



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Family Handbook

School Age Child Care  
Before and After School Programs



WHERE FUN AND LEARNING TAKE FLIGHT

Thank you for choosing the YMCA for your School Age Child Care needs. This handbook serves as part of the admission agreement and is designed to help inform you of important details of our program. We look forward to providing your family with quality programming and exciting, rewarding experiences.

Please keep this handbook as a reference to answer your questions regarding program policies, fees, etc. If at any time you have questions, concerns, or suggestions please feel free to speak to your site director or to a management staff member.

Thank you for joining our Before and After School Child Care Program and welcome to the YMCA of San Joaquin County.

## **LOCATIONS:**

Elk Horn  
10505 Davis Rd.  
Stockton, CA 95209

Julia Morgan  
3777 A.G. Spanos Blvd  
Stockton, CA 95209  
(209) 518-7138

Manlio Silva  
6250 Scott Creek Dr.  
Stockton, CA 95219  
(209) 639-7015

Podesta Ranch  
9950 Windmill Park Dr.  
Stockton, CA 95209  
(209) 639-3149

Aspire River Oaks Charter  
1901 Pyrenees  
Stockton, CA 95210  
(209) 463-7574

For more information contact:  
YMCA of San Joaquin County  
After School Child Care  
(209) 472-9622

## **AFTER SCHOOL CHILD CARE MANAGEMENT TEAM:**

Autumn Wright  
Youth Development Director  
(209) 292-8473  
[awright@ymcasjc.org](mailto:awright@ymcasjc.org)

Heather Iversen  
Member Services  
(209) 472-9622  
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JaNetra Dunbar  
Program Coordinator  
(209) 472-9622  
[jdunbar@ymcasjc.org](mailto:jdunbar@ymcasjc.org)

If you have a question or concern with something that is happening or has happened at the site, please contact your Site Facilitator.

If you feel the Site Facilitator has not addressed your concern, please contact the Program Coordinator to schedule a time to discuss your concerns.

Parents are always welcome to observe our program, help in some way or share a skill. If you would like to volunteer, or give us feedback, please let your Site Facilitator or management team know.

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. Volunteers are needed each year for the Y's Annual Giving Campaign. During this campaign, volunteers raise money for the Y's financial assistance program, which helps us meet the growing need for support so more families can participate in Y programs.

# WELCOME TO THE YMCA OF SAN JOAQUIN COUNTY BEFORE AND AFTER SCHOOL CHILD CARE PROGRAM



## OUR MISSION

To build strong minds, character, and bodies for all youth in our community.

## OUR VISION

We are the program of choice for inspiring youth to reach their full potential.

## OUR PHILOSOPHY

We believe that children and youth should be given the opportunity to reach their full potential in spirit, mind and body. In our School Age Child Care Programs licensed by the State of California, we engage children in a safe, caring nurturing environment for all of the children in our care, and provide opportunities and experiences that stimulate your child's physical, emotional, social and educational growth.

We help children discover their unique talents and respect and appreciate the difference in others. We integrate our values of caring, honesty, respect and responsibility in everything we do. For children to learn well, they need to feel good about themselves and be confident in their capabilities. We strive to provide a variety of experiences that encourages children to develop their confidence to successfully face the new challenges.

The YMCA is committed to the healthy development of your child through a "child centered" environment that provides for individual attention and encouragement as well as group participation. We provide a safe, secure and caring place where your child can make friends, learn new skills, continue to develop positive self-esteem, and have fun.

## OUR AREA OF FOCUS

The YMCA is a cause-driven organization that is for youth development, for healthy living, and for social responsibility. That is because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

**Youth Development:** Nurturing the potential of every child and teen.

**Healthy Living:** Improving the nation's health and well-being.

**Social Responsibility:** Giving back and providing support to our neighbors.

## OPPORTUNITIES FOR ALL

The YMCA is for everyone. Our programs, services and initiatives enable kids to realize their potential, prepare for middle school, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body, prepare people for employment, welcome and embrace newcomers, and help foster a nationwide service ethic. And that's just the beginning.

Financial assistance is available for the Aspire Schools. To apply for financial assistance, or to make a donation to our Annual Giving Campaign, please contact us at 209-472-9622

## OUR STAFF

Our staff cannot babysit program participants during non-program hours, according to the YMCA Child Abuse Prevention Policy and Code of Conduct.

Our staff must and will report any suspicion of child abuse, neglect, or endangerment to Child Protective Services as mandated by state law.

## **OUR PROGRAM**

At the YMCA, we nurture the development of youth by providing a safe place to learn foundational skills, develop healthy, trusting relationships and build confidence. We emphasize safety and fun and offer interesting, age-appropriate learning activities that help kids discover their talents and aspire for healthy, happy lives.

We work with parents, schools and communities to create a balance of physical, intellectual, emotional and social opportunities to develop your child inside and out.

Our goal is to help increase the academic achievement of youth by providing access and opportunities to engage in a wide variety of activities.

### ***Program Components:***

- 21 Century Skills (Critical Thinking, Collaboration, Communication, Creativity)
- Arts Education
- College and Career Exploration
- Global Learning
- Time to Work on Homework
- Leadership Development
- Math / Literacy Enrichment
- Nutrition Education
- Physical Activity
- Service Learning

### ***The purpose of the After School Learning Programs is:***

- To support students' social-emotional development by providing a safe, positive environment that includes opportunities to build relationships with caring adults and each other.
- To support academic achievement of all students by providing a quiet space for students to get independent practice on their core subjects to accelerate their learning.
- To spark interest in new passions, hobbies, and potential career pathways by offering a variety of extracurricular and recreational enrichment activities.

## **PROGRAM DIFFERENTIATION**

### **After School Grant Funded Programs**

These low cost or free After School programs are publicly funded by California Department of Education state grants (ASES or 21<sup>st</sup> Century) and secured by School Districts. Eligibility for the grant is determined by the schools percentage of free or reduced meals of 50% or greater. The District has chosen the Y to operate the programs on both elementary and middle school campuses. The emphasis for this program is academic achievement, educational enrichment, recreation, nutrition and safety. This program is license exempt and does not adhere to state licensing regulations. While the program is open everyday school is in session until 6:00pm, the program is not open before school, on school staff development days, holidays or vacations. After School is monitored by the State of California Department of Education through Federal Program Monitoring (FPM).

### **After School Licensed Programs**

Programs that are not funded through ASES or 21<sup>st</sup> Century are licensed by the State of California Department of Social Services, Community Care Licensing Division, and operate according to its procedures and policies. These programs typically secure their funding through parent fees and 3<sup>rd</sup> party agencies. Child Care is monitored via Community Care Licensing Division of the State of California's Department of Social Services. This program also focuses on academic achievement, educational enrichment, recreation, nutrition and safety.

## **HOMEWORK**

Each weekday, we provide a quiet time for your children to do their homework. While we encourage children to complete their homework, we can not force them to. We are there to offer basic assistance but do not provide extensive tutoring. Homework time is considered an independent work time. It is up to parents to encourage their child or impress upon them that homework must get done. When homework time is over, students are expected to participate in other scheduled activities and will not be allowed to continue to work on homework.

## **ALIGNMENT WITH PUBLIC SCHOOL—DAY POLICIES AND PROCEDURES**

The YMCA Before and After School Program is aligned with the school day whenever possible. Students are expected to follow the schools student Code of Conduct and all school behavior rules and expectations, apply during before and after school time.

## **TOYS AND ITEMS FROM HOME**

Please do not allow your child to bring items from home, such as toys, games, electronic devices, cell phones, or trading games to the after school program. They are not allowed unless the teachers have requested them for a specific activity. We also discourage children from bringing valued treasures from home.

We are NOT responsible for any items that are lost or broken. Lost and found items will be kept for one month then donated to Goodwill.

## **YMCA MEMBERSHIP AND OTHER PROGRAMS**

The YMCA of San Joaquin County is a nonprofit, membership-based organization. Everyone is welcome. At the Y, we offer a variety of program and services for youth, adults and families. As a member, your child can participate in other programs, such as youth sports, swim lessons, summer day camps and other enriching fun activities. For more information please call the main office at (209) 472-9622 or visit our website at [www.ymcasjc.org](http://www.ymcasjc.org).

## **LICENSING SAFETY**

To adhere to our state licensing and for the safety of each child, children enrolled in YMCA Before and After School Child Care cannot co-mingle with children who are not enrolled in our program during operating hours.

## **CONSULTING SERVICES**

The YMCA of San Joaquin County does not use or provide ongoing consulting services (i.e. access to a therapist, psychologist, etc.)

## **SPECIAL NEEDS AND INCLUSION**

If your child has a special need, please let us know during enrollment. We want to provide the best environment for everyone and will make reasonable accommodation to fully include every child in activities. Failure to inform the Y at time of enrollment may result in a delayed program start date as we work to provide the appropriate accommodations. The Y welcomes inclusion aids who are contracted by other reputable agencies. Parents or guardians who would like to provide their own aide should be discussed with the program director prior to making arrangements. Aides are subjected to state licensing requirements and/or fingerprinting clearance and TB tests.

## **MEDIA RELEASE**

Staff may photograph, video and/or audio record students and others participating in the program. Any or all of these forms of media may be used at the discretion of the program for working with and promoting the program. If you do not want your child photographed or published, please notify the Program Director.

## **REGISTRATION AND CONTACT INFORMATION**

The parent/guardian signing the admission agreement ("contracting parent") is responsible for all paperwork and payments. The parent/guardian is the only person who can make changes on the registration forms, emergency form, and child release authorization. YMCA of San Joaquin County does not provide copies of documents (e.g. sign in/out sheets) to parents or guardians unless requested by the contracting parent or by subpoena. Some documents are internal documents and will not be released. If you experience a change of contact information such as your address, phone number or email, be sure to let your Program Director know in writing within 24 hours.

### ***Before and After School (CA State Licensed School Age)***

Enrollment can be on a full time or part-time basis. Hours of operation and the availability of drop in care vary from site to site.

### ***After School (Grant Funded)***

Due to the terms of the grant, we cannot accept part-time attendance. Students must be able to attend all five (5) days a week for elementary and three (3) days a week for middle school programs. If the student is frequently absent, his/her enrollment will be reviewed. The grant also requires students to be in the program from the end of the school day until the end of the program day. This will be strictly enforced.

## **REGISTRATION**

### **Licensed Program**

The yearly registration fee is \$125.00. If registration for the upcoming year is completed by the end of the last day of school, the fee is reduced to \$75.00.

### **ASES Program**

The yearly registration is \$40.00. If registration for the upcoming year is completed by the end of the last day of school, the fee is reduced to \$25.00.

Registration priority is given as follows:

#### **Licensed After School Sites**

- 1) Returning students
- 2) Siblings of current families
- 3) New students

#### **ASES Funded After School Sites**

- 1) Students who are homeless or foster children
- 2) Students on Free or Reduced Lunch
- 3) Referrals from the school
- 4) Siblings of current families
- 5) New students

There are a limited number of spots available at each site. The State of California determines this number. Child Care fees are paid monthly for the school year. Separate fees apply for holiday care for hours beyond your regular rate plan. We must maintain a minimum enrollment in order to operate. In the event that a program is over subscribed, the YMCA will maintain a waitlist. A waitlist does not carry over from year to year.



## **REFUNDS**

When you enroll, you are reserving time, space, staff supervision and provision, whether or not your student attends. Refunds will be given for overpayment of fees. Refunds will not be given if your child is sick, suspended from school or if you choose not to attend. If your child is terminated from the program or school, your plan may be pro-rated. Other extenuating circumstances may be considered for plan pro-ration.

## **DIVORCED / SEPARATION**

If the contracting parent wishes a divorced or separated spouse to pick up their student, the contracting parent must list that person on the Child Release Authorizing Form. If the contracted parents chooses not to list the divorced or separated parent, pursuant to licensing regulations, we cannot release the student to the non-custodial parent.

## **CHANGE OF SCHEDULE OR WITHDRAWL**

A 30-day written notice is required to make any adjustments to your child's enrollment status. Please provide that notice to your Program Director. Any payments scheduled within those 30 days will continue as normal.

***Please note: Non-attendance does not constitute withdrawal. If notice is not given, that month's fee will be charged. Only the YMCA Program Director can make exceptions to this policy.***

## **SOURCES OF FUNDING**

ASES After School Programs are supported by grant funds provided through the State of California's After School Education and Safety (ASES) program. This grant funding brings with it rules and regulations regarding program hours and student attendance. Due to limited availability of funding, the program may have enrollment restrictions and may not be able to serve all students' families who wish to participate.

For those families who find the ASES program does not meet their needs, the YMCA does offer other options of child care that do not have to meet all of the ASES grant rules and requirements.

Licensed facilities are funded only through tuition payments that are made by the families of those enrolled. Rules and regulations are set by the California Community Care Department of Social Services and are subject to at least annual inspections.

## **ASES PROGRAM EARLY RELEASE POLICY AND PROCEDURES**

The Department of Education states that an ASES Program be open at least 3 hours a day, 5 days a week, Monday through Friday and staffed until 6:00pm. YMCA After School Centers shall provide for student needs in accordance with the criteria stated above. However, it is fully recognized by site and advisory committees that the stated criterion does not provide for the safety and interest of all students and families. Our YMCA has elected to establish a reasonable equitable early release policy that applies to all Grant Funded After School Programs. Recognizing that student safety is the primary responsibility of all persons associated with the program, the YMCA has elected to establish the following early release policy:

A student may only be released early from the afterschool program prior to the end of the program time at 6:00pm for one or more of the following reasons:

1. Student attends a "parallel program" (programs in the school or community such as soccer, basketball, catechism, etc.). An agreement with the parent and documentation of enrollment makes this parallel program the student's enrichment component.
2. Regular school day releases between 12:30pm and 3:00pm and the student has remained in the program for three or more hours that day (e.g. child may leave at 5:00pm if the regular school day release is 2:00pm)
3. Family emergencies (such as death in the family, catastrophic incidents, etc.)
4. Dismissal by staff members per program behavior / discipline policy.
5. Student has a medical appointment.
6. Weather conditions or early darkness, especially if the student walks home.
7. Student accidents or illness that occur during program time (program staff will call parent or guardian.)
8. Other conditions as prescribed by the school (especially as they relate to a student's safety). An example might be school bus transportation, especially if taking the bus home, might result in getting home close to 7:00pm if the child leaves at 6:00pm.

The time for every student's departure will be recorded each day. For any students signed out prior to 6:00pm, program staff are required to record which of the above acceptable reasons justifies early release of the student. Approved reasons for early release of the student are to be provided by phone or preferably in writing by the parent or designated guardian, unless the program has a signed letter on file in advance authorizing an older brother or sister, specific adult(s), and/or the student him or herself to provide the approved reason for early release.

Further, a parent or designated guardian may submit a signed letter or complete a recurring early release form in advance to authorize a recurring early release for one of the approved reasons and state a specific time of release (e.g., student will leave at 5:00pm every Wednesday for a parallel enrichment or tutoring program). Except in the case of an emergency, request for early release must be made to the Site Facilitator at least 24 hours in advance.

If your child must be released early because of a reoccurring appointment, and you would like your student to return to the program after his/her appointment, please contact the Program Director. Your request will be evaluated and a decision will be made at the sole discretion of the Program Director.

## PAYMENT AND FEES

All payments and fees are required by either automatic bank draft or automatic credit/debit card transactions. A current Electronic Fund Transfer Agreement must be on file and updated annually at the beginning of each new school year. Accounts will automatically be drafted on the 3rd or 20th of each month prior to service. If your draft or card is rejected, a \$25 service charge will be added to your account. Payments received after the 1st day of the month will be assessed a \$35 late fee.

### Licensed After School Program

#### Half Day Kindergarten Programs

Plan A: 5 days a week until 4:30pm	\$405.00 per month
Plan B: 5 days a week until 6:00pm	\$533.00 per month
Plan C: 5 days a week 8:00am-10:45am OR 12:00pm-2:00pm	\$298.00 per month

#### Full Day Kindergarten & 1st Grade through 8th Grade

Plan D: 5 days a week until 4:30pm	\$334.00 per month
Plan E: 5 days a week until 6:00pm	\$431.00 per month
Plan F: 3 days a week until 4:30pm	\$303.00 per month
Plan G: 3 days a week until 6:00pm	\$325.00 per month

#### ASES Grant After School Program

Plan H: 5 days a week	\$300.00 per month
Plan I: 3 days a week	\$200.00 per month
Plan J: TEAM Program (requires approval)	\$40.00 per month

#### Add On Programs:

Plan K: Before School w/Plan	\$85.00 per month
Plan L: Before School w/o Plan	\$132.00 per month
Plan M: Wednesday Only (Aspire School)	\$80.00 per month
Plan N: Minimum Day Only (Lodi Unified Schools)	\$20.00 per day



## **SCHOOL CALENDAR DAYS AND HOURS OF OPERATIONS**

The program calendar runs from the first day of school through the last day of school (excluding holidays as indicated below.) During school breaks, we may operate a day camp at one of our locations. There will be an additional charge for all school breaks for care that extends beyond your regularly contracted times.

### ***Regular Contracted Times:***

#### *Lodi Unified Schools*

Before School Care	6:45am –8:15am
Kindergarten Care	8:15am - 10:45am OR 12:00pm –2:30pm
After School	2:20pm –6:00pm
Minimum Days	12:20pm –6:00pm

#### *Aspire Unified Schools*

Regular Days	3:10pm –6:00pm
Minimum Days	12:40pm –6:00pm

### **Holidays—Schools Closed**

#### *Lodi Unified Schools*

September 2, 2019	Labor Day	January 1, 2020	New Year's Day
November 11, 2019	Veteran's Day	January 20, 2020	Martin Luther Day
November 28-29, 2019	Thanksgiving	February 7, 2020	Lincoln's Holiday
December 24, 2019	Christmas Eve	February 17, 2020	Washington's Holiday
December 25, 2019	Christmas Day	May 25, 2020	Memorial Day
December 31, 2019	New Year's Eve		

#### *Aspire Charter Schools*

September 2, 2019	Labor Day	January 1, 2020	New Year's Day
September 30, 2019	Regional PD	January 6, 2020	Regional PD
October 14, 2019	Regional PD	January 20, 2020	Martin Luther Day
November 11, 2019	Veteran's Day	February 17, 2020	President's Day
November 23-29, 2019	Thanksgiving	March 13, 2020	Regional PD
December 24, 2019	Christmas Day	March 23, 2020	Regional PD
December 31, 2019	New Year's Eve	May 25, 2020	Memorial Day

### **CANCELLATION DUE TO WEATHER OR NATURAL DISASTER**

The School Age Child Care Program policy on inclement weather days (i.e. fire days) affecting care will be:

- If school is cancelled, the School Age Child Care Program is cancelled
- If school begins in the morning but ends early due to weather, the School Age Child Care Program will not be in session for After School. Guardians should make arrangements to have their children picked up.
- A prorated amount may be credited to accounts for cancellation of program due to weather or natural disaster at the discretion of the Program Director



## BREAK CAMP PARTICIPATION AND FEES

Break camps will be offered during the following weeks, excluding the holidays listed on the previous page.

### *Lodi Unified School Districts*

Fall Break	September 30, 2019—October 11, 2019
Winter Break	December 23, 2019—January 3, 2020
Spring Break	March 9, 2019—March 20, 2020

### *Aspire Charter Schools*

Fall Break	October 7, 2019—October 11, 2019
Winter Break	December 23, 2019—January 3, 2020
Spring Break	March 16, 2019—March 20, 2020

All students will need to submit a supplemental registration form before each camp letting the program know of your intent to participate. Monthly tuition remains the same regardless of participation.

Students registered in the following plans are welcomed to attend break camps free of charge during your normal contracted times of Monday through Friday from 12:00pm to 6:00pm. For extra care between 7:00am to 12:00pm there is an additional fee of \$50.00 per child per week.

Plan A	Plan D	Plan H
Plan B	Plan E	Plan J

Students registered in the following plans are welcomed to attend break camps free of charge during your normal contracted times of three (3) days a week from 12:00pm to 6:00pm. For extra care between 7:00am to 12:00pm there is an additional fee of \$75.00 per child per week.

Plan F	Plan G	Plan I
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Students registered in the following plans are welcomed to attend break camps for an additional charge of \$100.00 per child per week.

Plan C	Plan L	Plan N
Plan K	Plan M	

## **SIGN IN & OUT RELEASE**

A child may only leave the program with the enrolling parent, guardian, or another person listed on the authorization list with specific written instruction from the parent. Proof of identification will be required if the person is on the release list, but is unfamiliar to the staff. Due to state regulations, the Parent/Guardian must sign their child in and out of a program unless there are extenuating circumstances. In the case of extenuating circumstances, a special exception must be requested. Running late does not count as an extenuating circumstance. Parents or Guardians who refuse to follow these procedures will not be able to have their child(ren) participate in the program.

## **ARRIVAL AND CHECK IN**

If your child participates in before school care, please sign him or her in each day. Before school parents and children will not be able to enter the classroom before 6:45am. Children must be accompanied into the program and signed in by a parent or guardian (unless being picked up by staff from a classroom).

## **PICKING UP YOUR CHILD**

Parents must sign their child out each day. The sign-out sheet is a record of your child's attendance. For your child's safety, only you or the person you designate in writing on the Child Release Authorization Form may pick up your child from the YMCA Child Care. If someone other than you arrives to pick up your child, we will ask them to present a valid photo ID. We will deny access to anyone who is not on the Child Release Authorization Form.

## **LATE PICK UP**

The YMCA program is open until 6:00pm, Monday through Friday. There will be a \$5.00 charge per minute, per child that remains after 6:00pm. This surcharge will automatically be assessed on your following month's bill.

At 6:30pm if you have not contacted the YMCA Child Care staff to notify them of an unavoidable delay, and after attempts made to contact your or other authorized adults go unanswered, we will contact the police department and Child Protective Services to take further action.

After three (3) late pick-ups, the YMCA reserves the right to suspend or terminate the child care contract.

## **EXTRA CARE**

If for any reason you need care beyond the hours you are contracted, if before 6:00pm, charges will be added onto your account within the following month at a rate of \$15.00 per hour. Time is billed for any portion of an hour used and will not be prorated if less than an hour.

## **CONCERN FOR SAFETY**

Safety is our number one priority. If we have reason for concern regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes but is not limited to:

- Parent/Guardian/Adult is suspected to be "under the influence".
- Parent/Guardian/Adult is abusive or threatening to the child or our staff.

## **MANDATED REPORTERS**

As mandated by state law, the YMCA staff must and will report any suspicion of child abuse, neglect, or endangerment to Child Protective Services.

## **TERMINATION FROM SCHOOL AGE CHILD CARE PROGRAM**

A family's participation in the program may be terminated at any time for the following reasons:

- Failure to pay fees for the program
- Any child who, after attempts have been made to meet the child's individual needs, demonstrates the inability to benefit from the type of care offered by the program, or whose presence is detrimental to the group.
- Failure by child or guardian to comply with the School Age Child Care Program procedures and policies, or respect the program staff.

## **DISCIPLINE**

Our first step of discipline is prevention. We provide clear, reasonable limits for children's behavior and maintain them. We reinforce positive behaviors, redirect negative behaviors and work with children to recognize and identify their feelings as valid and acceptable.

We make every effort to communicate and solve individual behavior challenges. However, if a problem persists, we reserve the right to suspend a child temporarily or permanently.

Behavior expectations are made by the staff and children. Discipline is designed to promote the development of self-direction, self-control, and socially acceptable behavior. This is accomplished through sensitivity, consistency, firmness, fairness, and follow-through.

YMCA of San Joaquin County believes that children need both clear and consistent guidelines which help maintain health, safety, and respect for self and others. If your child gets suspended from the program due to behavior, refunds and credits will not be given. The Program Director has the power at any time to permanently suspend a child for the rest of the school year on a case by case basis.

If a problem arises, the following steps will be used:

- Encourages positive behavior
- Staff redirects child's behavior
- A reminder of the expectations and discussion of the problem and consequences take place.
- If the child does not respond to redirection, the child may be removed from an activity. Other "duty-oriented" methods of discipline suitable to the behavior may be used (ex: throw spitballs, clean them up.)
- If necessary, a parent conference will be held to discuss the problem in detail. A behavior contract may be implemented.



If the problem continues, the YMCA reserves the right to suspend the child for one day up to permanent termination.

**If we feel the child's safety or the safety of others is in jeopardy, parents may be asked to immediately come and pick their child up for the day.**

### **Zero Tolerance**

- Inflicting physical harm on another individual.
- Verbal threats that may cause physical harm to another individual.
- Verbal threats that may destroy property.
- Possession of a weapon, controlled substance or alcohol.
- Use of foul language.
- Inappropriate touching of another individual.
- Student does not stay within the boundaries of the program (runs out of the program).

#### **Expectations for Children:**

- Respect the program and activities each day
- Take care of program equipment and property
- Share equipment and facilities with all children
- Remain with a staff member at all times, notify staff before moving to another area
- Come to the After School program directly and immediately after school
- Return materials and equipment to their proper place before moving to a new activity or at the end of the day
- Finish an activity that they have started
- Leave personal belongings at home (toys, pets, electronics, etc)
- Practice positive behavior; accept there are consequences to negative behavior

#### **Parent's Responsibility**

- Respect that the child care staff must maintain order in the program
- Review and abide by the procedures detailed in this handbook and explain these to their children
- Cooperate with staff to carry out appropriate discipline techniques
- Seek advice from staff and other appropriate agencies for assistance WITH behavior of their children
- Meet with the site director if needed regarding their child or staff behavior
- Promote positive behaviors in their own actions

#### **Staff Responsibility**

- Review and explain the rules to children and parents
- Establish and model an environment of appropriate behavior
- Communicate with children and parents about behavior problems and proposed solution
- Support self-development of every child through character development
- Be open and receptive to parent constructive input

### **ADULT CODE OF CONDUCT**

The following guidelines have been created to meet the standards, policies and procedure of the YMCA of San Joaquin County. All YMCA Staff and volunteers are knowledgeable of these standards, policies and procedures.

- Communicate with Program Director or staff daily.
- Give detailed information to the Program Director if a custody situation arise.
- People whose behavior and/or health status pose an immediate threat or danger to the health and safety of the student must not be present when students are in care.
  - Do not confront any students in a threatening manner.
  - Do not confront students from other families.
  - Using profanity in the presence of a child is prohibited.
  - Report concerns to the Program Director
  - In the event of threatening behavior towards a YMCA staff member or child, 911 will be called.
- Consumption and/or possession of alcohol in any form are strictly prohibited by the YMCA of San Joaquin County. Controlled substances/medications must be accompanied by a written doctor's prescription when used during the program, during transportation, or on field trips. People must not be under the influence or impaired by alcohol or controlled substances in the presence of the students and staff.
- Children will not be released to parents, guardians, or other authorized adults if the YMCA staff feels as though the individual is consuming, under the influence of or impaired by alcohol or a controlled substance.
- People must not smoke, use tobacco products, E cigs, or Vape Pens at the program site.

## **CONSEQUENCES OF PARENT MISBEHAVIOR**

In regards to the "Adult Code of Conduct" listed above, any parent misbehavior will result in the Program Director's decision ranging from verbal warning to the maximum penalty being parent's removal from the program site or the student's removal form our program.

## **HEALTH AND SAFETY**

Our facilities and staff comply with the Child Care Licensing standards of the State of California and standards set by the Department of Education. The site meets state and local regulations concerning fire and building codes, zoning, health and sanitation.

## **ILLNESS**

Please call us or leave a voicemail if your child is ill and will be absent from our program that day. For the health and well-being of all children and staff, please do not allow your child to attend our program if he or she is ill during the regular school day. If your child becomes ill during our program hours, we will call you or an authorized person to pick up your child within one hour.

State licensing requires us to refuse admittance to any child who shows signs of illness.

Symptoms that may predicate exclusion include:

High fever of 100 degrees or higher	Diarrhea
Nausea and/or vomiting	Communicable diseases (e.g., chicken pox, head lice)
Signs of infection	Undiagnosed skin rash
Congested cough	Unable to participate in program
Watery or inflamed eyes	

Children must be symptom free for 24 hours in order to return to the program. Children must be nit-free to return to the program. Children who become ill at school will not be accepted into the YMCA program.

## **COMMUNICATABLE DISEASES**

If we notice a contagious illness affecting children in our program, we will notify you immediately and encourage you to consult your family doctor. We report major outbreaks to our local health authorities. If your child is absent with a contagious disease, he or she may return to the program with a signed doctor's note indicating that your child is no longer contagious and is ready to return to program activities.

## **ACCIDENTS**

All staff are certified in basic First Aid and CPR. For minor incidents such as scraped knees, a scratch or a bump, we will treat these and record them in our incident log. Parents are informed through an "Ouch Report" when an accident or injury occurs which requires basic first aid. These reports are informational, consisting of hour the injury occurred and what treatment was given.

In the event of a serious medical or dental emergency, we will first call 911 for medical assistance, then notify you. If we cannot reach you, we will notify the person designated on your emergency contact form.

The YMCA does not provide insurance for medical costs incurred by anyone in our programs. Insurance is the responsibility of the parent or guardian.

## **MEDICATION**

If your child needs medication during our program, be sure to complete the Medication Disbursement Authorization Form. We can only dispense medication if it is in the original container with the doctor's prescription attached. A medication release letter must be written and given to the site director along with the medication. "Over the counter" medicine will only be administered if a written order from the child's doctor accompanies it. No medication may be in the possession of children (including cough drops, vitamins, inhalers, etc.) and children cannot administer their own medications.

## **NUTRITION**

Our YMCA is committed to Healthy Eating and Physical Activity standards (HEPA) for our after school programs. Children in the afternoon program receive a healthy daily supper or snack which is low in sugar and always includes a fruit or vegetable. If grains are served, they will be whole grains. In addition, we do not serve fried food. Water, 1 or 2% milk or 100% fruit juice are the main beverages served.

Please be sure to indicate any dietary restrictions your child has on the Medical Form and send a note to the Program Director.

During break camps, children need to bring a morning and afternoon snack, lunch and drink. Please do not send soda, foods that do not conform to the Y's healthy eating standards, or foods that require heating.

**NUTS:** ALL of our facilities are nut-free for the protection of all of our students. Nuts are not allowed in our programs so please do not send your child with any foods that have nuts. This includes tree nuts.

## **INVESTIGATING AN ISSUE OR CONCERN**

You may occasionally have an issue or concern you wish to bring to our attention. We welcome your thoughts and comments. In the event you have reported an issue at the site, please be assured that we will complete a thorough investigation, which includes speaking to any pertinent staff and sometimes the children. We reserve the right to suspend a child's care indefinitely while an issue is being investigated. Listed below are the procedures we follow when handling parent concerns:

- We speak with the parent/guardian to get all of the information regarding the concern. We are not allowed to speak with anyone other than the parent/guardian (this includes grandparents, aunts and uncles, etc.)
- If necessary, we will bring in an independent consultant to work with us.
- Once we have gathered all the pertinent information, we will follow the YMCA of San Joaquin County's Policy and Procedures. Depending on the circumstances, disciplinary action may be required. Due to confidentiality, we are unable to discuss any details, even if it involves another Y participant or a staff member.
- There is no time limit with an investigation. We will take as much time as necessary to thoroughly investigate all of the issues.
- Retaliation against anyone who reports an issue or concern is not tolerated. Whenever possible, we will do everything possible to protect anonymity.

## **LICENSING INFORMATION AND RIGHTS**

Some of our Before and After School Child Care programs are licensed by the State of California Department of Social Services, Community Care Licensing Division, and operates according to its procedures and policies. If you have any questions regarding licensing, contact our local department of Social Services Office at:

Sacramento Regional Office  
2525 Natomas Park Drive, Suite 250, MS 19-29  
Sacramento, Ca 95833  
(916) 263-5744

Fresno Regional Office  
1310 East Shaw Avenue, MS 29-01  
Fresno, Ca 93710  
(559) 243-4588

The Department of Social Services (DSS) and Community Care Licensing (CCL) have the right to perform duties listed below (Child Day Care Licensing Requirements Regulations 10120): "DSS or CCL shall have the authority to interview children or staff, and to inspect and audit child or facility records without prior consent. The YMCA School Age Child Care program shall make provisions for private interview with any child(ren), or any staff member; and for the examination of all records relating to the operation of the YMCA School Age Child Care program. DSS or CCL shall have the authority to observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect, or inappropriate placement, and to have a licensed medical professional physically examine the child(ren)."