



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Clermont Family YMCA SCHOOL AGE CHILD CARE PARENT HANDBOOK 2017-2018 School Year

**Clermont Family YMCA
2075 James E. Sauls Sr. Dr.
Batavia, Ohio 45103
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MyY.org**



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PROGRAM SITES

Clermont Family YMCA – 36 capacity

2075 James E. Sauls Sr. Dr. Days of Operation: Monday-Friday
Batavia, OH 45103 Times of Operation: 6:30-9:00 a.m. & 3:00-6:00 p.m.
513.724.9622 Ages: Kindergarten-5th grades
Services: Williamsburg Elementary, Clermont Northeastern Elementary, and Batavia Elementary

YMCA of Greater Cincinnati Mission Statement

The mission of the YMCA of Greater Cincinnati is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Our Cause

We are a powerful association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors in communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

Program Philosophy

The purpose of the program is to meet the developmental needs of children and to serve family needs for quality programs. Programs focus on facilitating the child's sense of industry, promoting a sense of competence, and creating an environment conducive to positive peer interaction, encouraging initiative, supporting growth and self-direction, and free choice under the guidance of nurturing and caring staff. This is done in a setting designed for acceptance, respect and encouragement. Through all programs, YMCA staff work in cooperation with the goals of families.

The program is designed to meet the developmental needs of children (5-12 years). It provides experiences that enrich and enhance each child's cognitive, language, social, emotional, physical and creative development. Within the classroom daily schedule, each child has opportunities to create, explore the environment, learn problem solving and personal interaction skills, and learn concepts through first-hand experiences. Children develop a positive self-concept through a balance of self-directed and teacher directed activities. Opportunities for solitary play as well as group activities are provided. Through play children learn the vital lessons of

how to manage feelings, emotions and relationships, cooperating, sharing and listening to others. In the early years, children make no distinction between learning and playing. Children should be taught as much as they want to know, and real learning comes from a young child's experience of objects. The more ideas, activities, and skills we can offer children, the better, but only if we respect that play and having fun are essentials to learning.

Program Goals

Our program provides:

- Safe environment
- Emotional support and warmth
- Responsive adults who serve as good adult role models and especially good listeners
- Opportunities to work with real tools for play and/or for purposeful real world work as well as learning confidence in dealing with the physical world through games, hobbies, and exercise
- Freedom of choice in a facility full of age appropriate materials
- Freedom to work and play individually or with peers
- Encouragement to be creative and imaginative
- Time and space to engage in reading, computing and problem –solving through self-selected tasks
- Time and appropriate space for rest or quiet time
- Opportunities to develop personal discipline including taking responsibility for one's own actions, setting and accepting limits, respecting rights and property of others, forming friendships, and using community resources responsibly
- Learning to accept one's own personal abilities
- Opportunities to learn about diversity and inclusion
- Opportunities to learn about nutrition and other components of a healthy, safe life

Curriculum

The school age curriculum consists of:

- Literacy
- Art & Humanities
- Service Learning
- Social Competence & Conflict Resolution
- Homework & Academic Support
- Science, Technology, Engineering, & Math
- Character Development
- Health, Wellness & Fitness

Age-appropriate/developmentally-appropriate activities will be available daily with the children's interests providing the direction for the program. Our classroom is designed with appropriately sized furnishings, equipment and bathroom features designed to help your child develop self-reliance skills. A quiet work area will be

designed at all times for children who wish to work on homework. **The staff will assist children in completing their homework as needed, but we cannot take extraneous steps to ensure that homework is completed.**

Daily Routine

A consistent daily routine helps you and your child start the day well. If you work irregular hours, try to keep arrival and departure times as consistent as possible. Children prefer to have the same things happen day after day. They often feel uncomfortable when they arrive earlier or later than usual and they notice and worry if you arrive later in the afternoon than usual.

When you arrive, please sign in, swipe in (if necessary), and then you may want to speak with the teacher and help your child find something to do. A kiss, hug and friendly good-bye are important for you and your child.

If your child has a hard time saying good-bye, the teachers are happy to help and may give you some ideas to make parting easier. Please don't leave without saying good-bye. Don't hesitate to call us at any time to reassure yourself that your child is doing well.

Hours of Operation/ Holidays

Hours of operation vary per site and are available on the first page of this handbook. When the schools are closed for holidays, professional development, snow days, etc. we will make every effort to provide a full day program at the Y. There will be an additional fee for this program, as well as a minimum capacity. All programs will be closed on the following holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas

Clermont YMCA branch program will run on school early release days. Our staff will be onsite or the bus ready for pick-up at the early release time.

Emergency Closings and Delays

Should bad weather make travel difficult, please monitor the media. We will make every effort to keep our programs open. On snow days, we will offer a full day

program at the Y for an additional fee, as long as the Y is open for regular business. Children must be registered, paid and at Y program by 10am on the snow day.

If your child's school is on delay, due to inclement weather, Clermont YMCA branch before school programs will open at the regular time and children will be dismissed from the center to school at the later time.

Weather Emergencies Occurring During Center Hours

In the event of tornado or severe weather alerts, all groups gather in the center's safe place where we will be free from flying glass and objects. Staff will have books available for reading to children while the severe weather persists. Parents who arrive during such an emergency will be strongly encouraged to remain at the Center until the alert has been lifted. If it appears that the weather will make travel dangerous, the Director reserves the right to close the center early. The center will be staffed until all children have been picked up.

Procedures for Emergencies or Accidents

Each program has posted at all times the general emergency plan, which includes plans for evacuation and for emergencies, and includes emergency phone numbers next to the phones. The first aid kit is located in the program space. Children's medical records, health records, and emergency transportation authorization, filed alphabetically, are kept at the program.

In the case of an emergency and/or illness the staff person in charge will attend to the emergency and/or illness. All other staff shall clear the area and supervise the other children. The site director will immediately contact the appropriate emergency number. If the parents or guardians cannot be reached, the emergency contacts provided by the family will be notified. If necessary, the child will be transported by the emergency squad to the hospital. YMCA personnel will NOT transport children in emergency situations; however a staff member will go with the child. Staff will take with them the child's individual medical care plans and permission for emergency transportation provided by the family. Dental emergencies will be cared for as prescribed by the dental first aid chart posted at each program.

General Emergency

Center staff will follow posted procedures in regards to general emergencies. General emergencies include; threats to the safety of children due to environmental situations or threats of violence, natural disasters such as fire, tornado, flood, etc., and loss of power, heat or water. If the center has to be evacuated for any reason, emergency contact paperwork will accompany the children and staff. Once relocated, staff will contact families regarding the emergency.

Serious Incident and Accidents

Emergencies and accidents will be handled as requested by the parent(s) on the emergency forms. Minor accidents (cuts, bruises, etc.) are treated by staff members trained in first aid. If a child is injured at the center and requires transportation to a hospital or practitioner indicated on the medical/dental care form, our staff will call 911 and an emergency squad will determine whether the child will be transported to the appropriate facility. In any case of emergency transport a staff member will accompany the child until a parent or guardian arrives to be with the child. The staff member will take with them a copy of the child's emergency transportation form as well as any other vital medical information in the child's file. A copy of the child's emergency transportation form is kept on all vehicles that transport children as well as their central file. The center has a telephone available for emergencies, as well as for communication with parents.

Fire and Tornado

Fire and tornado drills are held monthly. A plan is posted which explains the responsibilities of the staff and actions taken in care of fire emergency and weather alerts.

Important Phone Numbers

Emergency Squad	911
Fire Department	911
Clermont Hospital	732-8200
Poison Control Center	1(800)222-1222
Police Department	911
Children's Protective Services	732-7173

The YMCA will take the following action(s) in case of a general emergency that threatens the safety of the children such as an environmental situation or threats of violence, natural disasters, loss of power, heat, or water. We will be with the children at all times and no one will be left unsupervised. We will remain in the designated safe space. In any event of a natural disaster, we will relocate the children to a designated space in the building depending upon the disaster, and outside if a fire has occurred. In any event where there would be loss of power, heat, or water, we would contact parents at that time to notify them that their children are to be picked up.

Child Abuse or Neglect

The Director and all employees of the program are required by law to report any suspicion of child abuse or neglect to the Children's Services agency for the community the family resides in. Staff will protect all children from abuse and neglect while in the care of the center.

Incident/Injury Report

The center will fill out incident/injury reports on any unusual or unexpected occurrence which may jeopardize the safety of children or staff. Incidents or injuries that require an incident/injury report include but are not limited to: illness, accident or injury which requires first aid treatment, a bump or blow to the head, unusual or unexpected event which jeopardizes the safety of children or staff. In the event that an incident/injury report is filled out, the person who picks up the child(ren) involved the day of the incident/injury will receive a report to sign and will also receive a copy of the report. All incident/injury reports are filed in the Director's office. When incidents that require medical treatment or are pre-determined by Ohio Department of Job and Family Services rules to be reported to ODJFS within 24 hours, staff will document that the report has been made.

Management of Illness

All staff persons are trained to recognize the signs of communicable disease and other illnesses, hand washing and disinfecting procedures, through courses in first aid, in common childhood illness, and prevention and recognition of child abuse training provided by a person qualified to provide the course. A trained staff person will observe each child as he or she enters the program. The Communicable Disease Chart furnished by the Ohio Department of Health is posted at each site.

Any child who develops the following symptoms while in the program will be isolated immediately on a cot in a portion of the room not being used and discharged to his/her parent or guardian. They may return with a doctor's note stating that the child's condition is not contagious or 24 hours after symptoms listed below have ceased. Symptoms are:

1. Temperature of at least 100 degrees Fahrenheit (axillary) when in combination with any other sign or symptom of illness.
2. Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
3. Difficult or rapid breathing.
4. Yellowish skin or eyes.
5. Redness of the eye, or thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
6. Unusually dark urine and/or gray or white stool.
7. Stiff neck with elevated temperature.
8. Vomiting more than one time or when accompanied by any other sign or symptom of illness.

A child exhibiting other symptoms will be isolated and discharged and may be readmitted to the program after he/she is free from all symptoms for 24 hours. Those symptoms include:

1. Diarrhea (abnormally loose stools).
2. Evidence of untreated lice, scabies or other parasitic infestations.
3. Untreated infected skin patches, unusual spots or rashes.
4. Sore throat or difficulty in swallowing.

Isolation Precautions: A child isolated due to suspected communicable disease (or symptoms listed above) shall be:

1. Within sight and hearing of an adult at all times.
2. Cared for in another room or portion of a room away from other children.
3. Provided with a cot/mat and made comfortable. After use, the cot/mat shall be disinfected with an appropriate germicide, or if soiled with blood, feces, vomit or other body fluids, the cot/mat shall be cleaned with soap and water and disinfected with an appropriate germicide.

YMCA programs cannot allow “mildly ill” children in the program. Mildly ill is defined as a child who is not feeling well enough to participate in the regular program, but who does not have any of the conditions which prohibit participation. A child who becomes ill during the day shall be discharged to the care of his/her parent or guardian as promptly as possible. If the parent or guardian is unable to come to the program center, the staff will discharge the ill child to the person who has been designated by the parent.

Employees will also abide by the same communicable disease policies as the children. This means that no employee shall be permitted to work if they display any of the symptoms that are listed above.

In the case of exposure to a communicable disease, parents will be notified verbally and/or in writing about the children’s possible exposure.

Medication: Administration of medication, special diets or food supplements may be undertaken by the program, at the program staff’s complete discretion, but only after receipt of a completed Request for the Administration of Medication by the Child Care Personnel form, signed by a parent/guardian (and doctor, dentist, or advance practice nurse if applicable). The Ohio Department of Job and Family Services provide and enforce very specific rules for the administration, storage, and documentation of medication. For this reason, families are asked to cooperate in the process by doing the following:

- a. When a child has a chronic condition that may require medical treatment, a “medical care plan” is completed by the family with assistance from staff. All staff who may care for the child shall be trained by the family and sign the medical care plan to indicate that they are trained and that they are aware of the plan.
- b. When a child has to be given medication at the Center, families will:
Provide the medication in the original container with the original label. Complete the form required to give medication, including instructions for administration of medication that are consistent with the instructions printed on the prescription label, and have a trained staff person accept the medication and review the form.

If the following conditions exist, the medication will not be accepted at the Center.

- a. Over the counter medication (unless accompanied by a doctor’s order)

- b. Medication that is expired, for which the prescription is greater than one year old, or when the instructions don't match the label
- c. The center does not have the tools to administer the medication such as a special measuring spoon

Topical medication such as sunscreen must also be accompanied by an Administration of Medication by the Child Care Personnel form.

Inhalers and other emergency medication

All inhalers and other emergency medications are readily accessible to program staff members who are working with children that may need such items. Participants with asthma that require medication such as an inhaler must have this indicated on their health form, complete a medical care plan, and provide the medication at all times. Medication should be given to the lead staff member at arrival. Children cannot carry their own medications.

Allergies

Information about allergies is provided at the time of enrollment or at the time of later diagnosis. A medical care plan is completed. All staff sign off on the medical care plan. Emergency treatment for severe allergies will be provided by the family (such as an EpiPen) and will be present at all times when a child is present in the facility.

Arrival and Departure

1. As the children arrive for the program, the staff takes attendance immediately, parent signs in the child on the appropriate form, and swipe in (if necessary) using the POS Device. When leaving the program, parents must notify staff that they are removing their child from the program, sign their child out on the appropriate form, and swipe out (if necessary) using the POS Device. Any parent who arrives after the center is scheduled to close will be charged a late fee of \$10 for any portion of time up to 6:10 p.m. After that, an additional \$1 per minute per child will be charged until the child is picked up by a parent or guardian. If a parent has not arrived by 6:15 p.m., and has not contacted the Child Care staff, staff will call the adults listed as Emergency Contacts on the enrollment packet to pick up the child.
2. The YMCA staff is unable to deny a parent access to their child unless legal documentation is on file at the center, which may include a custody agreement.
3. If the closing staff have not heard from the parent or has not been able to reach the parent or an emergency contact and has waited a reasonable amount of time after closing, he/she will call Clermont County Job and Family Services to arrange emergency care for the child until the parents can be located.
4. No child will be released from the center to anyone other than the parents, legal guardians, or other persons specifically indicated on the child's

enrollment documents. Any person who is picking up a child enrolled at the program must be able to identify themselves with a photo ID. Since many staff work at the center, it is always possible that children's escorts will need to show ID with a photo as all staff may not have met all parents, guardians, or other escorts.

5. **Please let us know if a child is not attending the program**, and if a child may have a communicable condition.

Drop Off/Pick up Sign in Location

Arrival and departure will happen in each program's main location. Family members or escorts will sign the child (ren) in and out in those locations.

Outdoor Activities

The program shall provide outdoor play each day. Outside play gives the child an opportunity to run off excess energy generated during their regular school day. We assume that if children are at school, they are well enough to participate in outdoor activities. Parents should make sure their children are dressed appropriately for weather, including boots, hats and mittens when weather requires.

In the event of inclement weather conditions, such as severe storms, winds, or extreme high or low temperature, the program will provide alternative indoor activities (such as basketball, kickball, relay races, etc.). The staff monitor local weather conditions, including storm watch and weather emergencies.

When outdoor play is not possible due to a heat emergency, significant precipitation, very cold conditions, or issues with the outdoor environment, staff will lead alternative indoor activities. Children will not go outside if the temperature is below 30 degrees Fahrenheit or above 90 degrees Fahrenheit, or if it is raining. If there is any form of weather alert (i.e. smog, severe weather, etc.), outside play will be moved indoors. At first sign of threatening weather or lightning, staff will bring all children indoors into a safe area.

We are unable to keep one child inside even if you ask us to. If your child is healthy enough to attend school, he or she should be healthy enough to play outdoors. If your child has a medical condition that the doctor feels makes outdoor play unsafe, please have the doctor inform us of this condition in writing. We will make every effort to accommodate you after we have received the written notification from the doctor.

Safety/Supervision

1. All efforts to ensure safety are made at all times.
2. Emergencies and accidents will be handled as requested by the parent(s) on the emergency forms. Minor accidents (cuts, bruises, etc.) are treated by a staff member who has completed the required first aid course. If a child is

injured at the program or in the event of the transportation of a child to the source of an emergency medical/dental care, the staff will complete an incident/accident report. One copy will be given to the parent and one copy will be retained in the child's file.

3. All children will be supervised at all times by staff. No child is to be left alone or unsupervised. A minimum of 2 YMCA staff shall always be in the program area when there are children present.
4. Programs have a telephone available for emergencies as well as for communication with parents.
5. In accordance with the Ohio Department of Job and Family Services, the programs hold monthly scheduled fire and tornado drills. It is crucial to the safety of the children that they learn proper emergency evacuation procedures. In our effort to simulate emergency conditions, during fire drills, children are required to exit the building, dressed as they are, for a few minutes. The fire emergency evacuation plans are posted in each site. In the unlikely event that the YMCA is ever severely damaged or declared unsafe, the staff will evacuate all children to a designated emergency shelter to await the arrival of a parent or guardian.
6. The administrator and each employee are required to immediately notify the local public children services agency when they suspect that a child has been abused or neglected. The center policies are created to prevent and protect children from abuse or neglect while the child is in the center's care.
7. Spray aerosols and pesticides are prohibited when children are in attendance at the program.
8. When children leave the program to participate in school activities, parents will notify the child care staff of the day, beginning and end times and destination. This must be supplemented with a Planned Release Form. (if applicable)

Food Information

The center will provide a snack afternoon for children present during times food is served. Each snack served will contain at least one food/drink from two of the four food groups. Please note that these snacks are not a replacement for meals. Please note any food allergies on the Enrollment Packet, and advise School Age staff. A menu is posted.

For School's Out/Snow Days parents are required to provide a lunch for their child each day. Lunch must include foods from all food groups; protein, grain, vegetable, and fruit. These foods should fulfill one-third of the child's recommended daily dietary allowances. If parent's need assistance in determining what these allowances are the center can provide this information. Please check with staff about sending a nut free lunch to help us keep all children safe.

All lunches should be ready to eat, with no need for refrigeration or a microwave. It is recommended that the meals be packed in insulated containers with a freezer pack. Storage for lunches and snacks is available within the School Age program

space. If a child is sent to the program without a lunch, the staff will call the parent and ask the parent to bring the child a lunch.

During meals and snacks, staff and children spend time together in a relaxed atmosphere. Center staff will develop a plan with the parents of those children who have special dietary needs.

Emergency Transportation Authorization

We are unable to accept enrollment for families who refuse to grant permission for their child (ren) to be transported for emergency medical treatment.

In the event of an emergency where a child needs to be transported to an emergency facility, the Emergency Squad will transport the injured child after a call to 911. Staff will never transport a child in their personal vehicles but will ride the squad with the child.

Field Trips/Transportation of Children

SCHOOL'S DAY OUT ONLY: Should the program go on a field trip, parents of the program will be welcome to attend. Staff trained in First Aid, CPR, and management of communicable disease will accompany the group. Children will have identification regarding the program's name, address, and phone number and a complete first aid kit will be taken as well as complete emergency information for each child. Written parent permission will be obtained for routine and special trips. YMCA buses or bus service will be used. Attendance will be taken at the beginning of each trip, during and again at the destination. All participants will adhere to safety guidelines, including use of safety belts, locked doors, etc.

The YMCA shall only use the YMCA buses or a bus service for routine and special field trips. These vehicles undergo regularly scheduled maintenance to insure our participants' safety. The YMCA or their staff does not transport children in personal vehicles under any situation. When seat belts are available, children will be required to use them appropriately.

Children from certain schools are bused to and/or from the Y each day. Please see the program registration form for a list of schools. Transportation privileges can be revoked at anytime at the discretion of the Director.

Swimming Policy

SCHOOL'S DAY OUT & CLERMONT SITE: If the children will be participating in aquatic activities (swimming), each will have written permission from the parent or guardian of a child before the child shall be permitted to participate in water play activities. The written permission slip (ODJFS 01227) shall be signed and dated.

Staff members shall always accompany and supervise children at swimming sites. Staff members review all of the center’s swimming rules before each opportunity to go swimming. Staff/child ratios will be maintained. Staff members monitor all activity, and this will include counting children and matching children up to the list of children present. Pools used will be staffed public providers and licensed through the Ohio Department of Health. During all recreational swimming activities, a certified lifeguard will be present.

Staff

Staff are carefully selected in order to provide the best possible care and education for your child. We employ people who are warm and nurturing, who understand child development, who can apply their knowledge in the classroom, and who respect each child as an individual. We seek employees who value working as a team with parents and colleagues. Each staff person has on file three written references, a criminal records check and a physical examination. Continuing education is an important part of working for the YMCA. Each staff person attends training in first aid, communicable disease, child abuse prevention and recognition, child development, and teaching methods. The YMCA provides for educational opportunities for staff to continue learning.

Goals for Staff

- Serve as positive role models and provide care that is supportive, nurturing, warm and responsive to each child’s individual needs.
- Respect parents as the primary and most important provider of care and nurturing. We believe that parents and teachers are partners in children’s care and education.
- Work in collaboration and cooperation with other organizations, such as school, churches, social service agencies and other non-profits that are committed to serving the needs of children and families and who have goals similar to those of the YMCA.
- Be able to accept, demonstrate and teach the YMCA Character Development Values of Caring, Honesty, Respect and Responsibility
- Seek to expand each child’s potential by providing a creative environment for children to develop individual capacities, socially, intellectually, physically, and emotionally.

Staff to Participant Ratios

Age	YMCA staff to child ratio	ODJFS staff to child ratio
School Age: 5-12 years	1:12 <i>Maximum Group Size: 36</i>	1:18 <i>Maximum Group Size: 36</i>

At no time does the YMCA exceed the ODJFS required ratios.

Licensing

1. Each site has been issued a license to operate legally by the Ohio Department of Job and Family Services. The laws and rules that govern this license are available at the center for review.
2. The center's licensing records, including but not limited to compliance report forms and evaluation forms from the Health and Fire Departments that inspected the center, are located at the center.

YMCA Membership

The YMCA is a membership-based organization dedicated to the development of spirit, mind and body. The goal encourages a lifelong commitment to physical health, supportive family relationships, and personal development. For information regarding membership and scholarship information, contact Jackie McNary, our Membership Director, at jmcnary@myy.org or 513-724-9622.

Annual Support Campaign

The Y program receives support from the generosity of the people in the community, including parents and staff. Each year we ask families to help support the program in a variety of ways, including fund-raisers, special events, donations, and by asking for the support of others.

Gifts to School Age Program

The Clermont Family YMCA is a non-profit organization. All gifts of new and used equipment and supplies are tax deductible. Our programs needs board games, arts and crafts supplies, and any other equipment for school-age children. In return, you will receive a letter of acknowledgement for donations.

Enrollment

When parents are ready to enroll their child, we will make arrangements for the family to:

- Meet the staff, tour the Center, including explaining the program, policies, etc., and answering questions.
- Explain and assist with the necessary paperwork including the Child Emergency/Information form (ODJFS 01234)
- Schedule a child's beginning date

Non-Discrimination

The Center does not discriminate in the enrollment of children, the hiring of staff, or

any other procedure based upon the race, religion, gender, national origin, special needs, or economic status of any individual.

Special Services

It is our policy and practice to include children of diverse backgrounds including children with disabilities. We work with the schools, your physician, and a variety of community services to provide high quality services to all children. If the family and/or the staff observe concerns in child development we will work with you to find special services.

Parent Participation/ Volunteers

Parents are always welcome to visit the center at any time during hours of operation. Visitors are required to check in with staff. Please talk to the Site Administrator on the requirements for all regularly scheduled volunteers.

Parent/Staff Communication

The YMCA believes that activities to involve parents/guardians in their child's development should be included in our program. Activities and weekly lesson plans will be posted on the parent table and/or bulletin board for everyone's information. Newsletters will be provided to keep you informed of special events and informing you of what the children are doing at the program.

Any problems your child may be having at home may affect the child's behavior at the YMCA program. Please keep us informed so that we can be sensitive to your child's needs. We would like to work as a team with the school and family to provide the best environment for your child's growth and development. It is very important that parents' talk with the staff and the staff will keep parents informed as well.

Any parent/guardian must provide legal documents upon any custody agreements/arrangements made within the court system regarding who can pick up the child/children. The staff will ask for the proper identification of the person picking up the child that is listed on the authorization form.

Grievances

Complaints and problems should be discussed with the Lead Teacher and Site Director. We want to know right away if anything we say or do causes you concern or worry. We will do our best to resolve any problems that arise. If any problem that you have discussed with the Teacher, Director, and Supervisor is not resolved to your satisfaction, or if you wish to appeal your child being asked to leave the program, you may file a written grievance within 10 days to:

Senior Program Director or Executive Director

2075 James E. Sauls Sr. Dr.
Batavia, Ohio 45103

The Ohio Department of Job & Family Services may also be contacted by the phone number listed on the child care license.

Transitions and Transfers

If a child is planning to attend the YMCA before and after school program from preschool or another program, arrangements can be made for the child and their parents to visit the program and meet administrator and assistants in the program.

If a child leaves the program before the end of the school year we will send home all child's belongings and work that the child has accumulated in our program. We will help the child say goodbye to their peers and teachers. If records need to be transferred then a release form must be filled out by the parent.

If you would like for your child to participate in a program outside of their scheduled before/after school program, a transfer form must be filled out. This includes school (Boy/Girls Scouts, band, science club, etc.) and YMCA related programs (swimming lessons, gymnastics, etc.).

Emergency Closing

In the event of an emergency, the YMCA of Greater Cincinnati may deem it necessary to close the YMCA program. If at any time the YMCA is closed, all programs will be closed. This information is available on television stations, Facebook page, and a Remind alert will be sent out.

Code of Conduct

The YMCA of Greater Cincinnati has a clear responsibility to protect the children in the programs and to promote the YMCA mission that includes practicing programs based on Christian principles that build healthy spirit, mind, and body. We therefore teach children to resolve conflicts by peaceful and non-violent means. In support of this responsibility, this Code of Conduct governs the behavior of all adults at the YMCA programs. Staff, parents, and visitors are to treat each other professionally, with respect, and act as role models for the children.

The Code of Conduct identifies unacceptable behaviors by any adult while in any space designated as YMCA program areas. Misconduct includes, but is not limited to, the following:

- Profanity
- Threats, intimidation, or harassment
- Mental or bodily harm
- Disruption or obstruction
- Disturbing the peace

- Dishonesty or misrepresentation
- Violation of criminal law
- Possession of weapons
- Dressing Inappropriately
- Possessing Illegal Substances (including alcohol, tobacco and other drugs)
- Engaging in Sexual Activity, Harassment or other display or conduct
- Misusing photographic devices

Anyone found in violation of the YMCA Code of Conduct is subject to termination of services, dismissal, or criminal charges.

Attendance

Regular attendance at the Center is important so that children receive the full benefit of the program. **Regular enrollment is required. We do not accept children on a drop-in or daily basis.** Children who do not attend regularly often do not feel comfortable and/or are unable to fully adjust to and trust the staff, other children and the environment.

Because the YMCA transports some of the children to the program we provide, it is IMPERATIVE that parents let us know of any schedule change with a child that uses the YMCA bus to/from school. If your child normally gets on a bus from school to come to the YMCA and IS NOT on that bus and we haven't heard from you, it delays all students/staff until we know where that child is. Your child's safety is our #1 priority, so please call us with any changes to your normal routine.

After school, each child checks in with the staff member taking attendance at the start of the program. This is done to assure that the staff member knows that each child that is scheduled to attend the program has arrived safely to the program. Children must be signed out of the program each afternoon by their parent/guardian or authorized adult. If your child does not arrive to the YMCA program, the childcare staff will first check with the school secretary to find out if they attended school that day. If the child did attend school and is scheduled to be in the program, the childcare staff member will call the parent to see if there has been an error in communication. Parents are reminded to please call the program when your child is not going to attend as the above action is time-consuming.

Personal Items

Please identify personal items, including coats, hats, etc. with the child's name. Please dress your child for school in comfortable, washable play clothes that he/she can manage in the bathroom. Also, please dress your child according to the weather because we will go outdoors.

Please do not allow your child to bring toys from home except for planned toy sharing activities. Please recognize the challenges we face monitoring each child's belongings. We will make every effort to keep track of your child's personal

belongings, but cannot be responsible for losses. We do not allow guns, knives, or other violent toys into the Center. Please do not send or allow your child to bring money, candy, or chewing gum.

Parent Satisfaction

Your satisfaction with your child's care and education and with the way you are welcomed and how we communicate with you is very important to us. We expect that you will always be greeted warmly, treated with respect, listened to, and fully informed about the center and your child's health, safety, and progress. At least once a year we will conduct an anonymous parent survey to learn about the level of your satisfaction. We use this information when we make the performance goals for staff and for the Director and for the center's annual plan.

Communication and Problem Solving

Although we strive to communicate effectively and listen carefully, sometimes there are issues that arise where a parent or staff person has a concern. We will do our best to resolve any problems that arise.

Children with Special Needs

It is the intent of the Clermont Family YMCA to include persons in current programs and activities to the greatest extent possible. Recognizing limitations due to an individual's special need is important and, with this in mind, the YMCA will make every attempt to adapt program activities, staffing, and facilities through reasonable accommodation, unless the accommodation imposes hardship on the YMCA. If your child requires an accommodation, please discuss it with the Site Administrator

It is recommended that a family member (or caregiver) tour the facility with the appropriate YMCA staff along with the child with the special need, before the first day of child care services. This provides the family with an opportunity to observe the program, facility and staff. This also allows the staff to learn what can be done to enhance the person's involvement in the program.

Discipline

In youth programs, we strive to meet the needs of all children without ignoring the demands of any one individual. It becomes necessary in organizing and maintaining a large group to set limits or guidelines. When that set boundary becomes broken, it is also essential to provide some form of understanding. The YMCA policy follows these steps:

1. Each child is treated with respect and concern for his/her developmental needs. Guidance and discipline are positive, non-punitive, and appropriate to the situation and to each child's individual development. Verbalization of

feelings for children, redirection, and problem-solving techniques are the methods used by the staff to guide children's behavior.

2. No cruel, harsh or unusual punishment, and no corporal punishment including but not limited to punching, pinching, shaking, spanking, or biting is ever permitted.
3. No child is ever isolated from the program, placed in a locked room, or confined in an enclosed area as a form of discipline.
4. In case of physical fighting among children, restraint by the staff may be used for the safety of the children involved but no form of physical punishment or physical restraint is ever used.
5. Discipline is never imposed for failure to eat or toileting accidents nor is food, rest, or toilet use ever withheld as a means of discipline.
6. No child is ever humiliated, subjected to profane language or other verbal abuse, or abused or neglected while in the care of the center.
7. No child is ever shamed, humiliated, or frightened by any form of discipline.
8. No discipline technique is ever delegated to another child.
9. "No" is used only if followed by an explanation.
10. The entire group will not be disciplined due to the unacceptable behavior of a few.

Additional Discipline Policy

Unfortunately, there are times when usual guidance techniques are not effective and despite working with parents, the inappropriate behavior may continue. When this happens, YMCA supervisors can exercise the option to suspend a child from the program. If problems continue despite the suspension and no progress is demonstrated, the child will be subject to expulsion from the program.

Serious behavior problems may include:

- Verbal or physical aggression toward staff or other adults
- Repeated incidents of physical and verbal aggression
- Exhibiting behavior that endangers the safety of the children
- Attempting to leave the program or premises without staff permission
- Consistently disregarding the rules and authority of the staff
- Possession of weapons
- Racism

When a child's behavior meets the criteria listed, the family will be notified of any action taken by the staff. As we state in our program goals, our program promotes "opportunities to develop personal discipline including taking responsibility for one's own actions, setting and accepting limits, respecting the rights and property of others". We strive to help each child reach his or her full potential as a productive, responsible human being. All employees of our programs are held accountable to the Child Guidance and Management specifications of Rule 5101:2-12-22 of the State of Ohio Child Care licensing rules as a minimum standard and are provided with specialized training to protect children from danger of harm.

Enrollment Policy and Information

The YMCA does not discriminate in the enrollment of children based on race, religion, gender or national origin. The YMCA may consider factors such as age in assignment of children to classrooms.

Before attending the YMCA program, all children must be registered with a complete Enrollment Packet which includes enrollment and health information. A registration fee of \$25 per child/\$50 per family is non-refundable and paid upon enrollment. Programs have a limited enrollment and registration is on a first come, first served basis. **All children must be registered at the YMCA before attending. Registrations will not be accepted at the school sites.**

A waiting list will be maintained that includes all children for whom a paid registration application has been received. No one may be included on the waiting list unless a paid registration fee has been received.

When spaces are filled, applicants are put on a waiting list.

- Once a family is contacted to enroll their wait listed child, the family has one week to return the enrollment packet and first week's tuition.
- If a family declines the opening offered, they may stay on the waiting list and the next child's family will be contacted.
- The child must begin the later of two weeks from the date of contact or the first date the opening is available.

Fees

Registration Fee: \$25 per child, \$50 per family, not refundable.

Monthly Fees – Full time (4-5 days/week)

	Members	Program Participant
Before School:	\$179/month	\$223/month
After School:	\$179/month	\$223/month
Before & After:	\$358/month	\$446/month

Monthly Fees – Part time (1-3 days/week)

	Members	Program Participant
Before School:	\$138/month	\$172/month
After School:	\$138/month	\$172/month
Before & After:	\$276/month	\$344/month

Late Fee: Parents will be charged a late fee of \$10 for any portion of time up to 6:10 p.m. After that, an additional \$1 per minute per child will be charged until the child is picked up by a parent or guardian. If a parent has not arrived by 6:15 p.m., and has not

contacted the Child Care staff, staff will call the adults listed as Emergency Contacts on the enrollment packet to pick up the child.

School's Out Days: \$30 per child for current SACC participants or members; \$40 per child for program participants.

Snow Days: \$30 per child for current SACC participants or members; \$40 per child for program participants.

Returned Check, Credit Card or Bank Draft Fee: There is a \$25 fee for all returned forms of payment. Recurrent returned checks may result in automatic payment only.

Late Payments: Payments are considered late on the 10th of the month and you will be assessed a \$25 late fee (per family). After the second late payment, families would be required to move to either form of automatic payment to continue in the program.

County Subsidy

County child care subsidy is accepted for all child care programs. Families using child care subsidy must follow all registration procedures and are required to pay the registration fee and are susceptible to all other fees (late pick-up fees, returned check fees, etc.). Parents (caretakers) are responsible for adding the program of attendance as an authorized provider before the child starts in the program. This can be done by contacting their case worker. Parents should be prepared to swipe their Ohio ECC card on the first day of care and it must be authorized. **Children who are not authorized, denied in any way, or are not swiped in/out will not be permitted to attend the program. No exceptions.**

Failure to accurately record your child's attendance will result in withdrawal from the program and full fee being owed. Failure to swipe your card when you have an active authorization and an Ohio ECC card available will result in our center not receiving payment. If you do not swipe your child in and out of the program within the back swipe period you will be charged the full tuition price for the week of service your child attended. Payment will be due immediately and failure to pay will result in your child being removed from the program and unable to attend other programs at the YMCA. All registrations for YMCA programs will be voided pending payment. Please be aware that absenteeism over your set limit by the county may not be reimbursed. You are responsible for the full tuition payment for any absence beyond your set the limits.

Payment Procedures

The full monthly fee is due each month (September-May), regardless of attendance or school closures. When setting the monthly prices, school closures/holidays were already prorated out. **Fees are due by the 1th of each month.** If payment is not

made in full by the end of the month, the child will either be un-enrolled or moved to automatic withdrawal payments.

If you would like to break your monthly fee into weekly or biweekly installments, you may do this by making arrangements with the SACC Site Coordinator. **If you choose this option, fees are due each Friday for the following week.**

Automatic withdrawal from a checking/savings account or credit card is available for child care fees. Automatic withdrawals can only be set up monthly to be withdrawn on the 1st or 16th of each month. In order to set-up automatic withdrawals, the EFT Authorization Form must be filled out 10 days prior to the 1st withdrawal date. Written notice of intent to withdraw your child from the School Age Child Programs must be submitted at least 10 days prior to your automatic draft date.

There is no refund of tuition for any reason at any time. Tuition is not adjusted for holidays, snow days, or for any other reason. These days off school have already been calculated into our fees.

Families enrolling more than one child will receive a 10% discount on the oldest child's tuition fees.

Termination of Services

The YMCA reserves the right to discontinue child care services under any of the following conditions:

- Failure to abide by any of the registration agreement conditions as itemized in the Parent Statement of Understanding or failure to fulfill any of the responsibilities or conditions included in the Parent Handbook.
- Severe behavior by the child which disrupts the group, including repeated instances of failing to listen to his/her teacher; refusal to follow program rules; excessive use of physical force, including hitting, pushing, kicking or biting; or excessive threats to use physical or verbal abuse.
- Failure of parents/guardians to treat staff or other parents or children respectfully. Disrespect includes inappropriate or abuse language, behavior or threats.
- The School Age Child Care programs follow a zero-tolerance policy in regards to weapons. Any participant, parent/guardian or family-authorized adult that uses or possesses or threatens to use or possess a weapon at any time may be permanently expelled from the School Age program.
- Lack of regular attendance in excess of 2 weeks.
- Balance due of 1 month or more of childcare fees.

Withdrawal

Written notice of intent to withdraw your child from the School Age Child Care programs must be submitted 10 days prior to the 1st of the month. Please ask you Site Administrator for a form.

Financial Assistance

The YMCA welcomes everyone. Financial assistance is available through the Ohio Department of Job and Family Services or via YMCA Scholarships. Please see Jackie McNary, Sr. Program Director, for more information on the YMCA scholarship programs.

Tax Information

The center will provide a payment history upon request at the end of the year for families with an account in good standing. All requests should be directed to Susan Spanja, Office Manager, and should be made with ample time for completion. The Tax Identification number is 31-0537178.

Parent Handbook

All parents shall sign and date a statement verifying the review and receipt of these written policies and procedures. This statement shall be placed in the child's file folder.

ODJFS - CENTER PARENT INFORMATION REQUIRED BY OHIO ADMINISTRATIVE CODE

The facility is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a conspicuous place for review.

A toll-free telephone number is listed on the facility's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent, custodian, or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

Contact information for parents/guardians of the children attending the facility is available upon request. This information will not include the name, telephone number or email of any parent/guardian who requests that his/her name, telephone number or email not be included.

Recent licensing inspection reports and any substantiated complaint investigation reports for the past two years are posted in a conspicuous place in the facility for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio Department of Job and Family Services. The center's licensing inspection reports for the past two years are also available for review on the Child Care in Ohio website. The website is: http://jfs.ohio.gov/cdc/childcare.stm_.

It is unlawful for the facility to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

This information must be given in writing to all parents, guardians and employees as required in 5101: 2-12-30 of the Ohio Administrative Code.