



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Little Explorers Preschool Parent/Participant Handbook

**San Angelo YMCA
2023–2024 school year**



353 S. Randolph St.
San Angelo, TX
www.ymcasanangelo.org

Most recent update: July 2023
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. Participants Parents are required, as a condition of their child's participation, to read the Y's Little Explorers Preschool 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 Preschool 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 program 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.

Preschool Director	Gidget Tate
Assistant Director	Kimberly Gutierrez
Morning Teacher	Laura Muniz
Morning Teacher	Maddie Castro
Morning Teacher	Alejandra Patino
Morning Teacher	Naomi De La Rosa
Morning Teacher	Sarah Allen
Morning Teacher	Sasha Rivera
Afternoon Teacher	Hayley Hernandez
Afternoon Teacher	McKensy Sanchez
Afternoon Teacher	Kaylee Bewick
Afternoon Teacher	Natalie San Agustin
Afternoon Teacher	Miranda Franco
Afternoon Teacher	Rebecca Hendrix
Food Program Coordinator	Carmen Gonzales
Childcare Accounts Coordinator	Arlene Pagan

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/. 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 child'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 Preschool. **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.**

Parents/guardians must complete, in its entirety, the San Angelo YMCA Preschool program enrollment form at time of enrollment and prior to the first day of participation in the child care program. A \$50 registration fee and the first installment payment is due at time of enrollment.

Program Fees

YMCA Members	\$120 per week
Non-YMCA Members	\$135 per week
Youth Memberships	\$95 per year

Registration Fee: \$50 per child

Annual T-Shirt fee: \$8

Weekly Fees: Weekly fees are due every Friday for the upcoming week. Additionally, if a day of the program is out for holidays, the week will not be pro-rated.

Late Payments: Payments must be made by 8AM Monday morning for the current week of care. In order to continue care, account must be kept current.

Accounts must be kept current: Accounts with one week past due could 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 June 15–19, your payment must be made on or before 8:00 AM June 15th.

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. Payments are accepted every Friday at the preschool from 7:00am–8:45am.

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. 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.

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 preschool 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

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 in place. To try and maintain a healthy program, parents will not be able to visit sites during the 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)

COVID Protocol

If you or your child comes in contact with a positive COVID case, please notify the Preschool immediately. If a positive case contact, child must remain at home for 3 days following the positive contact, and monitor for symptoms. If a child or someone in your household test positive, child will be required to quarantine/isolate for 5 days minimum. If preschool is informed of a positive case, preschool will follow the recommendations of the health department as to what the next step will be, as things are ever changing.

Cancellation Policy

If you need to withdraw your child or cancel registration, a two-week written cancelation is required, and can be emailed to the Preschool Director, Gidget Tate at gtate@ymcasanangelo.org. No refunds will be given with less than a two week notice of cancellation, including no-show. Not providing a two weeks written notice will result in acquiring a two- week balance in your account. A two-week charge after the child's last day attendance will be posted on the account and child will not be able to be registered for any YMCA programs until the balance is paid in full.

CCS Cancellation Policy

CCS parents must follow the program cancellation policy. Written notification of cancellation must be given to the childcare director 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 Preschool 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.**

Daily Schedule

The Preschool program begins at 7:00am and ends at 6:00pm Monday through Friday during YMCA operating days.

7:00am – 7:30am	Coloring, Puzzles and Play-doh
7:30am – 8:00am	Breakfast (child must be at school by 7:50am to eat breakfast)
8:00am – 12:30pm	Classroom Time (Curriculum Teaching – Math, Science, Art, Music, Letter Knowledge, Literature, Book & Print and Pretend & Play)
12:30pm – 2:30pm	Rest/Nap Time
2:30pm–3:30pm	Snack
2:30pm – 6:00pm	Outdoor Activities, Crafts & Gym Time

Cafeteria Times: Breakfast 7:30 – 8:00am, Lunch 11am, Snack 2:30 – 3:00pm
(If you would like your child to eat breakfast please be at school no later than 7:50 am)

Homework

Your child may occasionally have homework. Homework is not a mandatory part of our school however; it is highly encouraged that every child participates. It is our goal to get each and every child prepared for Kindergarten.

Holiday Schedules

The YMCA Preschool does not operate on the following days:

New Year's Day

Good Friday

Memorial Day

4th of July (if it falls on the weekend, the Friday before will be taken if it falls on Saturday and Monday will be taken if it falls on Sunday)

Teacher Prep Days (five days in August before school starts)

Labor Day

Thanksgiving Day and the Day After

Christmas Eve

Christmas Day
Day after Christmas depending on the year's calendar
New Year's Eve

Please send the text@ysli to the number 81010. This is a texting system the preschool program utilizes to communicate with parents about school closures, delays, upcoming events and field trips. All Parents **MUST** sign up for REMIND.

Bad Weather/Emergency Closure

In the event of inclement weather, Preschool program will follow the SAISD schedule for all closures or delayed start. Any time the SAISD has a delayed start of any kind, the YMCA preschool will start at 10:00am. Closures/delays will be posted on Remind, KLST-TV, Concho Valley Homepage and the YMCA Facebook page. If the Preschool 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 Tom Green County Library – Angelo West Branch located at 3013 Vista del Arroyo Dr.

Absentee Policy

If your child is going to be absent, it is **VERY IMPORTANT** that you call the YMCA Preschool program at 325-234-5088 before 9 a.m., the day of the absence. 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.

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. 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.

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 by the court, a copy attached to enrollment form and Preschool 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 Preschool 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 1st day of start of program. For further explanation or information in regards child custody concerns or procedures please contact Preschool Director.

Required Sign-in and Sign-out Procedures

Children must be at the preschool by 8:30am to attend the program for the day. (Exception: If your child has an appointment please notify the preschool program to make arrangements for your child to arrive at a later time.) IF your child is not at preschool by 8:30am, child WILL NOT be allowed to stay at school for the day. Please be on time. (It helps everyone's day get off to a great start)

Late Pick Up

YMCA licensed childcare for the preschool ends at 6:00pm. However, if you anticipate being later than 6:00pm please notify the staff by calling or texting 325-234-5088. This will reassure your child as well that you are on your way.

A fee will be incurred when a child is picked up after 6:00pm. Late fees will be added to your account and must be paid with the following week tuition.

Program late fees are as follows:

6:00 – 6:05pm	\$3.00
6:05 – 6:10pm	\$4.00 more
After 6:10pm	\$7.00 plus \$1.00 per minute

Parents/guardians who do not notify the program that they will be late picking up a child can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as the YMCA staff member.

6:00pm	Program closes and the Director is called
6:05pm	Staff member in charge begins calling parent/guardian to check for problems. If contact is not made, alternative contacts listed on the enrollment form will be called.
6:30pm	Staff member in charge contacts local authorities to determine if any problems related to the parent/guardian have been reported.
7:00pm	If there is no contact from the parent/guardian and no other safe option, the child may be turned over to the local police or Sheriff's office.

You risk dismissal from the program if:

- You fail to pay the late pick up fee.
- You are late to pick up your child(ren) three times within a 30day period or five times within a school year.

*** 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 program site by asking the Preschool 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 the YMCA or the Preschool activities.

Remind Texting System

Primary parent/guardian listed on the enrollment form will be registered for REMIND texting system at time of enrollment. Please send the text@ysli to the number 81010. This is a texting system the preschool program utilizes to communicate with parents about school closures, delays, upcoming events and field trips. The primary parent will then receive text messages with information about the childcare program, and account information. You have the option on your child's enrollment form to allow the secondary parent and emergency contact to receive these messages as well. It is MANDATORY and 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 preschool 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.

***If a child is sent home due to fever, vomiting, nausea or any other type of contagious illness the child must wait 24 hours before returning to school. Your child must be fever free for at least 24 hours without the assistance of medication.**

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 preschool).
- Be brought directly to the 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. A copy of current immunization record/exemption affidavit must be provided to the program director before child can attend preschool.

Toileting Assistance

When using the restroom, children in the program may be assisted by Y's Little Explorer's staff person if needed. The child is responsible for wiping themselves unless they have soiled themselves to the point that assistance is needed. Children attending the program must be fully toilette trained; however, we do understand that accidents occur occasionally. If a child does not have extra clothing the parent must be at the school within 1 hour of our call with extra clothes. Extra clothes to be kept in your child's cubbie at all times should include: socks, shoes, underwear/panties, shirt and pants/shorts.

Lice Protocol

Children identified with live lice/nits will be sent home and will not be able to return to the Preschool 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 Preschool Program. Upon a student's return 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.

Nap Time

Nap time will be held from 12:30 to 2:30 each day. The children will never be forced to fall asleep, however they are expected to lie down or sit on their cots quietly. If a child cannot sleep or settle after one hour, an alternative activity will be given to that child. (ex. Coloring page, book)

Nap mats are provided to the children by The Y's Little Explorer program. The mats are labeled with each child's name on them. Your child will use the same mat each day throughout the school year. Mats are sprayed and cleaned with an approved sanitizer each day after nap.

*All children are required to bring a blanket or sheet to nap with. Blankets and sheets may be brought to school on Monday and kept at school until Friday of the same week. On Friday, all nap stuff must be taken home to be washed. Each child may pack a small pillow and one stuffed animal to sleep with during nap time. Please be sure to label your child's nap stuff as to limit confusion.

Meals and Food Practices

The Preschool program participates in the Federal Child and Adult Care Food Program. The meal menu is posted weekly and is accessible to parents at all times. No outside food will be allowed to be brought in unless a special circumstance warrants an alternative meal.

*Cafeteria Times:

Breakfast 7:30am – 8:00am (must be at school by 7:50am to be served)

Lunch 11:00am – 12pm

Snack 2:30 pm – 3:30pm

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

Attire/Dress Code

Clothing should be clean, neat, and comfortable. The following guidelines must be observed while attending the YMCA Preschool program:

- Hats may be worn for outside activities. Baseball caps are permitted; however, they do not provide adequate protection for head, neck, and ears. A wide brimmed hat would offer better protection from the sun's rays.
- No oversized clothing. This will include shorts and shirts. Shorts should fit properly in length and at the waist. Sagging is not allowed.
- Vulgar, suggestive, profane, or violence-oriented slogans or pictures on clothing or personal items will not be permitted.
- Clothing or personal items that promotes products or activities inappropriate for children such as alcohol or tobacco-related advertisements may not be worn.
- Shoes must be worn with socks and be comfortable for walking as well as athletic activity. Sports sandals are acceptable as long as they securely fasten to the child's feet. **Flip Flops are acceptable only if they have a back strap.**
- All swim attire must properly fit the child. We strongly advise that parents properly label all of the child's possessions.

The director shall determine if any item, not covered by this dress code, is disruptive to the environment or creates a safety concern. It shall be addressed on an individual basis

Lost and Found

Please mark all your child's belongings (e.g., lunch boxes, jackets, coats, backpacks, etc.) The YMCA will not be responsible for lost, damaged, or stolen articles. Please do not send valuables to school. No toys will be allowed from home.

Transportation

During the program children may be bused from various locations for care or field trips. We utilize YMCA 30 passenger bus with age appropriate 5-point harness car seats when transporting children to go swimming, bowling, skating, and various other field trips. A signed permission slip will be needed prior to your child being transported from or to any location.

Field Trips

Parents will be notified a minimum of 24 hours in advance of planned field trip, a signed permission slip will be required. Children not participating in the field trip will need to have alternative care provided on that day while the program is away from the YMCA.

Water Activities

Permission is required for children to participate in water activities during the preschool 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.

Outside Play Time

The Preschool will have outside time twice each day when possible. During the cold weather, we will go outside when the temperature is at least 45 degrees. During the summer we will not go outside if the temperature is higher than 100 degrees. Modification to the length of time we are outside may be adjusted to keep everyone safe. Please send jackets and dress your child appropriately for the weather.

Playground Equipment Usage

The Y's Little Explorer's Program has their own fenced-in outdoor playground which meets Texas Licensing Standards specified in the Minimum Standards. During the hours of the program we will also use the gym, turfs, garden and swimming pool.

Questions and Concerns

The Preschool teachers will be able to answer most questions related to your child's program. Questions about schedule changes, behavior concerns, program concerns, policies and procedures or program ideas can be directed to the Preschool Director, Gidget Tate at 325-617-4986. If you have any questions or concerns about the account balance, please contact Arlen Pagan, Childcare Accounts Manager at 325-655-9106.

Please speak with your child's preschool teacher 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 Preschool Director.

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

To visit your child's site during normal operating hours to observe your child, the site's operation, and program activities requires prior approval from the Preschool Director. Proper identification will be required. Emergency Contacts and Authorized Pick Ups may not visit or participate in the program outside of picking up the child.

Participating at Your Child's Site

Due to policies of health and safety of our children and staff, 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 preschool program, 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 Gidget Tate, Preschool Director.

Parent/Guardian Conferences

Parent /guardian conferences can be formal or informal. Parent/guardian conferences will be schedule to review parent/staff concerns, disciplinary actions, and any other needs. Please speak with the preschool teacher 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 Preschool 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. Classroom rules are posted in each room and are reviewed on a regular basis. Core values we hold dear are HONESTY, CARING, RESPONSIBILITY, and RESPECT. Character development is an important part of our program.

As a participant in the YMCA Preschool Program, I agree to:

1. Follow all Program rules during free play, snack time, activity time, and emergency drills.
2. Follow all instructions given by the Program staff.
3. Tell the Program staff if I am sick or hurt.
4. Follow the timeout instructions of the Program.
5. Respect all other children and the Program teachers at all times.
6. Respect all Program supplies, equipment, and property.
7. Respect all personal belongings of other children.
8. Help clean up after myself following all activities.
9. Never leave the Program site without permission or authorized Program Staff.

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 preschool 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 Preschool 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 our 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 preschool teacher and Preschool Director to ask questions about the childcare centers policies and procedures. You are encouraged to contact the Preschool Director at 325-655-9106 any time you have a concern or comment about the operation of this site.
8. Please make note of the TDFPS Local contact phone number 325-657-8833. You may also visit TDFPS at their web site 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.

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 Preschool 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.

Behavior Management

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, I hereby acknowledge the following:

- I have received 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, Preschool 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.

Parent/Legal Guardian Signature

Date