

YMCA School Age Child Care
YMCA After School Program at School of Creative and Performing Arts
108 West Central Parkway, Cincinnati, OH 45202

Tax ID # is available upon request

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For additional information, contact Youth Development YMCA: **513.362.9622**

Table of Contents:

YMCA Mission and Focus Areas.....	2
Program Philosophy and Goals	2
License Information	2
Admission and Enrollment	2
Hours of Operation	3
Arrival and Departure	3
Child Custody	4
Staff to Child Ratios.....	4
Our Staff.....	4
Goals for Staff	4
Sample Schedule	4
Attendance.....	5
Tuition	5
YMCA Membership.....	5
Annual Support Campaign	6
Non-Discrimination.....	6
Special Services	6
Child Abuse Prevention	6
Safety and Supervision Guidelines	6
Transportation of Children	6
Emergency Contact Information	7
Swimming Information.....	7
Guidance Policy.....	7
Center Conduct Policy	8
Snacks and Ohio Child Care Food Program	8
General Emergencies and Accidents.....	8
Weather Emergencies Occurring During Operating Hours	8
Management of Illness.....	9
Medication, special diets and food supplements.....	10
Outdoor Play	10
Parent Participation/Volunteers	10
Parent/Staff Communication	11
Parent Satisfaction	11
Communication and Problem Solving	11
Cellular Phone Usage	11
Complaints	11
Termination of Services	11
Parent Handbook.....	12
IN CLOSING... ..	12

Welcome to the YMCA AfterSchool Program!

We look forward to working with you and your family. This handbook serves as part of the admission agreement - it is designed to help inform you of our policies and procedures and to help you learn more about our program. Please take time to read through this handbook, and keep it in a convenient place at home for future reference. The rules are designed to meet all State of Ohio and City of Cincinnati licensing requirements and to provide a high quality, academically enriching experience for the children and families enrolled.

YMCA Mission and Focus Areas

Our mission is "To put Christian principles into practice through programs that focus on Youth Development, Healthy Living, and Social Responsibility."

Program Philosophy and Goals

The purpose of the YMCA AfterSchool Program is to meet the developmental needs of school-aged children and to serve family needs for quality care during out of school hours. The program focuses on facilitating every child's interests, promoting a sense of competence, and creating an environment conducive to positive peer interaction. The AfterSchool programming supports the growth of self-direction and free choice under the guidance of nurturing and caring staff. The goal is to complement the school day and to emulate a warm home setting with intellectual stimulation, supportive of the school age child's emotional, social, cognitive, and physical developmental needs. The program assists children in developing the positive traits of honesty, caring, respect, and responsibility for themselves and others.

The program will provide:

- A safe environment
- Emotional support and warmth
- Responsive adults who are especially good listeners, that serve as strong adult role models
- 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 within the program schedule in a facility full of age appropriate materials
- Freedom to work or play individually or with peers
- Encouragement to be creative and imaginative
- Options to be active in extracurricular school activities
- Ample time and space to engage in reading, computing, and problem solving through self-selected tasks
- Time and space to study
- 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 nutrition and other components of a healthy, safe life

License

The YMCA AfterSchool program is owned and operated by the YMCA of Greater Cincinnati and is licensed to operate by the Ohio Department of Job and Family Services and the City of Cincinnati. At the end of this handbook, you will find an attachment about licensing and other valuable information. Please take time to read this information.

Admission and Enrollment

A child is considered to be enrolled in the program only after the administrator confirms the availability of space and all required paperwork is received, reviewed, and approved by the administrator. Every program participant also must have a parent/guardian with a working contact number. When the program is full, a waiting list is maintained. If a child is placed on the waiting list, the parent/guardian will be notified by the Site Administrator when program openings become available. When necessary, limitations on scholarship or funding may cause enrollment to be delayed until funding is available. When there is a

waiting list, we give priority in new enrollment to siblings of children already enrolled, then to families who have previously used the program, and then to new children.

When parents are ready to enroll their child, the parent may contact the program administrator to:

- Meet the administrator, tour the program, learn the program policies, and ask questions.
- Receive the necessary paperwork including the (ODJFS 01234) Child Emergency/Information form and receive assistance completing the paperwork if needed.
- Schedule a child's program start date, pending the availability of space in the program.

Hours of Operation

The center will be open Monday-Friday from 6.30-8:45 a.m. and 3:30-6:00 p.m. Please call the program if you are running late to pick up your child. A late fee of \$1 per minute will be charged if a child is not picked up by closing time. This fee must be paid before the student returns to the YMCA AfterSchool program. When the school is closed for a holiday or due to weather, the YMCA program will also be closed. Full tuition is due for the weeks in which these days fall.

Arrival and Departure

Students will be dismissed from school at the normal dismissal time and will proceed to their assigned check in location with the YMCA AfterSchool program. Students are not permitted to leave school grounds at the completion of the school day and then return to the YMCA AfterSchool program late without prior written permission from a parent/guardian. Students who are actively enrolled in the YMCA AfterSchool program must attend the program daily unless they have prior written permission from a parent/guardian. Students are not permitted to leave the YMCA AfterSchool program before dismissal for any reason, including but not limited to school sporting events, without prior written permission from a parent/guardian.

A YMCA staff member will ensure that the parent or authorized adult has signed out the student and will locate the child for dismissal. The authorized individual is required to stay in the parent sign out area while the participant is located and dismissed. If a child is picked up early, please anticipate that it may take several minutes for the child to clean up his/her work space and be dismissed.

Additional YMCA AfterSchool arrival and dismissal policies are as follows:

- As the children arrive at the center for the program, the staff takes attendance immediately. Parents must inform staff of any absences.
- Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be made aware of each child's presence before the parent departs. Parents are responsible for the supervision of their child before signing them in and after signing them out.
- If the closing YMCA staff member has not heard from the parent, has not been able to reach the parent or any of the emergency contacts listed by the family, and has waited a reasonable amount of time after the program has closed, she/he will call 241-KIDS (Hamilton County Department of Job and Family Services) and will arrange for care of the child until the parents can be contacted.
- No child will be released from the center to anyone other than the parents, legal guardians, or other persons specifically indicated on the enrollment application. We require that you give advance, written notification to the center when changes occur.
- Staff are required and expected to ask for verification of identity before releasing a child. Please make sure your designated escorts are aware that ID is required.

Child Custody

Please make sure we are fully informed of all issues of child custody that may affect the program. If there is a legal order that prevents a biological or adoptive parent from having contact with a child, please provide us with the order. Biological parents who are known to the Y will always have access to the child and the program unless a court order prohibiting access is on file.

Staff to Child Ratios

The staff to child ratio is an important factor in quality care for children. The YMCA AfterSchool Program is required by the Ohio Child Care Licensing rules to maintain a ratio of 1:18. The YMCA prefers to maintain a ratio of 1:12. The maximum group size for school age children will not exceed 36, per ODJFS rules. Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations for group size may not include snack/meal time, outdoor play, or some special activities.

Our Staff

We select the staff carefully 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 program, 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 a criminal records check and a physical examination.

Continuing education is an important part of working for the YMCA. Staff have the opportunity to attend training in first aid, communicable disease prevention, child abuse recognition and prevention, child development, and teaching methods. The YMCA provides numerous educational opportunities for staff to continue learning.

Goals for Staff:

- Serve as positive role models and provide care that is supportive, nurturing, 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.
- Embrace, demonstrate, and promote Youth Development, Healthy Living, and Social Responsibility.
- Seek to expand each child's potential by providing a creative environment for school age children to develop individual capacities - socially, intellectually, physically, and emotionally.

Academic time is an important component of the YMCA AfterSchool program, and has been identified numerous times by parents as a valuable resource for their children. Even if a child comes to the program without homework for the day, the staff will encourage a block of time devoted to academically-aligned work that supplements the child's school day curriculum. Please help us by encouraging your child to bring his/her homework with them to the program each day. YMCA AfterSchool staff will make every effort to assist children with their homework, but please understand that it is the responsibility of the parent(s) to review their child's homework and ensure that it is completed.

Attendance

Regular attendance is important so that children receive the full benefit of the program. 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. Students enrolled in the YMCA AfterSchool program must consistently attend the program. When families aren't participating in the program regularly, the Y may end current enrollment for the child(ren) and may replace the child with someone wishing to enroll. If circumstances arise that will require a student to be absent from the program for an extended period of

time, the parent/guardian should contact the Site Administrator to make arrangements for the child's return.

The full tuition (co-payment) is due each week even when a child is absent from the program. Please be aware that absenteeism over the cap set by your funder may not be reimbursed and that families may have agreed to pay for the time in the program not reimbursed by the funder. Please refer to the family payment contract.

Tuition

The weekly tuition for the program is as follows:

\$40 per week for Before School/ vouchers and payments plans accepted

\$40 per week for After School

\$65 per week for Before & After-School combined fee

Tuition fees and payments are due weekly and in advance of service.

Check, cash, or money orders can be used to pay all tuition; checks should be made out to Community Services YMCA. Please give your check, cash, or money order to the Site Administrator. You will receive a receipt for all payments made. Returned checks may result in dismissal from the program.

If there is a concern meeting payment deadlines, please notify the Site Administrator immediately. We will make reasonable accommodations for a payment schedule that works for everyone concerned, but will not continue to serve families who have not paid their fees.

There are no refunds at any time or for any reason. When your child is leaving the program, please inform us two weeks in advance so that another child's family can be contacted to enroll.

YMCA Membership

The YMCA is a membership-based organization dedicated to Youth Development, Healthy Living, and Social Responsibility. The focus areas encourage a lifelong commitment to physical health, supportive family relationships, and personal development. Participants in child care and other programs are considered members. For information regarding membership in other YMCA programs, please see the Site Administrator.

Annual Support Campaign

The YMCA AfterSchool Program receives support from people in the community, including parents and staff. Each year we ask families to help financially support the program in a variety of ways, including fundraisers, special events, donations, and by asking for the support of others. Your support enables us to continue serving the community, including those who cannot afford to pay.

Non-Discrimination

The YMCA 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 the 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. These services may include health/developmental screenings and child assessment. If the family and/or the staff observe concerns in child development and require additional services, you will be asked for written permission for any special services requested. Denial of permission, or delays in providing parent support or needed information for special services, may result in termination of YMCA services. If there is a service you would like to learn more about, please let us know.

Child Abuse Prevention

The YMCA of Greater Cincinnati Child Protection Policy outlines the necessary measures that are taken to provide a safe environment to protect children from dangers including abuse. All staff members are required to take a course in child abuse recognition and prevention. All YMCA employees and volunteers are mandatory reporters of suspected child abuse. It is our legal and ethical responsibility to report suspicion of child abuse or neglect to the appropriate authorities for investigation.

Safety and Supervision Guidelines

- All children will be supervised at all times, except that school age children may go into the bathroom by themselves while the teacher watches from the hallway.
- Upon arrival and departure, a staff person greets or acknowledges each child as he/she comes and goes. Parents are responsible for accompanying their child to the classroom and signing him/her out at departure.
- There is always immediate access to a phone. The Site Administrator and/or staff will have access to a cell phone, and there is a phone in the office.
- Fire and tornado drills are held to insure that fire or tornado emergency is understood and easily managed. A record of drills will be kept.
- A plan is posted in each classroom indicating staff responsibilities in case of fire emergency and weather alerts.
- An incident/injury report (JFS 01299) shall be completed by the staff member in charge of the child in the event of an illness, accident, or injury which requires first aid treatment. A report will also be completed for any bump or blow to the head, or the unlikely event of emergency transportation, via ambulance, of a child (see Emergency Transportation for more information). An incident/injury report will be provided to the parent/guardian if any unusual or unexpected event occurs which jeopardizes the safety of children or staff. Parents receive a copy of the report on the day of the accident. In addition, it is YMCA practice to provide a written incident report to the parent of the child who caused an injury to another child or adult.

Transportation of Children

The YMCA staff does not transport children in staff owned vehicles under any circumstances.

On field trips requiring transportation, a contacted bus company will be used. An attendance count will be taken before leaving the program, at the trip destination, before leaving the trip destination, and upon return to the center. Each staff member will have specific children they are responsible for supervising during the trip. Children will have identification including the center's name, address, and phone number, and a first aid kit will be taken on the trip. Written parent permission will be obtained for each trip.

In the event of an emergency in which a child needs to be transported to an emergency facility, the life squad will transport the injured child. We are unwilling to accept enrollment for families who refuse to grant permission for their child(ren) to be transported by life squad for emergency medical or dental treatment.

Emergency Contact Information

It is important that we be able to contact at least one parent or relative at all times when a child is in attendance at the YMCA AfterSchool program. There should be someone available to pick up a child in case of illness or an emergency. Parents should notify the Y in writing immediately of any change of address, telephone number, or employment. We will give you a new blank form to update your information as needed.

Swimming Information

Swimming activities may be provided on occasion as a field trip to the YMCA. A lifeguard will be present at all times and child care staff will also actively supervise children. A signed, written permission slip will be required in advance of all swimming field trips. Please remember to send a bathing suit and towel with your child for swimming field trips.

Guidance Policy

The goal of the YMCA AfterSchool program Guidance Policy is to help the child develop self-control. Our hope is that each child will learn self-discipline through careful guidance. Children are encouraged to express their feelings (tell him, "I don't like it when you take my toy"). They are reminded of the rules through positive reinforcement (commenting on children choosing appropriate behaviors) and positive redirection ("You may not throw the block, but here's a ball you can throw"). Children are encouraged to solve problems ("What should we do about two people wanting the same toy") and are encouraged to take responsibility for their own actions through logical consequences ("When you poured the water out onto the floor, it got wet. Please use the sponge to clean it up"). Time out is limited to children who are out of control and need our assistance to regain composure, and is not a punishment.

All employees will follow the guidance and discipline rules. Guidance and discipline are positive and appropriate to the situation and to the child's developmental level. Discipline will never be imposed for failure to eat or for toileting accidents. No child will be humiliated, shamed, frightened, or subjected to verbal abuse. Discipline will not be delegated to children – they are not permitted to hit each other on program property nor are parents permitted to spank or slap children in the program. In case of physical aggression, staff members may restrain children for the safety of those involved but no form of physical punishment or restraint is ever used. "NO" will always be followed by an explanation. The staff members may consult with the parents about problems that are occurring and encourage the parents to discuss any problems they are having at home. It is very important for us to work together for the benefit of the children. This rule (5101:2-12-22) regarding behavior management applies to all employees.

If a situation arises where a child is endangering him/herself, peers, or staff, it may become necessary to discontinue services to the child. Prior to the termination of service, however, the staff will make persistent and collaborative plans with the parents or guardians to change the dangerous behavior. Every attempt will be made to work with the parents and the child to correct the behavior. This plan would be developed in consultation with the parents and would be consistent with the requirements of Rule 5101:2-12-22.

Center Conduct Policy

The YMCA AfterSchool Program has a clear responsibility to protect and promote the YMCA's goals, which include teaching children to resolve conflicts in nonviolent and non-aggressive ways. This policy identifies unacceptable behaviors by parents, staff, and visitors while at the YMCA. We expect that staff, parents, and visitors will treat each other kindly and with respect, keeping in mind that we are role models for the children. The unacceptable behaviors include, but are not limited to the following:

- Profanity
- Threats, intimidation, or harassment
- Mental or bodily harm
- Disruption and obstruction
- Destruction of property
- Disturbing the peace
- Dishonesty or misrepresentation
- Violation of Criminal Law
- Smoking

Anyone found in violation of this policy is subject to immediate termination of YMCA services.

Snacks and Ohio Child Care Food Program

Nutritious afternoon snacks will be served. Snack will contain foods from two food groups. Foods are chosen with health in mind, and limit fat, sugar, and other calories with limited nutritional value. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs.

General Emergencies and Accidents

In the event of an emergency that requires the building be immediately evacuated or closed, including threats to the safety of children due to environmental situations, threats of violence, natural disasters such as fire, tornado, flood, etc. children may be escorted out of the building to a safe location visible from the center entrance. Parents will be notified to pick up their children immediately. If the loss of power, heat, or water jeopardizes the well-being and safety of children, parents will be called to pick up their children.

A serious incident, injury, or illness includes any situation when a child is in the care of the center that requires emergency medical treatment, professional consultation, or transportation for emergency treatment. In case of a serious incident, injury, or unusual/unexpected event that jeopardizes the safety of the children or staff, the Site Administrator is to be notified immediately. If the Site Administrator is not available, the designated staff member will be notified. The Site Administrator will notify the parent(s) and make contact with the appropriate emergency numbers. If necessary, the child will be transported by an emergency vehicle to the hospital. An incident/injury report will be completed by the child care staff member in charge of the child when the following occurs: an illness, accident, or injury which requires first aid treatment; a bump or blow to the head; emergency transporting; or an unusual or unexpected event which jeopardizes the safety of children or staff, such as a child leaving the center unattended. During such emergencies, the other children in the class will be removed to another part of the center and will be supervised by the second responsible adult until the emergent situation has been resolved.

In case of dental emergency, the staff will follow the procedures as indicated on the Dental Emergency Chart posted in the program area.

Weather Emergencies Occurring During Operating Hours

In the event of tornado or severe weather alerts, staff will follow the emergency procedures set forth in the general emergency plan posted. Parents who arrive during such an emergency will be strongly encouraged to remain at the program until the alert has been lifted. If it appears that the weather will make travel dangerous, the Site Administrator reserves the right to close the program early. The program will be staffed until all children have been picked up.

Management of Illness

The YMCA AfterSchool Program maintains a strict policy of excluding children from the program who may be contagious and/or who may not feel able to participate.

Staff members have received training in recognizing communicable illnesses. Staff members are also trained in hand washing and disinfecting procedures. A trained staff person will observe each child upon arrival and throughout the day for evidence of communicable illness.

When a child becomes ill at the program, we expect the parent to come and pick up the child as soon as possible. It is often inconvenient for parents to leave work and/or stay home due to a possible communicable illness. However, the program's policy of strictly excluding children with possible communicable illness is designed to protect all of the children and staff. Although the staff may certainly sympathize with your difficulty in leaving work or staying home, we cannot and will not care for sick children. The exclusion of children with communicable illnesses seems to cause the greatest conflict, since many employers expect you to be at work regardless of your need to care for your sick child. We encourage you to plan for illnesses that your child may have.

The Ohio Department of Health has provided us with a "Day Care Center Communicable Disease Chart" that is posted in the program area. When your child has been exposed to a communicable disease other than a cold, you will be notified in writing within 24 hours.

When a child has symptoms of communicable disease, she/he will be isolated from the other children and supervised by an adult. Ill children will be provided with a clean cot to rest. The cot will be disinfected after use. The parents and/or the designated emergency contact will be contacted to pick up their child with all reasonable speed.

Children will be sent home or not accepted with the following conditions:

- Temperature of at least 100 degrees Fahrenheit when in combination with any other signs or symptoms of illness
- Diarrhea (three or more abnormally loose stools within a twenty-four hour period)
- Severe coughing (causing child to become red or blue in the face or make a whooping sound)
- Difficult or rapid breathing
- Yellowish eyes or skin
- Redness of the eye, thick and purulent (pus) discharge, matted eyelashes, burning, or itching eyes
- Untreated infected skin patches, unusual spots or rashes
- Unusually dark urine and/or gray or white stool
- Stiff neck with an elevated temperature
- Sore throat or difficulty swallowing
- Vomiting more than once, or if other symptoms are present
- Evidence of infection-red/swollen or draining sores, green or yellow nasal discharge, or ear discharge
- Excessive fatigue (child sleeps during activities, but had a normal nights sleep previously)

Children may return under the following conditions:

1. With a physician's statement that the child is free from communicable disease and that returning to the program presents no risk to the child or others; or
2. Visibly free from communicable illness AND
 - a. Fever free without fever reducing medicines for 24 hours
 - b. Free of vomiting or diarrhea for 24 hours while eating a normal diet.

A mildly ill child (minor cold symptoms, or not feeling well enough to participate fully in the program) will be cared for at the program and watched closely. If any of the above symptoms develop, the parent will be called to come and take the child home. We prefer to err by being too cautious rather than allow healthy children and staff to be exposed to communicable illnesses.

The program retains the right to continue to exclude a child despite a physician's statement if that statement contradicts the policies. The YMCA AfterSchool Program has the final say in caring for children who may be contagious. Please feel free to discuss these policies with the Director if you have questions or problems.

A staff member who has a communicable disease will not work with children, and will be replaced by a qualified substitute.

Medication, special diets, and food supplements

We will modify your child's diet, give food supplements, or give medication to your child at your request.

- Medication forms will be available from the Director or Site Administrator.
- A doctor's signature on the approved form will be required if you wish for us to modify the diet, give your child a food supplement, or give your child an over-the-counter remedy such as cough medicine (which does not contain codeine or any medication containing aspirin). Over the counter remedies require a doctor's signature on the specified form and Ohio rules do not allow us to give these over-the-counter medications for more than three days.
- A doctor's signature is not required for a prescription medication as long as the prescription is in the child's name, is in the original container, is dated and not out of date, and the parent completes the appropriate forms.
- A doctor's signature is not required, but a medication form must be completed, for topical products applied to the skin and used for preventative measure such as sunscreen.

Please note that medication is given as a special service to the parents and children. Parents are expected to take the full responsibility for properly completing the appropriate forms and for dropping off and picking up medicines that need to be refrigerated. The YMCA AfterSchool Program will follow school policies for allowing school-age students to possess medication such as inhalers.

Outdoor Play

Children in attendance for four or more consecutive hours will have outside play, except when extreme temperatures make outdoor play unsafe (see exceptions below). Please provide clothing for outdoor play, including hat, mittens or gloves, coat with a working zipper, and boots or extra shoes. Snow pants are nice when there is snow on the ground. You may want to include a sweat shirt or light sweater on spring and fall days and even in the summer if your child is not used to air conditioning. We are unable to keep one child inside even when you ask us to. If your child is healthy enough to attend school, he/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.

Exceptions: Outside play will be redirected to the gymnasium if the weather is not acceptable for outdoor play. Children will not go outside if the temperature is below 20 degrees or above 95 degrees, 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 or to the gymnasium.

Parent Participation/Volunteers

Family involvement and input is essential to our program. Parents and family members can volunteer at the center by reading a story, helping with snacks/lunches, preparing materials for special projects, helping plan upcoming events, or sharing information about health, fitness, and safety. Any family member with a special interest or skill to share should notify the Site Administrator. YMCA policy requires all volunteers to pass a background check before working with participants. Once a person has been cleared to volunteer with students, he/she must sign in upon arriving at the program and will be assigned to a specific group or activity by the Site Administrator or program staff.

Family input will be received through the use of surveys and communication to the Site Administrator. We appreciate any suggestions or criticisms that families may have. In providing an open relationship with all family members, we believe that we provide better care for their children. We encourage families to visit the program at any time. Conferences are available upon request. Parents needing assistance of any kind may contact the Site Administrator.

Parent/Staff Communication

The YMCA believes that activities involving parents in their child's development should be included in a program. Information on upcoming activities will be available. Any problems your child may be having at school or 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 your family to provide the best environment for your child's growth and development. It is very important that parents talk with the staff. The staff will also keep parents informed.

Parent Satisfaction

Your satisfaction with your child's care and education, the way you are welcomed, and how we communicate with you is important. You will always be greeted warmly, treated with respect, listened to, and fully informed about the program and your child's health, safety, and progress. Anonymous parent surveys may be conducted to learn about the level of your satisfaction. We use this information when we make the performance goals for staff and for the program'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. It is best to discuss concerns of any kind with the individual involved. If this is not appropriate, or if the concern is not resolved, the Site Administrator and site staff is the person responsible for your child's care and education, and the Site Administrator is responsible for all aspects of the program's operation. Parents and staff can go to the Site Administrator and then to the supervisor, who may be at a different location. We will do our best to resolve any problems that arise. If after speaking with the Site Administrator, your issues are still unresolved, you may contact the Center Director at (513) 246-3205.

Cellular Phone Usage

If necessary, please use cellular phones common areas and not in classrooms. To protect the privacy of children and staff, the use of cellular phones is prohibited in YMCA AfterSchool Programs.

Complaints

Should a problem that you have taken to the Site Director not be resolved to your satisfaction, or if you wish to appeal termination of services, you may file a formal complaint with:

Trish Kitchell
Group Vice President
Community Services YMCA
1105 Elm Street
Cincinnati, OH 45202
tkitchell@cincinnatiymca.org
(513) 246-3200

Please include your daytime phone number.

Termination of Services

The YMCA AfterSchool Program reserves the right to deny enrollment or discontinue service to any child at any time at its discretion.

Parent Handbook

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

IN CLOSING...

We appreciate that your family has selected the YMCA AfterSchool Program to care for your child. Just like you, we care deeply about your child. Your suggestions and comments will receive careful consideration as we continue to design a program responsive to the needs of your family.

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