



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Afterschool/Day Camp Program Parent/Participant Handbook

San Angelo YMCA  
2022-2023 School Year



353 S. Randolph St.  
San Angelo, TX  
[www.ymcasanangelo.org](http://www.ymcasanangelo.org)

Most recent update: July 2021  
This version replaces all previous versions of the handbook.

## **About This Handbook**

This handbook was developed to describe the policies, programs, and benefits available to participant's parents. It is important to read, understand, and comply with all provisions of the handbook.

This handbook supersedes and replaces all previously existing policies, handbooks, manuals, guidelines, correspondence, rules and oral or written representations previously given or advised by the Y. Participant's Parents are required, as a condition of their child's participation, to read this Afterschool Program Handbook and sign the Acknowledgement Form provided to them in the enrollment form. Y management will interpret and amend these guidelines as necessary and communicate changes accordingly.

## **Mission Statement**

The mission of the San Angelo Y is to serve the people in the San Angelo community of all faiths and ages, with emphasis on families and youth, to permit them to achieve their God-given potential in spirit, mind and body through its programs, staff, facilities and the community.

## **Our Commitment Is to Social Good**

The San Angelo Y is an independent 501(c)(3) tax-exempt organization under the IRS code, which means that donations to the Y are tax deductible. It is the goal of the Y to provide programs and services regardless of an individual's or family's financial ability to pay for participation. Every day, the Y brings together people of all ages and from all walks of life with a shared commitment to ensuring that everyone has the opportunity to live life to its fullest.

## **Handbook Review and Update Process**

This handbook will be reviewed annually and updated as needed. Parents will be notified when changes are made and will be required to sign a new handbook/addendum agreement reflecting the changes.

## **Purpose of the Afterschool Program**

The purpose of the program is to provide safe, affordable care to families in our community. We strive to integrate the Core Values of the YMCA into the program: Honesty, Caring, Respect, and Responsibility. Additionally, we have a responsibility to provide activities and programs components that encourage healthy lifestyle for the children in our care. The following components have been implemented into the program to create impactful experiences for our camp participants, healthy breakfast, healthy lunch, healthy snacks, educational support activities, and special events.

## **Program goals**

The goals of the program are to create an environment where the children we serve can develop a sense of belonging, achievement and build relationships.

## Philosophy

The YMCA strives to maintain a positive approach to managing children's behavior at all times. The YMCA teaches positive discipline as the process of teaching how to become responsible, respectful and resourceful members of our community.

## Program staff

Staff are a crucial component to the success of our program. The Y values the partnership between program directors and Parents/guardians, and strive to ensure open communication.

Youth Service Director	Dustin Estes	325-234-2283
Asst. Youth Service Director	Lisa Sanchez	325-234-1396
Afterschool and Day Camp Director	Gabriela Angel	325-234-6074
Afterschool and Day Camp Director	Naila Caraballo	325-324-6074
Childcare Accounts Coordinator	Linda Mata	325-655-9106

The San Angelo YMCA maintains the standards set forth in the Minimum Standards for Child-Care Centers. You may review the child-care minimum standards and the most recent Licensing inspection report at your child's site or at the YMCA. You may contact the local Licensing agency by calling 325-657-7406, the Protective and Regulatory Services child-abuse hotline at 1-800-252-5400, and the protective and Regulatory Services website at [www.tdprs.state.tx.us/](http://www.tdprs.state.tx.us/). Each location is inspected, at a minimum, annually by a licensing representative. Licensing representative ensures our program is in compliance with the minimum standards.

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of the staff. Recruiting, selecting, training and supporting the staff are essential, interrelated processes in ensuring the success and integrity of children's programs. The leaders are required to have knowledge of child and youth milestones, knowledge of recreation activities, demonstrate the character values, and must possess positive role-model qualities in order to serve as a caregiver for the children.

Staff members are selected for having personality characteristics such as warming, sympathetic, and the ability to relate positively with children, which correlates with the YMCA's 4 core values, caring, honest, respect and responsibility.

Employees are screened, background checks are conducted upon hiring, and employee members who have contact with children receive training in recognizing, reporting, and preventing child abuse. Some of the guidelines for employees are as follows:

- At no time during a Y program may an employee person be alone with a single child where he or she cannot be observed by others. Employees should position themselves in such a way that other staff can see them.
- A child may not be left unsupervised.
- Employees shall not abuse or mistreat children in any way, including
  - physical abuse-striking, spanking, shaking, slapping, etc.
  - verbal abuse-humiliating, degrading, threatening, etc.
  - sexual abuse-touching or speaking inappropriately
  - mental abuse-shaming, withholding kindness, being cruel, etc.
  - neglect-withholding food, water, restroom access, or basic care.
- Employees members may not transport children in their own vehicles.
- Profanity, inappropriate jokes, displays of intimate affection, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other employee is prohibited.

- Outside of the Y, employee members may not be alone with children whom they meet in Y programs. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Not following the policy will be grounds for termination of employee and participant.
- Employees may not single out children for favored attention and may not give gifts to youth or their parents.
- Program rules and boundaries must be followed, including appropriate touch guidelines. Children may be informed, in an age-appropriate manner, of their right to set their own "touching" limits for personal safety.
- Children may not be disciplined by use of physical punishment, such as running laps, push-ups, etc. Additionally, employees may not withhold the necessities of care, including food, water, rest and access to restroom facilities.
- Group based consequences may not be used as a result of individual youth's behaviors.
- Food may not be used as an incentive or consequence for behaviors.
- Employees may not date program participants who are under the age of 18.
- Under no circumstances should staff members release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (authorization on file with the Y).
- Staff members are to report anyone who violates any of these child abuse rules to their supervisor or next level of supervision.
- Staff members are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend trainings on the subject, as instructed by management.
- Staff members are required to fully cooperate with any investigation by the Y, any law enforcement agency or any other authorized outside agency. Failure to do so is considered misconduct and will result in termination.
- Staff members are to make sure the rest room is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff members will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for the staff members (i.e., not being alone with a child). If staff members are assisting younger children, doors to the facility must remain open. No child, regardless of age, should be allowed to enter a bathroom alone on a field trip or at other off-site locations. Always send children in threes (known as the rule of three) and, whenever possible, with staff.
- No staff member will ever strike, swear at, abuse, or threaten with physical intimidation either a child or a parent/guardian.
- No staff member will allow a child to be stricken, sworn at, abused, or physically intimidated by anyone else in the program.
- No child will be allowed to continue in the program that becomes a safety hazard to him/her or others.
- The YMCA has a **ZERO BULLYING** policy and will take swift action if a staff has been made aware of any child participating in bullying acts.
- No staff members will ever solicit or accept gratuities in consideration for any treatment of a child.

## Program Admission Criteria

**Ages 3-5:** Children must be 3 years of age on or before the first day of program. **Children attending the program must be fully toilet trained and able to manage their own self-care; we do understand that accidents occur occasionally. If a child does not have extra clothing the parent must be at the site within 30 minutes of program staff, contact call/request of extra clothes.**

**School Age:** Children must be 5 -12 years of age and enrolled in elementary school to be accepted.

Parents/guardians must complete, in its entirety, the San Angelo YMCA Afterschool program enrollment form at time of enrollment and prior to the first day of participation in the child care program. A \$20 registration fee and the first installment payment is due at time of enrollment.

## Program Fees

### School aged

YMCA Members	\$52.50 per week
Non-YMCA Members	\$65.50 per week
Daily Drop-in Rate	\$18.000 per day

### Headstart

YMCA Members	\$65.50
Non-YMCA Members	\$75.50
Daily Drop-in Rate	\$18.00 per day

**Registration Fee:** \$20 per child

**Registration Fees are non-refundable.** Scholarships do not apply to the registration fee. CCS families do not pay a registration fee.

**Weekly Fees:** Weekly fees are due every Friday for the upcoming week, additionally, if school is out for holidays, the week will be pro-rated.

**Late Payments:** Payments must be made by 12pm Monday afternoon for the current week of care. Child will be allowed to attend program by making payment and keeping account current only. **NO EXCEPTIONS**

**Accounts must be maintained current:** Children will not be allowed to attend the program on Monday afternoon after 12 pm and thereafter, until the account is current and paid in full. Payments must be kept current. Accounts with one week past due will result in participant being unable to attend program or participate in any YMCA program.

For example, if your child is going to be attending the week of August 23-27, your payment must be made on or before 12 pm on August 23<sup>rd</sup> for child to be able to attend program.

## Payment Method Options

We offer multiple payment method options for parent's convenience.

**YMCA:** Payments are accepted at the YMCA Welcome Center during normal YMCA operation hours. Cash, check, or debit/credit card payments are accepted.

**Phone:** Phone payments are accepted at the YMCA Welcome Center during normal operation hours. Debit/credit card payments are accepted.

**Online:** Payments may be done online thru our website [ymcasanangelo.org](http://ymcasanangelo.org). instructions available at the Welcome Center.

**Bank draft/auto draft:** Weekly payments due every Friday may be set up to auto draft from a checking account. A complete bank draft form must be filled out at time of enrollment, a copy of a voided check must be attached to form. A 30-day advance notice must be turned in to cancel a checking account auto draft.

**Afterschool Site:** Payments made by check/money order are accepted at the Afterschool sites on Fridays for the upcoming week. No cash payments are accepted at the sites.

Failure to make payments by 12 pm, Monday afternoon will result in participant being unable to attend the Afterschool program.

## Program Assistance

The San Angelo YMCA is committed to serving families, and offers a scholarship assistance program to families who qualify. Awards are determined based on the total income and number of dependents in the home.

Families requesting assistance must apply 7–10 business days in advance to enrollment and payment due date. To ensure the quickest response time applicant must provide current income verification and other supporting documentation along with complete scholarship/program assistance application. The child care program reserves scholarships/program assistance for families with parents/guardians who are working or going to school. Scholarships awarded for the summer day camp program will be honored for the upcoming current school year. All scholarships/program assistance approvals are honored for 1 year from date of approval.

## Face Coverings/Social Distancing

To help lower the risk of COVID-19 exposure and reduce the spread during the afterschool program, masks are not required but highly recommended to be worn by staff, parents, and participants. Children under the age of 10 will not be required to wear a mask, it is highly encouraged. Should a staff, parents, and participant forget his/her mask, masks will be available. YMCA will clean and disinfect frequently touched surfaces daily, or between uses as much as possible. Use of shared objects and equipment will be limited, or cleaned between use by each individual if possible. Social distancing measures will be highly recommended. Due to COVID-19 regulations, parents will not be able to visit sites during the Afterschool program hours of operation., YMCA child care program will follow CDC and Minimum Standards for Child-Care Centers COVID-19 guidelines/quarantine (see CDC website for guidelines)

## Afterschool Daily Schedule

The program begins at school dismissal and continues until 6:00 p.m. Monday-Friday during San Angelo ISD school calendars only. A daily schedule might be:

Dismissal to 3:30 PM	Outdoor play, homework time
3:30 PM to 4:00 PM	Snack
3:30 PM to 5:00 PM	Centers, crafts, games, sports, small groups
5:00 PM to 6:00 PM	Guided indoor activities, clean-up

\*\*The After-School Program will begin at the time of dismissal on early release days.

## Holiday Schedules

The Afterschool Program does not operate on the following days:

New Year's Eve, New Year's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Labor Day	Christmas Day & Day after Christmas

## **Day Camps**

Following the SAISD calendar, on most days when school is out for school holidays, child care is offered from 7:00 am to 6:00 pm at the location TBD. Cut off time for drop off will be at 9 am. Full day schedules vary with planned activities. A morning snack, lunch, and an afternoon snack will be provided. Fees are in addition to regular After School program tuition. Pre-registration is required for participation in Day Camps.

Pre-registration is required for all day camps. Those not pre-registering, including CCS clients, will be turned away.

**Day Camp fees are in addition to After School fees** and are due at the time of registration. Refunds will be given if registration is cancelled more than 24 hours prior to the camp beginning. No refunds will be given with less than 24-hour notice of cancellation, including no-show.

## **Bad Weather/Emergency Closure**

If the Summer Day Camp program site must evacuate due to an emergency, staff will lead children to the places listed on the posted, "Emergency Care and Disaster Plan." The alternate location for a toxic fume evacuation is the YMCA at 353 S. Randolph.

## **Homework**

It is the YMCA's policy to provide the opportunity for your child to do his or her homework and to receive assistance when needed. (Specific homework time will be designated by the Site Director) It is your responsibility as a parent/guardian to impress upon your child the importance of taking advantage of the scheduled time. We are not able to provide one on one or individual tutoring or skills mastery.

## **Cancellation Policy**

If you need to withdraw your child or cancel registration, a 24 hour written cancellation is required, and can be emailed to Childcare Accounts Coordinator, Linda M at [lmata@ymcasanangelo.org](mailto:lmata@ymcasanangelo.org). Email must be received Monday thru Friday to qualify for the 24 hour written cancellation policy. No refunds will be given with less than 24-hour notice of cancellation, including no-show.

Re-entry into the program during the same school year will be allowed without paying an additional registration fee. Enrollment forms will need to be updated prior to the child's start date and any outstanding balances must be paid.

## **CCS Cancellation Policy**

CCS parents must follow the program cancellation policy. Written notification of cancellation must be given to the childcare account coordinator and the CCS caseworker. Notification given to program staff or Welcome Center staff does not fulfill the notification obligation.

## Refund Policy

The Y does not issue refunds or credits for scheduled days the afterschool program cannot operate due to unforeseen environmental, inclement weather, or other situational emergency circumstances. **There are no refunds or credits for days or weeks missed due to illness, illness related to COVID-19, disciplinary action or any other circumstance.**

## Absentee Policy

If your child is going to be absent, it is **VERY IMPORTANT** that you call the YMCA between 8 a.m. and 12p.m. the day of the absence. If the childcare accounts department is not available, you may leave a message for your convenience. CCS parents must follow the program absentee policy and notify CCS caseworker of absences, you risk losing CCS services if you fail to notify the caseworker. Notification given to program staff or Welcome Center staff does not fulfill the notification obligation.

If your child(ren) goes home from school, call the YMCA and notify the program directors.

If your child will return late from a school field trip, it is your responsibility to notify the YMCA. When a child needs to stay After-School, a note must be sent to the Site Director from the child's teacher.

## Release of Children

Parents and authorized persons are expected to be prepared to show identification. Child will not be released to anyone without proper identification. Child will not be released to anyone other than a parent/guardian or a person designated as an authorized pick up in writing by the parent/guardian. If someone other than those persons authorized on the registration form is to pick up a child, parent/guardian must notify the site director and provide proper identification such as ID. The staff is required to ask for identification to verify with the authorization pickup list; staff will record a driver's license number if necessary. Primary parents/guardian have the option to have a copy of photo ID to be attached to child's enrollment form.

**Refusal to show identification when picking up a child will be grounds for suspension/termination from the program.**

For any restricted individuals, orders must be in place in court, a copy attached to enrollment form and Youth Service Director must have a copy on file. Be advised that without a legal document of custody, we cannot deny the other parent's pick up rights. Parents / guardians are responsible for notifying Youth Service Director of any changes.

## Custody Issues

The San Angelo YMCA child care program will follow any court order provided to us regarding child custody and release. A copy of the court order/order is in place must be provided at time of enrollment or before 1<sup>st</sup> day of camp. For further explanation or information in regards child custody concerns or procedures please contact Youth Service Director, Dustin Estes at 325-617-4990.

## Sign-out Procedures

**Afterschool Program:** Parents/guardians/authorized persons will be required to sign out child inside the building. Children must be signed out by a parent/guardian/authorized person by providing proper identification to program staff. Program staff will be at the entrance to sign out child and for pick up.



**Day Camp:** Children must be signed in and out by a parent/guardian or authorized person when being dropped off and picked up. Staff are not allowed to sign children into or out of the program.

## Late Pick Up

YMCA licensed child care ends at 6:00 p.m., and our staff is scheduled to leave. However, please notify the program director if you anticipate being late; this will ensure the comfort of your child.

**Late fee charges are as follows:**

**6:00 – 6:05      \$1.00**

**6:06 – 6:10      \$2.00**

**6:11- and later \$2.00 plus \$1.00 for each additional minute**

Parents/guardians who have not notified the program center that they will be late can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA program staff.

5:55 p.m.    Courtesy call will be made to the parents.

6:00 p.m.    Program closes, and staff member calls Childcare Director in charge.

6:05 p.m.    Program staff in charge begins calling parent/guardian personal and work number(s) to make contact. If contact is not made, emergency contact listed on the enrollment form will be called.

6:30 p.m.    Program staff in charge contacts local authorities to determine if any problem related to the parent/guardian has been reported.

7:00 p.m.    Contact the YMCA at 655-9106 for location of child. If there is no contact from the parent/guardian/emergency contact and no other authorized persons to pick up child, CPS will be contacted and the child may be turned over to the Tom Green County Sheriff's Department (or local Police).

You risk dismissal from the program if:

- You fail to pay the late pick-up fee.
- You are late in picking up your child(ren) three (3) times from the program.

**\*\* Parents/guardians any changes to personal and work phone numbers, home address, emergency contacts, authorized pick up persons or any other changes to enrollment form. Must be made at the child's Afterschool program site by asking the site director for your child's enrollment form and reviewing it for changes. \*\***

## Notice to Parents/Guardians

When you sign out your child each day, please check for any up-to-date information or notices at the parent/guardian information area. Please check any posters and brochures for other information pertaining to YMCA activities.

## Remind Texting System

Primary parent/guardian listed on the enrollment form will be registered for REMIND texting system at time of enrollment. The primary parent will then receive text messages with information about the childcare program, account information, Kids Night Out, and camps. You have the option on your child's enrollment form to allow the secondary parent and emergency contact to receive these messages as well. You may check for the secondary parent and/or emergency contact to receive only childcare program information or allow them to receive account information as well. It is the parent's responsibility to call and update the childcare accounts manager when a phone number is changed.

## **Illness Before/ During Program Hours**

If a child has a temperature of 100 degrees/101 degrees' oral temperature, is vomiting, or shows signs of illness, s/he may not attend the Afterschool program. Any child who is showing symptoms of COVID-19 may not attend the program and must follow CDC guidelines.

If your child becomes ill during program hours, s/he will be isolated from other children and you will be contacted to pick him/her up. If parent/legal guardian cannot be reached, the YMCA will contact the emergency contact.

If your child is injured during program hours, the staff member in charge will take the proper steps deemed necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Providing immediate first aid or CPR;
- Attempting to contact a parent or guardian;
- Attempting to contact others listed on your registration forms;
- In case of serious injury, contacting appropriate emergency medical assistance;
- Ensure supervision of other children in the group.

Parents must be contacted in the event of any head injury, 911 will be contacted immediately following a child becoming unconscious, followed by a call to the child's parents.

## **Medication Taken During the Program**

Any medication which needs to be administered during program hours must:

- Be accompanied by a complete medication authorization form and must be signed by the parent with clear written instructions regarding dosage and time that medication is to be given (forms are available from Site Director).;
- Be brought directly to the Site Director in its original container with the child's full name, physician's name, expiration date, and drug name on the container; medication will not be accepted without the original packaging and prescription label: and
- Have specific written instruction for amounts, times, etc.

Additional rules:

- Staff will only administer medication as indicated on the label instructions.
- No over-the-counter medication, including aspirin, cough medicine, etc. will be given without a doctor's order.
- Staff cannot split pills or administer amounts other than specified on bottle.
- Staff cannot administer expired medications.

It is the parent's responsibility to ensure the site has an adequate supply of medication on hand for the child. The parent must request any unused medication be returned on the child's last day of program. Medication not picked up will be discarded/destroyed.

## **Immunization Requirements/Hearing and Vision Screening Requirements**

Immunization records must be current and on file at the school the child attends. Children must also have a vision and hearing screening on file at the child's school. If current immunization record is not on file with SAISD, a copy of current immunization record/exemption affidavit must be provided to the program director before child can attend camp.

## Lice Protocol

Children identified with live lice/nits will be sent home and participate in the Afterschool program until treatment is completed by the parents or guardians. Children who are sent home for head lice infestation must be free of live lice and all nits must be removed from the hair before the student may return to the summer day camp Program. Upon a student's returns to the program, the student shall be re-examined. If live lice/nits are found, the student will be sent home. The previous procedure will be followed until the student is free of live lice and all nits.

Parent may contact their child's physician for treatment options or purchase a FDA approved, over-the-counter lice/nit treatment product. It is important that a lice comb is used to remove the nits and dead lice. Retreatment is recommended in 7-10 days.

## Meals and Food Practices

The After-School and Day Camp programs participate in the Federal Child and Adult Care Food Program. The snack menu is posted in the white notebook and accessible to parents at all times. Parents are welcome to supplement or provide alternate snack for their child.

**After School:** The After-School program will provide an afternoon snack.

**Day Camp:** The Day Camp program will provide a morning breakfast snack, lunch, and an afternoon snack. Parents will be required to provide a sack lunch during some Day Camps. Children will not have access to a microwave or refrigerator during these times.

**Food Allergies:** A Food Allergy Plan Form signed by a doctor or physician must be provided prior to the child beginning camp.

## Lost and Found

Please mark all your child's belongings (e.g., lunch boxes, jackets, coats, backpacks, etc.)

Electronics and toys may be brought on days designated by program staff on the activity schedule. Please do not allow your child to bring these items on non-designated days. The YMCA will not be responsible for lost, damaged, or stolen articles. Please do not send valuables.

**USE OF A PERSONAL CELL PHONES DURING THE PROGRAM IS NOT ALLOWED.** We understand the importance of children having a phone to communicate to parents, while in the Afterschool program hours, parent may contact the site phone number to check on child. Failure to comply with no cell phone policy could result in suspension/termination from the program.

## Transportation

During the Afterschool/Day camp program children may be bused from various locations for care or field trips. We utilize YMCA and House of Faith transportation to go swimming, bowling, skating, and various other field trips.

## Field Trips

Parents will be notified a minimum of 24 hours in advance of planned field trip. Children not participating in the field trip will need to have alternative care provided on that day.

## Water Activities

Permission is required for children to participate in water activities during the Afterschool/day camp programs; permission is authorized by parent when signing the enrollment form statement at time of registration. A reminder will be given of water activities at time of sign in /sign out.

## Playground Equipment Usage

The San Angelo YMCA After School Program uses the public school facilities' outdoor playground equipment which may not meet Licensing standards specified in the Minimum Standards.

## Questions and Concerns

Your site director will be able to answer most questions related to your child's site. Questions about schedule changes, behavior concerns, program concerns, policies and procedures or program ideas can be directed to the Youth Service Director. If you have any questions or concerns about the account balance, please contact the childcare accounting department at the YMCA.

Please speak with the site director at your child's site if you have any concerns. If you feel that your child's needs are not being met, please call the YMCA to speak with the program directors.

## Grievance Procedure

The San Angelo YMCA encourages parents/participants to resolve minor disputes with the help of a department supervisor or department director. If the informal complaint is not *fairly and constructively resolved* within 7 business days, the parent may file a formal grievance with the human resource department.

## Visiting Your Child's Site

You may visit your child's site during normal operating hours (School Age 2:30 - 6:00 pm and Head Start 1:30 -6:00 pm) to observe your child, the site's operation, and program activities without prior approval from the child care directors. Proper identification will be required.

## Participating at Your Child's Site

If you would like to participate in the site's operation, please make arrangements at least 48 hours in advance with the program director.

Due to safety and supervision concerns, parents are not allowed to attend or participate in program field trips.

Emergency Contacts and Authorized Pick Ups may not visit or participate in the program outside of picking up the child.

## **Inclusion of Children with Medical Disabilities**

YMCA welcomes children with medical disabilities into our program. Please identify any health/medical concerns your child may have when enrolling child in the summer day camp, so that our staff can determine together with you to provide a stimulating and positive experience in the program and determine what accommodations your child may need to be successfully included. If you have any questions or concerns, please do not hesitate to contact Dustin Estes, Youth Service Director.

## **Parent/Guardian Conferences**

Parent/guardian conferences will be schedule to review parent/staff concerns, disciplinary actions, and any other needs. Please speak with the Site Director at your child's site if you have any concerns. If you feel that your child's needs are not being met, please call the YMCA to speak with the Youth Service Director to schedule a parent/guardian conference.

## **Participant Code of Conduct**

The San Angelo YMCA takes seriously the importance of the protection and safety of the children enrolled in programs. It is our intent that each child enjoys the planned activities by understanding that s/he is responsible for his or her actions. Child must be made aware of how to exercise self-discipline [and to understand] that we are here to assist her or him and that we expect them to succeed. YMCA house rules are posted at every YMCA program center. Character development is an important part of our program.

As a participant in the YMCA Afterschool/Day Program, I agree to:

1. Keep my personal belongings in my storage area during the Program.
2. Remain seated and quiet during roll call and announcements and answer only for myself.
3. Follow all Program rules during free play, snack time, activity time, and emergency drills.
4. Follow all instructions given by the Program staff.
5. Tell the Program staff if I am sick or hurt.
6. Follow the timeout instructions of the Program.
7. Respect all other children and the Program Counselors at all times.
8. Respect all Program supplies, equipment, and property.
9. Respect all personal belongings of other children.
10. Help clean up after myself following all activities.
11. Never leave the Program site without permission or authorized Program Staff.
12. When on the bus, remain seated and quiet and keep body parts inside the bus. Obey all instructions of the bus driver.

## Parent's Behavior Expectations and Social Media

Parents are expected to behave in a professional and respectful manner when at the YMCA site. Foul, abusive, or threatening language or behavior directed toward any YMCA staff, this includes counselors, directors, Welcome Center staff and children will not be tolerated, and will be grounds for child's dismissal from the program. In an effort to protect the privacy of our children and staff, no public discussions are to be held or comments made on social media sites regarding the after school/camp children or staff (except appropriate use for marketing and fund raising events). Any posts that could be construed to have any impact on the YMCA's childcare reputation or any post that would offend a child, parent or staff will be evaluated by the Youth Services Director and if deemed necessary, the person responsible for the post may risk termination from the program.

## Parent's Statement of Understanding

1. I understand that I am not to leave my child at the YMCA site unless a YMCA staff member is present.
2. I understand that my child will not be allowed to leave the program with an unauthorized person or staff.
3. Should I or another authorized person appear to be under the influence of drugs or alcohol and seek to sign out your child, staff are empowered to contact local law enforcement authorities and place my child in their custody. **Please do not put place staff in a position to make this judgment.**
4. I understand that the YMCA is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. The Child Abuse Hotline is 1-800-252-5400.
5. I understand that I will be charged Late Fees if I fail to pick-up my child by the agreed upon stated time.
6. I understand that YMCA staff is not allowed to baby-sit or transport children outside of program hours.
7. I understand I may request a meeting with the Site Director and Program Director to ask questions about the childcare centers policies and procedures. You are encouraged to contact the Child Care Department at 325-655-9106 any time you have a concern or comment about the operation of this site.
8. Please make note of the Texas Department of Family Protective Services Local contact phone number 325-657-8833. You may also visit Texas Department of Family Protective Services at their web site [www.dfps.state.tx.us](http://www.dfps.state.tx.us).
9. A copy of the TDFPS Site Inspection Report is posted on the site bulletin board.
10. A copy of the Minimum Standard Rules for Licensed Child-Care Centers is available at the site in the Posted Book located at the sign-in, sign-out table.
11. I UNDERSTAND THAT I MUST SUBMIT A 24 HOUR WRITTEN NOTICE IN ADVANCE TO THE YMCA CHILD CARE ACCOUNTING DEPARTMENT WHEN WITHDRAWING MY CHILD(REN) FROM THE SUMMER DAY CAMP PROGRAM.

## Discipline

The Y strives to use constructive discipline processes that build and reinforce positive relationships. This discipline process serves only as a guideline and the Y reserves the right to skip any or all steps in the process at the sole discretion of the program director. Disciplinary action may include the following:

1. **Reasoning:** Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. **Removal from the Specific Activity:** When reasoning has been pursued and behavior has not changed, removing the child from the activity involved for an appropriate amount of time is necessary. The denied activity should be related to the misbehavior and the removal should not exceed 15 minutes. Other duty-oriented consequences suitable to the inappropriate behavior may also be utilized at this stage.
3. **Child/Director Communication:** If inappropriate behaviors continue, the child and staff will have a discussion regarding the behavior and possible solutions. The child will be engaged in finding ways to correct their behavior and supported in making necessary changes.
4. **Parent Communication:** Parent communication in both verbal and written forms will be used to make the parent aware of behavior issues and how they are being addressed. If necessary, the program staff, child and parent may meet together to discuss the behavior and find solutions to correcting the issue.
5. **Program Suspension:** When the previous methods do not achieve a satisfactory correction of inappropriate behaviors, the child may be suspended from the program. The duration of the suspension will be determined by the program directors, and is designed to give the parent and child time to discuss and commit to improving the behavior.
6. **Program Termination:** In the event that the behavior is not corrected, the program directors may determine a program termination is necessary.

Every effort will be made to follow this discipline process. Behavior that harms the child, another person, or property, or places the child in danger will be dealt with swiftly and may skip steps outlined in this process. Examples of these behaviors may be harming another person or property, or running away from the program.

The safety of a child is the highest priority for setting behavior management procedures.

- When a child has a serious discipline problem (on any ONE occasion), the parent/guardian may be called by staff and asked to pick up the child within thirty minutes of the call. (Biting or injuring another child or staff member, or damaging property are examples of a serious discipline problem.)
- Should it be decided by YMCA directors that a child poses a serious discipline problem the child may be suspended from the program or may be removed from the program entirely.

By signing the Afterschool/Day Camp enrollment form, I hereby acknowledge the following:

- I have received, read on line, downloaded, or printed a copy of the San Angelo Y Parent/participant Handbook. I understand that it is my responsibility to read and understand the policies, rules, and benefits described in the Parent/Participant Handbook.
- I understand that if I have any questions regarding this information I should consult the childcare department, Youth Service Director, or human resources department.
- I understand that the Y has the right to change these policies, rules, and benefits without notice.
- I understand that future changes in policies and procedures may modify, suspend, supersede, or cancel those found in this handbook, in whole or part, and that I and other employees typically will be notified of such changes through normal communication channels.
- I understand that the benefits information in this handbook is only a brief summary and that I can find more information on these plans in informational material and plan documents. If any discrepancies occur between information in this handbook and the actual plan documents, I understand that the plan documents will prevail.
- I understand that any written or oral statements by a supervisor contrary to this handbook are invalid and should not be relied upon.
- I expressly understand that this handbook is provided as a guide and that it does not constitute a contract of service.
- I understand and agree that I will read and comply with the policies and information contained in this handbook and that my continued participation in the program is contingent on my following these policies.