



# 2018-2019 Y After School Parent Handbook



**Martinsville-Henry County Family YMCA  
3 Starling Ave., Martinsville, VA**

**Martinsville YMCA (276) 632-6427  
Collinsville YMCA (276) 647-3771**

# 2018-2019 After School Handbook

## After School Programs

Offered at 4 locations

Collinsville YMCA After School Program: 647-3771

*Serves: Carver, Campbell Ct., Meadow View, Stanleytown, & FC Middle  
Offers a Before School Program*

Axton Elementary School YMCA After School Program: 650-1411

Drewry Mason Elementary YMCA After School Program 956-8978

*Serves: Drewry Mason & Rich Acres*

Mt. Olivet Elementary School YMCA After School Program: 632-6455

### Goals

1. To strengthen and support the family unit by improving communication
2. To increase a sense of community with other families.
3. To help children develop to their fullest potential by focusing on: confidence, self-esteem, interpersonal relationships, values development, academic achievement, physical skills, health, and nutrition.
4. To deliver the program in a positive environment of safety, support, and care.

To accomplish these goals, our program is divided into 6 parts: snack time, homework time, craft time, theme time, people time, and physical activity time.

### Payments and Fees

The cost for our programs are \$50.00 weekly for after school care, \$23.00 weekly for before school care (provided only at the Collinsville locations), and \$30.00 registration fee which includes insurance and supplies.

Part-time care is offered for those that need care 3 or less days a week at a rate of \$12.00 daily for after school care and \$5.00 daily for before school care.

**Payments are due BEFORE services are rendered and must be paid weekly or monthly (before the 5<sup>th</sup> of the month). *AN E-PAY OPTION IS NOW AVAILABLE.***

Our full-time payment schedule is broken down as follows:

- School is in session 180 days (regardless of holidays & inclement weather)
- 180 days/5 days per week= 36 weekly payments
- Full-time participants must make a total of 36 weekly payments or 9 monthly payments (please refer to the payment schedule for monthly amounts and dates due)
- Please refer to the Full-Time Payment Schedule (school system specific) for due dates

We cannot deduct from your fee for days missed. Your fee pays for direct operating costs such as staff, snacks, materials, and equipment. All of these must be available for your child. When you enroll you are reserving the time, space, staffing, and provisions for your child whether the child attends or not during the specified sessions.

**Children will not be allowed to attend the YMCA After School Program if payments are not made. (Please see Payment Policy located in the Policy & Procedure section of the handbook)**

**\*For returned checks a \$30.00 service fee will be added to the weekly fee. That fee must be paid in cash or money order before the child may return to the program.**

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### Drop-off/Pick up Procedures

Children participating in the Before School Programs may be dropped off at the Collinsville YMCA beginning at 6:15 a.m. Parents MUST park and bring their children into the building and sign their child in.

All after school activities end at 6:00 p.m. and children should be picked up by that time. When picking up, parents must present a picture ID to a YMCA staff member. Children must be signed out daily by someone that is authorized to pick up and is at least 18 years of age. ALL PERSONS PICKING UP CHILDREN MUST ALWAYS CHECK IN WITH A STAFF MEMBER FOR IDENTIFICATION PURPOSES. Everyone must present a photo I.D. Only persons who have been previously authorized by the parent will be allowed to pick up your child.

### Late Fees

YMCA After School Programs are scheduled to end at 6:00 p.m. If you pick up your child after the 6:00 p.m. deadline you will be required to pay a late fee. The late fee is \$1.00 per child for every minute after 6:00 p.m., this fee will be added to your account.

\*Habitual lateness may result in dismissal from the program.

### Snacks

Children will receive an afternoon snack daily. The YMCA attempts to make these food breaks healthy. We try to involve the children in their preparations and in nutrition education. If your child has any dietary restrictions, be sure to indicate them on the registration form with a doctor's signature.

Monthly snack menus will be both provided and posted.

The Martinsville-Henry County Family YMCA Child Care Programs are committed to the health of the children in our care and have adopted the **Healthy Eating & Physical Activity (HEPA) Standards** in both our Early Learning Center and our School-Aged Programs.

- Children and their parents will be provided with information regarding physical activity and nutritional information that is relevant to the health of their children
- 25% of the time in care will be spent participating in physical activity
  - Full Day Care= 3 hours
  - Part Day Care= 1hour
- Whenever possible physical activities will take place outdoors
- Screen time will be limited to special occasions ONLY. Movies should not be watched daily or weekly.
- Digital devices should only be allowed for homework purposes unless allowed for special occasions.
- Serve fruits and vegetables at every meal
- No fried foods
- Offer water at every meal and have it accessible at all times
- Serve only beverages that do not have added sugars
- Serve only 1% milk and 100% juices
- Food in the program is to promote healthy eating and good nutrition
  - Food is not used as a reward or punishment
  - Food is not used in craft projects that will take away from healthy snacks
  - Holiday & special occasions are celebrated with healthy items
- Staff model and promote healthy eating
  - Staff members sit with children during snack and when possible reinforce the importance of healthy eating to the children
  - Staff members do not eat personal food or beverages in front of the children
- Healthy food is served at Family Night Events
- All staff model healthy eating on the job

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- Food served at staff meetings will be healthy
- Children do not have access to vending machines
- Partner with local organizations to provide additional programming related to physical activity and nutrition

Parents are welcomed to bring in food for special occasions or parties! It must be wrapped, store-bought, and shared by all children. Any unused food must be thrown away or given back to the parent that day.

### Change of clothes

Sending a change of clothes to after school with your child is a great idea! Meals and arts & crafts can often get messy! In case of an accident, please send an outfit to be kept in his/her cubby for the duration of the school year.

### Martinsville-Henry Co. Family YMCA Policy & Procedures Parental Communication Policy

Staff will only communicate discipline concerns/issues, payments (weekly fees and/or delinquent) and any other important matters to biological parents or a child's legal guardian. All personal matters related to the child's participation, from enrollment to termination, will only be discussed with the biological parent and/or persons having legal custody (custody issued in a court of law as evident by a court order). YMCA staff will not discuss any enrollment or personal matters with grandparents, aunts/uncles, parents significant others, etc.

### Parent Authorization Policy

According to Virginia State Standards for Licensed Child Care Centers a custodial parent shall be admitted to any child day program. Such right of admission shall apply only while the child is in the child day program (63.2-1813 of the Code of Virginia). The centers must also provide opportunities for parental involvement in center activities. Exception: Parents that have limited or forbidden contact with their child per a court order will not be permitted to visit with their child at the YMCA outside of the times listed in the court order.

Any parent/guardian or relative that is currently being investigated by social services WILL NOT be permitted onto ANY YMCA property until that parent/guardian or relative has been investigated and cleared through social services.

Any parent/guardian or relative that is currently being investigated by social services WILL NOT be permitted to attend any YMCA functions (Includes but not limited to: Family Nights, Field trips, ELC Programs, ect.)

### Payment Policy

- **Please read this notice as it is very important that you are aware of our payment and termination for non-payment policies. It is the parent/legal guardian's responsibility to be aware of our policy.**
- All payments are to be made in one of the following methods:
  - Place payment in the drop box located at your child's site (**checks or money orders only, DO NOT place cash in the drop box**)
  - Make payments in person to the front desk at either the Collinsville or Martinsville YMCA
  - Mail to the Martinsville-Henry County Family YMCA, 3 Starling Ave., Martinsville, VA 24112 (envelops are provided at your after school site)
- **Do not send payments by your child or try to pay any child care staff person. Staff are not allowed to accept any payments. Child care staff will have no knowledge of your child care account. Payments should ONLY be made by one of the methods listed above.**
- An E-Pay option (monthly automatic draft) is now available. Please contact the Business Office (632-6427) for more information.

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- Registration fees must be received and a completed Payment Contract must be on file in the Business Office before your child can begin the program.
- The full amount of each week's fee is due in advance. Do not subtract payment for days that your child may miss.
- Payment for the week's fee is due on the previous Friday and if not received by Friday of the week attending, the child will not be allowed to return the following week until the payment is made. Those wishing to pay monthly or every two weeks may do so provided they pay in advance. All monthly fees are due by the fifth of the month. Parents will be contacted to pick-up a child that has a delinquent bill. Failure to make weekly/monthly payments in advance will result in the termination of care for your child. Accounts determined to be frequently delinquent are subject to permanent termination from Y Child Care Programs. ***This policy will be strictly enforced.***
- If your account becomes delinquent and we are forced to terminate services, all necessary means will be taken to obtain fees owed to the YMCA. The responsible party will also be obligated to pay for any legal fee incurred.
- **Please note that a \$10.00 late fee will be applied to each week your account is past due!**
- Return checks will be charged a service fee of \$30.00. If two (2) checks are returned on the same account, the account will become a "cash only or money order" account.
- If you choose to withdraw your child from the program a *Child Care Termination Form* must be completed and turned into the Business Office in order to stop the billing process. You will be responsible for payment until the business office receives the termination form.
- Please arrange your budgets accordingly to allow payment of the fees as described. Child care is a service and payment for this service is due upon receipt.
- A late pickup fee will also be attached to your account if you are after 6:01 p.m. picking up your child. The fee will be \$1.00 per minute, per child. You may not pay the staff on duty.

### Discipline/Termination Policy

The YMCA is committed to teaching, practicing, and demonstrating the core values of Respect, Honesty, Caring, and Responsibility in all aspects of the organization. At the YMCA, we are proud to provide safe, fun, and supportive, high quality programs that encourage all children to develop in spirit, mind, and body. Parents and guardians can be sure their children are in safe, capable hands when they are with the staff at our camps.

Our method of discipline is a positive one, aiming to build a sense of responsibility for one's actions by accepting the consequences for their behavior. The children are informed of the rules and consequences at the start of the program. If the rules are broken, the child is separated from the group for a short period of time, depending on the seriousness of the offense. We refrain from using any type of physical punishment, and will not take away snack time because of a child's behavior.

The YMCA will give one week's notice of a student's termination from the program. The parent/guardian must also give one week's notice of withdrawing a child from the program. The YMCA reserves the right to terminate a child at any time and without prior warning if the child or parents behavior is considered dangerous to the child, other children in the program, or to program staff.

Dismissal will occur at any time a child's behavior is determined detrimental to his/her own well-being or to the well-being of others in the program.

Bullying WILL NOT be tolerated at any time. Staff will be trained to quickly identify bullying and immediate action will take place.

**A child may be IMMEDIATELY dismissed from the program for any of the following:**

- Physical abuse (hitting, kicking, biting, spitting, etc.)

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- Emotional abuse (name calling, exclusion, etc.)
- Sexual abuse (inappropriate touches, showing private parts, asking others to show private parts, sharing inappropriate jokes, material, words, etc.)
- Bullying
- Profanity
- Vandalism
- Theft
- Disrespect to camp staff and/or peers

### Transportation Policy

- Children must be seated with backs against the seat at all times while being transported by YMCA vehicles.
- Children's hands should remain in their own space at all times.
- Personal belongings should remain at the site unless otherwise indicated by staff.
- Children should use quiet voices at all times while on YMCA vehicles.
- No horseplay will be tolerated on YMCA vehicles.

**\*Failure to follow these rules may result in termination of field trip privileges**

### Field Trip Policy

Parents will be given advanced notice of field trips planned for the after school hours. Permission forms must be signed in order for students to be able to participate in the planned trip.

Before leaving on a field trip, a schedule of the trips events, times and location shall be posted. Emergency Contact Information, Emergency Medication and a first aid kit will be taken on all field trips. Site staff shall have cell phones on each trip in order to contact center staff or parents if the need arises. Front desk staff and/or remaining center staff will have all field trip information.

### No Smoking Policy

Please be aware that we are a Tobacco Free facility and no cigarettes or "E" Cigarettes are allowed inside our facilities and grounds.

### Emergency Preparedness Policy

#### Communication in an emergency situation

- If an emergency occurs by which child care directors need to be notified, the administrator will contact each site director by telephone or by the site director's emergency phone number.
- If an emergency occurs at a site by which the administrator should be notified, site staff may contact the administrator at either YMCA location, by cell phone, or home phone number. If administrator cannot be reached the General Director should be contacted.
- If an emergency occurs regarding a child, the parent should be notified immediately, unless it is a life or death situation, by which 911 should be contacted first, the parent immediately following.
- If an emergency occurs by which the YMCA has to be closed or evacuated, site directors will be notified by phone or emergency phone numbers. All parents will be contacted by phone in the event of evacuation.
- If an emergency occurs by which the YMCA has to be closed or evacuated, all information will be broadcasted by radio at B99.9 as well as BTW Channel 21. Parents will be contacted immediately.
- If an emergency occurs by which the YMCA has to be closed or evacuated the Collinsville YMCA site will evacuate to the First Baptist Church of Collinsville.
- In the event of total evacuation, the center may have to relocate if there is danger in the area. In this case, children will be taken to a relocation site at Martinsville YMCA- 3 Starling Ave Martinsville, VA 24112

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### Policy for a Man Made Disaster

- In case of a hazardous spill, bomb threat or other man made disaster, the YMCA administrator or General Director will consult with appropriate city or county personnel and follow their advice.
- Childcare staff will follow the same emergency procedures as in other emergencies and will consult with local officials regarding the proper action.

\*Parents may ask Site Director to view the Emergency Preparedness Notebook.

### Procedure for a child NOT picked up during emergencies

- In the event of an emergency situation (inclement weather/natural disaster), please make every effort to make arrangements to have your child picked up by closing (6:00 p.m.). Contact the Director immediately to let them know who will be picking up the child and at what time.
- If at 7:00 p.m., no one has picked up your child nor contacted the YMCA, the YMCA has no choice but to call 911 or the local Department of Social Services for pick up.

### Lockdown Procedures

An Emergency may prevent the safe evacuation of a facility and require steps to isolate students and staff from danger by instituting a lockdown. A lockdown is implemented when the threat of violence or gunfire is identified. During **LOCKDOWN**, students and staff are to remain in designated lockdown locations at all times. Do not evacuate until room is cleared by law enforcement or an **ALL CLEAR** signal is given by site administrator. This response is considered appropriate for, but not limited to, the following:

\*\* Gunfire, \*\*Threat of extreme violence outside classroom, \*\*Imminent danger in the surrounding community.

- Any staff that suspects suspicion of danger or hears gun fire will announce "Lockdown" is in effect on the walkie talkie system.
- YMCA Staff will immediately begin closing and locking ALL doors to the facility and classrooms immediately after which NO ONE is allowed to enter or exit the facility or classrooms.
- Movement outside of the lockdown area is not allowed. Remain in the lockdown area until room is cleared by law enforcement or an **ALL CLEAR** signal is given by site administrator.
- When or if students are moved out of the classroom, assist them in moving as quietly and quickly as possible out of the building and moved where the law enforcement states is deemed a safe zone to move children to.
- Staff shall start **Parent-Child Reunification Process**- Once the all clear has been given parents will be notified immediately of the situation by phone or pick up whichever comes first and instructed where to pick up children. Children will only be released to parents or emergency contacts that have been pre-authorized on the registration. Staff will ID anyone they do not know and match it with the emergency contact book or call parents to verify pick up. As parents arrive if any child is missing/injured/deceased the staff will notify the site director/administrator the parent has arrived. The site director/administrator will escort the parents to a private area and notify them of the situation.

**\*\*PLEASE NOTE EACH INDIVIDUAL CHILD'S SITE WILL BE DIFFERENT\*\***

**Procedures for general emergencies:** All sites have a navy blue binder that contains all the Emergency Preparedness Plans for the YMCA. All staff persons will be trained in Emergency Preparedness Procedures. It is the staff person's responsibility to read the procedures regularly to stay up-to-date on procedures.

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### EVACUATION/FIRE

All site locations have their own fire safety and evacuation plan. Each staff member should be familiar with both the contents and location of this plan. **CALL 911** before any other action is taken. If you have a fire alarm system that has been activated, **YOU SHOULD STILL CALL 911** because it may not be tied to a reporting system. Emergency evacuation procedures should be implemented immediately using the air horn and telephones as outlined in the Evacuation Plan. Your first priority is the safety of all persons. Do not leave any person unattended in a dangerous situation. If you are in the area where the fire is located, remember that smoke, as well as fire, **KILLS**.

- Stay as low to the floor as possible.
- Do not open any door until you have felt the door to be sure that it is not warm (a fire could be on the other side of the door).
- Go to an outside exit if possible.
- Go to an outside window and wait for help if you cannot get to an exit. Do not jump from the window.
- When exiting the building be sure to take the following with you:
  - Emergency Contacts
  - Emergency Medications
  - Daily attendance records

### Evacuation-Parent-Child Reunification

**CHILDREN WILL ONLY BE RELEASED TO PARENTS OR EMERGENCY CONTACTS THAT HAVE BEEN PRE-AUTHORIZED ON THE REGISTRATION FORM. ONCE THE ALL CLEAR HAS BEEN GIVEN PARENTS WILL BE NOTIFIED IMMEDIATELY OF THE SITUATION BY PHONE OR PICK UP WHICHEVER COMES FIRST AND INSTRUCTED WHERE TO PICK UP CHILDREN. AS PARENTS ARRIVE IF ANY CHILD IS MISSING/INJURED/DECEASED THE SITE DIRECTOR/ADMINISTRATOR WILL ESCORT THE PARENTS TO A PRIVATE ARE AND NOTIFY THEM OF THE SITUATION.**

### Shelter in Place/Tornado/Severe Weather

Early warning in the event of severe weather can minimize disruption to the activities of the facility, prepare all employees to respond quickly if the weather condition should worsen, and can save lives.

Once a severe weather situation is noted:

- Keep an eye on the weather.
- Listen to the TV or radio to listen for special bulletins and updated information.
- If you are alerted to the threat of severe weather please take the following steps:
  - Contact the associate director immediately
  - Turn on your battery operated radio for updates
- If the threat of bad weather is noted at the YMCA branches, someone will contact you to be certain that you are aware of the situation

Most communities are equipped with outdoor warning sirens that inform the surrounding areas of a dangerous weather situation. The purpose of these sirens is to warn people who are located outside of buildings that a tornado has been sighted in the vicinity and that they should seek cover. They are not designed to warn people who are located indoors. The communities test these sirens the first Tuesday of every month at 10:00 a.m.; this would be an ideal time to test your Evacuation Plan.



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### Tornado Watch

Continue normal activities but be prepared to move to a place of safety. Keep watch for changes in the weather by paying attention to the TV or local radio and assigning a lookout to eye the weather coming from the southwest (generally this the direction from which tornadoes arrive.) Make sure to advise anyone leaving the center of the pending weather situation.

At the Collinsville YMCA if the area is under a Tornado Watch, children are not allowed to be in the mobile unit. All activities should take place within the main building.

### Tornado Warning

At the time of a tornado warning, all YMCA staff will be called to the front desk or main gathering place at off site locations to prepare for the tornado. The following steps should be followed:

- Call all staff members to that location as well
- Send someone to locate all staff members not contacted or unaccounted for
- Senior staff person will assign a staff member to evacuate each area of the center
- Evacuate all occupants to a safe area, which should be the first floor and basement interior corridors
- All programs have a "Shelter In Place" to report to in the event of a tornado
- The Shelter In Place is designated on the Emergency Evacuation Routes posted in each classroom or after school area
- Once the warning has been issued take the following steps:
  - Do a face count to ensure you have all participants
  - Take the participants & battery operated radio to the Shelter In Place
  - Once at the Shelter In Place, ensure that you have all participants
  - Have all participants get on their knees facing the wall and duck and cover their heads until the tornado has passed
- Be sure to take the following with you
  - Emergency Contact Book
  - Battery operated radio
  - Battery operated flashlight
  - First Aid Kit
  - Emergency Medications
  - Cell Phone
  - Daily attendance log
- DO NOT allow anyone to leave the building until they have been warned of the conditions.

If you cannot get to the designated area, remember:

#### THE MOST DANGEROUS PLACES:

- Upper rooms on the southwest side of the building.
- Corridors the open to the south or west.
- Large rooms with free-span roofs.
- Areas with a lot of glass.
- Corridors and spaces likely to become "wind tunnels".
- Areas with load bearing walls.

#### THE SAFEST PLACES ARE:

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- A place on the lowest floor, under a short-span ceiling, in the interior of the building, in a room with a framed construction rather than load bearing walls, and without windows.
- Corridors that open to the north or east.
- Under heavy furniture in the best available area.

Have everyone sit down on the floor in a curled up position with their hands above their head and eyes protected by their hands and arms. NO ONE will be able to leave the building once the tornado sirens have sounded. Once the sirens stop, check the weather and use your better judgement and common sense before you let anyone return to other areas or leave the building. DO NOT worry about opening windows to rooms. Seek shelter immediately.

Once the tornado has passed, call the associate director to report your safety or emergency issues. If anyone is injured, follow normal accident/injury procedures. You will need to keep a level head because the participants, members, and guests will be looking to the staff for leadership.

### Preparation for a Tornado Situation

- Definite instruction should be given to maintenance as to their responsibilities for turning off utilities.
- Tornado shelter routes should be posted in each room on the same notice as the fire evacuation notice.
- Provisions should be made to warn all people outside of the building to recommend that they seek shelter.
- Special provisions must be made for the movement of handicapped employees and patrons to shelter locations.
- All personnel should be made aware of the established tornado procedures each spring and review this information at least one time during the summer.
- Tornado drills MUST be done at least twice a year. Once in April and a second time in October.

### Shelter in Place-Parent-Child Reunification

**CHILDREN WILL ONLY BE RELEASED TO PARENTS OR EMERGENCY CONTACTS THAT HAVE BEEN PRE-AUTHORIZED ON THE REGISTRATION FORM. ONCE THE ALL CLEAR HAS BEEN GIVEN PARENTS WILL BE NOTIFIED IMMEDIATELY OF THE SITUATION BY PHONE OR PICK UP WHICHEVER COMES FIRST AND INSTRUCTED WHERE TO PICK UP CHILDREN. AS PARENTS ARRIVE IF ANY CHILD IS MISSING/INJURED/DECEASED THE SITE DIRECTOR/ADMINISTRATOR WILL ESCORT THE PARENTS TO A PRIVATE ARE AND NOTIFY THEM OF THE SITUATION.**

### Suspected Child Abuse Policy

All YMCA staff are instructed on different types of abuse: physical, sexual, and emotional, as well as neglect. They are aware of indicators that should alert them to the possibility of abuse or neglect.

If a staff person suspects abuse or neglect, it is his/her responsibility to report this to our Local Social Service Agency immediately.

All Child Care Providers are considered Mandated Reporters.

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### Late Child Policy

If a child should arrive late to the program and a staff member is not in the location of the sign-in/out sheet, please escort your child to an area where there is a staff member present. In most cases there should be a visible notice indicating where the child's group is located.

Staff will make sure the child has a snack or proper meal (depending on time of arrival). Staff will get the child involved in the appropriate activity immediately upon arrival.

In the event that a child IS NOT picked up by 6:00 p.m. the YMCA staff will make every effort to contact parents or emergency contacts to pick up the child. If at 7:00 p.m. no contact has been made with parents or emergency contacts, the YMCA Child Care staff will then dial 911 and ask for the Child Protective Services worker on call. YMCA Child Care staff will stay with the child until the parent arrives or the child is placed into CPS custody.

### Homeless policy

If you or your child is homeless and do not have documentation of immunizations the center must receive documents within 90 days!

### Medication Administration Policy

- The YMCA Child Care Programs will administer medication according to the VDSS guidelines. The YMCA Child Care Programs WILL ONLY administer emergency medications
- The YMCA will not administer any over-the-counter medications or any type of medicated skin ointments (such as diaper rash ointment or insect repellent) unless prescribed by a doctor; medication form will be required
- The YMCA Early Learning Center, all of the five YMCA After School Programs and both Summer Day Camps will be staffed with at least one employee per site that is MAT, CPR, & First Aid certified
- The YMCA Early Learning Center, all of the five YMCA After School Programs and both Summer Day Camps are trained in food allergies and dietary restrictions.
- **Any diagnosed allergy or dietary restrictions parents must provide an action plan written, signed and dated by a physician.**
- The YMCA will use the VDSS Medication Administration Form and medication log sheet for each child to properly document the medications being administered.
- One form MUST be completed for **EACH** medication. ***Multiple medications cannot be listed on one form***
- The child's health care provider MUST complete section B of the Medication Authorization Form
- Parents of children with emergency medications must provide the site staff with the proper training and information on how to properly care for their child's medical condition
- A medical plan designed by the parent/physician may be requested/required for certain medical conditions such as severe allergies or asthma; this is so that staff can be better informed and prepared to deal with your child's medical conditions
- Special accommodations for medication administration can be made for children with medical conditions. Please contact the Child Care Director for more details regarding special accommodations.

**Staff who work with children that have food allergies shall receive training in preventing exposure to food(s) to which the child is allergic, preventing cross-contamination, recognizing and responding to any allergic reactions.**

### FREQUENTLY ASKED QUESTIONS

**Do I get a refund if I withdraw my child from the program?**

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Your child may be withdrawn from the program at the completion of any week. However, your registration fee is NON-REFUNDABLE and you are required to pay for all weeks that services have been rendered. If you wish to withdraw your child from the program a Child Care Termination Form must be completed in order to stop the payment process.

### **What happens if my child is ill?**

A sick child is to be kept at home for his/her own sake and that of others. Many communicable diseases begin with cold-like symptoms. Though you might think it is just a cold, the child should not attend because: It may not be a cold, but a communicable disease. If it is a cold, other children may catch it. Your child's resistance to disease is lowered.

The YMCA Site Director should be informed about the nature of any illness. If your child has a communicable disease, tell us when it first appeared. Please call your child's Site Director on days when the child is ill or will be absent for any reason.

Should a child become ill, the parent will be notified and the parent/guardian must arrange to have the child picked up as soon as possible. Parent/guardian must also inform the YMCA within 24 hours if any member of the immediate household develops any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which MUST be reported immediately.

### **What happens if my child needs to continue taking medication?**

Please refer to the Medication Administration Policy listed above

### **What happens if my child is injured at the YMCA?**

If your child is injured, the YMCA Staff will take whatever steps that may be necessary to obtain emergency medical care. These steps may include but are not limited to the following:

- Attempt to contact a parent or guardian.
- Attempt to contact you through any of the persons listed on the emergency information form you completed for us.

If we cannot contact you, we will do any or all of the following:

- Call an ambulance or paramedic.
- Have the child taken to an emergency hospital in the company of a staff member.

The YMCA carries a limited accident insurance policy on each child applicable to any injuries occurring during care and must be used as secondary insurance where applicable. That means if the child is covered under another insurance policy, the charges must be submitted there first.

### **Who is responsible if my child loses a personal item or it is stolen while attending after school care?**

Each child is provided an individual cubby for storage space. We encourage parents to mark all belongings (even undergarments). If an item is lost or stolen, the YMCA will not be held responsible. Please help us by cleaning out your child's cubby each day when you pick him/her up.

### **Who should parents contact if there is a problem?**

Problems related directly to your child should be directed to the Site Director. If your problem cannot be resolved through the Site Director, please contact Savanna Gwynn (276)647-3089. Further assistance should be directed to Lisa Hodge, Child Care Director or Brad Kinkema, General Director of the YMCA.

**Lines of Authority: Program Teacher-Site Director-School Age Program Director-Child Care Director-CEO.**

### **What happens if no one arrives to pick up my child?**

Our centers are scheduled to close at 6:00 p.m. and we expect that children will be picked up by that time. In

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the event that a child IS NOT picked up by 6:00 p.m. the YMCA staff will make every effort to contact parents or emergency contacts to pick up the child. If at 7:00 p.m. no contact has been made with parents or emergency contacts, the YMCA Child Care staff will then dial 911 and ask for the Child Protective Services worker on call. YMCA Child Care staff will stay with the child until the parent arrives or the child is placed into CPS custody. Parents will also be expected to pay the late fee of \$1.00 a minute per child until the child is picked up.

### **Is my child allowed to walk home from after school care?**

No. Children are not allowed to walk to and from camp. Parents/guardians or authorized persons must sign students in and out each day.

### **Can parents drop by the center when ever they wish?**

YES! According to Virginia State Standards for Licensed Child Care Centers a custodial parent shall be admitted to any child day program. Such right of admission shall apply only while the child is in the child day program (63.2-1813 of the Code of Virginia). The centers must also provide opportunities for parental involvement in center activities. Exception: Parents that have limited or forbidden contact with their child per a court order will not be permitted to visit with their child at the YMCA outside of the times listed in the court order.

### **How does the YMCA relate to school problems?**

Any trouble your child may have at school will probably affect behavior at the after school program. Please keep us informed of such problems so we can be sensitive to your child's needs. The YMCA staff would like to work as a team with school and family. This will enable us to provide the best environment for the child's growth and development. If additional homework time or special tutoring is needed, let us discuss how we can be of assistance.

### **What if school closes early because of weather conditions?**

On days that the schools close early for inclement weather, the YMCA will **NOT operate after school programs at Axton Elementary, Drewry Mason Elementary or Mt. Olivet Elementary, after school will operate on normal hours at the Collinsville YMCA unless you are informed otherwise.** School administrators need to close their buildings to ensure that everyone can get home safely. Students will need to be picked up at school or bused home. If parents have to return to work you have the option of transporting your child to either the Collinsville YMCA care until 6:00 p.m. If you will be bringing your child to a YMCA branch, please call and inform the child care staff at the respective location: Collinsville Y- 647-3089

For students that are transported to the Collinsville YMCA via the YMCA bus for after school care, a decision to transport will be made based on the weather/road conditions. In the event that YMCA Administrators deem travel conditions unsafe, a YMCA staff person will report to the school to supervise students until parents arrive to pick up their child. A YMCA staff person will contact all parents if this situation were to arrive. The YMCA will do its best to provide transportation; however, the safety of our children is our top priority.

### **What if school is closed because of inclement weather?**

On day when school is closed due to inclement weather the YMCA will make every effort to provide care. When possible child care will be provided at the Collinsville YMCA only. A delayed opening or early closure may be possible and will be based on the severity of the weather conditions. **If the YMCA decides to not operate or delay opening, this information can be found on WDBJ7, WSLS 10, BTW 21, on our website [www.martinsvilleymca.com](http://www.martinsvilleymca.com), on our Facebook page, and the YMCA Mobile App.**

If the YMCA child care program operates a full day camp on inclement weather days there will be a \$22.00 per child day camp fee and parents must provide their child with a lunch. ***Please note that on inclement weather days it is possible for the YMCA to delay opening or close early.***

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### What about teacher work days and holidays?

When school is closed, the YMCA will provide Y School Day Out Camp at the Collinsville YMCA only. These days are an additional charge of \$22.00 per day. Children should bring their lunch on these days unless otherwise informed of a fieldtrip or special lunch. A morning and afternoon snack will be provided as well as a drink at lunch. A minimum of 16 children will be needed to provide this service. No program will be offered on Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Day, Easter Monday, and Memorial Day.

### Sample Daily Schedule of After School Care

2:30-3:00	Arrival, Roll, Bathroom Break & Hand washing
3:00-3:30	Snack
3:30-4:30	Home Work/Assistance/Tutoring/Theme Activities
4:30-5:30	Organized Play
5:30-6:00	Quiet Activities/Clean Up

\*Please note that your child may have more homework than can be completed while at after school. The YMCA Staff will make every effort to get homework done during the scheduled home work time.

### Family YMCA of Martinsville & Henry County Pool Rules

1. No one swims alone or without a lifeguard on duty
2. Children are not allowed to use equipment during open swim (kickboards, barbells, flippers, inner tubes, floats, toys, etc.)
3. Scuba gear is not permitted (masks that cover the eyes and the nose are not allowed). Goggles covering only the eyes are permissible during open swim.
4. No RUNNING and jumping in the water. Swimmers may jump from white gutter area only.
5. NO DIVING or flips from the side.
6. Swimmers are not allowed to jump or hang from the starting blocks.
7. No horseplay in or around the pool.
8. No pushing, splashing, or throwing others in the pool.
9. Children under the age of 8 must be accompanied by an adult in the water. (An adult being someone 18 or older)
10. Children using belts or bubbles must be accompanied by a parent or guardian (18 or older) in the pool or seated on the side of the pool within arms length of the child.
11. Anyone who has been ill, been recently injured, has open sores or contagious skin disease may NOT enter the water. If unsure see the Aquatic Director.
12. Any questionable swimmer may be tested for their swimming ability by swimming 4 widths of the pool. If they can not pass this test they may not enter the deep water.
13. Glass and any other breakable containers are not allowed in the pool area.
14. Bathing suits are to be worn in the pool. If a swimmer is not wearing a swimsuit (ex. Shorts and t-shirt or undergarments) he/she will be asked to leave the pool area.
15. Report all accidents to the lifeguard.
16. Suggestions and complaints should be reported to the Aquatic Director or the front desk.
17. Adults 18 and over only allowed in the water during lap swim
18. Obey the lifeguard at all times.
19. Obey all rules.

### LICENSING INFORMATION FOR PARENTS ABOUT CHILD DAY PROGRAMS

The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for the supervision, protection, and well-being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these

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programs. While there are some legislative exemptions to licensure, licensed programs including child day centers, family day homes, child day center systems, and family day systems. The state may also voluntarily register family day homes not required to be licensed.

Standards for licensed child day centers address certain health precautions, adequate play space, a ratio of children per staff member, equipment, program and record keeping. Criminal records checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health, and building codes.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard.

Three types of licenses may be issued to programs. Conditional licenses may be issued to a new program to allow up to six months for the program to demonstrate compliance with the standards. A regular license is issued when the program substantially meets the standards for licensure. A provisional license, which cannot exceed six months is issued when the program is temporarily unable to comply with the standards. Operating without a license when required constitutes a misdemeanor which, upon conviction, can be punishable by a fine of up to \$100.00 or imprisonment of up to 12 months or both for each day's violation.

If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Regional Office of Social Services closest to you or call 1-800-KIDS-LIL (543-7545). Richmond area- 692-2394.

### **PIEDMONT REGIONAL OFFICE**

Commonwealth of Virginia Building  
210 Church Street, S.W., Suite 100  
Roanoke, Virginia 24011-1779  
(540) 857-7971

### **YMCA Staff Code of Conduct**

To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person be alone with a single child where he or she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.

- **Staff shall never leave a child unsupervised.**
- **Rest-room supervision:** Staff will make sure the rest room is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the rest room while children are using the rest room. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at other off-site location. Always send children in threes (known as the rule of three), and whenever possible, with staff.
- Staff should conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to others.
- **Staff shall not abuse children** in any way, including
  - physical abuse—striking, spanking, shaking, slapping, and so on;
  - verbal abuse—humiliating, degrading, threatening, and so on;
  - sexual abuse—touching or speaking inappropriately;
  - mental abuse—shaming, withholding kindness, being cruel, and so on;
  - neglect—withholding food, water, or basic care.

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- **NO TYPE OF ABUSE WILL BE TOLERATED AND IS CAUSE FOR IMMEDIATE DISMISSAL.**
- Staff must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
- Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, and so on. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses.
- Staff will respond to children with respect and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
- Staff will respect children's rights not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
- Staff will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
- Staff are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
- Staff must appear clean, neat, and appropriately attired.
- Using, possessing, or being under the influence of **alcohol** or **illegal** drugs during working hours is prohibited.
- **Smoking** or use of tobacco in the presence of children or parents during working hours is prohibited.
- Possession or use of any type of weapon or explosive device is prohibited.
- Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is not allowed.
- **Profanity**, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
- Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes.
- You and the child's family or guardians have a relationship that predates your employment or volunteer position at the YMCA.
- You and the child or the child's family or guardian are related
- **Any exceptions require a written explanation before the fact and are subject to prior administrator approval.**
- Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
- Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
- Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
- **Staff may not date program participants who are under the age of 18.**
- Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
- Staff is to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
- Staff is required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
- Staff will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.



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### Henry County & Martinsville City School Payment Schedule

#### Weekly Payment Schedule

Week	Date Due	Week	Date Due	Week	Date Due	Week	Date Due
Aug. 13-17	Aug. 10	Oct. 15-19	Oct. 12	Jan. 14-18	Jan. 11	Mar. 18-22	Mar. 15
Aug. 20-24	Aug. 17	Oct. 22-26	Oct. 19	Jan. 21-25	Jan. 18	April 1-5	Mar. 29
Aug. 27-31	Aug. 24	Oct. 29- Nov. 2	Oct. 26	Jan. 28- Feb. 1	Jan. 25	April 8-12	April 5
Sept. 3-7	Aug. 31	Nov. 5-9	Nov. 2	Feb. 4-8	Feb. 1	April 15-19	April 12
Sept. 10-14	Sept. 7	Nov. 12-16	Nov. 9	Feb. 11-15	Feb. 8	April 22-26	April 19
Sept. 17-21	Sept. 14	Nov. 26-30	Nov. 26	Feb. 18-22	Feb. 15	April 29-May 3	April 26
Sept. 24-28	Sept. 21	Dec. 3-7	Nov. 30	Feb. 25- Mar. 1	Feb. 22	May 6-10	May 3
Oct. 1-5	Sept. 28	Dec. 10-14	Dec. 7	Mar. 4-8	Mar. 1	May 13-17	May 10
Oct. 8-12	Oct. 5	Jan. 7-11	Jan. 4	Mar. 11-15	Mar. 8	May 20-24	May 17

#### Monthly Payment Schedule

Month	Amount Due	Due Date
August (3 weeks)	Can be paid early in full or it will be drafted with September!	N/A
August & September (7 weeks due)	\$200.00 (4 weeks) \$350.00 (7 weeks)	No later than September 5th
October (4 weeks due)	\$200.00	No later than October 5th
November (4 weeks due)	\$200.00	No later than November 5th
December (2 weeks due)	\$100.00	No later than December 5th
January (4 weeks due)	\$200.00	No later than January 5th
February (4 weeks due)	\$200.00	No later than February 5th
March (3 weeks due)	\$150.00	No later than March 5th
April (4 weeks due)	\$200.00	No later than April 5th
May (4 weeks due)	\$200.00	No later than May 5th

Please note that Camp Days are an additional \$22 per day, per child and are not included in the weekly fee.  
Christmas Camp and Easter Camp Weeks will be \$22.00 per day OR \$90.00 per week!