



Youth Development Family Guide

Youth Development
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Dear Youth Development Families,

Welcome to the YMCA of Greater San Antonio Youth Development Programs. The YMCA is committed to providing warm, nurturing care in a safe environment. Your child will have daily opportunities to play with new friends, learn new skills, build self-confidence, and enjoy many fun and challenging activities designed to meet his or her developmental needs.

Our philosophy strongly emphasizes a community approach to learning. YMCA staff members create a familiar and secure, yet engaging environment allowing children to explore and experience at their own pace. Theme-related materials and activities are introduced regularly to bring together relevance and meaningful interactions. Staff members are trained in age-appropriate guidance and curriculum implementation.

We also build on individual strengths to help children become enthusiastic learners. This means encouraging them to be active and creative explorers willing to try out their own ideas, experiment with their interactions, thereby learning to think and evaluate for themselves.

The activities we plan for children, the way we organize the environment, select materials, plan the daily schedule, and talk with children, are all designed to accomplish our overall goal of developing the whole child.

It is a pleasure to work with your family. Please take a few minutes to read this family guide as it provides important information you need to know and may answer many of your questions.

If you have any additional questions, please contact the Site Director at your child's program or the Program Director.

Once again, welcome and thank you for choosing the YMCA of Greater San Antonio. We look forward to working together to create an exceptional learning experience for your child.

YMCA Youth Development Staff

INTRODUCTION

YMCA Youth Development is an approved program of the YMCA of Greater San Antonio. All Youth Development programs operate Monday – Friday. The Y Early Learning Centers provide care for infants to kindergarten from 6:30 am to 6:00 pm. The Y School Age program is provided in cooperation with the YMCA and your local school districts and community churches from school dismissal till 6:00/6:30 p.m. Y Day Camp Full Day care is available during Winter Holidays, Spring Break and Summer months. Additional activity information will be provided through your Y School Age sites. This handbook is provided to inform parents and answer questions about YMCA Youth Development programs.

YMCA Mission Statement

To put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

Focus

We're for Youth Development, Healthy Living and Social Responsibility.

Values

Our programs are designed to incorporate our core values: Caring, Honesty, Respect, Responsibility and Faith.

Nondiscrimination Policy

The YMCA Youth Development accepts applications for enrollment without regard to ethnicity, religion, color, sex, national origin, marital status or political belief.

Purpose

The purpose of YMCA Youth Development is to provide an affordable childcare. Programs are specifically designed to meet the needs and interests of PRE-SCHOOL and SCHOOL AGE children and their families.

Goals and Objectives

The goals and objectives of YMCA Youth Development are to support and strengthen the family unit, and to deliver the program in a positive environment. Safety, support, and care allow the family peace and dignity knowing their children are in high quality, supervised care.

Staff Requirements

Each staff member must meet the Texas Department of Family and Protective Services and YMCA standards of education and work experience. YMCA staff is CPR, First Aid and Blood Borne Pathogen certified as well as processed with background checks, FBI Finger Printing and Pre-employment and random drug screening.

Enrollment

Y Early Learning facilities enrollment is open to 4 weeks through 5 years old. Ages 6 through 13 years of age are accepted on specific holidays and center will notify parents of those days of care availability.

Y School Age enrollment is open to any child, ages 5* through 13 years old, who is a student of the school in which the site is located.

*Children enrolled in other schools may attend YSA program, transportation is arranged by the parent and determined individually. *some locations are licensed to accept 4 year olds*

Y Day Camp full day care will be held at selected locations in your community. A flyer will be distributed prior to care. A minimum of 24 children is needed to open a location. Limited space is available at each location, so register early.

Special Needs

Children with special needs are accepted, provided the program can meet the needs of the child. They are encouraged to participate in all the activities and opportunities available. Children are assessed on an individual basis to determine whether a child with special needs can be cared for within our programs with reasonable accommodations. Children must be able to participate in the centers student to child ratio. We do not provide a one on one program. Parent must provide care documentation by a health-care professional or qualified professionals affiliated with the local school district or early childhood intervention program prior to attendance.

Admissions

Parents may enroll for afterschool or day camp on line or at their local YMCA. Y Early Learning parents must register at their center. All paperwork on the child must be completed prior to the child attending. Forms include:

- ❖ Completed enrollment form
- ❖ Waivers acknowledging handbook and other information
- ❖ Open door scholarship paperwork if applying for a scholarship
- ❖ COSA form where applicable

In addition to the above, the Y Early Learning Centers also require the following:

- ❖ Medical information form: Statement of recent examination from a licensed health professional - for children under 5 years old.
- ❖ Immunization records
- ❖ USDA Eligibility form

Parents will notify the YMCA of Greater San Antonio if their child has had a recent medical situation or changes in their dietary needs. Parents must keep their enrollment form updated with current information by going to their account on line and making those changes.

Parents are encouraged to notify the YMCA of any changes to their child's enrollment paperwork immediately, paying special attention to phone numbers, authorized pick ups and any medical, dietary, allergies or special needs diagnosed. The Early Learning Centers will have a drop box available where parents can leave a change request form updating their enrollment information.

Only the parent or guardians are allowed to make changes to a child's enrollment information. The YMCA of Greater San Antonio will notify parents of any policy changes in writing 30 days before the changes go into effect.

Tuition

The YMCA of Greater San Antonio offers scholarships and we are a Child Care Services (CCS) vendor. Scholarships must be completed and turned into your center director. Scholarships are granted for a period of one year. Your scholarship will expire after one year and will not automatically renew. You must apply for a scholarship again prior to the current scholarship expiring. You will be notified at least 30 days before your scholarship expires.

Tuition payments are due Friday prior to care being rendered. CCS payments are determined by CCS and are due by the 3rd of each month. Any CCS payment not paid by the due date will be reported to CCS and could result in a loss of services. If you are having problems with making your payment please consult our billing department or your center director.

Our rates are as follows:	Infants 0-18 months	\$170 a week
	Toddlers 19-35 months	\$140 a week
	Preschool 36 months to 5 years	\$135 a week
	Afterschool	\$118 bi-monthly
	Day Camp	\$145 a week

When your child has a birthday that warrants a rate change, the change will be effective the first Monday on the following month after their birthday. (ex. Birthday is Aug 15, the new rate will be effective on the first Monday starting in September.) If your child is eligible to move up to the next classroom but is not physically or emotionally ready you will be charged the rate for the classroom they are participating in. You will not get a rate decrease until the child is ready to move up to the new classroom.

PARENT ENGAGEMENT

Communication

A great program requires a partnership between staff and parents. As a partner in your child's success at the Y, you have free access at all times to all areas of the program used by your child. We invite you to become familiar with the staff and encourage you to visit and to participate in the program as often as possible.

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's day. You can expect, satisfaction surveys, newsletters, daily informal communication and program learning objectives. To best support you and your family at your Y please feel free to provide suggestions for improvement regarding these communication tools or any aspect of your Y program.

Orientation

Y Early Learning families will be given a personal orientation at the time of enrollment. All procedures and forms will be reviewed as well as additional questions the parent may have. Parents are free to visit their child's classroom at that time and are encouraged to set a meeting with the teacher.

Parent information meetings will be held at least twice a year to update parents on any program changes. Teachers will schedule parent meetings/conferences regularly to discuss their child's progress.

The YMCA of Greater San Antonio will notify parents of any policy changes in writing 30 days before the changes go into effect.

Family Participation and Education

The YMCA of Greater San Antonio will offer regular family events where parents and grandparents are encouraged to participate in activities with their child. Parents are notified with a newsletter or a posting on the parent board. The YMCA has an open door policy where parents are welcomed to observe and participate with their child in daily activities. Parents should notify the Director to make these arrangements.

In an effort to educate our families, parents will be provided the following contact numbers and or websites:

Child Care Licensing	1-210-337-3399
Texas Department of Family and Protective Services	www.tdfps.state.tx.us
Child Abuse Hotline	1-800-252-5400
USDA – United States Dept. of Agriculture (Food and Nutrition Services)	http://www.fns.usda.gov/school-meals/child-nutrition-programs

Families will also have access to community resource information and numbers such as the Mobile Medical Clinic, Head Start, Chip, CCS and other community information on the display board or in handouts.

BEHAVIORAL EXPECTATIONS

The YMCA recognizes that positive discipline teaches and encourages the healthy development of children's self-esteem. The YMCA does not allow the use of corporal or physical punishment at YMCA centers. Caregivers employ positive discipline techniques, which include praising, calling attention to appropriate behavior, and acting as positive role models to influence and reinforce positive behavior. The staff set limits that are developmentally appropriate and consistently enforced.

The YMCA strives to meet the needs of all children by setting guidelines and boundaries appropriate to each stage of development. We have aligned a proactive approach to behavior management by incorporating our five Core Values: Caring, Honesty, Respect, Responsibility and Faith; which encourage positive behavior in all of our participants. Children are taught to consider the effect that their actions may have on others.

Staff will encourage and assist the afterschool children in following the Y School Age Code of Conduct. Each Y School age child will receive a copy of the Code of Conduct upon his/her first week in our program. A staff member will review the code with each child. A copy of the YMCA Code of Conduct can be found in the back of the parent handbook and online at ymcasatx.org.

Discipline and Guidance Policy

Discipline must be:

- ❖ Individualized and consistent for each child;
- ❖ Appropriate to the child's level of understanding; and
- ❖ Directed toward teaching the child acceptable behavior and self-control.

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- ❖ Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- ❖ Reminding a child of behavior expectations daily by using clear, positive statements;
- ❖ Redirecting behavior using positive statements; and
- ❖ Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- ❖ Corporal punishment or threats of corporal punishment;
- ❖ Punishment associated with food, naps, or toilet training;
- ❖ Punishment associated with food, naps, or toilet training;
- ❖ Hitting a child with a hand or instrument;
- ❖ Putting anything in or on a child's mouth;
- ❖ Humiliating, ridiculing, rejecting, or yelling at a child;
- ❖ Subjecting a child to harsh, abusive, or profane language;
- ❖ Placing a child in a locked or dark room, bathroom, or closet with the door closed
- ❖ Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Progressive Disciplinary Policy

To facilitate communications of behavior expectations and guidelines among staff, parents, and children, the following progressive guidelines will be implemented when additional disciplinary measures are needed:

- ❖ Staff will notify parents of emerging problems and ask for assistance in behavior management.
- ❖ A child/parent/YMCA staff conference will be held resulting in an agreement for behavior improvement, which may include
- ❖ In-house probation for a designated period of time.
- ❖ Suspension from the program for a designated period of time not to exceed 5 workdays.
- ❖ After every effort has been made to help the child and the family, the child may be released from the program at the discretion of the YMCA.
- ❖ At the request of the parents, the case can be reviewed after 3 months by the Program Director. If re-admission is granted, a written agreement will be made covering expected behavior prior to the child's return to the program.

Severe disciplinary problems may result in immediate dismissal from the program. These problems include but are not limited to:

- ❖ Behavior, which endangers the physical well being of the child or others.
- ❖ Possession of a weapon (firearms, illegal knives or other items recognized by local, state and federal laws).
- ❖ Possession of illegal substances and/or paraphernalia.

Disciplinary Problem -- is defined as one in which a child is hampering the smooth flow of the program by either requiring constant one-on-one attention; inflicting physical or emotional harm on other children; physically and/or verbally abusing staff or otherwise unwilling to conform to the rules and guidelines of the program.

Gang Free Zone

Under the Texas Penal Code, any area within 1000 feet of a Licensed Childcare center is a gang free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

Texas Department of Family and Protective Services licensing standard 746.501 (17, 18, 19, 20, 21, 22)

CURRICULUM

Physical Activity and Technology Policy

The Y has expanded its longtime commitment to supporting healthy living by adopting a set of Healthy Eating and Physical Activity (HEPA) standards. Based, in part on years of research with key partners, the HEPA standards will build a healthier future for our nation's children by creating environments rich in opportunities for healthy eating and physical activity. Youth Development has adopted the CATCH (Coordinated Approach To Child Health) Curriculum as our primary physical activity and nutrition component. Our Youth Development programs vary but all programs follow the YUSA HEPA standards as they pertain to their particular program.

Beverages:

- ❖ Make water accessible and available to children at all times, including a table during snacks and meals.
- ❖ Provide only water and unflavored low-fat (1%) or nonfat milk (for children 2 or older), family style
- ❖ Engage parents and caregivers using information materials and activities focused on healthy eating and physical activity a minimum of once every three months (a minimum of three to four times per year)

Food

- ❖ Children serve themselves (family style) all food and beverages from common bowls and pitchers with limited help. Staff sits with children during snacks and meals.
- ❖ Provide fruits or vegetables (fresh, frozen, dried or canned in their own juice) at every meal and snack.
- ❖ Do not provide any fried foods. Fried foods include items like potato and corn chips, in addition to foods that are pre-fried and reheated (e.g., pre-fried French fries that are then baked, chicken patties, chicken tenders, chicken nuggets, fish sticks, tater tots, etc.)
- ❖ Do not provide any foods that contain trans fat (listed as partially hydrogenated oils in the ingredients).
- ❖ Offer only whole grains, as determined by confirming that the first item listed in the ingredients contains the word whole (e.g., whole wheat, whole oats, whole-grain flour, whole brown rice).
- ❖ Provide foods that don't list sugar (e.g., sugar; inverts sugar; brown sugar; words ending in -ose; and syrups like high fructose corn syrup, honey, etc.) as one of the first three ingredients or that contain no more than 8 grams of added sugar per serving.
- ❖ Y staff will model healthy eating behaviors at all times. This includes consuming the same foods and beverages as children during meals and snack (if possible) and avoiding consumption of foods or beverages that are inconsistent with the HEPA standards during program time.

Infant Feeding

- ❖ Promote and support exclusive breastfeeding for six months and the continuation of breastfeeding in conjunction with complementary foods for one year or more.
- ❖ While in our care, mother's will be provided a comfortable place to breast feed.

Physical Activity

- ❖ Provide children with opportunities for moderate and vigorous physical activity for at least 60 minutes per day during a full-day program or 30 minutes per

day for a half-day morning or afternoon program. Include a mixture of moderate and vigorous activity and take active play outdoors whenever possible.

- ❖ Y staff will model active living by participating in physical activities with children.
- ❖ Provide daily opportunities for infants to freely explore their indoor and outdoor environments under adult supervision. Engage with infants on the ground each day to optimize adult-infant interactions. Provide daily tummy time, or time in the prone position for infants less than 6 months of age.

Screen Time

- ❖ Eliminate screen time (television, movies, cell phone, video games, computer, and other digital devices) for children under 2 years old.
- ❖ For preschool children over the age of 2 and children in half day school age programs limit screen time to 30 minutes or less per day.
- ❖ For Children in full Day Camp programs limit screen time to 1 hour per day.
- ❖ During screen time, seek to minimize children's exposure to commercials and ads marketing unhealthy foods.

TRS PE-01

Y Early Learning curriculum is to provide young children with full day care in a pre-planned, positive environment. This environment is designed to enhance the whole child, nurturing the body, mind and spirit. YMCA programs provide each child with experience that encourages:

- ❖ Positive self-esteem to enhance a personal identity and support group identification.
- ❖ Social interaction with opportunities for each child to interact with both peers and adults, including those who are different from himself or herself in order to perpetuate acceptance of individual differences.
- ❖ Self-expression and communication skills by providing activities that develop and enhance language skills and opportunities for children to express themselves through other self-directed experiences.
- ❖ Creative expression by providing opportunities for each child to be original and to make use of equipment and materials in a way not prescribed by others.
- ❖ Large and small muscle development by providing opportunities for each child to participate in activities utilizing equipment to develop his or her small and large muscles according to individual abilities.
- ❖ Intellectual growth by providing resources for each child to develop cognitive skills for more effective communication and interaction.

Rest Periods: Your child's day at the Y Early Learning Center is planned to provide exciting, active learning experiences. A rest period is scheduled each day to maintain a balance between active and quiet times. Our state regulatory agency established a designated rest period for preschool children (usually 1½ to 2 hours). YMCA staff encourages your child to rest quietly during this time.

The YMCA school-age childcare curriculum is specifically designed to develop assets in children. Y Afterschool includes a healthy combination of homework/quiet time and high-level activity to keep the days busy and fun. There are sports and organized games that help develop the child's sense of fair play, teamwork and physical coordination. Arts crafts, songs and music encourage the children to explore their imaginations and utilize their creativity.

- ❖ An Academic Assistance Center helps children complete their homework.
- ❖ An Enrichment Center includes science, math, music, drama, arts and crafts, and literacy activities.
- ❖ Social Skills Development components are incorporated in all activities.
- ❖ Nutrition information is taught and discussed to encourage healthy habits.
- ❖ Health and Fitness activities help young people make healthy choices.
- ❖ YMCA Character Development is interwoven through all curriculum components and focuses on the positive values of caring, honesty, responsibility, respect, and faith as well as an appreciation of healthy living habits.

Extra-Curricular Activities

Parents whose children participate in extra-curricular activities must provide written signed documentation indicating the days and times of the activity. School teachers wanting to work with children after school must sign-out the child from Y School Age and sign the child back into Y School Age each day.

Animals

Parents will be notified if the curriculum calls for animals to be present during program hours. All animals will have required shots and all documentation will be recorded.

Texas Department of Family and Protective Services licensing standard 746.501(16)

Field Trips

The YMCA requires parental permission for your child to accompany us on a field trip. All parent volunteers who are interacting with children other than their own are required to have a current background check and volunteer application processed through the YMCA.

Transportation

The YMCA Youth Development program has my permission to transport my child to and from the center on excursions or other planned trips. I understand that all precautions will be taken to ensure the safety and health of my child. Parents will be notified in advance of any field trips requiring transportation.

Water Activities

The YMCA Youth Development Program has my permission for my child to participate in water activities. I understand that all precautions will be taken to ensure the safety of my child. Parents will be notified in advance of any water activities planned for the program.

Clothing

Children should wear casual clothing. Shoes are required at all times. Cool clothing should be worn during the warm months (some centers located in elementary schools are not air-conditioned). In the pre-school environment, for the safety of your child, no flip-flops or sandals that expose the toes will be allowed. It is important for your child to be dressed in comfortable play clothes that will adapt to food spills, paint, sand, and water play. It is wise to label all of your child's belongings. If your child is in the process of learning to use the toilet, we advise you to provide us with sufficient changes of clothing.

We ask that your child leave all personal belongings at home. Pre-school parents are encouraged to not allow their children to wear jewelry during program hours. Children must wear appropriate closed toed shoes to have the ability to participate in all indoor or outdoor activities. Heelys are not permitted.

Snack Time

- ❖ Y School Age - A light snack will be served daily. Menus are posted at each site. Special or therapeutic snacks are not provided. Children may bring their own snacks provided the snacks are fresh, unopened and do not require any preparation or refrigeration. Snack donations (for special occasions, birthdays, holidays, etc.) must be store bought and should be arranged with YMCA staff.
- ❖ Y Day Camp - For full day care, please refer to Y Day Camp site-specific procedures for lunch. Morning and afternoon snack will also be provided. Menus are posted at each site. Special or therapeutic snacks are not provided.

Early Learning Nutrition Policy

The foods children eat influence their growth, development, capacity to learn and overall behavior.

- ❖ Our Early Learning Centers prepares and provides breakfast, lunch and snack for all children. Children arriving after school are provided a daily afternoon snack.
- ❖ Menus are nutritionally balanced according to the USA Food Program guidelines and the DFPS Minimum Standards.
- ❖ The lunch meals are served family style with the teachers guiding the students.
- ❖ Hot foods are kept out of the reach of children by the staff as the food is delivered into the classroom by the kitchen staff
- ❖ Foods will be cooled, frozen and heated at the recommended temperatures according to the USDA guidelines.
- ❖ Children are served a warm meal but are not exposed to liquids or food that is hotter than 110 degrees F.
- ❖ Teachers do not use food as are a reward for good behavior nor do they reward the children for a "clean plate" at mealtime.
- ❖ Kitchen staff will abide by the hygiene and safety standards also set out by the USDA and the DFPS Minimum Standards.
- ❖ An annual inspection by the San Antonio Health Department will be conducted to assure that the hygiene and safety standards are maintained.
- ❖ Inspections will be posted and available for review by our parents and the public.
- ❖ Menus are posted for parents to view and parents are encouraged to ask for a copy of the menu.

If the child has special dietary restrictions, the teacher or Center Director must be notified in writing by the child's parent and/or physician in order for staff to avoid serving such items to their child.

Education on food allergies is provided to the staff as well as to the kitchen staff. The information provided comes from the USDA and the Center for Health's, AgriLife's informative articles on the web as well as from the certification training the staff must receive. These informative articles about food allergies, sample menus of healthy children's lunches and easy to prepare lunches and meals are provided in handouts and are also available to parents in the resource area outside of the classrooms. (Please look for other resource articles on food allergies and other topics you may need as a parent of young children in the resource area outside the classrooms.) It is just as important to teach young children early about healthy eating habits, as it is to teach them their ABC's and 123's.

Lunches from home are acceptable for those children with special dietary needs or are a requirement for medical reasons. Please speak with the teacher or Center Director if your child must bring a lunch from home for the two reasons stated. Fresh Vegetables and fresh fruits and milk are staples that are included in the daily menus and that would be made available to any child having to bring a lunch from home.

Refrigeration for the safety of food brought from home is available in the classroom refrigerator or in the kitchen refrigerator. Parents may notify the teacher that their child's lunch needs refrigeration so that the teacher can assure that refrigeration is provided. Parents may also include a cooling unit in their child's lunch box to assure safety and freshness. If a child's lunch needs to be heated that will be taken care of by the kitchen staff to assure the correct temperatures are met. Again the parent must communicate to the teacher when heating or refrigeration of lunch is required. Generally home lunches are not necessary since meals are prepared in our kitchen.

Occasionally parents may wish to bring special foods for a special event such as birthday celebration. DFPS Minimum Standards require that only pre-packaged items or foods prepared from a grocery store, bakery, deli or restaurant be the only acceptable items. If you wish to send special food for a special event, please coordinate this with the teacher or Center Director. For more information on the state nutritional guidelines parents can and are encouraged to access the complete nutrition guidelines on line at www.dshs.state.tx/fo

Children are not forced to eat if they choose not to do so, however, they are encouraged to taste all food prepared. The Early Learning Centers assure that healthy meals and snacks are all USDA approved and are made available to all children for breakfast, lunch and afternoon snack. The centers prepare meals with a variety of fresh fruits, vegetables and whole grains. Meals are designed to include healthy, colorful, ethnic and home style foods. Foods such as fruits and vegetables are sometimes used in a lesson to teach their names, colors or to categorize.

Breastfeeding Policy

Breastfeeding will be allowed if a mother requests to breastfeed her child while the child is in our care. The mother will be provided space/area to breastfeed. Information on Breastfeeding will be available through our parent education program.

The USDA food program discourages bringing outside food to the center. Menu changes cannot be made EXCEPT for documented medical reasons.

CHECK-IN AND OUT PROCEDURES

Y Early Learning Center Arrival

To establish a daily routine and smooth transition, children are encouraged to arrive no later than 9:00 a.m. Person dropping off child must sign child in with teacher and wait for the teacher to conduct the daily health check before leaving classroom. Parents are encouraged to notify center if arriving after 9:00 a.m. and discuss arrival time with director. Please make sure child has already eaten if arriving after mealtime.

Y School Age Check-In

Each child is responsible for checking into Y School Age directly after school each day. Parents are contacted about those children who do not arrive within the first 30 minutes after school dismissal. Parents are **required** to notify the YMCA office **before 12:00 p.m.** if the children will be absent or late to Y School Age. Parents must accompany the child into the center and check-in the child with a staff member during full day.

Y-Day Camp Check-In

To establish a daily routine and smooth transition into the daily activities, children are encouraged to arrive no later than 9:00 a.m. Person dropping off child must sign the child in with a YMCA staff member leaving camp.

YMCA Youth Development CHECK-OUT

No child may leave a YMCA Youth Development program without being signed out by:

- ❖ Authorized persons on the enrollment agreement; or
- ❖ A person authorized by emergency pick-up verification procedures
- ❖ Photo ID required for person picking up child

Parent or guardian must sign Y Day Camp children in and out daily.

Parents must provide lunch daily. Unless otherwise stated for field trip or special event.

Y-Early Learning Departure

A departure health check on each child is required before the child can be signed out for the day. A teacher will sign out your child, conduct a departure health check then release your child only to an authorized person.

Special Note:

For the safety of your child, a designated authorized person must check out all children unless otherwise stated by a School District's policy that the minimum age of a person to pick up a minor is 18 years of old. When picking up your child, as a precaution, please do not leave valuables visible in your car.

Emergency Pick Up Verification

If an emergency occurs and you must have someone that is not listed on the child's enrollment agreement to pick up your child, Texas state law requires the following:

- ❖ Parents must call the YMCA office, the Y Early Learning Center or the afterschool site and give the following information:
 - Name and physical description of the person who will be picking up the child.
 - The child's member number or other methods of verification.
- ❖ The person picking up the child must:
 - Present an identification card with a picture when picking up the child.
 - Complete an Emergency Pick-up Verification form.

Persons **not** listed on a child's enrollment agreement will be allowed to pick up the child only in an emergency situation, and only after the emergency pick-up verification procedures have been followed. **Under no circumstances will a child be allowed to leave the center with an unauthorized person.**

Special Note:

If an occasion occurs when none of the persons listed on the Enrollment Agreement are able to pick up a child, arrangements for an Emergency Pick-up Authorization may only be made by the two listed guardians or the emergency pick-up person. No other persons may arrange an Emergency Pick-up Authorization for a child. Changes to the Emergency Pick-up Verification form may only be made by the two guardians listed, in person, at the YMCA Youth Development facility. Disputes among parents and/or responsible parties relating to who is allowed to pick up a child from the program may result in removing the child from the program until an agreement has been reached and documented by all parties involved.

HOLIDAYS AND BAD WEATHER

Holidays

When school is not in session due to school holidays, the YMCA does offer full-day child care or day camp programs. Registration flyers for full-day care or day camps will be available at Y School Age sites prior to each holiday. Contact your YMCA Branch for more details. No care will be provided on YMCA holidays.

YMCA Holidays are defined as:

Labor Day, Thanksgiving and the day after Thanksgiving, Christmas Eve, Christmas Day, Near Years Eve, New Years Day, Martin Luther King, Good Friday, Battle of Flowers, Memorial Day and Independence Day.

Inclement Weather

If the schools or centers are closed or dismissed early due to inclement weather, YMCA Youth Development programs **will not** be provided. No credit is given for inclement weather days. School/Center closures due to health and safety reasons program fees will be evaluated individually.

Emergency Preparedness Plan: The YMCA Youth Development programs have an emergency preparedness plan that is designed specifically for each site to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur in your area including but not limited to natural events such as tornadoes, floods or hurricanes, health events such as medical emergencies, communicable disease outbreak, and human-caused events such as intruder with weapon, explosion, or chemical spill.

The emergency preparedness plans are located in the YMCA Policies and Procedures, which are posted in the designated area for all postings required by Texas Department of Family and Protective Services, Child Care Licensing for licensed Child Care Centers. All emergency evacuation plans have a central relocation point in the event of an evacuation. In the event of a human-caused event the YMCA will follow the facility procedures which may include a "lock down mode" until advised by police or fire department that it is safe to re-open.

All emergencies are evaluated with final decisions made by the Administrative Staff to ensure the safety of all children as well as staff which may include relocation, transportation and/or hospitalization. Parents will be notified from Administrative Staff, once the children are safe. Parents having questions regarding an emergency involving their childcare center may call 210-924-2277 there will be an Administrative person available to assist.

HEALTH AND SAFETY

Illness or Accidents

Children do have normal childhood illnesses and accidents. If a child's illness includes fever, vomiting, diarrhea, or feeling ill 20 minutes or longer, parents will be asked to pick up the child immediately and child may not return the following day. Y Early Learning children sent home for illness will not be permitted back into the classroom if 1 or more symptoms exist according the Texas Department of Family and Protective Services licensing standard.

If head lice is found during the day, the parent will be notified to pick up the child immediately. The child may return to the program once the hair is nit free.

If an accident should occur at the site, parents will be notified. *If necessary, a child will be transported by ambulance to the nearest medical facility or to the one indicated on the medical authorization form.*

If a child has been exposed to or has had a communicable disease or condition, staff should be notified at once. If a child has been exposed to a communicable disease or condition at the site, parents will be notified.

- ❖ For School Age Children immunization records, tuberculin testing requirements, hearing / vision screenings are on file at your local school.
- ❖ Y Early Learning Centers are required to have on file immunization records.

Allergies

Allergies are common among young children. Please alert your center director about your child's allergy problems so that we can take appropriate precautions to protect your child's health. Parents must notify the YMCA if their child has a food allergy. If your child has a food allergy we must have a food allergy plan on file. It is important that you keep the YMCA updated on any allergies that may develop after your child is enrolled in our program.

Health Check

The YMCA of Greater San Antonio will do a daily visual or physical assessment of a child to identify potential concerns about a child's health including signs and symptom of illness and/or injury in response to changes in the child's behavior since the last day of attendance.

Medications

All prescription and non-prescription medications must be in the original container labeled with the child's name, the date, directions, and the physician's name. A written, signed statement from the parents must accompany all medication with the dosage, time and date for the administration of the medication. Medication will only be administered according to the directions on the label. All over the counter medication must be age-appropriate unless accompanied by a doctor's statement authorizing its use.

Any medication listed on enrollment form must be provided for the First Aid Kit. If not needed during care, this must be noted on enrollment form. If child attends Holiday or summer care please provide updated medical information, as we are not able to transfer information or medication from the Y-School Age site.

Note:

The YMCA Youth Development program will administer medications to children who have asthma, who experience allergic reactions, or require blood-glucose tests. The YMCA Youth Development program will not administer insulin shots. Any other substitute foods for raising blood sugar, such as honey, or orange juice, or other food substance, will be maintained at parents' request if we are reasonably able to do so. Parents of children with any potentially life-threatening illness or condition must be available for emergency situations at times while the child is at a YMCA Youth Development program.

Insect Repellant and Sunscreen

While the YMCA will not provide insect repellant or sunscreen, we strongly encourage parents to send their child with both should it be needed. These occasions include swim

days, field trips and children attending outdoor camps. At the parent's request, staff will help children self-apply sunscreen and bug repellent. Staff will apply sunscreen or insect repellent to the backs and faces of children as needed. Sunscreen and insect repellent must be provided in its original packaging.

Mandatory Reporting of Child Abuse

The Texas Department of Family & Protective Services (TDFPS) requires YMCA staff to report suspected cases of child abuse. This includes the reporting of parents whose abilities appear to be impaired by drugs or alcohol. The Child Abuse Hotline is 1-800-252-5400.

Playground Licensing Requirements

The Texas Department of Family and Protective Services (TDFPS) visits the YMCA School Age Elementary School sites for a routine site inspection. The licensing representative may determine that some of the playground equipment on the playground does not meet licensing standards for pre-school/day care requirements.

The YMCA of the Greater San Antonio after school program feels that this playground equipment is safe for elementary children with proper supervision. The TDFPS will allow us to continue to play on the equipment with notification. All equipment will be continued to be monitored for any safety hazards that may be dangerous or cause injuries and will be reported to your child's school as well as restrict activities on any such equipment.

Children's Products Certification

The Texas Legislature enacted a new law during the 81st regular session that requires childcare providers to regularly check the CPSC recall list by going to <https://www.cpsc.gov/cpsclist.aspx>. and ensure there are no unsafe children's products in the center. The YMCA, Child and Family Services monitor children products to insure that they are safe.

Cell Phones and Electronic Devices

Cell phones and electronic devices must remain with the children's personal belongings. Children are not permitted to use personal cell phones for talking, text messaging or picture taking during any YMCA Youth Development program. If a child needs to talk with a parent or guardian they may request to use the YMCA phone. Some children will require the use of their personal tablet for homework. Arrangements can be made with your director. Authorized tablets will only be used during homework time and must be placed back in the child's backpack. The YMCA is not responsible for lost or damaged electrical devices. YMCA staff is prohibited from exchanging messages on any social web site, exchanging cell phone numbers or text messaging with minor children in YMCA programs.

Photographs

Photographs and videos may be made of your child to be used solely for publicity and training purposes by the YMCA.

PROGRAM DISMISSAL POLICY

Participants may be asked to withdraw from the program for the following reasons:

- ❖ Delinquency in the fee payment with no immediate payment arrangement.
- ❖ Failure to pay according to their payment plan.

- ❖ Failure to provide required records or to meet the standards of the Texas Department of Family and Protective Services or the YMCA of Greater San Antonio.
- ❖ Consistent late pick-up of a child or failure to notify the YMCA of a child's absences.
- ❖ Child's needs cannot be met by our program.
- ❖ Failure to follow center policies and procedures or any regulatory agency.
- ❖ Child is unwilling to follow YMCA Youth Development procedures and rules
- ❖ Parent or Guardians not attending parent conference requested by the YMCA.
- ❖ Parent or guardian misconduct of any kind towards staff, children or other parents. This consists of but not limited to: foul language, aggressive behavior, intimidation or threats of any kind will not be tolerated and is grounds for immediate dismissal.
- ❖ Disputes among parents and/or responsible parties relating to who is allowed to pick up a child from the program may result in termination of the child from the program until an agreement has been reached and documented by all.
- ❖ Parental or Guardian disputes involving the YMCA time in care will be expected to be resolved between the parties involved. The YMCA Youth Development program will provide quality care for all children. We will follow all legal documents that are provided regarding visitation. If resolving parental or guardian disputes hampers the flow of the childcare program, the child may be removed until adults involved have resolved the dispute.

HOW PARENTS CAN HELP

Encourage your child to check into Y School Age immediately after school each day.

- ❖ Assist your child in management of bringing homework home. We are not allowed to go back into the school building.
- ❖ Always notify the YMCA Branch office each day children will be absent.
- ❖ Follow the procedures for checking children in and out of the YMCA Youth Development programs each day.
- ❖ Keep children's enrollment agreements up-to-date with current addresses, telephone numbers, (home, cellular, pager and work), medical information, etc. This requirement is mandatory for licensing requirement as well as for the well being of the children.
- ❖ Follow all policies and procedures.
- ❖ Maintain open communication with YMCA Youth Development staff. Comments and questions are always welcomed.
- ❖ Provide appropriate positive discipline and guidance.
- ❖ Participate in the Y Partners Campaign.
- ❖ Participate in the Parents Advisory Committee.
- ❖ Participate in the YMCA / United Way Surveys.
- ❖ Remind children not to use personal cell phones during program
- ❖ Refrain from asking YMCA staff to provide private childcare outside YMCA programs. Staff are instructed that private babysitting is against our policies and is grounds for termination.

Complaint Procedures

If a problem should occur, or if there is a concern with the care your child is receiving, please notify your child's teacher as soon as possible. If after you speak with the teacher you feel a problem still exists, please feel free to contact your Center Director or Program Director at 210-924-2277.

Youth Development Billing Policies and Procedures

The following is a copy of the Billing Policies and Procedures for the YMCA Child Care program. Each parent is encouraged to keep and review these policies and procedures. The YMCA, as a non-profit organization, is acutely sensitive to maximizing resources in order to provide the best possible program for the lowest possible cost to participants. The following policies and procedures apply to the Y School Age Program, Y Early Learning programs and YMCA Camp programs. Any questions regarding your registration or billing please call the Customer Billing and Information Center at 210-924-2277.

Payment Method Options

Y School Age

Bank Draft:

Automatic Transfer is our preferred payment plan. Bank draft allows parents to pay weekly for care. There is a separate form for Bank Draft and Credit Card Authorization. The first month of enrollment may be required at the time of registration based on the child's draft and start date. The first draft for the school year is one week before school starts and ends one week before school is out. Drafts will automatically cease at the end of the program. In the event a draft is declined the YMCA will automatically redraft and a NSF charge of \$30 will be assessed as well as any late fees accrued.

Credit Card Draft:

Same as bank draft.

Standard Pay:

Youth development payments paid by check or cash are due on the 25th of the month prior to the month of care. Late payments will result in denial of care until the amount due is paid as well as any late fees assessed. The first month of enrollment may be required at the time of enrollment based on your start date. If payment is not received, your child will not be allowed to attend on the 1st day of the month.

Y Early Learning

Bank Draft:

Automatic transfer is our preferred method of payment. Accounts can be set up to draft weekly or semi monthly. Accounts can be drafted from Credit Cards or a checking account. There is a separate form for bank and credit card authorization.

Standard Pay:

Y Early Learning payments made by check, cash or on line are due every Monday. Failure to make your payment on Monday will result in the child being suspended until payment is made.

Y Camp

School Day Plan:

If you enrolled in the School Days only program you will need to enroll your child for any camp days needed provided space is still available. You may register on line or at your local YMCA. Camp registrations are due two weeks in advance to secure your slot.

Summer: You may reserve future weeks for a \$15 per week deposit. Future weeks reserved must be set up on automatic Bank or Credit Card draft. On line summer camp registrations are either paid in full or set up on bank or credit card draft. Accounts are drafted one week prior to camp starting. Registrations not on bank draft must be paid in full two weeks prior to camp starting.

Failure to Meet Payment Due Dates

Y School Age All payments not received by the due date will incur a late payment fee of \$25.00.

Accounts on bank or credit card drafts that failed to draft will be redrafted and a NSF fee of \$30 will be incurred. If the account can not be drafted the payment will need to be made in person or on line within 3 business days. If payment is not received your child will be removed from the program until payment is made.

Accounts on the monthly Standard Pay have payments due the 25th of each month. If payment is not received by the 1st of the month, your child will be removed from the program until payment is made.

Y Early Learning All payments not received by the due date will incur a late payment fee of \$5.00

Accounts on bank or credit card drafts that failed to draft will be redrafted and a NSF fee of \$30 will be incurred. If the account can not be drafted the payment will need to be made in person or on line within 3 business days. If payment is not received your child will be removed from the program until payment is made.

Payments made by check, cash or on line are due on or before Monday 9:00 a.m. Failure to make your payment will result in the child being suspended Tuesday and the child will not be able to attend until payment is made.

Y Camp Camp registrations on Bank or Credit Card drafts that failed to draft will be redrafted and a NSF fee of \$30 will be incurred. If account can not be drafted the payment will need to be made within 1 business day. If payment is not received child will be removed from the program, the parent will be called to pick up the child immediately. Camp registrations not on draft are due two weeks prior to camp starting. Any child arriving to camp without a paid registration will not be allowed to remain in program.

Return Check Policy

Automatic Drafts:

In the event a draft is declined the YMCA will automatically redraft and a NSF charge of \$30 will be accessed as well as any late fees accrued. If the account can not be drafted the payment will need to be made in person or on line within 3 business days. If payment is not received your child will be removed from the program until payment is made.

Return Check:

The Y uses a 3rd party company to collect all Non-Sufficient Funds (NSF). You are subject to a \$30 return check fee. NSFs may be presented to your bank twice for payment. Once the YMCA notifies you, you must make payment within 24 hours. Outstanding NSF will result in suspension of the child from all YMCA programs. In the event of a second NSF privileges will be terminated for the remainder of the year. YMCA will charge a \$30 NSF Fee for all checks not collected by our 3rd party company.

Absence Policy

There are no credits for absences or inclement weather days. If the schools are closed or dismissed early due to inclement weather, the YMCA will not provide care. Credit is not given for inclement weather days. Program fees will be evaluated individually if school or center has to close due to health or safety reasons.

Y School Age

Please notify the Y by 12 noon each day the child is absent. You may call the Solution Center @ 210-924-2277 or report your absences by email to childcare@ymcasatx.org this notification helps our staff to insure the safety of your child and all children in the program.

Y Early Learning

All children should be in attendance and ready for class by 9:00 a.m. If your child is absent or will be arriving late Please call your center by 9:00 a.m.

- Y Early Learning Center Downtown 210-534-9622
- Y Early Learning Center Southside..... 210-798-0270
- Y Early Learning Center Haven for Hope 210-220-2565

Y Camp

On Field trip days please notify the Y by 9:00 a.m. if your child will be absent. You may call the Centralized Billing and Information Center @ 210-924-2277 or report your absences by email to childcare@ymcasatx.org This notification helps our staff to insure the safety of your child and all children in the program.

Vacation Credit

Y School Age

There is no vacation credit for the after school program. You must follow withdraw and re-enrollment procedures.

Y Early Learning

All children in the Early Learning centers are eligible for 2 weeks of vacation credit. Credit is good through January 1 – December 31. Children must be enrolled for a minimum of 6 months. Credits are 50% of your normal rate. You must notify your Center Director in writing two weeks prior to using the credit. Credits not used will be forfeited.

Y Camp

There is no vacation credit for the camp programs.

Tardy Pick-Up Fees

All Programs

Any child enrolled who has not been picked up by the end of the program will be charged a late pick up fee. Fees are as follows:
1. \$20.00 for 1 to 15 minutes late
2. \$1.00 per minute after the first 15 minutes
3. All late pick-up fees must be paid in the month they are incurred.
Accounts on automatic withdraw will have their accounts drafted for the tardy fee on their next available draft date.

Note: *Tardy pick-ups exceeding 2 occurrences per billing period may result in suspension of the child from the program.

Any child who has not been picked up within one hour of closing, and the Y office has had no contact with the parents/guardians or emergency contact persons listed on the Enrollment Agreement; the child will be turned over to the custody of the local authorities.

Withdrawal from Program

Children in Y School Age or Y Early Learning that are absent for 2 consecutive weeks without notification will be automatically dropped from the program and will still be responsible for the tuition.

Y School Age

Parents wishing to withdraw their child from Y School Age after-school must submit their request in writing to childcare@ymcastax.org. Requests must be submitted at least one week in advance. Accounts will be pro-rated for the month based on the withdraw date. Accounts will not be pro-rated if we do not receive the required advanced notice. Children on the School Year Plan withdrawing from the afterschool program will automatically be withdrawn from the school year camp program. There are no refunds for camp days not used.

Y Early Learning

Parents wishing to withdraw their child from Y Early Learning must notify their Center Director at least one week in advance. Accounts will be pro-rated for the month based on the withdraw date. Accounts will not be pro-rated if we do not receive the required advanced notice.

Y Camp

Parents wishing to withdraw their child or transfer a week for Y Camp must submit their request in writing to childcare@ymcasatx.org at least one week in advance. Cancellations and transfers are subject to the \$15 non-refundable deposit. There are no cancellations or transfers for drop in care.

Refund Policy

Refund request must be in writing and received 1 week prior to your withdrawal. Not all refund requests will be approved. Accounts paid with a credit card will be refunded to the same card. All other forms of payment will be issued a refund check. Please allow 3-4 weeks for refund checks to be processed. For children on grants all monthly fees are fully earned and are not eligible for refund. All refunds will be charged a \$20 refund processing fee.

Summer camp deposits are non-refundable and non-transferable. In order to qualify for a camp refund you must have registered your child at least one week in advance to follow proper refund procedures. If you did not register in advance this makes your entire weekly fee non-refundable.

Re-Enrollment Policy

YSchool Age

If space is available, you may re-enroll your child on line or at your branch. You must have a clear balance in order to re-enroll.

Y Early Learning

If you need to re-enroll your child, please speak to your center director on availability. You will be required to bring your child's records up to date. If your child was dropped for two weeks or less, you will be required to pay a \$30 re-enrollment fee.

Y Camp

If space is available, you may re-enroll your child on line or at your branch. You must have a clear balance in order to re-enroll.

Financial Assistance

The YMCA has financial assistance available to help families with the cost of care. In order to apply for assistance you must go to your local YMCA and complete an Open Doors scholarship application. You will need to provide proof of income for all adults in the household. Proof of income may be your most recent tax return or one month of consecutive pay stubs. If you receive a youth development scholarship, no other discounts will apply. ie. Membership discount, 2nd child discount, etc.

All scholarships approved will be for 60 days. In order to make your scholarship permanent you will be required to apply for CCS, a federal program. Once you apply for CCS you will be placed on an interest list, declined or approved by CCS. When you receive your letter from CCS submit the letter to the Customer Billing and Information Center at childcare@ymcasatx.org or fax your letter to 210-914-8119 and your scholarship will be moved to permanent status. Your scholarship will expire after one year and it is the parent's responsibility to re-apply. If you were approved by CCS your account will be set up to bill CCS for your childcare.

Child Care Services (CCS)

CCS is a federal program designed to help working families afford childcare. The YMCA is a CCS vendor. If you are on YMCA assistance you will need to apply for CCS in order to continue receiving assistance. To apply for CCS or if you have questions regarding CCS you may go to their website at www.sanantonio.gov/humanservices/EarlyEducationChildCare. The process for receiving approval or denial may take as long as 2 weeks, applying early will help ensure you receive continuous funding from either the YMCA or CCS.

CCS payments are due by the 3rd of each month. The YMCA is required to report any CCS payment received after the 3rd even if a payment arrangement has been made. If your payment is made after the 3rd our Accounting Department will report to CCS that your payment was received after the 3rd. Payments reported late to CCS could result in your CCS services being suspended

San Antonio ISD – Extended Day Program

Rates for the San Antonio Independent School district are set by the City of San Antonio. Once the School year begins there are no refunds. Families withdrawing prior to the start of school can request a refund and are subject to the \$20 refund processing fee. If your account was set up on installments and these are not met, the child will be removed from the program until your balance is paid. If you have tardy pick up fees, these are due within the same month they were incurred. Failure to pay these fees will result in dismissal from the program until they are paid.

Parents must complete all required documentation before their child is allowed to attend the program. Parents not willing to complete a COSA (City of San Antonio) form will automatically be charged the top tier according to the City's sliding fee chart.

Tax information

Tax statements are now available on line. Please log into your account to retrieve your tax statement. For the purpose of reporting your childcare expense to the IRS, please use the YMCA taxpayer ID# 74-1109634 and the name of our organization is the YMCA of Greater of San Antonio.

For School Age and Summer Day Camp you can access your account on line at www.ymcasatx.org and print your tax statement.

***Annual Tax Statements are not mailed out.**