

Y SCHOOL AGE CARE

Parent Handbook

Welcome

Thank you for enrolling your child into our Y School Age Child Care program!

The team members of the Y would like to welcome you to our program. Each of us hopes your child's experience with us is a positive one. We all share a common goal – to provide a safe, trusting atmosphere in which our children can grow, develop new interests and friendships, and have FUN!

The policies outlined in this handbook are what you may expect from Y School Age, Kindergarten, and Preschool Programs and what the team members expect from you in return. In order for your child's experience to be rewarding, we all need to work together.

We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of Y Child Care Programs. The policies can change at any time and will be updated here. Failure to comply with any policies or procedures may result in dismissal from the Y program.

Thank you for registering your child for Y programs. We hope this program is a wonderful experience for your child and family.

Please contact us with any further questions. We welcome your input.

Y Program Staff

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YMCA OF THE NORTH

<https://ymcanorth.org>



What to Bring

- Healthy morning & afternoon snack
- Water bottle
- Appropriate indoor and outdoor clothing

- Valuables
- Money

ALL BELONGINGS!

MAKE SURE TO LABEL

What NOT to Bring

- Cell phone
- Electronics
- Games

Dress Appropriately

Please consider the weather before your child leaves home every morning and remember that the weather can change quickly. Appropriate footwear and clothing will help your child enjoy a more comfortable day. Clothing should be identified with the child's first and last name on it. A lost and found box will be kept near the Parent Communication Center and should be checked each week for your child's belongings.

Planning for Each Day

We will do our best to ensure the safety of your youth's belongings; however, we do ask that you please not send unnecessary items with them. The Y will not take responsibility or be held liable for lost, stolen or damaged items. Please DO NOT send items of value from home with your child. Weapons, tobacco, illegal substances and alcohol of any kind are not allowed in the Y programs.

If a child is found to have any of these things, the items will be confiscated and disciplinary actions will be taken up to termination. "Weapons" also means toy guns, squirt guns, knives and weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

The Y provides the majority of supplies your child will need while in our care. Depending on your child care program, parents are responsible for providing supplemental items for their child. Examples of this would be change of clothes, appropriate outdoor apparel, medical accessories, etc.

Outdoor Play

Outdoor play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going outdoors every day, weather permitting. All children who are well enough to be at the program are expected to participate in outdoor activities. The general temperature guidelines for cold weather are at least 10 degrees F or 0 degrees F with wind-chill. In hot weather, general precautions will be taken in determining appropriate outdoor time.



Child care provided by the Y is more than looking after kids. It's about nurturing their development by providing a safe place to learn foundational skills and develop healthy, trusting relationships.

Mission of the YMCA

To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.



Vision of the YMCA

We serve relentlessly with our community until all can thrive at each stage of life.

Mission and Goals

Our Mission

Providing quality, affordable care for your children is not just a business to us. It is our mission – a vital part of our commitment to the community. It is an approach that includes unique programs to make sure kids stay motivated – intellectually, socially, emotionally and physically.

The YMCA is a values-based organization that is for Youth Development, Healthy Living and Social Responsibility. YMCA core values of caring, honesty, respect, and responsibility are taught in every program that we offer. Because of this the Y is a great place for your child to grow – now through adulthood.

The Y is driven by community need, guided by community volunteers and open to all. Subject to available resources, no person is denied participation in a Y program solely due to financial inability to pay the fee. The Y is a United Way affiliated agency.

Program Goals

Y School Age Programs will seek to:

Create a safe atmosphere of learning that helps develop self-confidence and builds character through promoting the values of caring, honesty, respect and responsibility.

Help each child develop relationships with others and learn to work together in a cooperative manner.

Involve and serve parents and families in significant ways that build upon their strengths.

Use curriculum that supports child-centered and child-directed activities.

Create an environment where team members are partners with parents and other caregivers, working together to help kids grow up healthy, happy and strong.

Curriculum and Character

Development

Curriculum

The Y School Aged Child Care Curriculum is designed around eight core components.

- Arts and Humanities
- Character Development
- Health, Wellness and Fitness
- Homework
- Literacy
- Science and Technology
- Service Learning
- Social Competence and Conflict Resolution

As with any Y program, the Y Child Care Curriculum is centered in the Y mission and program goals. Second only to relationships, a well-planned curriculum will help to define a child's experience in a Y program. Y curriculum is developed from the following:

- Specific needs and interests of the children
- Readiness for school and/or enhancement to school learning
- Talents and abilities of team members
- Creative and unique opportunities to play
- Resources within the Y and the surrounding community
- Introducing children to diversity and other cultures including learning about and celebrating diverse holidays
- Indoor and outdoor physical fitness and wellness

The Y School-Age curriculum framework was developed in partnership with the Y of the USA, the Y of Greater Providence and the National Institute on Out-of-School-Time (NIOST).

Parents can expect to see a posted curriculum plan in your child's program area that will show daily activities, club options and monthly themes and programming. Parents will also receive feedback from Y team members on how their child is doing in the program. Parents are always welcome to observe the child's program to do so please speak with the site leader. We encourage parents to speak with Y team members at any time about their child's experience in the child care program.

Y Character Development

At the Y, character development and values are a part of who we are. We reinforce the values you teach at home. The Y is committed to embracing and demonstrating character through the modeling and practicing of the four core values: caring, honesty, respect and responsibility. Our goal is to inspire the people we serve to believe in and act on these positive values.



At the Y School Age Care program, kids can explore their unique talents and interests helping them to realize their potential. That makes for confident kids today and contributing and engaged adults tomorrow.

Program Access

The Y is committed to the policy that all persons should have equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. The Y will accommodate special needs into existing programs to the extent that financial and physical resources permit. So we may provide a positive experience, please contact the Y if your child has any special needs requiring any accommodations.

Accommodation Process

Consideration is given to the individual needs of every child and the ability of the program to meet those needs. Please inform the Y during the enrollment process if you or your child requires any special accommodation. It is helpful for a smooth program transition to have a conference prior to enrollment. This information enables the Y to better meet your needs or those of your child, within available resources and to the extent reasonable. All staff that will be working with a child with special needs will be informed of how to care for or meet those needs in a timely fashion through a meeting or written notification.

General Program Information Team Member Selection and Training

Staff are selected based on their education and experience working with youth. Staff are expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment which reflects caring, respect, and safety for youth. All Y staff must complete a background check before working in the program. Our staff are experienced and caring, trained in working with youth and program safety including First Aid, CPR, and child abuse prevention.

Parent and Volunteer Participation

Parents are encouraged to participate in the program with their youth whenever possible. Parents are welcome on field trips as well as classroom activities. There are many opportunities for parents to volunteer within the program, such as guest reading, program time assistance, talking about your career, leading an activity with staff or sharing your interests with the children. Please see your Site Director/Coordinator for more details – volunteering will require prior planning and approval. Parent volunteers will not be allowed to supervise other youth in the program unless they have completed the volunteer process.

The Y welcomes program volunteers and matches them with programs they are best suited for. All volunteers are interviewed and are required to complete a background check before working in the program. Volunteers are not counted in adult to child ratios.

USDA Child and Adult Care Food Program

Y Child Care Programs that provide meals and snacks follow the meal guidelines of the Child and Adult Care Food Program. In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) [found online](#) at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov
- This institution is an equal opportunity provider.

Safe Boundary Information

1. The Y restricts staff from providing child care services off site for families they meet through their employment at the Y. This includes nanny services and babysitting.
2. Your child should not receive personal gifts from individual staff members.
3. Staff and volunteers are not permitted to individually transport program participants in their personal vehicles.
4. One child will not be alone with one staff member outside the hearing or vision of others.
5. The Y limits outside contact between staff and program participants

Data Privacy

The Y complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the Y team members.

Parent Communication

Parents are encouraged to communicate openly with Y staff about the program and their child. Staff will make an effort to communicate with parents/guardians on a daily basis about upcoming activities, child's behavior or any program changes. Each child will also have a communication file. It is the parent's responsibility to check this file on a regular basis for any written communication (i.e. newsletters, calendars and notes) from the program team, the Site Director/Coordinator or the Y. A parent may request a conference with the Site Director/Coordinator at a mutually convenient time to discuss his/her child's overall development. Y team members may also request a meeting with a parent. Scheduled conferences will be offered each school year at each site. Parents are encouraged to visit the site at any time during the hours of operation. The Y Parent Advisory Council is a wonderful opportunity to become involved in the program. Parents and Y staff come together to share ideas and suggestions regarding program content and quality, family activities, enrichment programs and other items of interest. Parents are encouraged to participate! If interested, please inform your Site Director.

Family Events

Family Nights will be scheduled throughout the summer. These events are designed to involve your whole family in your child's experience. It is a great time to meet the staff and other families in the program. Details regarding dates, times and activities will be available at the site.

Program Surveys

As a parent or guardian of a Y participant, you will receive a program survey to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the Y team members.

Snacks and Treats

The Y encourages parents to send healthy snacks with your child each day. Time is given each morning and afternoon for children to enjoy a snack. All treats brought in to the Y child care program to share must be store bought. Please check with program team members for food sensitivities prior to bringing in treats.

Parent Grievance Procedure

If you have a grievance regarding this program:

1. Immediately set up an appropriate time to discuss it with the child's program staff.
2. If it is not resolved, discuss it with the Site Director.
3. If it is still not resolved, discuss it with the Child Care Program Director/Manager.

We want to address any concerns or questions you or your child might have regarding the program. Please encourage your child to speak directly to any staff in the program about issues or areas they are uncomfortable with, so we can address them in a timely manner.

Program Rules

All children, team members and parents should be following the four core values of the Y: caring, honesty, respect and responsibility. In addition to following the values program rules are:

1. Follow directions
2. Respect self, others and property
3. Use appropriate verbal and body language
4. Keep your hands and feet to yourself
5. Stay with the group

The overall safety of all children in the program is our highest priority. Please encourage your child to speak to a program staff if they are having any concerns with other participants or program staff.

Behavior Guidance Practices

Philosophy

The Y strives to maintain a positive approach to managing children's behavior at all times. Team members establish and enforce clear and consistent limits and expectations for appropriate behavior. Team members deal with inappropriate behavior through various techniques including; modeling, distraction and redirection, adjusting the environment, cooperative problem solving and removal from the activity/area as a last resort.

Process

As mentioned above, when positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:

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 assisting/facilitating as needed.

Redirection: When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.

Child/Y Team Member Conference: When the program staff is not successful in correcting behavior, the Site Director/Coordinator is consulted and may decide on further appropriate action/consequences.

Conferences: If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished through the use of a Behavior Contract.

Behavior Contract: This form is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timelines are established.

Suspension for Inappropriate Behavior: In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Site Director/Coordinator and/or Program Director determine the length of suspension.

Removal from the Program: If the above process has not resulted in corrected behavior, the child will be removed from the program.

We reserve the right to bypass the above behavior steps at anytime and remove a child from our care or program activity for reasons of safety. If a parent is called to pick up a child for behavior, the child must be picked up within one hour.

To Encourage Positive Choices Staff Will:

Protect the safety of the youth/teen and staff by establishing clear expectations/boundaries and creating a safe environment

- Provide immediate and directly related consequences for a youth/teen's unacceptable behavior
- Anticipate problem situations and intervene by encouraging positive alternatives when possible
- Engage youth/teen in cooperative problem solving
- Model appropriate behaviors with youth.

Runaway Policy

If a child leaves the designated School Age site area without permission from the team members or refuses to leave when the rest of the group leaves an area, the following procedures will be followed:

Situation A: A team member will alert the rest of the team members and will look for the child and bring the child back to the area. Parent will be notified and asked to pick up the child immediately. A meeting will be arranged between the parent, child and Site Director/Coordinator before the child may return to the program. The event will be documented. The child may no longer be permitted to attend the program if the situation was a repeat offense.

Situation B: If team members are unable to locate the child, the following procedures will be followed: Police will be notified. Parent will be notified and asked to aid in the search for the child. When the child is found, the parent will be asked to take the child home. The child may no longer be permitted to attend the program.

Parent Code of Conduct

To ensure that Y Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. It is our intent to have Y Programs represented in a positive manner at all times.

In the event that parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

- Parents/Guardians will conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect and responsibility.
- Parents/Guardians must refrain from foul language at all times, while at a Y program location.
- Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.
- The misuse of drugs or alcohol at a Y location will be prohibited.
- Parents/Guardians will not be allowed to take pictures/video of other participants or Y Programs.



At the Y we build self-reliance and healthy skills for life through the Y values of:

Caring

Honesty

Respect

Responsibility

Drop-off and Pick-up

Required Sign-in/out Procedure

Person Authorized to pick up your child

At the time of enrollment, the Y must be provided with names and phone numbers of persons authorized to pick up their child, including all legal guardians. For your protection, only persons authorized in writing by the parents and who are 18 years of age or older may pick up your youth. If you have any questions or concerns about this please contact the Program Director/Coordinator. You must inform the Y staff in advance, in writing, if someone OTHER THAN a parent/guardian or authorized person is to pick up your child. No phone authorizations will be accepted. In emergency situations, an exception may be made if the staff are able to call back to a previously provided number on the emergency form to verify it was the parent/guardian who made the call. If there is a court ordered custody agreement, the Y is legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide the Y with a certified copy of the most recent court order. This copy must be on file with the Y and updated by the custodial parent when necessary. If no court order is on file with the program, both legal parent/guardians will have access to information and the participating child.

If your child is not going to be in attendance for a scheduled session, it is the parent's responsibility to contact the site and let staff know. This does not change fees for the day but does ensure your child is safe and staff are aware of your child's location.

You must sign your child in every morning and out every afternoon for the sessions they attend. Sign in and out will be an electronic procedure. Parent or authorized individuals must accompany their child into the classroom each morning. Parents must not leave children unless they are checked in with and under the supervision of the appropriate Y team members.

Sign-in/out Parent Experience

You must sign your child in every morning and out every afternoon. Parents or authorized individuals must accompany their child into the program. Our programs use Alaris for electronic sign in and sign out. You will utilize your phone number to electronically Check in and Check out your child. If you are new to this system, please ask site staff for assistance. If the electronic sign in and out system is not utilized by your location, the paper sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pickup.

Any authorized person who is picking up a child from the Y program must have proper **photo identification** available which may be checked by Y staff. This procedure helps to ensure the safety of your child. We require that all parents/guardians follow this policy. Failure to comply will result in dismissal from the Y program. Staff may vary, please be prepared to show your photo ID daily.

Children are not allowed to use the sign in and out system. Please ensure only adults sign in/out registered children. If you have a problem signing in or out please see Program Lead staff.

Registration and Contract Tuition Fee Agreement

Welcome!

Please sign in below, or enter your email address to find your current account, or create a new account with us. If you have previously created an online account, please use that account so you can enjoy any applicable pricing available to you.

Sign In:

* **Username** [Forgot Username](#)

* **Password** [Forgot my Password](#)

Sign In

Don't Have an Account?

* **Email Address**

Continue

[Need Help?](#)

Registration is [available online](#) and must be completed in full for each child. If you have already used our online system with prior programs, simply sign in to your account. If you are new to YMCA programs, follow the *Create an Account* flow.

Please call Y Customer Service if you need help accessing your online account and/or registering for programs.

You will be required to pay the \$50.00 non-refundable registration fee per child at the time of registration unless during a promotion period. Registration fee payment does not apply toward the regular program tuition.

Registration fees are not required for School Release Day Registrations. Release Days are offered on specific days when the school is not in session. Release Days require a separate registration also [available online](#).

A permanent School Age Care schedule is required at time of registration. The schedule encompasses AM care and/or PM care. Please call Customer Service for assistance with any questions on registration. A minimum of three sessions per week is required for School Age Care.

Variable permanent schedules are not offered as part of the pro-

gram. You may change your schedule week to week; however, a permanent schedule is required for registration to base your schedule on.

Tuition Payment Due Date/Fees Cont.

You may add, remove or switch sessions to your child's weekly schedule. **Changes must be made by the Monday, two weeks prior** to care, for accurate billing. If changes are made late to add or switch sessions, there is a \$2 increase per session price in addition to your regular AM and/or PM session tuition fee and will be applied to your account.

Please note: There will be **no reduction in fees** if your child does not attend program for any reason. If your child will not be in program for a registered day please contact the program site immediately.

A late payment fee of **\$10.00** will be assessed if payment **has not been received at the Customer Service Center** (not in the mail or postmarked) by the Friday after tuition due date. Late payment fees will be assessed each Saturday.

Tuition Payment Due Date/Fees:

Billing is defaulted to **WEEKLY** billing. If a bi-weekly billing or monthly billing is desired, a request should be submitted to Y Customer Service. Note there are specific requirements for bi-weekly and monthly tuition. **Weekly Payment:** Represents one week's tuition (unless in arrears) Due two weeks prior to the week of care.

Bi-Weekly Payment: Represents two week's tuition (unless in arrears) Due two weeks prior to first of the two weeks of care.

Monthly Payment: Represents full month's tuition (unless in arrears) (weeks will vary month to month) Due the last week of month prior to the next month of care.

Payment Options

- Automated Electronic Funds Transfer (credit/debit card)
- [Online Payments](#)
- Credit/debit card over the phone
- Payment at a YMCA branch front desk
- Personal Check sent to Customer Service Center.

Customer Service Center

The main responsibility of the Customer Service Center staff is to provide service to families with inquiries, registration, billing, statements, parent and child information and account updates. Please feel free to contact Customer Service with any questions.

[Contact Customer Service Online](#)

(Email or
Live chat)

CUSTOMER SERVICE CENTER INFORMATION

651 Nicollet Mall, Suite 500
Minneapolis, MN 55402
(P) 612 230 9622 (F) 612 223 6322
Phone Hours:
Mon – Fri
7 am – 5 pm
Live Chat: Mon-Fri 9 am – 4pm

Tuition Payment Due Date/Fees

Program	Minimum Sessions	Tuition Due Date	Schedule Change Due Date	Additional Fees
School Age Care	Three (3) – Can be combination of both AM and/or PM care.	Auto EFT is on Tuesdays two weeks before care. Manual pay due on Fridays, ten days prior to your program week.	Monday, two weeks prior to the week/month of care. View cancel and change policy online.	\$2.00 Added Session Fee, if made late. \$10.00 Late Payment Fee.

Online Payments

Your weekly fee must be paid by Friday, 11:59pm, two weeks prior to care week. If the balance is not paid, there will be a \$10 late payment fee applied on Saturday, one full week prior to scheduled week.



If you have a balance due, it will show on the page in red.

Click an arrow (>) to open the order to pay and view more lines/details. Check the box next to orders/lines you wish to pay today. Your total to pay will show on the right side below your orders.

Once an order line box is selected, the credit card info will show on the screen for you to enter and make payment.

Confirm the amount you wish to pay and submit payment.

You can view your current and upcoming programs in *Programs* in your online account. Some programs can also be cancelled on this *Programs* page.

You can also view order/program information in the *My Orders* section of your account. Choose *My Orders* in the menu in your online Y account.

Non Payment and Termination

If payment is not received by the due date, there is a \$10 late payment fee assessed on Saturday one full week prior to your week of care. If balances become delinquent two (2) or more weeks, your child's attendance may be suspended and you will have full responsibility for all registered days. If you choose to withdraw from the program and restart during the same school year, a new registration and registration fee will be required. We reserve the right to terminate a child's participation in our programming at any time.

Billing Adjustments

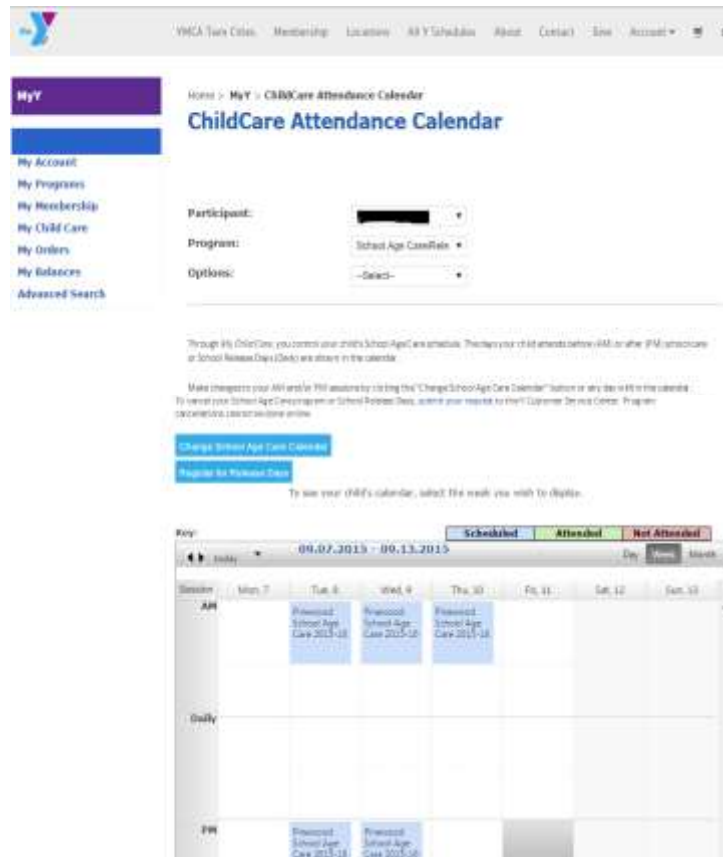
Billing adjustments to your fees outside of normal tuition fees will be completed as attendance is received via the check in / check out system or variance reports received from the sites. Adjustment fees include back billing for additional sessions, session changes not received by due date, late pick up, NSF or EFT Return fees, etc.

Changes to Registration Schedule

You are able to manage your child's calendar through your [online Y account](#). Once signed in to your account, select **My Childcare Calendar** in the menu. This tool will be your option for schedule flexibility!

Changes to your schedule must be made online by Monday, 11:59pm, two weeks prior to the week of care. Changes made after this deadline will incur original schedule tuition fees plus an additional charge of \$2.00 per session for each session added or switched.

[View](#) our cancel and change policy online.



Service via our [online web form](#). Changes and cancels must be received by **Monday two weeks PRIOR** to the week of care you wish to change or cancel.

You can remove all sessions from a week in your calendar, but are still charged the minimum three sessions for the week. Removing all sessions from your calendar will not cancel the program. You must contact us to fully cancel, so you are not billed any longer.



Late Pickup Fees

Any violation of our posted hours of operation will result in a late pick-up charge of **\$1.00 per minute** per child for children in our care before or after program hours. Parents are held accountable for these additional fees. Late fees will be assessed on the next available tuition payment. Habitual lateness or abuse of this policy could result in expulsion from the program. Please ensure that you leave time for the electronic sign out procedure.

Multiple Party Payments

In cases where multiple parties are making payments to a childcare account, the Y is **not** responsible for determining which party has the financial responsibility for specific weeks/days. A [multiple party agreement form](#) must be completed and signed by both responsible parties prior to program start. Payments will be split by percentage only for each week of program. The Y will not bill by days attended. Billing will be completed based upon weekly program registration. Both parties must be set up on automatic billing through a valid credit/debit card. EFT authorization must be on file for both parties.

County Subsidy and Third Party Payments

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their caseworker about their involvement in our program. Parents using State, County or third party payments must provide a caseworker name, phone number and VU# at the time of registration. Upon receipt of the authorization, the child will be enrolled. For county subsidy, a current "Authorization of Service" must be on file with the Y. Co-payments are due in full by due date. Co-payments can be set up for payment bi-weekly or monthly prior to use. Payment arrangements are made with the Customer Service Center. Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment. Claim forms must be signed and returned to the Y within 1 week of receipt, otherwise the parent may be liable for childcare fees.

Scholarships

The Y welcomes those who wish to participate and annually raise funds to help make the Personal Pricing Program possible. Scholarship applications must be submitted with registration forms and accompanying registration fees and/or deposits. It is supported by contributions from our Annual Support Campaign and other donors, and provides scholarships and subsidies for qualifying applicants within our available resources. [Apply for scholarship online.](#)

School Release Days

When the Y school aged childcare program closes for a full day because there is no school, charges will not apply for normal before/after care. There may be school release day options for families with a separate tuition fee structure. Participant families must register in advance on a **separate** school release registration. The school release registration is [also available online.](#)

Registrations for school release days completed or received later than Monday, two weeks prior to week of the release day will result in a **\$10.00 premium** increase in the school release day tuition fee.

Weather / Building Emergencies (updated 5/9/2024)

There may be instances during the program year where the program will not open due to inclement weather or issues within the program building facility. While we don't anticipate there will be many of these occurrences, the family will still be responsible for any registered sessions missed. Should the program close more than four (4) days during the school year for weather/building emergencies, family accounts will be credited for any further program closures. If the school site elects to close, our program will also close.

When schools have a late start due to weather, the AM care session will be closed.

When schools let out early due to weather, the PM care session will be closed.

Please see your site for information on weather related Release Day programs. **Also see our [weather closure information grid online](#).**

Statements and Payment History Reports

The Y does not send out billing statements for upcoming balances due for the School Age Care programs. If not on automatic EFT, you can view balances due for the upcoming week or for past balances due in the *Make a Payment* section of your online Y account.

You can also view Order/Program information in the *My Orders* section of your online Y account. Choose *My Orders* from the list on the left after you have signed in to your account. Review all current and future programs in *My Family Programs*.

Receipts available through your [online account](#) may be used for flex-spending childcare accounts. *Sign in & view 'My Receipts, then click "Childcare Payment History Report' near bottom of page.* Payment history requests or flex-spending reports needing signatures should be submitted for review through our [online web form](#). You can attach your flex-spending report to the request. Please allow 7-10 days for us to process your request.



At the Y we believe the values and skills learned early on are vital building blocks for life.

Y School Age Care is closed:

- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- New Year's Day
- Memorial Day

Accidents/Illness and Medication

Exclusion of Sick Children

For the health and safety of all children in our programs, please do not send your child to Y programs if they are ill. Please notify us if she/he will not be attending. Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

- Fever** – If over 100 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting
- Respiratory symptoms** – Wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing
- Signs/symptoms of severe illness** (unusual fatigue, irritability, persistent crying, difficulty breathing, etc.)
- Vomiting**
- Uncontrolled Diarrhea**
- Mouth sores with drooling**
- Rash** - If cause of rash is not known
- Eye drainage**
- Unusual skin color**
- Bacterial infection** (such as strep throat)
- Contagious illness** (such as chicken pox, scabies, ring worm, or other reportable diseases)
- Head lice** – presence of lice or lice eggs (“nits”)

Children must be free from these symptoms for at least 24 hours before returning to the Y and any contagious illness should be cleared by a doctor.

Parents/Guardians must notify the Site Director/Coordinator if their child contracts a communicable disease, as soon as diagnosed. When a communicable disease occurs, the Y will notify other participants in writing, including cause and symptoms.

Sending your Youth/teen home due to illness or injury

If a child exhibits any of these illnesses while in the program, the child will be separated from the group and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached; the emergency contacts will be called. Staff will continue to assess the child's condition. Because we are looking out for your child's best interests, you or another authorized adult must pick up your child *within one hour of being contacted*. If the staffs feel that your child's condition warrants emergency medical attention, or if necessary, the local emergency resource will be notified.

Accidents

If your child has a minor injury, the Y staff will perform First Aid, if necessary, and notify you when you pick up your child.

If a serious injury should occur, the Y staff will perform First Aid and notify you to pick up your child immediately and let you determine if you should take your child to the doctor or dentist.

In case of an emergency the Y staff will:

1. Call 911, perform immediate First Aid, and contact you. After 911 have been called, it is then up to the emergency response team to decide what actions will be taken.
2. A staff will accompany the child to the hospital and stay until the parent/guardian arrives if emergency medical transportation is required.

If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

Program Access

The Y is committed providing equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. We celebrate the presence of differences that make each person unique. We intentionally engage and develop all members of the Y community. And we strive to connect and serve populations at home and around the world.

The Y will make reasonable accommodations whenever possible to meet special needs. Please inform us during the enrollment process if you or a family member requires any special accommodation.

Children's Basic Needs

In order to grow and learn, all children have basic needs including safety, good nutrition, shelter, medical attention, clean clothes, appropriate discipline, and love. Parents/guardians who are having difficulty providing for a child's emotional or physical needs are encouraged to ask for help. Our staff can help parents/guardians find community resources. If a parent/guardian is unable or unwilling to meet a child's needs or if there is suspicion of physical, emotional, or sexual abuse, team members are mandated by the State of Minnesota to file a report with the Child Protection Agency.

Administering Medication

We ask the parents to ensure sunscreen is on before youth/teen come to any of our summer programs as the participants will spend some of their time outside. We will remind participants to put on sunscreen periodically throughout the day and will monitor them as they apply it.

For medical and safety reasons, YMCA team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the youth/teen and the youth's medical providers to explore other reasonable accommodations to permit the youth/teen to enjoy our programs to the fullest extent possible.

Youth/teen are not allowed to have medication in their possession. The staff may only dispense prescribed medications in the original container directions; that bears the original label displaying legible information stating the following:

- Name of medication and youth/teen's name
- Date of original issue
- Directions for use
- Prescription number and expiration date
- Name and address of licensed pharmacy issuing the medication
- Physician's name
- Dosage and duration

The [Medication Permission form](#) must be completed by the parent or guardian and on file at the Y before any medication is dispensed – including non-prescription. Please return the form to the Y before your first scheduled day or the start of medication.

Sick Days

Our program does not provide reimbursement for sick days taken by the participant. Should your child become ill and not able to attend our program, you will still be responsible for payment of any registered sessions missed.

Transportation of Children

Y child care programs require written authorization from the parent/guardian to transport the child to and from the site and bus information for children coming to our program from a different school or site. By completing the registration process for release day programs you are giving written authorization from the parent/guardian to transport the child to and from the site when transportation is provided for a field trip or off site programming. Field trip information is available at your site. Buses will not wait for late participants and programs will not offer alternative care. Please watch for field trip information and departure times at your site.

Transportation to and from the school district to Y child care programs must be pre-arranged by the parent. Parents are responsible for letting the Y know their child's transportation arrangements.