

HERE FOR YOU



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Parent Guide
YMCA Student Care
WENATCHEE VALLEY YMCA



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OUR COMMITMENT TO QUALITY CARE

YMCA before and after school programs foster each child's cognitive, social-emotional, and physical development through opportunities and experiences which focus on achievement, relationships, and belonging. Each activity is offered in a physically and emotionally safe environment consistent with evidence-based principles of youth development. Each child is encouraged to develop at his or her own rate by encouraging skill development and frequent leadership opportunities.

Families are seen as partners in their child's development. We look forward to building positive relationships in order to best support each child and family unit.

Finally, the YMCA collaborates with other organizations that are committed to serving the needs of all children and families. It's through these collaborations and a strong youth development focus and assessment that the Y delivers consistent quality programs.

BEFORE AND AFTER SCHOOL CARE

YMCA Before and After School programs focus on safety, health, social growth, and academic enrichment for children ages 5-12. In our care, your child will receive:

- 60 minutes of physical activity
- Healthy snacks
- Academic support
- Leadership and youth development
- Care from licensed and certified staff
- STEM (Science, Technology, Engineering, and Math) and enrichment activities

EVERYONE IS WELCOME

The WENATCHEE VALLEY YMCA is an organization that embraces nondiscrimination, diversity, and inclusion.

We welcome all people regardless of ability, age, background, income, ethnicity, race, faith, gender, gender identity, gender expression, or sexual orientation.

AMERICAN DISABILITY ACT NOTICE

To the extent it is reasonably able to do so, the Y will provide services to children with disabilities in the same manner as services provided for other children of comparable age. Parents or guardians are obligated to disclose medical, physical, or behavioral issues at the time of the child's enrollment and on an ongoing basis. Guardians will further need to fill out an individual plan of care and/or plan of success. Due to the large group format of the program, the Y is unable to provide one on one care for any child, with the exception of injuries, immediate disciplinary issues, and certain personal care needs.

LICENSING AND CERTIFICATIONS

Our program hires quality and experienced staff to work with all children. As a licensed program by the Washington State Department of Children, Youth, and Families, all employees are subject to criminal background checks and extensive reference verifications. Employees are required to be CPR and First Aid certified with the expectation that each employee completes a minimum of ten state (STARS) training hours every year. To view the most recent inspection and Department of Children, Youth, and Families standards, check the site licensing binder at the school site, online at www.dcyf.wa.gov, or call 1-800-737-0617.

STAFF PROFESSIONAL DEVELOPMENT

All YMCA site coordinators and site leaders are qualified and verified through a state licensor. Staff professional development can be verified in MERIT (educational database for the Department of Children, Youth, and Families) at www.merit.del.wa.gov. Required trainings of licensed child care staff include:

- 30 hours of STARS (child care basics training for Washington State) training
- 10 hours of continuing education yearly
- Department of Children Youth and Families Orientation
- CPR/First Aid Certification
- Blood-borne Pathogens/HIV/AIDS Training
- Negative TB Test
- Food Worker's Permit



ABOUT OUR BEFORE AND AFTER SCHOOL PROGRAMS

Our program provides a balanced combination of academic assistance, enrichment programming, physical activity and leadership development. Media use will be limited in daily programs (i.e. movies, television, computers, and music).

Academic Assistance: During this time, the expectation is that children sit and engage in a quiet academic activity for 30 minutes. Our staff frequently connect with teachers and parents to learn how to best support your child. If a child does not have homework, alternate educational activities will be offered, such as reading, mathematic games, etc.

Enrichment: We also work with community partners to provide S.T.E.M. (Science, Technology, Engineering, and Math) enrichment activities. Arts, crafts, songs, and music encourage children to explore and be creative. We strive to be responsive to the diversity of program participants, their families and community by incorporating cultural awareness activities.

Physical activity: Sports and organized games help develop participants' sense of fair play, teamwork, and large motor skills.

Leadership development: Activities like dances, talent shows, and community service projects are designed to promote leadership skills, volunteerism, organizational skills, problem solving, and a sense of cooperation.

HOURS OF OPERATION

General hours of operation range from 6:30am–6:00pm, and vary depending on location and school district. To see a complete list of locations and hours of operation, visit our website at wenymca.org/child-care

ACTIVITIES SCHEDULE

Program schedules are flexible and can vary throughout our programs. Components for a typical daily schedule, include:



» MORNING SCHEDULE

Activity Choices
Group Game/ Physical Activity
Enrichment Activity
Community Circle/Clean Up

» AFTERNOON SCHEDULE

Community Circle
Afternoon Snack
Group Game
Academic Support Time
Enrichment/STEM Activity
Activity Choices

TRANSITIONS

Children will be given a five minute notice prior to moving to the next activity. Staff are encouraged to use attention getters when addressing the group as a whole and plan for transition games/songs when moving from one activity to the next. During transition times staff will position themselves accordingly for the protection of all children in the program.

PICK UP AND DROP OFF

Parent/guardian must sign in/out child daily. If a child is dropped off or left unattended prior to the start of program, the staff is required to file a report with Child Protective Services. If staff cannot reach parent/guardian and the child is not picked up 45 minutes after the close of program, authorities will be called for assistance.

Late Pick ups: Guardians will be charged for late pickups at a rate of one dollar for every minute per child past the site closure time. Late fees will be added to your monthly fees. If late fees are not paid, child care will be suspended. Accounts set up for automatic draft will have the late fee added to the next draft date. Repeated late pick ups may result in a review of program participation.

SIGNING CHILDREN IN AND OUT

Parents are responsible for checking children into care by signing in and out on the KinderSign application on the tablets during drop off and pick up at a child care site daily. Tablets will not be brought out to you in your car. The Department of Children, Youth, and Families requires children to be signed in and out every day with the time and a full legal and legible signature.

- Once children are checked into a YMCA program they are not permitted to leave the site without written authorization.
- Children are not permitted to remain at the program site once they are signed out.
- If a child's name is not listed on the roster they will not be permitted to stay at the program. YMCA staff will attempt to find authorization, but if unsuccessful, guardians must provide proof of registration and payment with verifying receipt, which can be obtained from the Wenatchee Valley YMCA.
- **Photo ID Required:** Staff will conduct identification checks as needed, please carry photo identification at all times. Anyone picking up child other than a parent or legal guardian must be on the authorized list, provide photo identification, and be at least 16 years of age. Under no circumstances will a child be allowed to leave the site with an unauthorized person. Authorized contacts includes emergency contacts and parents may add or remove contacts from authorized pick up list by communicating with both the Site Staff AND Wenatchee Valley YMCA Child Care office.
- The YMCA is not responsible for the child's safety and supervision once they have been signed out and left the program.
- Employees are not allowed to transport participants in their personal vehicles or be an emergency contact unless there is a prior relationship.
- Rosters are legal documents. Requests for attendance history are only granted by a court order. (see page 8 for more information regarding requests for account and payment history)

Parental Custody: If both parents are listed on the registration form, both parents are able to pick up. The YMCA is not in the position to regulate parenting plans or custody agreements. We do honor restraining, anti-harassment, or other court orders related to the protection of the child. Please provide a copy to YMCA staff. Any disagreements must be addressed by the parents away from the site.

PERSONAL BELONGINGS

Please allow children to bring only what is necessary to YMCA programs. Toys, electronic games, personal sports equipment, or other personal articles are not permitted. Children are not allowed to use cell phones during program hours. Children must wear appropriate shoes at all times to allow full participation in program activities. If a child's shoes have wheels, the wheels cannot be used at any time during YMCA program. Pets are not allowed at any time. The YMCA is not responsible for any lost, broken, or stolen items.

FIELD TRIPS

No off-site field trips are offered during before and after school care. You must register for school year or full year plans in order to include Winter, Mid-winter, Spring and/or Summer break camps which may include off-site field trips.

NUTRITIOUS SNACKS

All children are offered a daily, nutritional, morning and afternoon snack. All snacks provided meet the Department of Children, Youth, and Families, USDA, and Healthy Eating Physical Activity (HEPA) guidelines. Should a family choose to provide supplementary snacks, healthy options are encouraged. Candy or soda products are not permitted. Extra food items are kept on site in the event that snack options from outside are not in alignment with the Department of Children, Youth, and Families' guidelines.

Lunch is not provided on half days or no school days, so please be sure to include a healthy lunch that does not require refrigeration or microwave preparation on these days. If your child has a condition or disability that requires special dietary accommodation, please contact your program director to create a plan for snack substitution.

To help the YMCA create a safe environment for children with life-threatening nut allergies, you may be asked to refrain from sending your child with food containing peanut butter or other nuts and/or other foods manufactured in a plant that processes nuts. If you have any questions, please speak with your YMCA staff.

TRANSPORTATION

Transportation is provided by each district to and from school, as well as field trips during the summer. All district transportation rules apply. children are signed out of the YMCA Student Care program when they are being transported to and from school. If you have any issues with transportation, please contact your district's transportation office.

HAND WASHING

Staff will wash hands and children will be directed or assisted in washing hands: upon entering the program, after toileting, after contact with bodily fluids (feces, urine, blood, mucus, drool, etc), before and after food preparation or cooking activities, before eating, and after playing outside.

CLEANING AND SANITATION

We follow cleaning and sanitation procedures as outlined in the Washington Administrative Code (WAC) as outlined in WAC 170-297-3850 through 170-297-3925. You can find the WAC at <http://apps.leg.wa.gov/wac>.



PARENT/GUARDIAN ENGAGEMENT

Parents/Guardians are encouraged to visit the program, observe activities, and communicate with your YMCA staff.

PARENT/GUARDIAN RESPONSIBILITIES

In order to ensure the safety and protection of all children, parent/guardian(s) are required to:

- Complete all registration, health, medication, authorization, and immunization forms
- Ensure all information on record is updated and accurate throughout the year
- Ensure children are signed in/out by the person who is dropping off and picking up each day
- Make an effort to get to know the faces and the names of the staff that care for children daily
- Refrain from disciplining children in the presence of staff or other children
- Encourage child participation and reinforce program expectations with your child

COMMUNICATION

Weekly and on-going communication: YMCA staff will communicate with parents daily upon arrival about their child's progress or make a phone call to the parent if necessary. Each site has a display board where program dates and notices can be found. E-newsletters are sent throughout the school year to communicate important dates and reminders.

We want to hear from you! Your on-going feedback helps us serve your family better. At any time, we welcome families to provide feedback about your experience to your program director or site staff. In the fall and spring, families will be invited to share feedback through a survey regarding your experience and program quality. We strive to partner with our families and community. We would be honored if you would share with us what holidays your family observes or celebrates so that we may acknowledge them with our participants and encourage inclusion within our programs.

Photo and Release: Use of pictures, video or other media with children will be subject to a written release form included in the registration packet. No media will be used for any purpose without written consent from a parent/guardian. In some cases, media may be used for marketing and promotion purposes.

PLAN OF SUCCESS

A "plan of success" is a communication tool establishing mutual understanding between the child, parent/guardian, and staff to identify the best way support your child. The goal is to clarify how we may best specifically meet the child's needs to ensure your child's success in our program. If your child has behavioral, emotional, psychological, or physical needs or considerations (as noted in your child's registration paperwork), staff will follow-up with parents to create a plan of success within the first week of starting care. Staff may request that a plan of success be created if determined necessary and parent/guardian involvement is required. The Plan of Success is also utilized in misconduct situations to ensure that child, parent/guardian, and staff understand appropriate next steps to address the misconduct and best support the child to be successful in our program.

SERVING YOUR CHILD

ABSENCES

It is the parent/guardian's responsibility to notify the staff if a child will be absent from child care due to illness, vacation, or for personal reasons. The school is not required to notify the YMCA if a child is absent. If an absence is not communicated, staff will contact a parent/guardian in order to verify an absence for afternoon care only. In the event that a parent/guardian cannot be reached, staff will call the designated emergency contact and will continue trying to contact parent/guardian until the location of the child is verified.

MEDICATIONS

- If a child requires any self-administered prescription medication, parents are required to bring the medication directly to the YMCA staff in the original prescription container labeled with the child's name, date, directions, and physician's name
- A Medical Authorization form must be completed to identify specific instructions for medication use (talk to YMCA staff about filling out this form)
- Emergency medication such as Epi-Pens or inhalers must be accompanied by an individual health care plan form, which can be found at the YMCA program site
- If a child needs to take medication home at the end of the day or the week, it is the parent's responsibility to pick it up from YMCA staff
- Sharing of medications between the YMCA and schools is not permitted

SUPERVISION AND ONE-ON-ONE CARE

The Wenatchee Valley YMCA welcomes all individuals to participate in its programs. While the YMCA strives to provide adequate care for every child, it is not able to provide specialized one-on-one attention for any participant.

Parents/guardians of children who need substantial one-on-one attention due to behavioral or other circumstances are encouraged to work with the YMCA in finding an alternative program that fits their specific needs.

BEHAVIOR

The philosophy of the program is based largely on the concept of positive behavior guidance. Children are taught to consider the effect their actions may have on others, which promotes cooperation and responsibility. Staff reinforce values of caring, honesty, respect, and responsibility, engage youth in the eight points of leadership, and are intentional about using specific action compliments and proximity praise.

EIGHT POINTS OF LEADERSHIP:

1. Be a leader to yourself first
2. Speak so you can be heard
3. Know what's going on around you
4. Have conversations
5. Create a plan and make a decision
6. Be flexible
7. Always say "please" and "thank you"
8. Be creative

YMCA CORE VALUES:

Caring
Honesty
Respect
Responsibility

MISCONDUCT

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. The primary goal of staff is to provide supervision and positive support for every child.

Our goal is to see staff, children, the school and parents work together to create a safe and nurturing environment. The Y DOES NOT engage in any practices that are physically or psychologically damaging, such as:

- Corporal Punishment
- Withholding nutrition or hydration
- Inflicting physical or psychological pain
- Demeaning, shaming, or degrading language or activities
- Forced physical exercise to correct behaviors
- Punitive work assignments
- Punishment by peers
- Group punishment or discipline for individual behavior

When misconduct occurs, each situation is approached with the goal of setting the child up for success. When warranted, a child plan of success (a parent/staff meeting to create written goals for the child) will be established to reduce or redirect misconduct. Each behavior incident will be documented and if the behavior continues, it may result in suspension.

If misconduct occurs, we will use the following sequential procedures:

1. The child will be encouraged to use his/her words to try to solve the situation peacefully.
2. The child will be redirected to a new activity.
3. The child will be removed from the situation until he/she is able to rejoin the group.
4. Parent/Guardian is alerted and encouraged to share ideas.
5. Parent/Guardian will be called for immediate pick up and the child will remain in supervised suspension until the parent arrives. A conference between parent/guardian and YMCA staff is required to create a plan for the child's success.
6. One to three days suspension from child care. No refund granted for days suspended from care.
7. All documentation will be reviewed to determine if child will be removed from all Y programs for two years. In some cases and situations, child expulsion may be immediate without prior offenses depending on the nature of the incident. Program fees will not be refunded.

The removal of children from the program is enforced only to ensure overall safety for all involved. We are committed to working with you in the best interest of your child and the rest of the children in our care.

The following behaviors are considered serious in nature:

- Theft, attempts to steal, or property damage
- Verbal abuse or bullying of any kind
- Physical aggression, verbal threats of severe harm, or death threats
- Disruptive, defiant or blatant disrespect of staff or participants
- Inappropriate touching
- Leaving the child care site without an authorized escort

ENSURING A SAFE ENVIRONMENT

NON SMOKING POLICY

The YMCA is committed to modeling healthy living. In conjunction with state laws on school campuses, smoking, and vaping is prohibited at YMCA programs and on school campuses.

PROHIBITED SUBSTANCES AND WEAPONS

YMCA programs on school property adhere to school policies – no substances or weapons are allowed on the YMCA site premise. Any person with prohibited substances, weapons, or found to be trespassing will be asked to leave the premises immediately. If a child has possession of any prohibited substances or weapons, a parent will be called for immediate pick up and the child may be suspended from care.

REPORTING BEHAVIOR AND CHILD ABUSE

Parent/guardian(s) should not hesitate to report actions of YMCA staff that may be perceived as inappropriate. All concerns are thoroughly investigated. Child Protective Service or the Department of Early Learning are contacted if warranted. The YMCA has a special concern about incidents of reported child abuse. YMCA staff are mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities. Child Protective Services must be notified within 48 hours. Please do not implement any verbal and/or physical punishment towards a child that could be misinterpreted in front of YMCA staff and participants.

It is important for parents to discuss with children how important it is to communicate situations that make them feel uncomfortable or unsafe. To make sure your child remains safe outside of the YMCA's supervision and to protect our staff members, we request that you do not ask a YMCA staff member to baby-sit, host sleep-overs, or spend one-on-one time with your child outside of YMCA programs.

RIGHT TO PRIVACY

To provide a safe environment for all families, the YMCA will not share parent or child personal information without written consent, including information regarding enrollment, behavior, medical issues or payment arrangements for every child. Records for all children will be stored in a confidential manner at the program site and at the Wenatchee Valley YMCA. Parents and guardians are allowed to view YMCA registration forms at any time.

EMERGENCY PROCEDURES

ACCIDENTS

If an accident occurs in our care, staff will communicate to parent/guardians at the time of pick up. Staff caring for the child will complete a written report of any accident considered serious, detailing the first aid provided. If the accident involves a head injury, parent/guardians will be notified as soon as possible. If emergency treatment is warranted, the staff will immediately notify parents and the child will be transported by ambulance along with a staff member to the nearest medical facility specified by the parent in the child file.

EMERGENCY PLAN

All YMCA staff are prepared and trained to activate emergency procedures in the event of severe weather, fire, or other conditions that require building evacuation or other immediate safety measures. Each program location has a disaster emergency plan, please ask your YMCA staff if you would like to obtain a copy.

ILLNESSES

For the health and safety of all participants, please keep children at home when ill. In the event that children are exposed to a communicable disease, staff will promptly post a notice to communicate to all participant families. Staff will also communicate to parents of participants who have been exposed, for immediate pick-up for the following scenarios:

- Child is feeling ill during program hours for 20 minutes or longer
- Child has a fever of 101° or higher
- Child is vomiting, has diarrhea, a consistent cough, watery or inflamed eyes, acute skin rash or sore throat
- Child has head lice

Please see the site health care plan for more information in the licensing binder. Any conditions of public health safety will be reported to the Department of Children, Youth, and Families and the Washington State Department of Health.

SCHOOL CLOSURES AND DELAYS

YMCA programs run in conjunction with the school district calendar year. If a school is closed for delayed for inclement weather days, YMCA programs will also be closed/delayed. For the most up-to-date information on school closures or delays, check local news, district websites, or the YMCA website at wenymca.org/child-care

ACCOUNTS AND PAYMENT

MONTHLY FEES

Monthly rates for the before and after school program are based on the number of days school is in session and averaged over the 10 months of the school year, this ensures a consistent monthly fee. Monthly program fees are not adjusted for break weeks: i.e. winter break, spring break and summer break, or shorter months. Additional fees may apply for half days/early release. YMCA Student Care is closed on national holidays. Please visit wenymca.org/child-care for a full Student Care Calendar and list of closure dates.

PAYMENT INFORMATION

Various forms of payments are accepted. Payees should inform the Wenatchee Valley YMCA if any updates or changes to payment arise. Payments and late fees are accepted at Wenatchee Valley YMCA and Eastmont YMCA Aquatic Center via cash, check, credit/debit card, or automatic bank draft. **Payments are due by the 1st.**

Late Payments: A late payment fee of \$25 will be added to your account if payment is not received by the 1st. Suspension from care will occur if payment is not received by the 5th.

Automatic Transfer: Set up automatic transfer using a bank account, monthly payment will be deducted from chosen account on the 5th of every month.

Cash or Check: If the account holder chooses not to auto draft, payment must be received by the 5th of every month. A \$30 return fee applies to any bounced check or return draft.

If account holders participate in a flexible benefit plan, provided by an employer and a receipt is not accepted for reimbursement, please provide the required form for signature at the time of registration.

THIRD PARTY ASSISTANCE

Assistance from DSHS, Child Care Aware[®] or another third party providers must provide an authorized notice before registering a child for care. If authorization confirmation is not provided to the YMCA Child Care Office before care begins, parent/guardian will be responsible for the full fee.

REQUESTS FOR ACCOUNT AND PAYMENT HISTORY

Due to right of privacy, regardless of who makes the request, personal information and method of payment will not appear on the account history. If a parent would like access to account history:

- A written request must be received by the Wenatchee Valley YMCA
- Requests will be processed within two weeks, depending on document availability
- Document will be mailed to address provided or be picked up at the Wenatchee Valley YMCA with photo identification.
- The person requesting the information must be listed on the account, the registration paperwork, or have a letter of release from the primary account holder
- Requests for attendance history are only granted by a court order

WITHDRAWAL FROM CARE OR SCHEDULE MODIFICATIONS

In the event a parent/guardian needs to withdraw or change child care, a two weeks advanced written notice from the last day of care is required to the Wenatchee Valley YMCA. Refunds are not granted for requests made without a two weeks advanced written notice. **Involuntary Disenrollment:** YMCA reserves the right to remove any child from care if they do not follow policies, procedures, and guidelines. Refunds are not available for cases of involuntary disenrollment.

TAX EXPENSE REPORTING

YMCA Child Care is a licensed provider, and expenses for the year can be claimed as a valid tax expense. The tax ID number for Wenatchee Valley YMCA is 91-0578224. Year-end statements of expenses will be mailed to the primary parent on the account by January 31.

WENATCHEE VALLEY YMCA

217 Orondo Avenue Wenatchee, WA
98801

P 509-662-2109

F 509-662-8532