

YMCA of the North
School Age Child Care
Parent Handbook



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Welcome to the YMCA!

The team members of the YMCA of the North would like to welcome you and your family to the YMCA and our School Age Child Care programs. 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. For your child's experience to be rewarding, we all need to work together.

Your YMCA School Age Care program (SAC) currently abides by the following ratios:

At Site with a 1:15 ratio

On Field Trips with a 1:12 ratio

Swim or Large Crowd Field Trips with a 1:10 ratio

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.

We are all looking forward to getting to know you and your child.

Many of your questions will be answered in the next few pages. However, if you have any questions that are not answered here, please contact your Center's Program Director.

Mission

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

To achieve this mission, we strive to:

- **Be community centered.** For nearly 160 years, we have been listening and responding to our communities.
- **Bring people together**, connecting people of all ages and backgrounds to bridge the gaps in community needs.
- **Nurture potential** because everyone should be able to learn, grow, and thrive.
- **Maintain a local presence and global reach.** We mobilize local communities to effect lasting, meaningful change.

Vision

To serve relentlessly with our community until all can thrive in each stage of life.

Values

- **Caring** — To be sensitive to the needs and well-being of others.
- **Equity** — To see and remove structural barriers so that everyone has what they need to thrive.
- **Honesty** — To tell the truth, have integrity, and ensure that our actions match our values in everything we do.
- **Respect** — To value the worth of every person and treat others as they would like to be treated.
- **Responsibility** — To do the right thing and be accountable for one's behavior and obligations.

Areas of Impact

We must be focused and accountable to bring about meaningful change in individuals and communities. At the Y, we measure the success of our cause by how well we engage communities in our three areas of focus:

- **Youth Development** — Nurturing the potential of every child and teen.
- **Healthy Living** — Improving the nation's health and wellbeing.
- **Social Responsibility** — Giving back and providing support to our neighbors.

Scholarships and Financial Assistance

The Y offers need-based assistance to help individuals and families access the programs that are important to them. These scholarships are made possible by generous donors and partners who are committed to providing resources that increase access to all.

The Y accepts county and agency assistance for all childcare and preschool programs. In addition, the Y's scholarship program can be used in combination with third party assistance.

Families can apply online here: <https://www.ymcanorth.org/scholarships>

Applications are processed in the order received. We will review your information and within ten (10) business days you should receive an email from us with a decision. We will follow up if we need additional information.

Locations

[Apple Valley ISD 196](#)

[Arden Hills ISD 621](#)

[Burnsville ISD 196](#)

[Burnsville - Seven Hills Preparatory Academy](#)

[Eagan - ISD 196](#)

[Eagan - Faithful Shepherd Catholic School](#)

[Lakeville ISD 196](#)

[Minneapolis | Harold Mezile North Community YMCA Youth & Teen Center](#)

[Mounds View ISD 621](#)

[New Brighton ISD 621](#)

[New Hope ISD 281](#)

[Prescott/Malone Elementary School/K-5](#)

[Rosemount ISD 196](#)

[Shakopee Area Catholic School \(SACS\)](#)

[Shakopee ISD 720](#)

[Shoreview ISD 621](#)

[Stillwater | St. Croix Prep Academy](#)

[St. Paul Midway YMCA](#)

[Woodbury Leadership Academy](#)

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, equity, 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

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.

Kids are given activity choices where they make friends, learn, play and thrive. Our program provides well-rounded experiences that nurture and enhance your child's development through activities in:

- Arts and Humanities
- Character Development
- Conflict resolution
- Health and Fitness
- Homework support
- Literacy
- Science
- Service Learning (volunteering)

Child and Family Wellbeing Team Members

All team members meet or exceed State of Minnesota Department of Children, Youth, and Families Guidelines, and are hired not only for their experience and training but also because they exhibit the following characteristics:

- A positive and professional image
- An ability to communicate effectively with children
- An ability to create an environment which reflects care and safety for children
- An active interest in, and respect for, each child
- An awareness of children's needs and an ability to meet them
- A commitment to communication with, and support of, every family in the program
- All YMCA team members must complete a YMCA background check and a human services background study including being fingerprinted before they can begin working in our programs. In addition, all team members must attend a new employee orientation session within 30 days of hire and complete all mandatory child abuse prevention and other trainings required for their job responsibilities. All SAC team members are certified in CPR and First Aid within 90 days of hire.

USDA 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, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or

(2) **fax:** (833) 256-1665 or (202) 690-7442; or

(3) **email:** program.intake@usda.gov

This institution is an equal opportunity provider.

Research and Public Relations Permission

Parents will be notified, and a written permission form will be signed before each occasion of research, experimental procedure, or public relations activity involving a child. Parents may opt out by letting the lead site teacher know if writing or email that they do not wish their child to participate.

Insurance

The program has General liability coverage by Great American Insurance Company issued to the YMCA of the North. However, if an injury does occur, the waiver that is signed at registration states that parents/guardians agree to use their own insurance first.

Data Privacy/Confidentiality

The YMCA complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the YMCA team members. To access the online data policy, visit the direct link for more information at: www.ymcanorth.org/privacy_policy

YMCA Member, Participant, and Guest Code of Conduct

Our YMCA Code of Conduct embodies the spirit of the Y and is intended to help everyone including members, participants, and guests feel welcome and safe at the YMCA. By using YMCA facilities and programs as a member, participant or guest, you agree to follow our [Code of Conduct](#), which is rooted in our core values of caring, honesty, equity, responsibility, and respect.

ENROLLMENT AND PAYMENT INFORMATION

Registration and Contract Tuition Fee Agreement

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, please go on-line and build a community page. Please contact [Y Customer Service](#) for assistance accessing your online community account or program registration.

You will be required to pay the \$50.00 non-refundable administrative fee per child at the time of registration. The administrative fee payment does not apply toward the regular program tuition.

Administrative 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 for each release date.

A permanent School Age Care schedule is required at time of registration. The schedule encompasses AM care and/or PM care. Please contact [Y Customer Service](#) for assistance with your online account or program registration. During the school year, it is a contracted yearly schedule with the following options: Monday, Wednesday and Friday and/or PM, or Tuesday, Thursday AM and/or PM or all days as needed. Parents can make a permanent change to the schedule.

During summer we have a weekly sign-up with the following options: Monday, Wednesday, Friday OR Tuesday, Thursday if you require flexibility in your schedule. You may also sign up for all days Monday—Friday if needed.

Tuition Payment Due Dates & Fees

Billing is done weekly two weeks prior to when the child is scheduled for programming. **Weekly Payment:** This represents one week's tuition (unless in arrears) due during week prior to the week of care.

We offer several payment methods that you may select from:

1. Regular Electronic Fund Transfer from a valid credit or debit card. This will be the most convenient way for you to pay.. Please contact [Y Customer Service](#) for more information. Contracted fees will be charged every week.
2. You may stop into your local YMCA branch and pay at the membership desk.
3. You may pay over the phone. Please contact [Y Customer Service](#).

Children will not be allowed to participate in the program until all fees have been paid. 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. Absences (planned or unplanned), holidays, professional days, and snow days do not affect the contracted fee.

IMPORTANT: We are unable to provide bi-weekly or monthly billing. If you need other alternative payment plans, please contact Customer Service for assistance. We are also unable to make changes during the school year from their permanent schedule unless the change is made according to the process below. In the summer, additions or deletions can be made two weeks in advance according to the set participation structure outlined below.

A late payment fee of **\$10.00** will be assessed if payment **has not been received at the Customer Service Center by the following payment options (automatic payment, in the local YMCA branch, payment online or by calling the Customer Service Center)** by the Friday after tuition due date. Late payment fees will be assessed each Saturday.

Program	Registration options	Tuition Due Date	Permanent schedule Change or Cancels	Additional Fees
School Age Care	See Registration options on our website	Auto EFT is on Tuesdays for TWO weeks prior to week of care.	Monday, TWO weeks prior to the week/month of care is required	\$10.00 Late Payment Fee \$50 admin fee for permanent re-registration

Changes to Contracted Schedule

Permanent schedule changes and cancellations must be made in writing to Y Customer Service via our [online web form](#). Changes and cancels must be received by **Monday, 11:59 pm two weeks PRIOR** to the week of care you wish to change or cancel. **Please note that the \$50 administrative fee will be charged for each permanent change to the schedule.**

Non-Payment and Termination

If payment is not received by the due date, there is a \$10 late payment fee assessed 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. Habitual violation of this policy will result in the child's suspension or expulsion from the program.

All YMCA services (membership, swimming lessons etc.) at any YMCA location, will be suspended if payment is not current. Re-registration will be allowed once all outstanding balances have been paid, and an opening is available. If you have a previous outstanding balance for any YMCA locations/services enrollment will not be processed until that balance is paid in full.

If you choose to withdraw from the program and restart during the same school year, a new registration form and non-refundable administrative fee of \$50.00 will be required. We reserve the right to terminate a child's participation in our programming at any time.

Withdrawal from Program

A two-week written notice of withdrawal is required. This notice must be given in writing to the Customer Service Center. If no withdrawal notice is provided, you will be responsible for tuition dues for two weeks after the last date of attendance. All attempts will be made to contact the family before canceling services.

Billing Adjustments

Additional fees (e.g., for late pickup, NSF, or EFT returns, etc.) will be added to your account and must be paid when invoiced.

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. These can be requested to Customer Service, and they will provide as needed.

County Subsidy/Third Party Payer

Families who are working with a state or county agency that helps cover the cost of childcare expenses must contact their case worker about their enrollment 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. For county subsidy, a current “Authorization of Service” must be on file with the Y. Upon receipt of the authorization, the child will be enrolled. Parents/guardians are responsible for all fees until an authorization of service is received by the YMCA.

Co-payments are due in full by due date. Co-payments can be set weekly. Payment arrangements are made by contacting [Y Customer Service](#).

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.

Pre-planned Center Closures

The Child Care Center will be closed on the legal holiday observation for the following: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Day and up to three Professional Days to be announced. The center will close early on Christmas eve and New Years Eve.

School Release Day Childcare

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 will 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. School Release Day registration is [also available online](#).

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

Late Pick-Up Charge

A late pick-up fee of \$25 will be charged for each child, for the first 15 minutes after the center is closed, and an additional \$5 for each 5-minute increment, or portion thereof, until the child is picked up from the center. For example, if your child is picked up at 6:18 pm, you will be responsible for paying a late pick-up fee of \$30.

The Parent/Guardian will be required to sign a form acknowledging the charge.

If a child is not picked up from the program, the team member will try to contact the parent/guardian(s). If they cannot be reached, the team member will call the listed emergency contacts. This will be done until they find someone who can pick up the child. If this fails, after 30 minutes of closing, the team member will contact the local authorities.

The YMCA team members understand that certain situations may cause you to arrive late, however, habitual lateness or abuse of this policy could result in the child's suspension or expulsion from the program. Please be respectful of our team members who have other commitments.

This late pick-up charge also applies to the pick-up for excluded children or unplanned early closures.

Statements and Payment History Reports

Please note that the Y does not send out billing statements for upcoming balances due for School Age Care programs. If you are not enrolled in automatic EFT (Electronic Funds Transfer), you can view both upcoming and past due balances by logging into your **online community account** on our website.

For details about your registrations, please log into your online community account and view active or pending enrollments. Receipts available through your online account may be used for flexible spending or childcare reimbursement purposes and can be accessed via your online [Community Page](#).

Please Note: A Community Page setup is required to access billing, registration, and payment information. If you need help setting up your account or navigating your information, please contact [Y Customer Service](#) for assistance.

Unplanned Closures

It may be necessary for our program(s) to close or reduce hours due to snow or weather-related emergencies, energy problems, or other unforeseen events. Parents are encouraged to monitor your email and your phone for a robo-call with updates from the YMCA.

While we do not anticipate there will be many of these occurrences, the family will still be financially responsible for any registered sessions missed. Should the program close more than four (4) times during the school year for weather/building emergencies, family accounts will be credited for any further program closures.

If the YMCA building site elects to close, our program will also close.

Weather related closures:

When schools have a late start due to weather, the AM care session will be closed. If the program is already in session and the school decides to cancel completely, parents/guardians will need to make arrangements to pick up within one hour of the closing announcement. After the one-hour time frame of closing, late fees will apply. When schools let out early due to weather, the PM care session will be closed.

Please refer to the attached graph on the next page for clarification of your location and associated school district.

School Age Care					
ISD 196 - Eagan, Apple Valley, Rosemount, Burnsville Schools	Morning Program Cancelled	Afternoon Cancelled	Open	Release days at Shannon Park, Oak Ridge and Cedar Park Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
Faithful Shepherd (Eagan)	Morning Program Cancelled	Afternoon Cancelled	Open	Release days at Shannon Park, Oak Ridge and Cedar Park (if District 196 is also closed) Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
Great Oaks Academy (Farmington)	N/A	Afternoon Cancelled	Open	Release days at Shannon Park, Oak Ridge and Cedar Park (if District 196 is also closed) Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
ISD 621 - Moundsview School District	Morning Program Cancelled	Afternoon Cancelled	Open	Release days at Bel Air and Island Lake. Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
New Hope YMCA (located within ISD 281 - Robbinsdale Public Schools)	Morning Program Cancelled	Afternoon Cancelled	Open	Release day at New Hope YMCA Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
North Community YMCA (located within SP1 - Minneapolis Public Schools)	N/A	Afternoon Cancelled	Open	Release day at North Community YMCA Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
Malone Elementary School - Prescott, WI	Morning Program Cancelled	Afternoon Cancelled	Afternoon Cancelled	No Release Day offered	No Release Day offered
Seven Hills Preparatory Academy (Burnsville)	Morning Program Cancelled	Afternoon Cancelled	Open	Release days at Shannon Park, Oak Ridge and Cedar Park (if District 196 is also closed) Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
ISD 720 - Shakopee School District	Morning Program Cancelled	Afternoon Cancelled	Open	Release day at Sun Path Elementary Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
St. Croix Preparatory Academy (located within ISD 834 in Stillwater)	Morning Program Cancelled	Afternoon Cancelled	Afternoon Cancelled	No Release Day offered	No Release Day offered
St. Paul Midway YMCA (located within ISD 625 - St Paul Public Schools)	Morning Program Cancelled	Afternoon Cancelled	Open	Release day at Midway YMCA Program Location Program Hours 7:30 a.m. - 5:00p.m.	No Release Day offered
Woodbury Leadership Academy (located within ISD 833)	Morning Program Cancelled	Afternoon Cancelled	Afternoon Cancelled	No Release Day offered	No Release Day offered

Other unplanned closures (energy or other unforeseen events):

If a closure occurs during the program day, families will be contacted immediately and are expected to pick up their child within one hour of notification. The decision to close the centers is made by YMCA leadership.

The location will remain open until all of the children have departed with their parents or an adult authorized by the parents. After the one-hour time frame of closing, late fees will apply. Emergency contact forms and authorized pick-up information must be current to ensure timely pick-up if necessary. Families are encouraged to have a back-up care plan in place in case of an unplanned closure.

PLANNING FOR YOUR CHILD'S DAY

Required Sign-In and Out Procedures

If your child is not going to be in attendance for a scheduled session, it is the parent/guardian 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 and must be performed in the program your child is registered. Parent or authorized individuals must accompany their child into the program space each morning. Parents must not leave children unless they are checked in with and under the supervision of the appropriate Y team members.

Any authorized person who is picking up the child from the Y program must have available proper photo identification and may be checked by Y staff. This procedure helps to ensure the safety of your child. We require all parents/guardians follow this policy. Failure to comply may result in suspension and/or termination from the Y program. The Y staff may ask to see a photo ID for all persons picking up participants, please do not be offended if they ask for identification. 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 those adults that are designated to drop-off and pick-up child sign in and out registered children. If you need assistance signing in or out, please see a Y team member for assistance.

Drop Off, Pick Up, and Parking

Please Park in designated parking spots when dropping off or picking up your child. Do not leave your vehicle parked in loading zones, fire lanes, or handicapped spots (without proper permits). For your safety, security, and health of all the Y recommends not leaving your unattended vehicle idling and that you secure your valuables out of site. We reserve the right to call the local authorities if your vehicle is parked illegally, and if habitual illegal parking occurs, we will consider termination of care.

Persons Authorized to Pick Up Your Child

At the time of enrollment, the YMCA must be provided with the names and phone numbers of all legal guardians and at least two additional adults (age 18 or older) authorized to pick up your child. For the safety of all children, only individuals listed in writing by the parent or legal guardian will be allowed to pick up a child. Authorized individuals must present valid photo identification if not recognized by YMCA staff. **Children will not be released to anyone under the age of 18.**

If someone *other than* a listed parent/guardian or authorized adult will be picking up your child, you must inform YMCA staff *in advance and in writing*. No phone authorizations will be accepted. In emergency situations, exceptions may be made only if staff can verify the request by calling a previously provided number from the emergency form.

If changes to authorized contacts or emergency contacts are needed, they can be made at any time by contacting program leadership. However, if you need to remove a previously authorized individual, this must be done **in person** with the Center Director.

If a court-ordered custody agreement is in place, the YMCA is legally required to follow its terms. The guardian with legal custody must provide the YMCA with a certified copy of the most recent court order. This document must be kept on file and updated as needed. If no court order is provided, both legal parents/guardians will have equal access to the child and their information.

The safety and well-being of every child in our care is our highest priority. Please contact the Site Director or Program Director if you have any questions or concerns.

Appropriate Dress

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.

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.

Snacks

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. Please note that some children have food sensitivities. You may be asked to limit certain types of snacks if it is known that a child or team member in the program have such sensitivities.

Personal Belongings

The YMCA is not responsible for lost or stolen items.

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.

The Y provides the majority of supplies your child will need while in our care, so please do not allow your child to bring money, games, or toys from home. Any exception to this expectation will be communicated by the Site Director in alignment with planned curriculum activities. Depending on your childcare program, parents are responsible for providing supplemental items for their child. Examples of this would be change of clothes, appropriate outdoor/swim apparel, lunches, snacks, water bottle or medical accessories, etc. Please make sure to label all your child's belongings.

Electronic Device Policy

To ensure a safe and respectful environment, electronic devices capable of taking photos, recording video/audio, or making phone calls—such as cell phones, tablets, and smart devices—**are not permitted in YMCA programs.**

Participants may wear watches; however, they are allowed **only** for the purpose of telling time. Any device with communication or recording capabilities must not be used during program hours. Parents assume all risk for personal items brought to the program.

If a child is found with a restricted device, it will be confiscated, and a meeting with the parent/guardian will be scheduled to develop a behavior plan. Repeat violations may result in suspension or termination from the program.

Recording of any participant or YMCA team member is prohibited. Any violation of this policy may result in immediate suspension or termination from the program.

Transportation of Children

Transportation to and from excursions and field trips must be authorized by parents as part of the waiver process. Team members are never allowed to transport children for any reason in their personal vehicles at any time. Y childcare programs require information about bus drop-off and pick-ups for children coming to our program from a different school, site, or YMCA program. 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 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 childcare programs must be pre-arranged by the parent and clearly communicated and documented to the program team members. Parents are responsible for letting the Y know their child's transportation arrangements and any changes to those arrangements.

HEALTH AND SAFETY

Exclusion Policies

Exclusion from care is necessary because your child(ren) may be infected with a communicable illness and could contribute to further spread of illness at the childcare location. The YMCA of the North reserves the right to modify the exclusion policies stated below based on the needs of the center. **The YMCA also reserves the right to override a doctor's note to return to the program, due to fever, rash or any other symptoms.**

Children cannot be admitted to the center with 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 or untreated.
- **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/Program Director 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 Home Due to Illness or Injury

All efforts will be made to make your child as comfortable as possible. In some situations, the notification will be to gather information and work with the parents make to a decision in the child’s best interest. If a child exhibits any of the listed symptoms on this page while in the program, the child will be isolated from the group with supervision 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. Team members will continue to assess the child's condition while they remain in our care. The Y is not a health care facility nor licensed to provide “sick care” for an ill child. As such and 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**. The late pick-up charge also applies to the pick-up for excluded children.

If team members feel that your child’s condition warrants outside medical attention, the child's source of health care, or if necessary, the local emergency resource will be notified.

Administration of Medication

We ask the parents to ensure sunscreen is on before youth 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, and State mandates, YMCA team members cannot administer any injections except for EpiPens. Our staff will ask parents to follow the accommodations process above including and not limited to a specified plan from a doctor on specific medical needs. The YMCA reserves the right to deny care if we are unable to provide the medical care needed if it is an undue hardship or are unable to provide another alternative. We will work diligently to come to a solution if feasible and required guidelines can be met.

Youth 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'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. Action plans from your doctor are also required for epi-pens and inhalers brought to program. Please return the form to the Y before your first scheduled day or the start of medication.

NOTE: Children cannot share any medication with another other participant or staff. This will result in suspension and/or termination if discovered.

Accidents/Injuries

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

If a significant injury should occur, YMCA team members will administer immediate First Aid and contact emergency medical services (EMTs) if necessary. Parents or guardians will be notified right away and consulted regarding next steps, including whether to pick up the child and seek further medical attention.

If we are unable to reach a parent or guardian and EMTs determine that transport is necessary, the YMCA will authorize transportation to the nearest medical facility. All medical and transportation costs will be the responsibility of the parent or guardian.

In case of an emergency, the YMCA team members will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.

2. In case the parents/guardians or designated person cannot be reached a YMCA team member will accompany the child to the hospital and stay until the parent/guardian arrives. 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.

Accommodation Process and Program Access

The YMCA of the North is committed to equity and ensuring that all individuals—members, participants, and children in our care—have equal access to our programs, services, and spaces. We welcome individuals of all races, abilities, creeds, national origins, and sexes, and strive to create an inclusive environment for all.

To support this commitment, the YMCA will make reasonable accommodations for individuals with special needs, within the limits of our financial and physical resources. As a first step in our interactive accommodations process, we ask that you complete an accommodation request form for yourself, your child, or a person under your guardianship. This form helps us understand the specific needs and guide our efforts to provide a positive and inclusive experience.

YMCA staff will collaborate with you and your family to determine appropriate accommodations. If we are unable to fulfill part or all a request, our response will be guided by our core values of caring, honesty, respect, and responsibility.

To help us support your child effectively, please notify YMCA staff as early as possible if your child requires any special accommodations. This information allows us to better meet their needs within the resources available.

Behavior Guidance & Non-Violence Practices

The Y strives to maintain a positive approach to always managing children's behavior. 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.

To accomplish this, we will:

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

Non-Violence & Weapons Policy

Our program is a non-violence program. This means that hitting, fighting, verbal threats, or violent statements will not be tolerated. Firearms, ammunition, and other potentially dangerous items may not be kept or brought on the premises. Weapons of any kind are not allowed in any YMCA Child and Family Wellbeing program. If a child is found to have a weapon, they will be removed from the program immediately. Our policy also means that toy guns, squirt guns, knives or weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

The YMCA reserves the right to determine if a child should be sent home/removed from program as a result of violent behavior.

Children using violence as a method of reconciling differences or settling disputes will be considered for immediate suspension, possibly expulsion at the discretion of the Program Director and/or Executive Director.

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 Director 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 using a Behavior Contract.
- **Behavior Contract:** 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 fair and realistic.
- **Suspension for Inappropriate Behavior:** To provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Program Director will determine the length of suspension.
- **Dismissal from program:** If the above process has not resulted in corrected behavior, the child will be removed from the program.

If a parent is called to pick up a child for behavior, the child must be picked up within one hour or a late fee will be accessed.

In accordance with state and federal civil rights laws and The Minnesota Department of Children, Youth, and Families guidelines, the goal of the YMCA's Behavior Guidance and Non-Violence Policies are to establish and enforce clear and consistent limits and expectations for appropriate behaviors and to limit or eliminate the use of expulsion and or other exclusionary measures.

Though the YMCA seeks to not suspend or exclude children from our child care centers, there may be times that suspension, expulsion, or excluding children from our care may be necessary. We reserve the right to bypass our behavior guidance procedures outlined above, at any time and remove a child from our care or program activity for reasons of safety which include, but are not limited to children leaving programming, children leaving staff supervision, bringing or use of weapons and creating an unsafe environment or physically harming our children, families and staff.

The YMCA will work to ensure all possible interventions are exhausted before making the decision to exclude children from programming. We will work to ensure that the decision is in the best interest of the child and that families are supported in finding alternate placements.

Runaway Policy

If a child leaves the designated School Age site area or program space without permission from Y school age 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. A behavior plan will be established to prevent future incidents. Please note that repeat issues could result in termination for the safety of the child and the program.

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.
- A meeting will be arranged between the parent, child and Site Director/Coordinator before the child may return to the program. A behavior plan will be established to prevent future incidents. Please note that repeat issues could result in termination for the safety of the child and the program.

PARTNERSHIP WITH PARENTS

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 daily about upcoming activities, child's behavior, or any program changes. Each child will also have a child file kept on-site. It is the parent/guardian responsibility and mandatory to read and sign all accident/incident and all behavior report communications from the site. Refusal to sign communications will be noted on the report by staff and further steps may need to be taken to ensure safety of all in the program. A parent may request a conference with the Site Director at a mutually convenient time to discuss his/her child's overall development, behavior concerns or special needs. Y team members may also request a meeting with a parent to discuss these as well. Parents can visit the site at any time during the hours of operation with prior approval. See volunteer policy if they would like to volunteer.

Parent and Volunteer Participation

Parents are encouraged to participate in the program with their children whenever possible. There are many opportunities for parents to volunteer within the program, such as being a guest reader, helping during center time, talking about your career, leading an activity, or sharing your interests with the children. 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.

Program Surveys

As a parent or guardian of a YMCA participant, you will receive a program survey at least twice a year to share your feedback on the program's strengths and areas for improvement. We encourage you to take a moment to complete and return the survey, as your input helps us enhance our services. Additionally, we welcome ongoing, informal conversations and phone calls with YMCA team members to ensure we are meeting your needs.

Family Events

Family events will be scheduled throughout the year. 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.

Grievance Procedure

If you have a concern or grievance regarding this program, we encourage open communication and will make every effort to resolve the issue promptly and respectfully. Please follow these steps:

1. **First**, schedule a time to discuss your concern with the **SAC Site Director**.
2. **If the issue is not resolved**, bring it to the attention of the **SAC Program Director**.
3. **If further resolution is needed**, contact the **Executive Director of School Age Care**.

We are committed to resolving concerns at the earliest and most appropriate level, and we appreciate your partnership in maintaining a positive program experience. 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.

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. We intend to have Y Programs always represented positively.

- Parents/Guardians will conduct themselves in a manner that represents the five core values of the Y: caring, equity, honesty, respect, and responsibility.
- Parents/Guardians must always refrain from foul language, 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/videos of other participants or Y Programs.

If parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

Safe Boundary Information

- The Y restricts staff from providing childcare services off site for families they meet through their employment at the Y. This includes nanny services and babysitting.
- Your child should not receive personal gifts from individual staff members.

- Staff and volunteers are not permitted to individually transport program participants in their personal vehicles.
- One child will not be alone with one staff member outside the hearing or vision of others.
- The Y limits outside contact between staff and program participants to include all social media platforms.
- Parent volunteers are only allowed to be with their child on and off-site.

Child Protection Policy

To grow and learn, all children require that basic needs be met 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 from team members who 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, the State of Minnesota mandates team members to file a report with the Child Protection Services.