



PARENT
HANDBOOK
FOR YMCA
PROGRAMS AT
REACH ACADEMY
2010-2011

Y SCHOOL AGE™

We build strong kids, strong families, strong communities.

INTRODUCTION

WELCOME!!

Welcome to the Lakeshore Family YMCA's School Age Child Care Program. The YMCA provides this service to enrich and compliment your child's school experience. This handbook is to acquaint you with the program and its policies which are designed for your child's safety and well-being. If you have any questions or comments, please contact us at (586) 778-5811 ext 215.

SCHOOL AGE CHILD CARE

School Age Child Care is a program operated by the YMCA of Metropolitan Detroit which offers School Age Child Care at Reach Academy, as well as, other school districts throughout the Metro Detroit Area.

PROGRAM GOALS

YMCA School Age Child Care aims to:

1. Help children develop their fullest potential, focusing on self-awareness, confidence, self-worth, relationships, values, academic achievement, physical motor skills, health, and nutrition.
2. Deliver the program in a safe and positive YMCA environment.
3. Support and encourage the use of the YMCA's core values and Prevail Academy's moral focuses.

AFFIRMATIVE ACTION

No person will be excluded from admission or participation in the YMCA Child Care program because of race, color, national origin, sex, religion, age, or handicap. The YMCA strives to turn no one away for inability to pay. Limited financial assistance is available, based on resources, to those who qualify.

GENERAL INFORMATION

PROGRAMS/ACTIVITIES OFFERED

The activities and atmosphere of the program aim to meet the developmental, academic, physical, emotional, and social needs of the children served. Each YMCA Child Care Site Director develops a specific schedule to meet the particular needs of the children at their site. The program includes all of the following*:

- Homework Help (After school from 3:25pm to 4:30pm)
- Reading activities
- Recreational Time
- Arts and Crafts (Tuesdays and Fridays)
- KidzLit reading program

*These activities and times/days are subject to change.

Specific information for the current school year will be available.

HOURS/DATES OF OPERATION

YMCA provides care during the school year, according to the Reach Academy 2010-2011 school year calendar. The YMCA will also provide care during ½ days or days Prevail is out of school at an additional cost.

Before School Care: 6:30am to 8:00am

After School Care: 3:15pm to 6:00pm

BILLING

For students enrolling for YMCA School Age Child Care from September to June, ten equal monthly payments will be made consisting of the appropriate amount for the program they are registering for. All services must be paid in advance (refer to SACC billing schedule). If a child enrolls for the program after September 7th, 2010, there will be a pro-rated amount charged for the remaining number of days in the current billing period; then the remaining number of payments consisting of the appropriate amount for the program you are registering for will take effect.

In determining the fees for service, we have already deducted all scheduled school holidays and vacations as listed on the Reach Academy Calendar.

Bills are due on the 15th of each month. If the 15th of a month falls during a scheduled school break or a weekend, bills will be due the day that school resumes. Bills will be mailed on the 1st of each month. For the safety of all parties, payments can not be accepted on location. Payments can be made through mail, electronic funds transfer, over the phone, or in person at any YMCA affiliated with the YMCA of Metro Detroit. Please call 586-778-5811 if you wish to make a payment over the phone

A \$10.00 late fee per billing cycle will automatically be applied to all accounts, which are outstanding as of the third day after the due date. If a family has two checks returned for insufficient funds within a contract period, the family will have to pay cash or with certified checks or money orders for the remainder of the year. Your child will not be accepted at the child care site if your bill is 30 days past due. The outstanding balance must be paid in full before your child can return.

The YMCA encourages the use of Electronic Funds Transfer (EFT). This will allow us to automatically withdraw payments directly from your credit card, checking, or saving account. If interested please let us know so we can provide you with the proper paper work.

At the end of the school year, parents/legal guardians are responsible for any outstanding balance left on a child's account.

It is the goal of the Lakeshore Family YMCA to provide financial assistance to individuals and families who do not have the ability to pay the full fee. Individuals may be eligible for financial assistance based on a sliding scale criterion. If you are in need of assistance, please request a confidential application at the Lakeshore Family YMCA Courtesy Counter.

We are an approved Department of Human Resources Child Care Provider and will accept payments towards your child's tuition.

RULES OF CONDUCT

Be Neat and Safe:

1. Put personal belongings neatly in the proper place.
2. Clean up at the end of each activity and at the end of each day.
3. There will be no running in the designated room at the school, which helps eliminate any injuries.

Care for and Respect Others

1. Name calling is not tolerated.
2. No fighting, verbal or physical
3. Take care of and respect your property, the property of others, and the property of the YMCA
4. Sharing with other children is kind and builds trust and friendship.

Be Honest

1. Honesty is always the best policy.
2. Always be honest with yourself and staff.
3. Never cheat at games and activities.

Be Responsible

1. Always bring in homework or reading books to do during quiet time
2. Children may not return to their classrooms once they have been signed into the YMCA Child Care Program.
3. Be sure to return things that are borrowed and played with
4. Tell a staff member if there is something going on that they should know about.

WHAT TO BRING/WHAT NOT TO BRING

Students should bring the following items with them to the YMCA Program:

- Backpack, homework, and a book to read
- Weather appropriate clothing (In the winter months, we will go outside if it is above 25 degrees; so have your student(s) bring the necessary clothing)
- A SMILE!!

Students should not bring the following items to the YMCA Programs

- Electronic devices (CD players, IPODS, PS2, etc.)
- Cell phones
- Trading Cards (Pokémon, etc.)

****The YMCA is not responsible for personal belongings that are lost, stolen, damaged or traded****

POLICIES/PROCEDURES

SIGNING STUDENTS IN/OUT OF YMCA CARE

- **Basic Information About Signing In/Out:**
Once a student is signed into the YMCA's care, they must remain

in the designated areas/facility until signed out of the YMCA's care by a parent, legal guardian, or approved pick up person. Leaving without permission or being signed out can result in dismissal from the program.

People designated to pick up a child must be listed on the child's approved pick up list and be at least 18 years of age with a valid state/government issued picture ID.

Changes in persons authorized to pick up a child in special circumstances must be put in writing and approved by the YMCA Program Director at least 24 hours in advance.

If students are to participate in any of Reach Academy's before or after school extra curricular activities, parents/legal guardians must fill out the YMCA's Extra Curricular Activity Form and submit this form to YMCA staff before the activity begins. If this paperwork is not on file, students will not be released from our care to attend a before or after school activity run by Prevail and its staff. Verbal releases will not be accepted.

If any parent or authorized individual, arriving to pick up a child is observed as being under the influence of drugs or alcohol, the child will not be released, pending notification of properly authorized personnel, including but not limited to the local police, Child Protective Services, and Reach Academy administration.

- **Before School Care:** Parents or the person dropping the child off are required to come to the YMCA room with their child and sign their child into the YMCA's care.
If the child is not signed in by the parent or drop off person, the child will have to wait in the office until school begins, and the parent will be responsible for any charges that may accumulate.
- **After School Care:** Students Kindergarten through 1st grade will be picked up by a YMCA staff member and brought to the YMCA room. Students in grades second through eighth are responsible to get themselves to the YMCA room after school. YMCA staff members will sign each student into the YMCA's care as they enter the room. In order for a child to be picked up, a parent or a designated pick person needs to come to the YMCA room and sign the child out of the YMCA's care.
If a child in grades 2nd through 8th does not come to the YMCA, the YMCA is not responsible for that child and is not responsible for any charges that might result from that child being in Reach Academy's late pick up.

LATE PICK-UP

Parents will be charged late fees if they pick up their child after 6:00pm. Parents are required to call before 6:00pm if they suspect to be picking up their child later than 6pm. They can call **586-778-5811**, if they expect to be late; YMCA Courtesy Counter Staff will notify the site director. This phone call allows staff to prepare the child for the late arrival and to rearrange their own schedule or secure a substitute for the child's care. Staff will take into consideration weather emergencies when determining fees. The following late fee structure will apply to parents who have called ahead and/or left a message:

- Parents will be charged \$5.00 for every 15 minutes that their child is left in the YMCA's care after 6:00pm; this charge begins at 6:01pm. (I.e. if the student is picked up between 6:01pm to 6:15pm, it is \$5.00; 6:16pm to 6:30pm it is \$10.00; etc.)

The following late fee structure applies to parents that do not call ahead or leave a message:

- Parents will be charged \$5.00 for every 5 minutes that their child is left in the YMCA's care after 6:00pm; this charge begins at 6:01pm.

Other late pick up policies include that:

- The total late fee must be paid at the time of pick up on the day that the late pick up occurs; if the late fee is not paid at the time of pick up, your student will not be able to attend YMCA until the late fee is paid. (No credits will be given for days missed because of unpaid late fees).
- Parent tardiness will be documented on each occurrence. On the first and second occurrences, the incident will be documented and all late fees apply. On the third occurrence, the incident will be documented, all late fees will apply, and child care services will be suspended for one week (No credits will be given for days missed because of suspension). If a student is picked up late a fourth time, the incident will be documented, all late fees will apply, and child care will be canceled immediately and the parent is responsible to pay all balances within 30 days.
- If any child is left for 30 minutes past closing without parents notifying the staff and if the staff are unable to

locate an emergency contact to pick up the child, the police will be called.

TERMINATION AND CANCELLATION

A written notice MUST be admitted 30 DAYS PRIOR to the billing due date for all terminations. This policy does not apply to families receiving DHS funding. The YMCA reserves the right to terminate for lack of payment with one week's notice. Termination for behavior, illness, or other reasons will be decided case by case.

DISCIPLINE POLICY

Children are responsible to follow the Rules of Conduct stated earlier in this handbook. They are also expected to 1) act courteously and appropriately, 2) be cooperative and follow instructions of the School Age Child Care staff, 3) follow the Reach Academy rules [these rules apply even after school], 4) use appropriate and acceptable language, and 5) follow the rules and policies for the Reach Academy playground.

A child's participation in the YMCA School Age Child Care Program depends on his or her behavior. We want each child to enjoy the activities planned and benefit from their experience.

Parents have the right to expect that their child will have proper supervision. The child who constantly needs the attention of the staff (for behavior correction) is taking away the rights of others and not allowing the needs of all the children in the program to be met.

General discipline techniques involve reinforcement for good behavior and careful explanation of behavior that is unacceptable. An activity will be denied for repeated poor behavior and the child will be directed to an alternate activity.

YMCA School Age Child Care staff members use positive methods of discipline, which encourage self-control, self-correction, self-esteem, and cooperation. A child may be asked to take a time out from the group or activity until he/she has regained composure. Failure to comply with the following rules may lead to disciplinary action, possible suspension, and/or termination from the program:

- The child is a safety threat to himself/herself, other children, YMCA staff, or volunteers. This includes, but

is not limited to, behavior such as fighting (verbal or physical), striking others, biting, and wandering away from the program.

- Using profanity, vulgarity, or obscenities
- Acting in a lewd manner
- Stealing or defacing school/site, YMCA, or another person's property
- Possession of and/or using tobacco, alcohol, illegal drugs, fireworks, firearms, or explosives.
- Refusing to follow basic safety rules
- Repeated disrespect for staff or other students; repeated rude and discourteous behavior for staff and other students.
- Failure to follow the Rules of Conduct

If a child fails to conform to the code of conduct a FYI will be written and given to the parent. If a child receives two written reports in a 2 week time period, a meeting will be held with the YMCA Executive Director, YMCA School Age Child Care Director, child care staff, parents, and child. A written behavior contract will be developed for the child. If the behavior contract is not followed, the child will be immediately dismissed from the program.

ACCIDENT/INJURY PLAN

- **Minor injury procedures**
 1. Staff will respond in a responsible manner to minor bumps and bruises, following recognized first-aid procedures, which they are trained in, in order to make the student calm.
 2. The minor injury will be noted in writing, written and signed by the attending staff member, and signed by the victim's parent/guardian.
 3. In the event of minor injuries, staff not attending the victim will move unharmed students away from the victim and continue on with plans as normal.
- **More serious accident/medical emergency (e.g. head injuries, serious bites, etc.)**
 1. Staff will respond in a responsible manner, following recognized first-aid procedures, in order to make the student calm.
 2. The director will be notified, parents will be contacted (If parents cannot be reached then the other names on the emergency paperwork will be called until a designated person is contacted; the child will not be released to any person other than those that have been designated in

writing. In an emergency, a phone consent will be accepted), and a written accident report will be added to the student's file.

3. In the event of more serious injuries, staff not attending the victim will move unharmed students away from the victim to a safe location, keep students calm, and continue on with plans as much as possible.

- **True medical emergency**

1. Staff will respond in a responsible manner, following recognized first-aid and CPR procedures, which they are trained in
2. Emergency personnel will be called
3. Director will be notified
4. Parents will be contacted (If parents cannot be reached then the other names on the emergency paperwork will be called until a designated person is contacted; the child will not be released to any person other than those that have been designated in writing.).
5. If necessary, the child's physician will be called and/or the child will be transported to the nearest medical facility. (Basic life saving treatment will be performed by emergency room personnel under the "Good Samaritan" laws, but any further treatment is not possible without parent's informed consent).
6. In the event of a true medical emergency, staff not attending to the victim will move unharmed students away from the victim to a safe location, keep students calm, and continue on with plans as much as possible.
7. A written report, signed by the director, all involved staff, and the victim's parents, will be added to the student's file.

HEALTH CARE PLAN

- **Admission Regulations**

Each child must have the following forms thoroughly completed and on file at the YMCA Child Care Site before the first day of attendance:

1. School Age Child Care Contract Usage Form, stating which days/times and fees will apply for that student.
2. Terms of Agreement page signed and dated
3. Child Information Record: Medical/Release Form
4. Parent Acknowledgement and Permission Form

5. Extra-curricular Activity Form (if it applies)

It is the parent's responsibility to keep proper registration information and current phone numbers in the child's permanent records. Services will be withheld if this information is not provided.

• **Controlling Infectious Diseases (including universal precautions)**

In order to protect staff and other students, students will not be admitted for the day if they arrive with any of the following conditions:

1. A temperature over 99 degrees with the past 24 hours
2. A rash that the parent cannot identify or that has not been diagnosed by a physician
3. Diarrhea
4. Vomiting
5. Severe cold with fever, sneezing, and nose draining
6. Yellow or green discharge from nose or eyes
7. If the child has been placed on an antibiotic by a physician for an ear, eye, or throat infection, for example, they will not be admitted until they have been on the medication for at least 24 hours.
8. If the child is feeling "ill" for unspecified causes, i.e., unusual paleness, irritability, unusual tiredness, they should be kept home.
9. A contagious disease such as bronchitis, chicken pox, conjunctivitis, head lice, strep throat, influenza, measles, impetigo, mumps, pink eye etc.

If a student has a contagious disease the following precautions will be taken:

1. Parents must notify the YMCA Before/After School program (586-778-5811 ext. 215)
2. YMCA Before/After School program will report it to the Health Department.
3. YMCA Before/After School program will send home a communicable disease report with each child who was exposed to the ill student on his last day of school.
4. YMCA Before/After School program will readmit the student on the advice of the attending physician or at the end of the accepted period of contagion (as listed on the Communicable Disease Report).

If a student becomes ill while in our program, the following steps will be taken

1. Student will be isolated from the other students
2. Staff will notify the parent to come and pick up the child within 1 hour of the initial phone call from the YMCA staff.

If medically necessary, medication will be administered under the following conditions:

1. Parent/guardian must fill out proper YMCA Before/After Care medication form and sign the medication log.
2. All medicine will be kept locked in a secure place.
3. Medicine must be brought in by a parent in the original container.
4. If prescription, the pharmacy's name, doctor's name, child's name, and exact dosage dispenser must accompany the medication. If liquid, an exact dosage dispenser must accompany the medication.
5. Two staff members will witness the administration of the medication.
6. A written record will be kept of all such administration
In addition to the above precautions, the proper hand washing precautions, bodily precautions, and sanitizing precautions will be used.

- **Handling Bodily Fluids**

The below procedures must be used in the following instances:

- In dealing with bloody noses, scratches, coughed up sputum, or any other instance where contact with blood is possible
- In wiping running noses, tears, coughed up sputum, or any other situation where contact mucus or saliva is involved
- In dealing with any situation where contact with urine or feces is involved

These procedures will be followed in compliance with state and local guidelines in treating all bodily fluids/materials as if infectious:

1. Employees will be provided with, and expected to appropriately use, protective gloves and CPR mask as needed to deal with the above situations. (All items in the list will be repaired, cleaned, or replaced as necessary.)
2. Staff are to be careful not to get any of the bodily fluids in their eyes, nose, mouth, or open sores

3. Staff will clean and disinfect any surfaces, such as countertops, floors, etc., that has been contaminated.
4. Staff will discard contaminated materials and gloves, in accordance with state and local guidelines.
5. Staff and student(s) will wash hands using the proper hand washing procedures

In accordance with state guidelines, staff will annually be trained in and review these standards and procedures, the use of personal protective equipment, exposure control plan, blood born diseases and their transmission, hepatitis B vaccine, Response to emergencies involving blood, how to handle exposure accidents, post-expose evaluations, hand washing necessity, basic first aid and CPR.

- **Hand Washing for Students and Staff**

All staff will wash their hands at the following times:

- When moving from one child care group to another and whenever they are dirty
- Before and after: eating, handling food, and giving medication
- After: using the restroom, coming in contact with bodily fluids, wiping noses, mouths, and sores; and coming in from outdoors

All students will wash their hands at the following times:

- Whenever they are dirty
- Before and after eating, handling food
- After using the restroom, coming in from outdoors, and wiping/blowing their nose

All staff and students will wash their hands using the following steps:

1. Use soap and running water
2. Rub your hands vigorously
3. Wash all surfaces (including backs of hands wrists between fingers, and under fingernails)
4. Rinse well
5. Dry hands with a paper towel
6. Turn off water with using a paper towel instead of bare hand

- **Cleaning/Sanitizing Equipment/Toys**

Equipment that is frequently used or touched by students on a daily basis must be cleaned and disinfected when soiled and also cleaned once a week. In cleaning these items staff will use the following procedures:

1. Submerge, wipe, or spray surface or the article with a

sanitizing solution of 1 tablespoon of non-scented chlorine bleach to 1 quart of water

2. Let sit for 2 minutes
3. Wipe surface or article with a paper towel or let air dry

Staff will use the below procedures for washing all tables, desks, countertops, etc.:

1. Wash the surface vigorously with warm water and detergent.
2. Rinse surface with clean water.
3. Submerge, wipe, or spray surface or the article with a sanitizing solution of 1 tablespoon of non-scented chlorine bleach to 1 quart water
4. Let sit for 2 minutes
5. Wipe surface with a paper towel or let air dry

• **Health Related Resources**

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|---|--------------|
| American Red Cross..... | 313-833-4440 |
| Detroit Institute for Children..... | 313-832-1100 |
| Department of Human Services, Warren..... | 586-427-0656 |
| Macomb County Health Department..... | 586-469-5115 |
| Immunization Clinic, St. Clair Shores.. .. | 586-466-6800 |
| Macomb County MSU Extension- Expanded food/Nutrition Education Program..... | 586-469-5180 |
| Optometric Institute and Clinic of Detroit..... | 313-872-2060 |
| Poison Control Center..... | 800-222-1222 |
| Tri-County Dental Health Council..... | 248-559-7767 |

FOOD/NUTRITION PLAN

• **AM/Before School Care**

The YMCA will not provide breakfast or snack during this time, but students are welcome to bring a healthy snack or breakfast from home.

• **PM/After School Care**

The YMCA will provide one snack (i.e. a bag of pretzels) during this program. Students are allowed to bring their own healthy snack from home, if they choose.

CHILD ABUSE

Michigan State law mandates that the YMCA School Age Child Care staff report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

Parents may not leave a child at the YMCA or a program site unless a YMCA staff person or volunteer is there to receive and

supervise. Staff members and volunteers are not allowed to baby-sit or transport children at any time outside of the YMCA program.

HALF DAYS

Half days are NOT included in the fee schedule. Additional charges and registration forms are required. On half days, parents are responsible to provide a healthy lunch from home for their child; school lunches are not an option on half days.

The Lakeshore Family YMCA follows the Reach Academy schedule for half days. Care will not be provided for any other half days not on the Reach Academy Calendar.

WEATHER AND OTHER SCHOOL EMERGENCIES

Credits will NOT be given for cancelled days due to circumstances beyond our control. If school is canceled due to an unforeseen emergency, YMCA care will not provide care during the hours the school is closed. Children may go outside unless conditions are unsuitable as determined by both YMCA Child Care staff and Reach Academy.

STUDENT ABSENCES

Credit will NOT be given for the following student absences:

- Student sick days. If your child has an illness which keeps him or her out of school for a significant amount of time (longer than one week) please submit a doctor's note and we will gladly suspend your contract. We will re-start your contract when your child is ready to return to school.
- Student suspension. If a student is suspended from school, he or she is also suspended from the YMCA program. His or her suspension from the YMCA program begins the day that the school suspension is issued and goes until the school allows the student to return.
- Student is picked up early from school or the program.

DROP-IN CARE

In order to use our Drop-In Care services, parents/legal guardians must have all of the appropriate registration paperwork on file at the YMCA previous to their child's attendance.

We understand that child care emergencies (i.e. days not covered by your contract) do arise. We may accommodate you provided we have available space on the day/time in question. Please contact the School Age Child Care Director at the YMCA (586-778-5811) or at Reach Academy (586-498-9171) to arrange for this service.

STAFFING

Each YMCA child care site is supervised by at least one state licensed child care worker who has special training in early childhood development or education. Our staff ratio never exceeds the state law of 1:18 and strives to achieve the National YMCA recommendation of 1:10.

PHONE USAGE AND CLASSROOM VISITS

Children may not have cell phone or use cell phones. Students may not receive phone calls except in emergency situations. The phone is for emergencies and staff use only, children will not be permitted to use the phone unless it is an emergency. If there are excessive non-emergency phone calls by a child, the parents will be held financially responsible.

We welcome parent visitation during our hours of operation; but if a parent's visit becomes disruptive to the YMCA School Age Child Care's activities and atmosphere, the parent will be asked to leave the YMCA room.

CONTACT INFORMATION

LAKESHORE YMCA

23401 E. JEFFERSON

ST. CLAIR SHORES, MI 48080

586.778.5811

TQUIRK@YMCAMETRODETROIT.ORG

