This meeting is a time to discuss what the child has been learning and what can be expected as they continue in the program.

All Y youth programs will schedule time to meet with parents/guardians upon request.



VISITORS

All visitors to Y childcare or youth programs must bring their ID and sign in at the front office. Verification of identification will be required prior to entering the facility. All visitors are required to sign out at the front office when leaving. All licensed programs will maintain visitor logs for review by the NC DCDEE licensing consultants.



CELLPHONES & ELECTRONICS

Cell phones and other electronics (iPods, MP3 players, etc.) should be left at home whenever possible. Any electronics brought to the programs must be powered off and kept in the child's cubby.

Use of electronics is not permitted in any childcare program due to safety and privacy concerns, as well as, the distraction these devices cause. If a parent/guardian choose to allow children to bring a device to our programs, the child is solely responsible for the storage and safekeeping of the device, and they are not allowed to be visible during our program hours. Program staff will confiscate any electronic devices if children do not adhere to this policy. Staff will release the device to the parent/guardian when they arrive to pick the child up.

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.

CLOTHING

Please provide two complete sets of extra clothes, including socks, for children up to age 5. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits.

During cold weather months children should have appropriately layered clothing to create insulation, including: mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.

Each Y program may have specific policies for clothing. Please refer to the program sections in this handbook for more detailed information.

SHOES

We want to be sure your child has fun while playing and learning in our full day programs. For children under 6 years of age, be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap.

Per NC Childcare Rules, shoes are required for all walking children at all times.

For older youth and teens, please ensure that shoes are appropriate for the daily activities in the program and do not prohibit your child from safely participating. In the event that a child does not have appropriate shoes for the program, the child's parent/guardian will be called to bring a change of shoes.

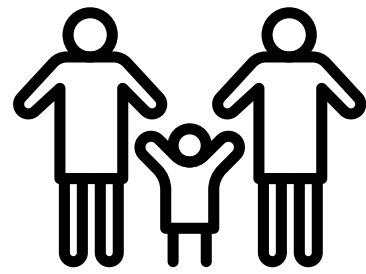
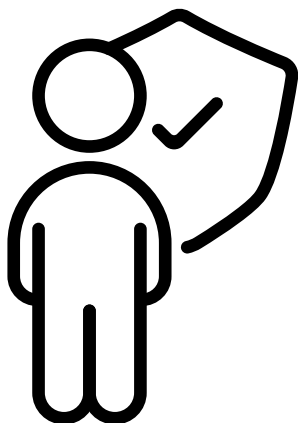


ARRIVAL & DEPARTURE

All Y programs follow Safe Arrival and Departure Procedures. All parents/guardians are required to sign the program policy at the time of registration. These policies will vary at each location.

- It is essential that children are not dropped off before the designated hours of operation.
- Parents are asked to notify the center of any variations in their child's schedule.
- When dropping off or picking up a child, parents must ensure that a staff member is notified and that the child is signed in or out.
- Children must be accompanied inside the facility by an adult over 18 years old upon arrival, and an adult must come inside to notify staff when the child is leaving.
- Only adults specified in writing by the parent/guardian will be allowed to pick up a child.
- Children are never allowed to be left unattended in the program.

These guidelines are in place to ensure the safety and well-being of all children in our care, and we appreciate your cooperation in following them.



RIDES IN/OUT

Certain programs participate in express drop-off and pick up, also called Rides In and Rides Out. These sites will have a designated staff member that is stationed outside during the drop-off and pick-up times designated for that program. Rides In/Out will not be available if staff/child ratios cannot be safely maintained. For additional information, please review the specific program sections in this handbook.

LATE PICK-UP

Parents/Guardians who pick their children up after the designated time the program ends will be charged \$1.00 for every minute they are late. These fees are automatically applied to the account and 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 Sheriff's Department will be contacted.

Children's Safety

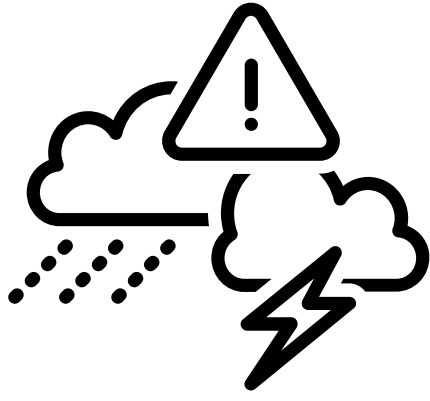
Safety is always the Y's number one priority. If our staff have reason for concern, regarding the safety of a child's release to a parent or other adult, we reserve the right to contact local authorities to make a report. Cause for this course of action includes:

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.



EMERGENCY & MEDICAL INFORMATION





INCLEMENT WEATHER

In the event of inclement weather, all closings or delays for the Hickory Foundation and O.L. Moretz Foundation programs will be posted on the YMCA Facebook pages and sent through Brightwheel to all families. Programs based in the Y branches will NOT follow the local school system closings and will make the safest decision for all families and staff.

All Y youth programs located in schools will follow the schedule of the partnering school system or, if different than the school system, closing or delays will be posted on YMCA Facebook pages and sent through Brightwheel to all families.

Tuition rates will not be prorated due to inclement weather.

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

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

For programs operating in Y branch locations, a determination of whether or not the program can remain in operation will be made by the Senior Program Director or Executive Director. If the unforeseeable circumstances prevent the program from opening or opening on time, closing or delay announcements will be posted on the YMCA Facebook pages and sent through Brightwheel to all families.

For programs operating in public schools, if school is closed due to any of the above or other unforeseeable circumstances, and the same conditions exist in and impact our Y program site, we will also close. If the unforeseeable circumstances prevent the program from opening or opening on time, closing or delay announcements will be posted on the YMCA Facebook pages and sent through Brightwheel to all families. If any program closure occurs during our operating hours, families will be notified by Y staff and will need to pick children up within a determined time frame.

EMERGENCY ACTION PLANS

In the event of an emergency all Y staff will follow the program emergency action plan. Action plans will vary in each program based on facility and location. A copy of the center's emergency action plan can be found on the parent information board in each program.

EMERGENCY PREPAREDNESS AND RESPONSE

Each of the Y childcare and youth programs have a well-defined plan for emergency and fire evacuation. We conduct and document drills in regular intervals:

- fire drills- monthly
- shelter in place drills- every 3 months
- tornado drills- every 3 months

Documentation of all drills can be found on the parent information board in each program. If an emergency arises at a program, the relocation area will be posted at the site and families will be contacted. Each program has an operating phone for site business and emergency use.

Please be sure that your contact information, as well as, your emergency contact and authorized pick-up 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 Childcare Director or Program Coordinator.

INCIDENT REPORTS

Anytime a child is injured in a Y program, staff will complete an incident report documenting the date/time of the incident, the staff responsible for the child at the time of the incident, the time you were notified and by whom, and specifics of the incident/injury.

For all licensed programs, NC state licensing laws require that the parent/guardian sign the incident report, staff provide you with a copy, and file a copy for review by state licensing consultants. All incidents are logged and maintained for review by the DCDEE. Parents/guardians can sign the report indicating they do not wish to receive a copy; however, a parent/guardian is required by law to sign the form.

If a child has a serious injury, we will follow the procedures listed in the "Medical Emergencies" section.

If a child has a non-serious injury to the head, neck, or face, Y staff will contact the parent/guardian immediately to provide information and follow their guidance on first aid or treatment of the injury.





MEDICAL EMERGENCIES

In the event of an emergency:

1. The Childcare Director or Program Coordinator on duty will contact the parent/guardian.
2. The Childcare Director, Program Coordinator, or person in charge, will ask if the parent/guardian would like the EMS to be contacted.
3. If contact can not be made with the parent/guardian or emergency contacts, the Childcare Director or 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

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. Y childcare and youth programs will not administer medication without the required signed documents. Y childcare and youth programs will not administer over-the-counter medications without a physician's instructions and signature.

MEDICATION ADMINISTRATION

Prescription Medications

In order for a staff member to administer prescription medications, emergency or otherwise, to a child in accordance with the prescription label, the parent/guardian must provide a Medication Authorization Form. This form can be completed by either the parent/guardian or physician for prescribed medications. A prescription in the child's name demonstrates physician authorization. The Medication Authorization Form instructions must match the prescription instructions.

Nonprescription Medications

In order for a staff member to administer nonprescription medications to a child in accordance with the manufacturer's directions on the label, the child's physician must complete a Medication Authorization Form. No over the counter medications will be administered to children in the Y programs without physician consent and directives.

Topical Nonprescription Medications

In order for a staff member to administer topical nonprescription medications to a child in accordance with the manufacturer's directions on the label, the parent/guardian must complete a Topical Ointment Authorization Form.

These forms can be found on our website or obtained from the Childcare Director or Program Coordinator.

MEDICATIONS

All medications, emergency or otherwise, are required to be in original packaging with prescribing information. Over the counter medications are required to be in original packaging. Medications must be in date. Upon expiration, medications will be sent home with the parent/guardian for disposal. If emergency medications expire, parent/guardians are required to supply new medications before the child will be allowed to return to the program. No exceptions will be made.

Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.

We do not mix medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.

Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week.

PROVISION OF MEDICAL CARE

We are not licensed to provide medical care, and our employees are not trained to provide medical care. Our employees do not provide invasive medical treatments (such as insulin injections & feeding tubes), nor do they determine the dosage of medication.

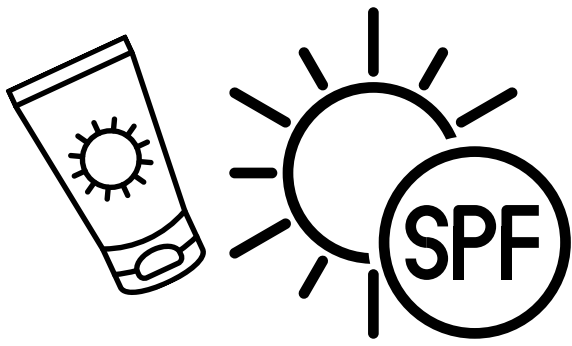


ALLERGIES

If a child has allergies, the parent/guardian is required to inform the Childcare Director or Program Coordinator and list the allergen information on the enrollment application so we can take the right precautions to protect the child's health. We will gladly work with you and the child's doctor to accommodate the child's dietary needs. Due to severe peanut allergies, some of our sites have adopted a "no-peanut" policy. The Childcare Director or Program Coordinator can inform you if the site has adopted this policy. If the child has severe allergies that may require a medical response (such as the use of an EpiPen), additional forms may be required prior to the child's first day. Please refer to the section, "Medical Action Plans" for more information.

IMMUNIZATION RECORDS & PHYSICAL EXAMINATIONS

At the time of enrollment, a current physical examination by a physician and documentation of immunizations are required for each child in the full day, licensed early childhood programs. Documentation of annual physicals and subsequent immunizations are required by NC DCDEE. The child's file must be kept current: failure to comply may result in the termination of child care services. Current medical documentation (annual physical and immunizations) ensures that the Center remains compliant with the NC DCDEE licensing rules and regulations.



SUNSCREEN

During Spring, Summer, and Fall months when the weather is warm, apply sunscreen to children before arriving to the program. Parents/guardians are allowed to provide children with a hat to help prevent sunburn during outdoor play. Please note: We require a written authorization from parent/guardian before we can apply sunscreen/sunblock to any child. Sunscreen requirements may vary from program to program so please check with the Childcare Director or Program Coordinator for specific information.

HANDWASHING

Teaching children the importance of hand washing at an early age helps maintain his or her health; it also allows children to take an active role in staying healthy. With that in mind, children will be required to wash their hands upon arrival to the program, before eating, after bathroom visits, when returning from outside, and at any other appropriate or designated times. We encourage families to reinforce hand washing at home.



CLEANING SCHEDULES

All Y childcare programs follow a daily, weekly, and monthly cleaning schedule. Programs utilize the NC DHHS Cleaning, Sanitizing, and Disinfecting Schedule, which can be found here:

[extension://efaidnbmnnnibpcajpcgiclfindmkaj/https://covid19.ncdhhs.gov/child-care-cleaning-and-disinfection-schedule-8-5x14/download](https://efaidnbmnnnibpcajpcgiclfindmkaj/https://covid19.ncdhhs.gov/child-care-cleaning-and-disinfection-schedule-8-5x14/download)

In addition, all children's nap items will be sent home weekly, or when visibly soiled, to be laundered.

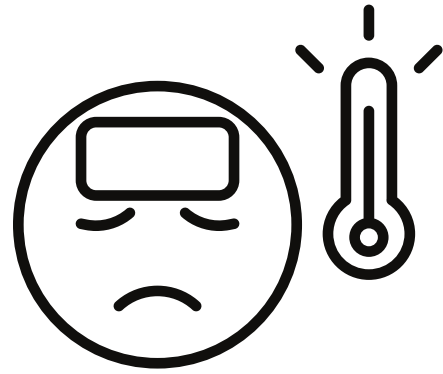
All Y programs use sanitizing and disinfecting solutions to clean all areas of the program and follow NC Childcare Sanitation guidelines.

ILLNESSES

Children may become sick during the day or show signs or symptoms of illness prior to arrival. When children must stay at home, please notify the Childcare Director or Program Coordinator. If the child becomes ill while in the program and they need to be home rather than in group care with other children, a Y staff member will call the parent/guardian to pick the child up no more than one hour later. To ensure children's safety, the Enrollment Agreement provides a record of names, addresses, and phone numbers of individuals the parent/guardian has authorized to pick up the child. We ask that this information is kept current and that we have correct names and phone numbers of the preferred doctor and hospital.

TEMPORARY EXCLUSION

To reduce the spread of illness and maintain the health of all children in the program, we may temporarily exclude children from attending the program. Please refer to the following section for information on the types of illnesses that we cannot support in our programs, as well as the criteria required for return to the program. If you have any questions or need more information on a specific illness or criteria for return, please ask your Childcare Director or Program Coordinator. Additionally, children should remain away from the program if he or she have an illness or symptom that prevents participation in routine daily program activities, including outdoor activities — or if the child has an illness that requires more individual care than our staff members can provide without compromising the health, safety, and activities of the other children. For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion. We may also ask you to keep children at home if they have any other illness that local regulations require us to exclude from a group care setting. Unless our corporate policy is more stringent, we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion. In addition to the illnesses referenced in the table that follows, we may require health care provider clearance for other illnesses at our discretion.



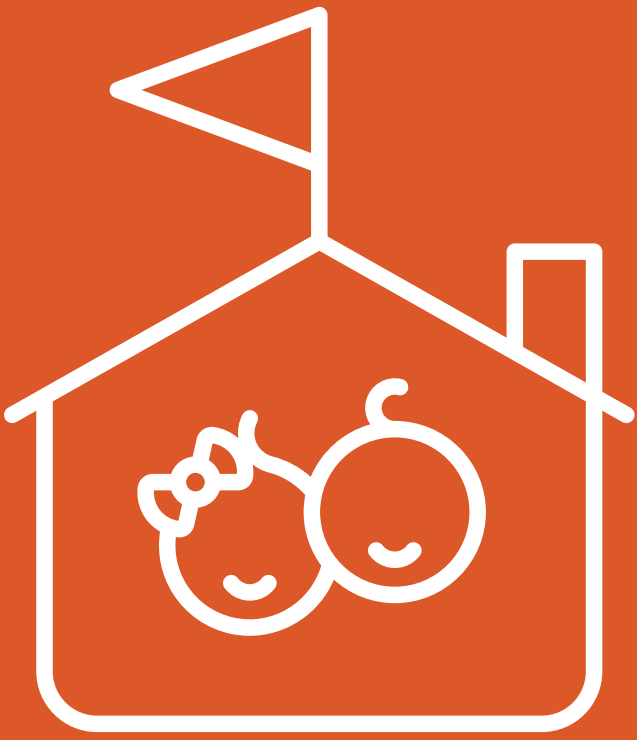
CONTAGIOUS DISEASES

We value children’s health and recognize that preventing the spread of infectious diseases is a very important part of quality childcare. We actively strive to monitor the health and well-being of all children in our care. If a child has certain communicable diseases, it may be that individual state law, the state’s child care licensing regulations, and/or our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child’s health care provider
- Notification of the families of other children in our program and staff members
- Notification of local health authorities (e.g. Health Department)

We will keep you informed of any instances of contagious diseases affecting children who may have had direct exposure at the program, and will immediately report such diseases to the local health authorities where required by law. Written health care provider clearance is required where noted in the table included on the following page.

Illness	Criteria for return to the program
Fever \geq 100°F (armpit or ear) accompanied by signs or symptoms of illness or behavior change	When fever is below 100°F (armpit or ear) without the use of fever-reducing medicines
Coughing (severe) including Croup	When symptoms are no longer present
Vomiting more than two times in a 24-hour period or accompanied by fever, green or bloody vomit, no urine output in eight hours, recent history of head injury, or looks/acts very ill	When symptoms are no longer present
Diarrhea — including conditions with diarrhea symptoms (Campylobacter, Yersinia, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper, even if the stools remain loose, and when toilet-trained children do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child, even if stools remain loose
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present and symptoms of red, watery eyes are resolved
Boil, abscess or cellulitis	When lesion(s) are covered and drainage is contained in covering/bandage
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	7 days or when the child feels well, is fever-free for at least 24 hours, and all HFMD blisters completely healed for isolation to end
Chicken Pox/Varicella	When all sores have dried and crusted, usually after six days
Diarrhea if bloody or caused by Cryptosporidium	Health Care Provider clearance required
E. coli (O157:H7)	Health Care Provider and Public Health Authority clearance required
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system; children with these conditions may shed large amounts of virus and may appear ill	When symptoms and rash are no longer present
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent for a period of 24 hours
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present
Hepatitis A virus	Health Care Provider clearance required
Hepatitis B virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean and dry, and if they can be completely covered
Influenza/Flu (Including H1N1 and H5N1) accompanied with fever	Child's fever and signs of fever must be resolved for 24 hours without the use of fever-reducing medications
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present
Measles	Health Care Provider clearance required
Meningitis (bacterial or viral)	Health Care Provider clearance required
Mononucleosis (Mono) accompanied by fever and/or behavior change	When fever is no longer present
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
Mumps	Health Care Provider clearance required
Pertussis (whooping cough)	Health Care Provider clearance required
Pneumonia if accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present
Ringworm (Tinea)	After treatment has been started
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
Rubella (German Measles)	(Health Care Provider clearance required)
Salmonella	Health Care Provider clearance required
Scabies	After treatment has been completed
Shigella	Health Care Provider clearance required



FULL-DAY EARLY CHILDHOOD PROGRAMS



ENROLLMENT

For detailed instructions on how to register your child, please refer to the general program information section.

Before your child's first day in the full-day programs, a conference is required to familiarize the parent or guardian and the child with our environment, staff, and schedule. During this initial visit, the parent or legal guardian will have a personal interview with the Director and/or Assistant Director and will have the opportunity to review the Parent Handbook.

IMMUNIZATION RECORDS

All children are required to have up-to-date immunization records on file within 30 days of enrollment. Failure to provide this documentation within the first 30 days will result in termination of care.

HOLIDAY SCHEDULE

The Child Development Center observes the following holidays: New Year's Eve, New Year's Day, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the day after, and the week of Christmas. A complete list of holidays and dates for the current year is available on the YMCA website at www.ymcacv.org, and printed copies are available at the center.

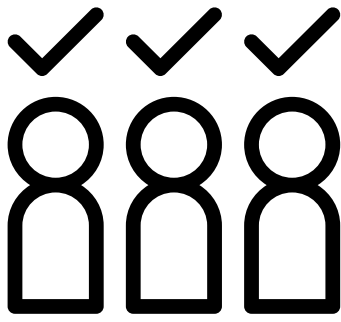
SUBSIDY VOUCHER INFORMATION

Our center must notify the Department of Social Services (DSS) of all absences on the 5th and 10th of each month. If your child misses 10 days in a month, DSS may withhold payment, and parents will need to cover the remaining balance. Enrollment termination will be assessed when DSS reports are submitted (5th and 10th of each month). If DSS enrollment is terminated due to unexplained absences, parents must re-instate enrollment with DSS.

A DSS "Action Notice" of termination does not automatically terminate YMCA enrollment. The YMCA requires a two-week written notice for cancellation, with payment required for those two weeks regardless of attendance. Pro-rating is not available, and all terminations will be processed on a Friday as a full week. If a child is absent for two or more days without contact, enrollment with the YMCA (and therefore DSS) may be terminated, and the two-week notice fees will apply.

Parents are responsible for staying updated on DSS parent fees, action notices, and effective dates. The Center Director can assist with determining these details. Please note the following regarding DSS vouchers and changes:

- Full-price enrollment fees may apply if the YMCA receives a DSS action notice terminating payment. Parents must renew the DSS voucher.
- If DSS parent fees are delinquent for more than two weeks, the YMCA may terminate services, potentially affecting the ability to secure another DSS voucher until the account is paid in full.



SAFE ARRIVAL & DEPARTURE PROCEDURES

1. YMCA Child Development Centers cannot allow children to be dropped off before the hours of operation. Please do not ask teachers to allow your child to be left at the center before the opening hours. The center is open from 6:30am-6:00pm.
2. Please notify us when there will be variations in your child's schedule.
3. Be certain the teacher is acknowledged of your child's arrival/departure and a staff member will sign your child in and out.
4. Children must be accompanied inside the facility by an adult over 18 years of age upon arrival.
5. At departure an adult over 18 years of age must come inside the facility and notify staff that the child is leaving.
6. Only adults previously specified in writing by parents will be allowed to pick up a child from the center unless the parent has notified the teacher and/or office staff in advance, in writing, if they are not on the child's application.
7. Staff will request ID from any individual picking up a child.
8. Children should never be left unattended.
9. Upon entering the classroom adults and children must wash hands.

DAILY DROP-OFF

The YMCA full-day programs require children to be dropped off by 9:00 AM. Please ensure your child is checked in before this time. Children arriving after 9:00 AM may not be accepted for care that day. If you anticipate a late arrival, please contact the Childcare Director in advance for approval. Note that even with prior approval, children must arrive before their classroom's designated lunch time to attend the program for the day.

HOURS IN CARE

We generally expect that most children will spend about 9 hours a day at the center. However, please be aware that the YMCA has a 10-hour per day limit for childcare. The 10-hour per day limitation is in place to ensure the well-being and safety of the children. Extended hours in childcare can be tiring and stressful for young children, and limiting the time helps maintain a healthy balance of rest and activity. Additionally, this rule allows our staff to provide the highest quality of care and attention, ensuring that every child has a positive and engaging experience.

EARLY PICK-UP

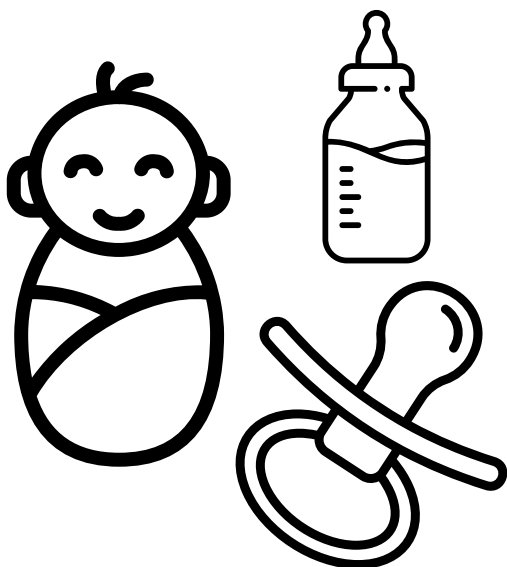
If your child needs to be picked up for an appointment during the day, please do so before nap time at 12:00 PM. If the child is returning, they must come back after nap time, which ends at 2:30 PM. Otherwise, they will not be permitted to return for the remainder of the day.

PROGRAM

HIGHLIGHTS

The YMCA of Catawba Valley's Child Development Center (CDC) Curriculum offers a diverse range of activities that promote physical, intellectual, and social-emotional development. Weekly lesson plans focus on experiences and relationships to enhance individual competence and self-esteem. These plans are posted in the classrooms. Curriculum highlights include:

- Weekly units of study
- Music appreciation
- Arts & crafts
- Science & nature
- Character development
- Nutritional education
- Health education
- Devotions
- Dramatic play & storytelling
- Community visitors and programs
- Preschool physical fitness
(Stretch-n-Grow for ages 3-5)
- Swimming for 3-5-year-olds
(free with a childcare voucher)



INFANTS

(6 weeks-12 mos)

Infants require a secure and comforting environment outside of their homes to explore, learn, and develop. The Y's infant program is specifically designed for babies six weeks and older, offering a nurturing and stimulating environment that supports their physical and mental growth. Our dedicated Childcare Directors and teachers collaborate with you to ensure a smooth transition for your child, ensuring both your child and you are happy. We are dedicated to building a strong connection with your child to lay the groundwork for their future development. We recognize the crucial nature of the first five years in a child's life and provide a stimulating environment and diverse experiences to support your child's rapid development. Our curriculum emphasizes positive, supportive interactions between teachers and infants through engaging activities like singing, reading, and talking to your child and our classrooms and equipment are appropriately sized for infants, encouraging them to explore, move, and play with confidence. Teachers plan individual, age-appropriate activities tailored to enhance your child's cognitive and social development in a nurturing setting.

Program Features:

- Personalized activity plans for each child
- Group activities to encourage curiosity and socialization
- Emphasis on cognitive and motor skills development through playtime and activities
- Comprehensive child development using age-appropriate materials and toys
- Regular communication between teachers and families to keep you informed about your child's progress



WADDLERS

(12–24mos)

As children grow they become more mobile and social. The Y's Waddler Program focuses on communication, social skills, emotional development, fine and gross motor skills, and sensory-rich experiences. Teachers provide close supervision and prioritize interactive engagement, tailoring their approach to each child's needs.

Program Features Include:

- Daily group activities fostering social development
- A blend of care, play, and educational moments
- Building confidence, self-worth, and a passion for learning
- Interest areas focused on dramatic play, creative arts, language, and sensory exploration, and fine/gross motor skills
- Consistent communication between teachers and families, ensuring you're always in the know about your child's day.

TODDLERS

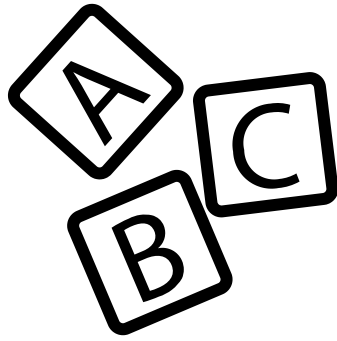
(24–36mos)

Two-year-olds are naturally curious about the world around them. They spend their days exploring and learning to express themselves. As they start to assert their independence, they also begin to grasp the concept of group play. The Y's toddler program is designed to nurture the development of the whole child, focusing on both academic basics and social skills. Our dedicated teachers keep little hands busy and young minds active with age-appropriate activities. Through games, songs, movement, and art, our experienced teachers provide ample opportunities for creative expression, helping your child develop skills and confidence. By promoting child-led play, we ensure each child progresses at their own pace. Activities like sharing, cooperating, and taking turns teach the value of being part of a group. Your child will blossom into a unique individual, ready to take on the next milestone: preschool!

Program Features:

- Balanced approach to nurturing, learning, and play
- Environment conducive to holistic child development
- Range of activities for cognitive, physical, social, and emotional growth
- Regular updates from teachers to families about the child's daily activities





EARLY

PRESCHOOL

(36-48mos)

At the Y, our Early Preschool program provides three-year-old children with a world of new possibilities as they enhance their coordination, master complex skills, and engage more with their peers. We introduce language, math, science, and social skills through play experiences that support gradual learning. Each child receives ample individual attention to address their unique needs. Our program offers a stimulating classroom environment where children are encouraged to explore, learn, and socialize, fostering the development of self-confidence and friendships. Through entertaining games, children enhance their cognitive abilities, while hands-on activities like collage-making provide creative expression and tactile learning experiences.

Program Features:

- Thematic units to inspire curiosity, self-reliance, and confidence
- Hands-on activities to enhance problem-solving and cognitive skills
- Regular updates from teachers to families about the child's daily activities

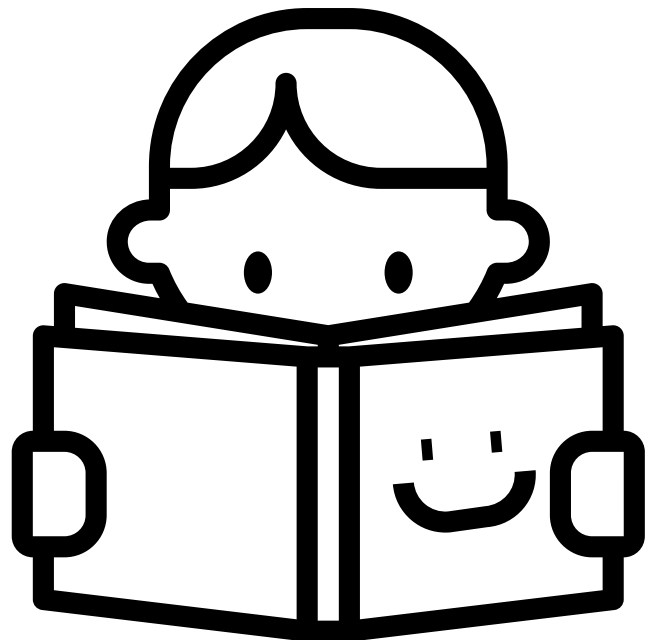
PREKINDERGARTEN

(48-72mos)

Prekindergarten focuses on preparing children who are potty-trained and four or five years of age for their upcoming kindergarten experience! The Y's Prekindergarten program emphasizes independence and encourages children to be confident, creative, and caring learners as they prepare to transition to formal learning environments. Our teachers facilitate an environment where child-led and hands-on learning take place with structured activities and schedules. In addition, our dedicated teachers are trained to provide high-quality lesson plans that engage all domains of learning for your child.

Program Highlights:

- Thoughtfully sequenced learning experiences
- Group activities fostering social skills
- Hands-on learning experiences
- Creative Exploration
- Ongoing communication between teachers and families to provide updates on children's daily activities



INFANTS, WADDLERS, & TODDLERS SUPPLIES

When it comes to meeting the nutritional needs of infants and toddlers, families often have specific preferences. Our Early Childhood programs will provide baby food, table food when ready, and even formula if you choose. Once your child is ready for table food, the teacher will provide a current menu that you can select the foods you would like your child to be served through the upcoming week. As meal services and requirements may vary, please consult your Childcare Director for specific details.

Bottles are required to be brought with your child daily, already prepared and clearly labeled with the date, child's name, and contents. For guidelines on preparing expressed breast milk, refer to the "Breastfeeding" section. Staff cannot mix formula bottles or add cereal to bottles. Please do not leave bottles at the program overnight, as their contents will be discarded. To prevent tooth decay, bottles are not placed in cribs or with children. For safety reasons, we do not allow glass bottles in our programs.

All children are required to have two complete sets of clothing labeled with their name. Families are required to provide diapers, wipes, and any diaper creams or other items needed for diapering/toileting.

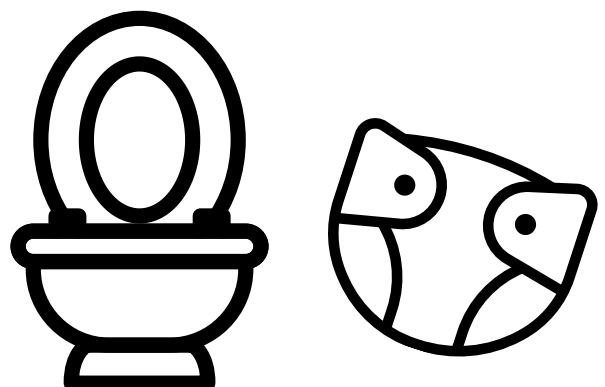
TOILETING & DIAPERING

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner and with minimum stress for you and your child. Every child begins toilet learning at a different age and progresses at a different rate.

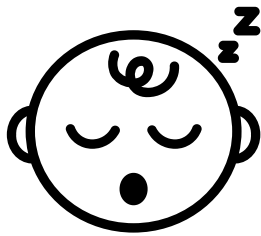
We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept on-site during toilet learning. Until your child shows an interest in toileting, we'll provide diaper changes on an as-needed basis.

Diaper-changing procedures are posted and the specific times of each diaper change will be listed on your child's daily sheet.



BREASTFEEDING

Your preferences involving food and feeding practices for your child are very personal. We get that. While you're nursing, we provide you with a comfortable and nurturing environment. Our Early Childhood programs are equipped to handle expressed breast milk. Milk must be bottled in liquid form, not frozen. [See "Infant and Toddler Supplies" for details on labeling and storing bottles.] Please discuss your decision to breastfeed with your Childcare Director to ensure we provide the right environment and support for you and your child.



NAP & REST TIME

For healthy growth and development, it's essential for young children to have time to rest or enjoy quiet activities during the day. In our full day early childhood programs, your child will rest in the afternoons for up to two hours, depending on his or her individual needs. Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. School-age children will not nap. A short period of quiet activities may be provided to help children recharge and rejuvenate.

We provide cozy cribs for infants and cots for children 12 months and older at rest time. Please refer to "Rest Time Items" for information regarding the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

INFANT NAP & REST TIME

Infants sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Childcare Director will let you know about the required bedding linens and give you information on washing all sleep items. Children will be placed on their backs in their assigned cribs. No blankets, bumpers or soft toys are allowed in cribs with infants—per state licensing rules.

NAP/REST ITEMS

Children in the full day early childhood programs may bring a blanket, a special soft toy, or a stuffed animal for rest time.

Children who attend before, after, school's out camps, summer camps, or teen programs are not allowed to bring blankets, pillows, or any other items from home. Youth programs do not have rest/nap times and these items will not be permitted.

TRANSITIONING TO A NEW CLASSROOM

When we consider a transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. Parents/guardians will be contacted and the transition process will be discussed prior to a child's transition to a new classroom. This improves your child's adjustment to the new space, teachers, and classmates.

BITING POLICY

Biting is common and developmentally appropriate for toddlers, often due to their limited verbal skills. At our centers, we prioritize teaching appropriate communication methods and preventing biting incidents rather than punishing the behavior.

We work with toddlers to develop their communication skills, such as using words or giving “soft touches.” We do not remove children for typical behavior and assess each biting incident individually. Our approach to biting includes:

1. Assessing the situation to identify the cause.
2. Using the moment to teach appropriate behavior.
3. Teaching social skills.
4. Recording the incident.

We apply first aid by washing the bite with antibacterial soap and applying an ice pack. When possible, we involve the child who bit in comforting the bitten child to teach empathy. Parents are informed through a “Bite Report Form” for both parties. For ongoing biting incidents, we develop a plan with strategies, goals, and a timeline.

Biting incidents are documented in the Biting Report Log, including details of the incident and keeping children’s names confidential.

Steps to address biting include:

1. Notifying parents of concerns.
2. Creating an action plan.
3. Scheduling a meeting with parents, if needed, to gather additional information.
4. Contacting outside resources for assistance if biting persists.
5. Temporarily suspending attendance if other options fail.
6. Excluding the child if the safety of others is compromised or if the child cannot handle the group setting.



BITING

Biting is common among young children. During early childhood years, children are sensory learners and often explore orally. In addition, children at a young age do not have fully developed language skills. Impulse control can lead children to bite as a way of making their needs known. We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible.

Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents. If your child bites or is bitten, you and the parent(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident involving your child, please talk to your child’s teacher or the Childcare Director.



HALF-DAY EARLY CHILDHOOD PROGRAMS



ENROLLMENT

Enrollment at our preschool is based on available space, determined by the Youth Development Director. During early registration, admission requests are prioritized: current preschool participants and their siblings have first access for two weeks, followed by Sally's YMCA members for two weeks, and then community participants. Once a class is full, we maintain a waiting list, and admissions are processed on a first-come, first-served basis.

Sally's YMCA reserves the right to deny preschool admission or continued participation under the following conditions:

- The child's information packet is not returned promptly.
- The child is not actively participating in or benefiting from the program.
- The staff cannot provide adequate or safe care for the child.
- The staff cannot provide adequate or safe care for other enrolled children due to the child's behavior.

TUITION

Half-Day Preschool tuition is paid by MONTHLY payments. Annual tuition will be divided into 9 monthly payments (monthly payments will vary if registering after the program start date). Automatic payment drafts process to your preferred payment method on file (credit/debit card or EFT account) on the 15th of each month starting on August 15th and ending on April 15th.

Refunds are not given for days missed due to illness, inclement weather, or vacation.

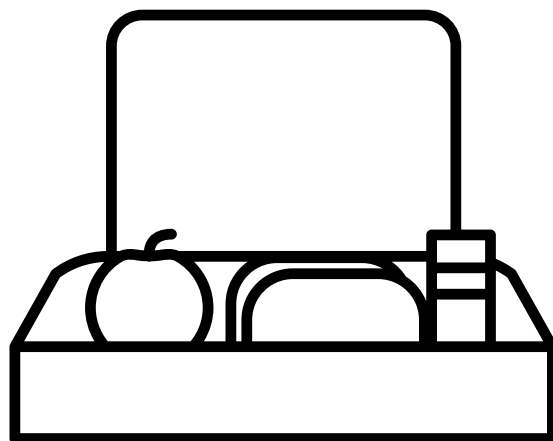
CLASSROOM RATIOS

We prioritize maintaining low ratios in the half-day preschool. Along with our low teacher-to-student ratio, we ensure small class sizes to further enhance and protect your child's school experience. This approach provides each child with a personalized learning environment.

Toddling Two's: 1:8; max class size= 16

Terrific Three's: 1:10; max class size= 16

Fantastic Four's: 1:10; max class size= 20



LUNCH

Parents are responsible for packing a nutritious lunch and snack separately each day for their preschooler. Teachers will monitor students during meal times to ensure safety and assist with opening containers. However, they will not be responsible for the order or amount your child chooses to eat, nor will lunches be heated. It is recommended to use insulated containers to keep your child's lunch appropriately hot or cold. Please pack items that your child can open on their own whenever possible.

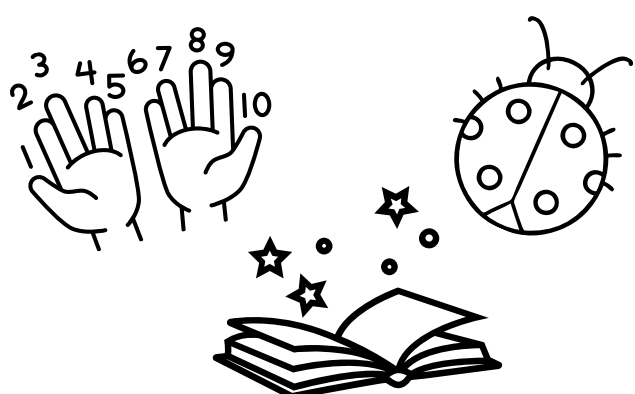
CURRICULUM

Children in our program follow an age-based curriculum designed to prepare them for school. Each class focuses on fundamental skills such as the alphabet, numbers, colors, shapes, along with a monthly Bible verse, daily prayers, and classroom etiquette. It's important for your child to arrive on time to ensure they don't miss any important lessons.

In addition to the age-based curriculum, each age group learns basic musical concepts like dynamics, rhythm, and tempo through age-appropriate activities. Creative movement and rhythm instruments are used to enhance their understanding of music and literature.

Our Toddling Two's, Terrific Three's, and Fantastic Four's have dedicated time to explore science concepts such as the five senses, weather, and seasons. They also engage in art appreciation and learn general art concepts like primary and secondary colors, texture, and pattern.

The Terrific Three's and Fantastic Four's proudly follow a Pre-K curriculum for the Three's and a Kindergarten curriculum for the Four's. They focus on letter writing and recognition, pre-reading skills, basic literacy, math, science, and social studies.



WHAT TO BRING

All children should come prepared with a backpack, snack, and lunch for the day. For those who are not potty-trained, please ensure they bring two labeled diapers each day. Parents are responsible for providing these diapers, as we do not have extras on hand.

Toys from home can easily get lost or lead to disagreements among children. We kindly ask that you encourage your child to leave all toys and personal items at home.

It is crucial to label ALL of your child's personal belongings. Items without labels often cannot be returned to their owners by teachers. Please ensure that your child's name is clearly written on every item they bring to school. This includes labeling EVERYTHING!

COMMUNICATION & INFORMATION

Your child should bring a backpack to school daily. This backpack will be used to transport lunch, a folder containing papers, messages, crafts, and any soiled clothes. The folder will include a class schedule, calendar, and student roster. If you need an additional electronic copy of these items, please contact your child's teacher. The calendar will outline planned activities, daily behavior, and academic focal points for the month. Please refer to it to ensure your child is prepared for each school day. "My Week Sheets" are sent home at the end of each week and detail books read, songs sung, behavior notes, and teachers' notes. Please check your child's bag daily to stay informed.

SUPPLIES

You will find a Classroom Supply List in the preschool welcome email, which we will use throughout the year for the entire program. Here is a sample list of items to bring on the first day:

- One box of tissues
- Two packs of baby wipes
- One bottle of hand sanitizer
- One box of zip-lock sandwich bags
- One box of zip-lock gallon bags
- Disinfectant spray and/or wipes

SAFE ARRIVAL & DEPARTURE PROCEDURES

1. Children are not to be dropped off before the hours of operation. Please do not ask teachers to allow your child to be left at the center before the opening hours. The half-day program is open from 9am-1pm.
2. Please notify us when there will be variations in your child's schedule.
3. Only adults listed as authorized pick-ups by parents/guardians will be allowed to pick children up from the program.
4. Staff will request ID from any individual picking up a child.
5. Children should never be left unattended.
6. The YMCA reserves the right to deny custody to all persons who do not show ID, are not persons authorized to pick up on the child's account, do not have a properly secured child passenger restraint device, and/or are suspected to be intoxicated.



PICK-UP & DROP-OFF

Throughout the school year, we offer a drive-up service for dropping off and picking up your child. Drop-off service, or "Rides-In," is from 8:45 to 9:00 AM, coinciding with your child's class start time. Pick-up, or "Rides-Out," starts at 1:00 and ends at 1:15 PM. Mastering this process may require some time and patience.

During the first few weeks of school, we appreciate your patience and understanding as the children adjust and parents learn the routine. This system may be new for your child, and we understand they may feel excited or scared. However, our system has been successful for years, and we are confident your children will soon be comfortable with it. Please take advantage of this service as it will ease your child's transition to preschool.



DIRECTIONS FOR RIDES-IN/OUT

- Enter the YMCA parking lot and proceed to the front entrance doors (Look for signs to help you learn the traffic pattern at the beginning of the year.)
- Teachers will open the RIGHT SIDE door of your car to allow your child to exit the car and escort them to their class. **PLEASE REMAIN IN YOUR CAR** for everyone's safety!
- For Rides-Out, stop at the building entrance doors. A preschool staff member will greet you at 1:00 PM, check photo IDs, and a teacher will walk your child to your car. Once your child is picked up, please pull forward into the gravel lot to secure all children.



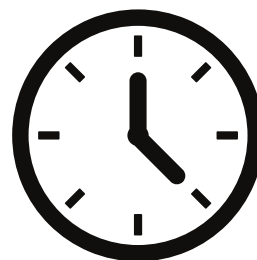
RIDES-IN

For safety reasons, parents are not permitted to enter the preschool classrooms during Rides-In (8:45–9:00 AM) and Rides-Out (1:00–1:15 PM).

During Rides-In, our staff and parent volunteers will escort your child from your car to their designated classroom for attendance.

RIDES-OUT

During Rides-Out, a preschool staff member will greet you in the parking lot, ask for your child's first and last name, room, and photo ID. Your child will then be brought to you for you to secure them in their car seat or booster seat.



LATE DROP-OFF & EARLY PICK-UP

If you need to drop off your child after 9:00 AM, please park and come inside the building to the front desk. Our membership staff will then contact a preschool staff member to greet you, escort your child to their classroom, and check them in for the day.

For early pick-ups before the regular dismissal time, please proceed directly to the front desk before 12:30 PM. Our teachers will have rosters to verify photo IDs and custody authorization. Please have your photo ID ready.



**SCHOOL-AGE
BEFORE, AFTER, &
SCHOOL'S OUT
PROGRAMS**



SCHOOL-AGE

Kindergarten–6th Grade

(5 to 12 years)

Before & After School, School's Out Programs:

For over three decades, families have relied on the Y for exceptional before and after school programs that blend education with fun. Our Program Coordinators understand the importance of empowering every child to realize their full potential — both inside and outside the classroom. Our curriculum is designed to bring out the best in children, enhancing their problem-solving, teamwork, leadership, and life skills. Through engaging activities, we nurture children's curiosity, fostering their mental, physical, social, and emotional growth.

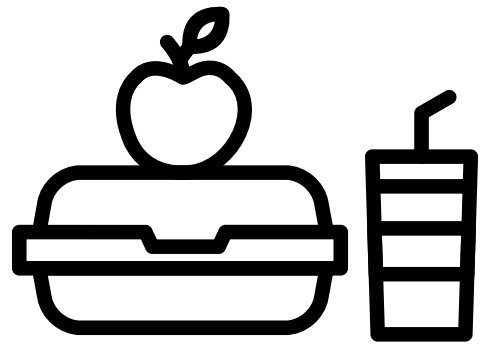
Cultivating 21st Century Learning Skills

Our curriculum cultivates essential 21st century learning skills by concentrating on areas crucial for children's future success:

EXECUTIVE-FUNCTION SKILLS: Children excel when they can concentrate and think critically. Our curriculum encourages mental agility and emotional regulation, equipping them to overcome challenges and achieve their aspirations.

SOCIAL-EMOTIONAL DEVELOPMENT: Through daily lessons in community building and character development, we guide children in developing kindness, empathy, and fairness — qualities pivotal for academic success, resilience, and forming meaningful friendships.

INQUIRY-BASED LEARNING: Our STEAM activities (Science, Technology, Engineering, Arts, and Math) fuel children's natural curiosity, empowering them to explore, create, and experiment. We aim to inspire a lifelong passion for learning and equip children with innovative and critical-thinking skills.



SNACKS & MEALS

Meals and snacks are provided through a partnership with the public school system on regular operating days for the before/after programs. All other days and programs will be provided with meals and snacks through the YMCA. **Some programs may require students to pack lunch on certain school's out camp days.

COMMUNICATION

Our program staff will communicate with families via email, Brightwheel, phone, and face-to-face interactions. It's important to note that the YMCA operates independently from the public school systems. Any concerns or reports should be directed to the program staff. Please refer to the communication pages for specific contact information for each program and its supervisors.

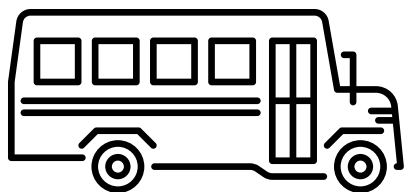
CLOTHING

For children who have completed kindergarten, a change of clothing is not required; however, you know your child best and if your child may need a change of clothing, we will gladly store these securely in the program.

PROGRAM RATIOS

The YMCA provides care for children ages 5-12. Children must be enrolled in, and have attended, at least one day of kindergarten to participate in the before/after school program. For School's Out Camp, children must be currently enrolled in, and have attended at least one day of kindergarten. 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.



TRANSPORTATION

In our before/after school programs, the partnering school system will provide all buses and transportation on regular school days. Parents should notify the Y and the school's principal upon enrollment of a child who requires transportation to their school or from their school to the Y program site. Arrangement of transportation is solely the parent's responsibility. In the event that the school system is unable to provide transportation to or from the Y before/after school program, the parent will be responsible for the transportation of the child.

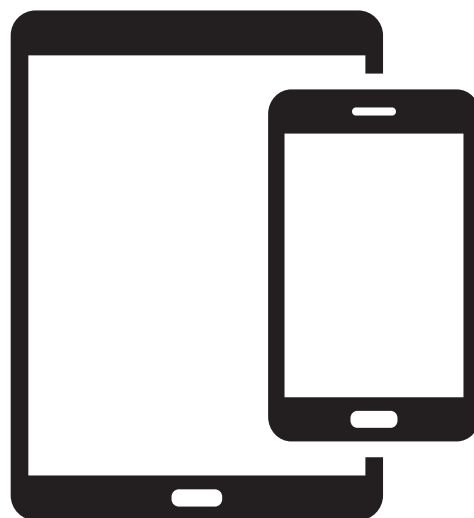
The Y has limited transportation means that may additionally be utilized. All buses are inspected by the NC State Child Consultant and applicable state agencies for safety and compliance.

CELLPHONES & ELECTRONICS

Cell phones and other electronics (iPods, MP3 players, etc.) should be left at home whenever possible. Any electronics brought to the programs must be powered off and kept in the child's cubby. Use of electronics is not permitted in the classroom due to safety and privacy concerns, as well as, the distraction these devices cause. If you choose to allow your child to bring a device to our programs, your child is solely responsible for the storage and safekeeping of the device, and they are not allowed to be visible during our program hours. Use of personal electronic devices is prohibited during program time.

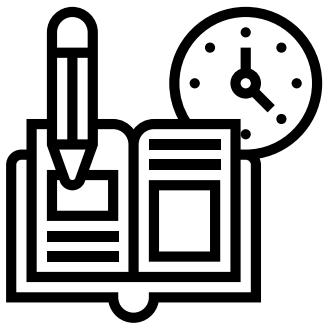
If a child has a device out, the program staff will confiscate the device and it will be returned to the parent/guardian when the child is picked up.

We are not responsible for lost, stolen, or damaged devices. Taking pictures with a cell phone is strictly prohibited.



AFTER SCHOOL CLUBS

Clubs offer students the opportunity to explore specific interests or hobbies that may not be covered in the regular school day curriculum, such as environmental stewardship, outdoor learning, art, or STEM. After school clubs can enhance children's learning experiences and provide additional opportunities for socialization. Clubs can also help students develop a variety of skills, such as leadership, teamwork, communication, and problem-solving. These skills are valuable both in school and in life.



HOMEWORK SUPPORT

At the Y, we understand the importance of academic success. That's why we provide youth with homework assistance to support their learning outside of school hours. Our dedicated staff members are available to help students with their homework, whether it's math, reading, science, or any other subject. We aim to create a supportive environment where youth can feel confident asking questions and receiving guidance to complete their assignments. By offering homework assistance, we strive to reinforce classroom learning and help youth develop essential study skills for academic success.

YOUTH MENTAL HEALTH

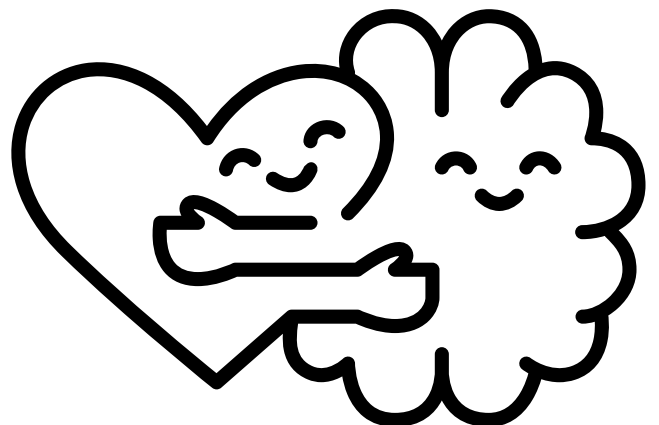
Mental health support for teens and youth is crucial, given the challenges many young people face today. The Y offers various resources and programs to support mental health:

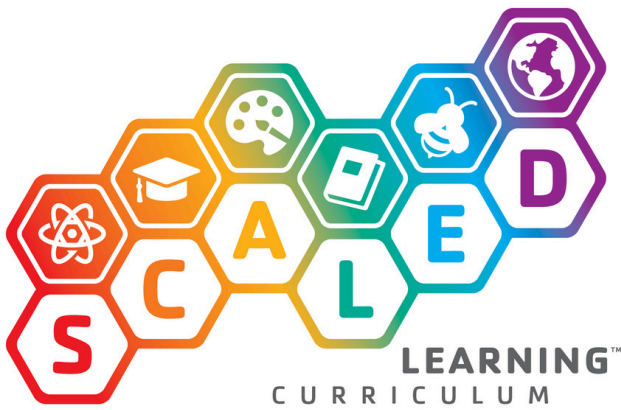
The Y's programs are designed to promote positive youth development, which can have a positive impact on mental health. These programs often focus on building life skills, resilience, and self-esteem.

Regular physical activity has been shown to have a positive impact on mental health. Y programs include recreational activities that can help improve mood and reduce stress.

The Y provides a supportive and inclusive environment where youth can connect with peers and caring adults. This social support can help reduce feelings of isolation and improve mental well-being.

The Y is committed to supporting the mental health and well-being of youth through a variety of programs and resources.





SCALED LEARNING CURRICULUM

SCALED Learning™ is the YMCA's holistic before and after-school curriculum, designed to challenge children as they progress through each stage of development. This comprehensive approach helps kids grow academically and socially by engaging them in STEM, hands-on arts, literacy, career-connected learning, diversity and global education, social development, and, of course, fun! Our programs extend the school day with active play and curriculum that complements classroom learning, all in a safe and enjoyable environment. Through SCALED Learning™, children explore STEM concepts, delve into career paths, express themselves through art, enhance literacy skills, and become active learners both in and out of the classroom. They also develop a global perspective, learning about diverse cultures and ideas. With SCALED Learning™, children are supported in growing and learning in spirit, mind, and body, guided by experts who understand their needs and interests.

HELLO INSIGHT SEL PROGRAM

Hello Insight: Elementary SEL is a program designed to make the most of the intense learning and growth experienced by young people ages 8 to 11. It focuses on Social and Emotional Learning (SEL), which helps them develop the essential "soft skills" needed to navigate the world around them. This includes managing themselves, building relationships, and learning from setbacks. Through research-based experiences, the program aims to promote positive youth development, engaging young people authentically, expanding their interests, and fostering bonds with their peers. Unlike other evaluation solutions, Hello Insight values young people's feedback as the most reliable insight into how programs support their development. Therefore, the program asks young participants to assess their own SEL and the program experiences critical to their growth. By providing these experiences, Hello Insight: Elementary SEL helps young people develop the social and emotional skills necessary for thriving.



MOUNTAIN VIEW 21ST CENTURY COMMUNITY LEARNING CENTER



NORTH CAROLINA
21ST CENTURY
COMMUNITY LEARNING CENTERS

IMPORTANT NOTICE TO FAMILIES

This handbook is all inclusive of the YMCA childcare programs. Please note that the 21st CCLC programs are free for all participants and no registration fees or tuition are applicable to this program. In addition, there are requirements for this program that are not applicable to the other YMCA childcare programs. If you have questions regarding the 21st CCLC program, please contact Sarah Eisenbraun, Grant Support Specialist, or Logan Smith, Program Director. Contact information can be found

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.

21ST CCLC PROGRAMMING

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



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.

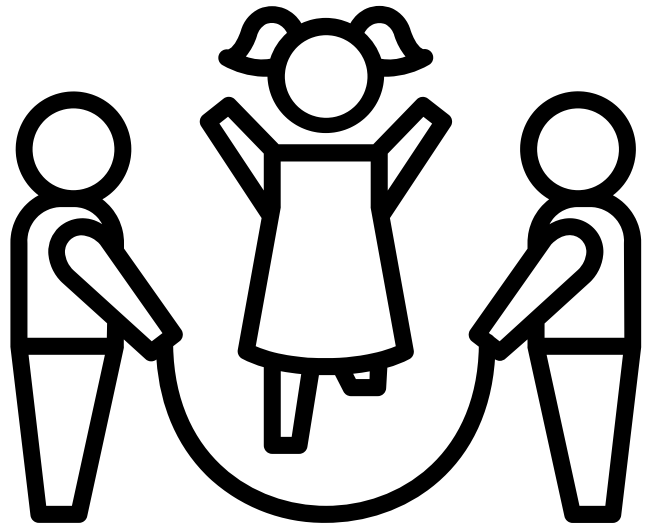
ENROLLMENT CAPACITY

Enrollment capacity for the Mountain View 21st CCLC program is determined by the size of the available facilities and the appropriate number of staff for supervision and is set by the Division of Child Development and Early Education State Licensing Consultant. At this time, the max enrollment capacity is 90 children. If the program is at capacity, children will be placed on a waiting list and registered as soon as a space becomes available.

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.

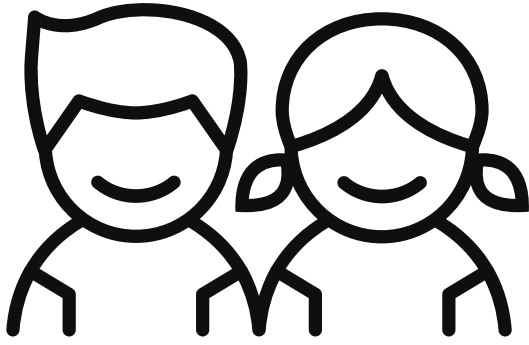


HOURS AND DAYS OF OPERATION

Before school hours are from 6am-the bell, after school 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 BCPS schedule for the first day and subsequent days will be determined by the Executive 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.



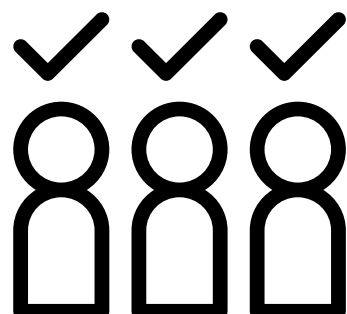
PROGRAM PARTICIPATION/STUDENT NEEDS

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.).

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 Grant Support Specialist will enter attendance into 21DC biweekly and will provide parents with any at risk notifications concerning attendance each month. Parents will receive a minimum of three written at risk attendance notices before their child(ren) risk losing their spot for attendance. Parents will be required to attend a meeting with the Grant Support Specialist and Program Coordinator upon receiving a third notice.

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.



PROGRAM

STRUCTURE

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.

HOMEWORK HELP

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.

SNACKS & 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.

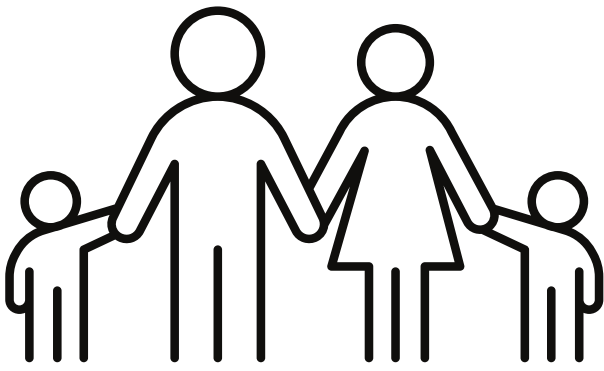
WHAT TO BRING

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.



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:

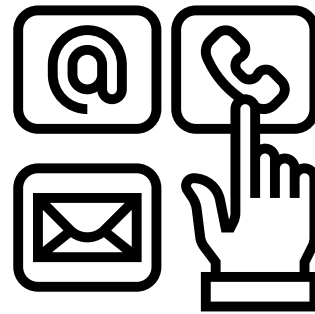
- Participate in appropriate activities & programs that support the education of their child.
- Get involved with the Parent Advisory Committee and help make program decisions.
- Contact other parents to encourage participation.
- Attend site-sponsored parent training and workshops.
- Help plan and participate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

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.

FAMILY

CONFERENCES

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.



PROGRAM

CONTACT

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.

BEHAVIOR EXPECTATIONS

All participants in the 21st CCLC program are expected to follow the Code of Conduct as written in this handbook. Any participant or parent/guardian who violate the Code of Conduct will be removed from the program and will not be eligible to re-enroll in the future.



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.

PICK-UP & RIDES OUT

1. Pick up 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.



TEEN PROGRAMS



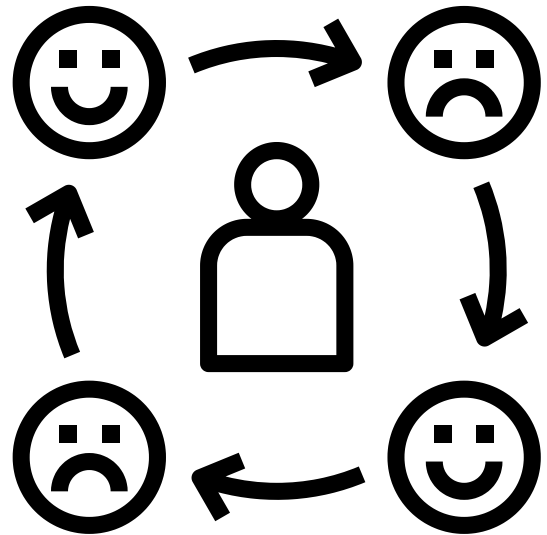
TEENS

(12-17 years)

Within the teenage years, it is important to have consistent socialization and academic influence in order to become successful young leaders. At the YMCA, our after-school program recognizes this importance and focuses on creating an atmosphere in which these ideals are present. Teens can work on discovering and solidifying their identities by engaging in games and activities that are consistently planned, a room dedicated to homework with caring staff who can assist in academic success, and plenty of equipment that teens can use during free time with their peers. The YMCA provides an environment in which teens can develop a sense of self with safety and confidence.

Program Highlights:

- Standards and boundaries that create a physically and emotionally safe environment
- Homework support
- Sport, game, and art equipment
- Weekly games and activities
- An atmosphere conducive to social and emotional learning
- Opportunities to discover a sense of self
- A trained and caring group of staff
- Frequent and thorough communication with parents



YOUTH MENTAL HEALTH

Mental health support for teens and youth is crucial, given the challenges many young people face today. The Y offers various resources and programs to support mental health:

The Y's programs are designed to promote positive youth development, which can have a positive impact on mental health. These programs often focus on building life skills, resilience, and self-esteem.

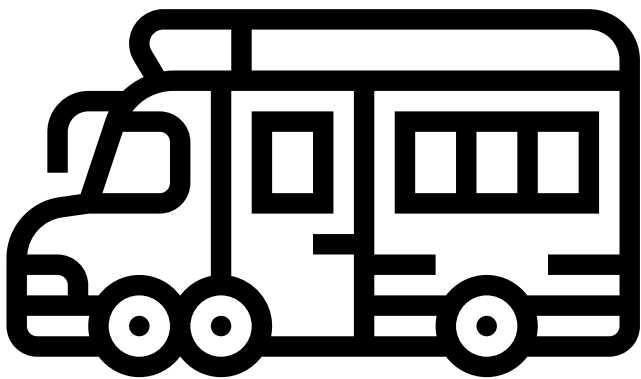
Regular physical activity has been shown to have a positive impact on mental health. Y programs include recreational activities that can help improve mood and reduce stress.

The Y provides a supportive and inclusive environment where youth can connect with peers and caring adults. This social support can help reduce feelings of isolation and improve mental well-being.

The Y is committed to supporting the mental health and well-being of youth through a variety of programs and resources.

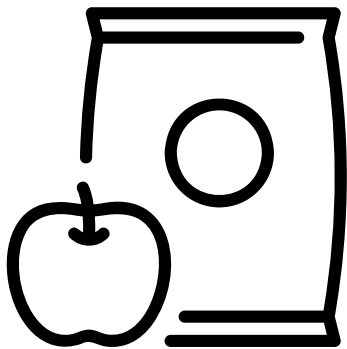
TRANSPORTATION

Staff pick up students from school and transport them to the Hickory Foundation YMCA, C.O. Miller Teen Center. For additional information regarding transportation, please contact Ryan May, Teen Director at ryanm@ymcacv.org.



SNACK

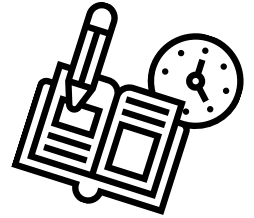
Snack is provided for all participants in the teen programs.



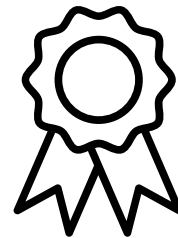
PROGRAM RATIOS

The teen programs operate with a ratio of one staff to every nine participants. However, depending on the enrollment of the program, this could vary.

HOMESCHOOL SUPPORT



At the Y, we understand the importance of academic success. That's why we provide youth with homework assistance to support their learning outside of school hours. Our dedicated staff members are available to help students with their homework, whether it's math, reading, science, or any other subject. We aim to create a supportive environment where youth can feel confident asking questions and receiving guidance to complete their assignments. By offering homework assistance, we strive to reinforce classroom learning and help youth develop essential study skills for academic success.



TEEN CHARACTER AWARDS

The YMCA Teen Character Awards are an opportunity to recognize area teens who exhibit the YMCA core values of caring, honesty, respect, responsibility and faith in their everyday lives. Our YMCA Teen Character Award recipients exemplify the Y's commitment to strengthen our community.

Honorees will be recognized and three senior nominees will be selected to receive a \$1,500/\$1,000/\$500 scholarship to help them in their academic pursuits.



DISCIPLINE, CODE OF CONDUCT, & SAFETY



EARLY CHILDHOOD POSITIVE BEHAVIOR SUPPORT

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers use various techniques including redirection, praise, and distraction. In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of the child and the rest of the children. The child is allowed to return to the group activity when he or she feels ready to do so. This strategy is not used with infants, waddlers, or toddlers. In accordance with our corporate policy and NC Child Care Licensing Rules and Regulations, our staff never use corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we will partner with you to work through inappropriate behaviors. We understand these issues are sensitive and many different parenting styles are reflected among our families. We ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our program's positive guidance approach or NC Child Care Licensing Rules and Regulations.

YOUTH & TEEN POSITIVE BEHAVIOR SUPPORT

At the Y, we believe that all children should experience success. We strive for a setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere, most behavioral issues are prevented. However, if behavioral issues occur, our philosophy is to help children learn accountability, character development, and problem-solving skills.

Our staff use the following positive guidance techniques:

1. Ignoring: Some negative behavior is produced by a child to get attention. The behavior can be stopped when it does not get the attention desired. We will use this technique unless safety is involved.
2. Redirection/Distracton: We offer alternatives to children engaged in undesirable behavior by suggesting a new activity, engaging the child in an activity with a teacher or another child, or encouraging independent play.
3. Verbal Intervention: The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to handle the situation with words.
4. Logical Consequences: The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity the child is engaged in.
5. Take a Break: The child is directed away from the group to allow him/her to relax and calm down, and to help him/her not be influenced by peers. The child will have access to activities and will be constantly supervised. The child may return to the group when the negative behavior stops or is significantly reduced. If Take a Break occurs two or more times in one day, families will be notified.

YOUTH & TEEN, PBS, CONTINUED

If these positive guidance techniques are not working effectively and inappropriate behavior persists, the Y will use the following progressive procedures:

1. We will observe and record the child's inappropriate behavior and what we have done to try to change the behavior.
2. Parents/guardians will be asked to participate in a family conference in which a specific action plan will be developed to address the behavior. The action plan will outline the challenging behaviors, the positive guidance techniques staff will use to change the behavior, and how families will be involved in the process. The meeting should allow a free exchange of ideas on the best techniques for changing the child's behavior and any additional information that should be added to the plan.
3. If the inappropriate behavior continues, the child may be subject to a suspension period.
4. If the behavior continues throughout the course of the plan, depending on severity, we may revise the current plan or move to disenrollment.
5. After 3 suspensions from the program the child may be subject to disenrollment.

The Y reserves the right to immediately disenroll any child whose behavior creates a significant risk of harm to the health or safety of other children or staff without following the guidance steps outlined above.

The Y reserves the right to evaluate disciplinary measures on a case-by-case basis.

Program fees and tuition are non-refundable if a child is sent home or withdrawn for disciplinary reasons.

DISCIPLINE POLICY

The YMCA of Catawba Valley 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

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 school handbook when the school is a partner in the Y program.

All participants, parents/guardians, and staff are required to sign a Code of Conduct Contract prior to their first day in the program.

CHILD'S CODE OF CONDUCT

The YMCA of Catawba Valley is dedicated to providing a safe, positive, and structured environment for all children in our programs. To maximize the benefit of the time available, we require all students to adhere to behavior guidelines that ensure the quality and safety of every participant. These guidelines include showing respect to all YMCA staff, coaches, volunteers, and fellow students, using respectful language, staying with the activity leader, demonstrating responsible care of Y and/or school property and equipment, avoiding disruptive behavior, and complying with all regulations set by the program and/or school administration, teachers, coaches, YMCA staff, and volunteers. Consequences for not meeting these expectations may include suspension or expulsion from the program. It is essential for students, parents, and program staff to understand and adhere to these expectations.

PARENT/GUARDIAN CODE OF CONDUCT

All Y childcare programs expect all parents, guardians, and visitors to respect and support the unique identities of each child and family, without stereotyping based on factors such as gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition. We maintain strict confidentiality regarding children, families, and staff information and require permission for any photos or videos. It is important to interact with our staff on social media platforms with caution and good judgment. We do not allow any child to be left unsupervised in the program. Positive methods are used to support children's well-being and address challenging behavior, and we do not tolerate corporal punishment, emotional or physical abuse, or humiliation. We expect all individuals associated with our program to conduct themselves professionally and courteously, maintaining respectful relationships with staff, other parents, and participants. Any violations of our Code of Conduct, including threatening behavior, harassment, substance use, or disruptive conduct, may result in restricted access, contact with authorities, or other actions deemed necessary by the program. Parents/guardians are encouraged to contact Childcare Directors and Program Coordinators to discuss any concerns or file complaints.

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.

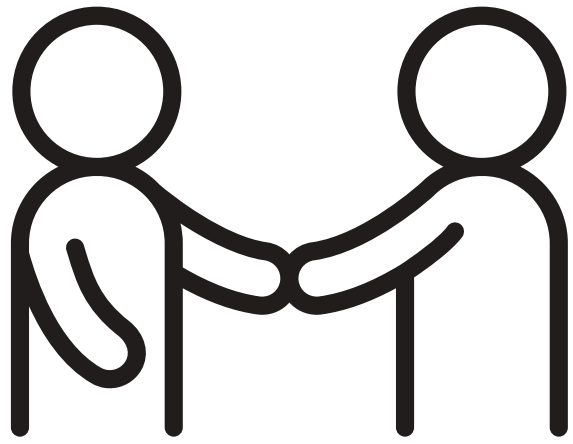
BULLYING & CONFLICT RESOLUTION

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.

SUSPENSION FROM ELEMENTARY OR MIDDLE SCHOOL

Occasionally a child is suspended from his/her school due to behavior or discipline issues, and families have asked us to allow their child to attend the program during the suspension period. In such cases, we work diligently to support the school and will honor their decision to suspend, as one of the intended outcomes is to allow the family and child to work on the issue in question and resolve it prior to returning to school.



PROGRAM SAFETY

Safety is paramount in all Y childcare programs. For this reason, our programs will use various forms of security including but not limited to: door codes, swipe cards, and secure drop-off/pick-up procedures.

Select Y programs offering before & after school, school's out camp, and summer day camp are operated in 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 program phones to reach a staff member. For programs located in schools, phone numbers are posted at the entry point at each school.

Parents, family members, and/or any other authorized adult must show their photo I.D. or pick-up code 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 accounts. Please also confirm that we have the most up-to-date phone numbers and email for you and your family.



PROGRAM STAFF



PROGRAM STAFF

Depending on the program your child attends, Y childcare programs may be staffed with the following:

- Childcare Director
- Assistant Director
- Program Coordinator
- Coordinator Assistant
- Lead Teacher
- Teacher
- Floater
- 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.

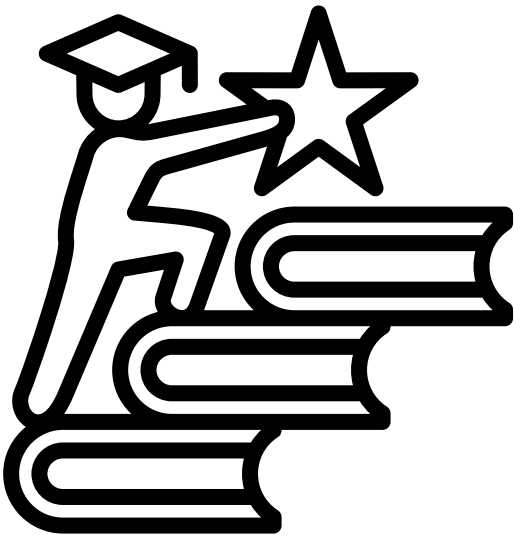
All Y childcare and youth staff must be enthusiastic, and eager to make a difference in the growing needs of children under their care. All staff are required to be trained in CPR and First Aid, Recognizing and Responding to Child Abuse and Maltreatment, Health and Safety practices and Principles, and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



STAFF REQUIREMENTS

- Childcare Director must be at least 21 years old, must possess a Bachelors in Early Childhood or Birth-Kindergarten, and EDU 119, 262, and 263.
- Program Coordinators, Coordinator Assistants, and Assistant Directors 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.
- Lead Teachers must be at least 18 years of age and, at minimum, have completed NC Early Childhood Credential (earned by completion of EDU 111 and 112 or EDU 119 and meeting above criteria). We prefer an associates or bachelors degree in a related field.
- Teachers must be at least 18 years of age and have or be actively working toward completion of EDU 119.
- Floaters must be 18 years old and have a high school diploma.
- Group Leaders must be at least 18 years old, have a high school diploma, and have BSAC certification.

In addition to the state background check, all staff must complete a staff health assessment, TB test, Y background check when appropriate, 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.



PROFESSIONAL DEVELOPMENT

We believe that ongoing training is key to high quality staff. For this reason, we set aside time for developing and elevating our employees' professional skills. We strongly believe training allows our teachers to better assist you and your child. This continued commitment to our own education lets us provide outstanding quality care in all of our programs. Additionally, the time we spend on our professional development lets us meet North Carolina Child Care licensing regulations for ongoing training.

IN SERVICE TRAINING

All staff members who have responsibility for planning and supervision at a Childcare Program, as well as staff who work directly with children must participate in annual in-service training activities. The number of clock hours of yearly training is based on the staff member's level of education. All staff members are responsible for registering for in-service training.

CONFIDENTIALITY

Confidentiality is maintained for all knowledge and information pertaining to the childcare program participants and their families. To ensure confidentiality, all employees are required to review, confirm, and sign a Confidentiality Agreement when they are hired. Employees agree:

- To respect the confidentiality rights of every child who attends the child care program.
- Not to disclose confidential information without proper authorization or other than when it is necessary to carry out job duties.
- Not to access, report on, extract, or disclose information that is not required in their normal job functions and responsibilities.
- Not to discuss or otherwise communicate any form of information concerning the care or condition of any child with unauthorized individuals.
- That confidentiality applies equally to verbal information and information stored in information systems (databases) and on paper records. Written or printed information will be stored in a secure place and/or disposed of with proper regard for Confidentiality, following all legal requirements related to the information in question.

Violations or suspected violations of the Confidentiality Agreement should be reported immediately.

STAFF BABYSITTING

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



REPORTING CHILD ABUSE & MALTREATMENT



REPORTING SUSPICIONS OF CHILD ABUSE AND/OR MALTREATMENT

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 Childcare Director or Program Coordinator will notify the Senior Director and/or Regional Director of any reported suspicion in the event he/she is made aware of potential abuse/neglect immediately.

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.

* Catawba County DSS: 828-695- 5600 * Burke County DSS: 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.



PROGRAM CONTACTS



PROGRAM CONTACTS

Our dedicated staff are here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs at any time.

Each program is supported by a Childcare Director or Program Coordinator who oversee operations of the program. We respectfully ask that families contact the program administration for help with questions and to address concerns. Program staff should always be the first point of contact.

O.L. Moretz Foundation ELC:

Hollie Newton
Senior Director of Children and Families
(P) 828-838-1565, hollien@ymcacv.org

Hickory Foundation YMCA CDC:

Cassidy Dale
Childcare Director
(P) 828-464-6251, cassidyd@ymcacv.org

Hickory Foundation Teen Programming:

Ryan May
Teen Director
(P) 828-578-6993, ryanm@ymcacv.org

Hickory Foundation YMCA Summer Camp Programs:

Hollie Newton
Senior Director of Children and Families
(P) 828-838-1565, hollien@ymcacv.org
Ryan May
Teen Director
(P) 828-578-6993, ryanm@ymcacv.org

Adrian L. Shuford YMCA Summer Camp Programs:

Hollie Newton
Senior Director of Children and Families
(P) 828-838-1565, hollien@ymcacv.org
Abbey Tarr
Youth and Adult Sports Program Director
(P) 828-464-6130, abbeyt@ymcacv.org

PROGRAM CONTACTS

Burke County School Age Programs:

Burke County School-Age Programs Dial Directory - 828-578-6992

Salem Elementary YMCA - (828) 999-8614

Hildebran Elementary YMCA - (828) 999-8741

Drexel Elementary YMCA - (828) 999-8650

Valdese Elementary YMCA - (828) 999-8629

WA Young Elementary YMCA - (828) 999-8567

New Dimensions Charter YMCA - (828) 999-8775

Ray Childers Elementary YMCA - (828) 999-8511

Mountain View Elementary YMCA - (828) 999-8463

Oak Hill Elementary YMCA - (828) 999-7742

George Hildebrand Elementary YMCA - (828) 851-7231

Regional Director, Ann Effler - (828) 838-3804, anne@ymcacv.org

Regional Director, Jennifer Hawkins - (828) 851-7182, jenniferh@ymcacv.org

Lincoln County School Age Programs:

Rock Springs Elementary YMCA- (828) 639-0457

St. James Elementary YMCA- (828) 639-3473

Catawba Springs Elementary YMCA- (828) 639-1618

Pumpkin Center Primary YMCA- (828) 639-2269

Iron Station Elementary YMCA- (828) 639-3753

Norris S. Childers Elementary YMCA- (828) 639-4024

Union Elementary YMCA- (828) 639-5545

Northbrook Elementary YMCA- (828) 639-2034

Lincoln County Family YMCA - (704) 716-4500

(Love Memorial Elementary, S. Ray Lowder Elementary, Battleground Elementary, and G.E. Massey Elementary Schools afterschool location)

Regional Programming Director, Hillary Rossi- hillaryr@ymcacv.org

Lincoln County Family YMCA Half Day Preschool and Summer Camp Programs:

Youth Development Director, Crystal Salazar, crystals@ymcacv.org

Sally's YMCA Half Day Preschool and Summer Camp Programs:

Youth Development Director, Crystal Salazar, crystals@ymcacv.org

Erica Simmons, Executive Director of School Age Childcare, ericas@ymcacv.org, (828) 851-7187

Whitney Moody, Childcare Administrative Assistant, whitneym@ymcacv.org, (828) 448-3139

Registration, Payment, Subsidy Vouchers, and Financial Aid:

Kristy Meiners, Childcare Administrator, kristym@ymcacv.org, (828) 838-1592

Parent Handbook Acknowledgement

I acknowledge the receipt of the YMCA of Catawba Valley, Childcare Parent Handbook. Because these 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 Catawba Valley Childcare Programs and the regulatory agencies with which they comply.

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

Parent/Guardian Name:

Parent/Guardian Signature:

Date:

Program Director or Coordinator Signature:

Date:

Please note that the acknowledgement is signed at the time of registration for each child. A copy of the agreements with the parent signature is available upon request and in the parent account. This acknowledgement is required to be signed before the child is eligible to attend any program.