



# Y School Age Program

*A program for children 5 years to 12 years*

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## Parent Handbook

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## Welcome

*Dear Parents / Guardians:*

*Thank you for enrolling your child into YMCA all day program for school age students. Our teaching team hopes your child's experience with us is a positive one. We all share a common goal – to provide a safe, trusting atmosphere in which our youth can grow, develop new interests and friendships, remain physically active and have FUN! The policies outlined in this handbook are what you may expect from this program and what the team members expect from you in return. In order for your child's experience to be rewarding, we all need to work together. We hope this handbook is helpful. Please take the time to become familiar with the outlined policies and procedures. We hope that this program is a wonderful experience for your child and family. Please contact us with any further questions, we welcome your input.*

*Gwen Lynch*

*Director*

## Contact Information

Y School Age Program

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## Mission and Goals

Our Mission is to make our school age enrichment programs accessible to all members of our community by providing a safe, convenient, and affordable program that fills your child with opportunities to explore the wonders of their world and provides them with experiences that help them grow and develop into confident, caring, happy individuals.

## Program Goals

The Program will seek to:

- Create a safe atmosphere of learning that helps develop self-confidence and builds character through promoting healthy values and relationships.
- Help each child develop relationships with others and learn to work together in a cooperative manner.
- Create an environment where team members are partners with parents and other caregivers, working together to help kids grow up healthy, happy, and strong.

## Tuition/ Fee Agreement Policy:

- A new fee agreement will need to be completed at the beginning of the school year, summer, and the fall.
- Tuition is due prior before care, unless a special tuition plan has been set up.
- This program offers committed tuition rates and non-committed tuition (drop- in) rates. Committed tuition rates are when you select the days and hours you need care and tuition will apply, if you supply a monthly calendar a week ahead this will also apply as a committed scheduled.

***Tuition applies on the days you are scheduled for: this includes, holidays, illness . If you receive vacation days, tuition after those days are used up applies.***

The Cancellation policy only applies to the non- committing families. If you need to cancel a day, a \$10.00 fee will apply if it is prior to 48 hours, within the 48 hours (2 business days) will require full tuition payment.

## Program Schedule for Holidays

- The program is open from 6am to 6pm, Monday through Friday.
- The school year program runs the first day after Labor Day through the last day of school year. The summer program runs from the first full week after school is out through the end of August, see end date.
- Y School Age Program will be closed New Years Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve, Christmas Day.
- Winter breaks, Spring breaks may have limited hours due to low enrollment

## Vacation Days

- Vacation days are given to all of our families who sign a committed tuition agreement. These are days you can take off and not be charged for.
- Full time committed families will receive 10 days for a 12 month period. The days can be used signally, **half the first 6 months and the other half the last 6 months.**
- Part time / schedules that do a month to month at a time committed families will receive 5 days for a 12 month period. These can be used signally and at any time of the year.
- Vacation Days may not be used for sick days.
- **A one week notice** must be given before your vacation so that the proper registration can be made.
- Non- committed families do not receive any vacation days.

## Field Trip Guidelines

- **School Year**

- Field trips information is posted on flyers at the YMCA for the fall, winter & spring sessions for the school year.
- When a field trips is not offered due to low enrollment alternative care WILL be provide at the YMCA.

*Field trips are open to the Kids Adventure Club and the community, so they can fill up fast.*

- **Summer** – Under Construction for the summer of 2017. We will be posting mid-winter.

**No refunds for field trips.**

## Curriculum

Our goal is to provide well-rounded experiences that nurture and enhance your child's development. The purposeful, educational activities your child experiences stimulate critical thinking skills, develop creativity, and enhance learning. Children are stimulated physically, emotionally, developmentally, and socially preparing them for future success. We discourage the use of electronics unless needed to supplement our curriculum.

- **School Year** is a busy time for our students who use the Before or After school program. Children will be in our care for very short periods of time during the school year. Our goal is to give them down time to burn off the day's energy along with a light snack. On no school days and holiday breaks the days will be planned out offering fun activities, gym and swimming time. We also can offer study time for homework help.
- **Summer months** will gear up to a program working on educational enrichment activities, creative and unique opportunities to play, literacy, health, wellness and fitness while focused on the YMCA core values. Children will get to explore on field trips in and around the Twin Cities, go out to Camp Pepin, swim at our pool along with Covill pool.

# Program Rules

All children, team members should behave in a respectful and responsible way.

Program rules are:

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

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

## Behavior Guidance Practices

### PHILOSOPHY

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

### **PROCESS**

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

**Reasoning:** Every effort will be made to help the youth understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.

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

**Youth/Staff Conference:** When the program staff is not successful in correcting behavior, the Director is consulted and may decide on further appropriate action/consequences.

**Conferences:** If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined.

**Suspension for Inappropriate Behavior:** In order to provide a safe, effective program, suspension may occur for youth unable to follow the Behavioral Guidelines. The Director will determine the length of suspension.

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

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

To encourage positive choices our staff will:

Protect the safety of the children and staff by establishing clear expectations and creating a safe environment

Provide immediate and directly related consequences for a child's unacceptable behavior

Anticipate problem situations and intervene by encouraging positive alternatives when possible

Engage children in cooperative problem solving

Model appropriate behaviors with children

Tailor behavior expectation to the child's development level

## Team Member Selection and Training

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

## Parent and Volunteer Participation

Parents are encouraged to participate in the program with their youth whenever possible. Parents are welcome on field trips as well as everyday activities. There are many opportunities for parents to volunteer within the program, program time assistance, talking about your career, leading an activity with staff, or sharing your interests with the children. Please see your Site Director for more details – volunteering will require prior planning and approval. Parent volunteers will not be allowed to supervise other youth in the program unless they have completed the volunteer process. The YMCA welcomes program volunteers and matches them with activities that they are best suited for. All volunteers are interviewed and are required to complete a background check before working in the program.

## Planning For Each Day

What to Bring Each Day - Make sure to label all belongings!

Appropriate indoor and outdoor clothing is required. We go swimming on no school days and scheduled days during the summer.

We **discourage** your child from bringing the following items:

Cell phone

Electronics games

Money/ Valuables

We will do our best to ensure the safety of your youth's belongings; however, we do ask that you please not send unnecessary items with them. The YMCA will not take responsibility or be held liable for lost, stolen or damaged items.

Weapons, tobacco, illegal substances, and alcohol of any kind are not allowed at the YMCA. If a child is found to have any of these things, the items will be confiscated and disciplinary actions will be taken up to termination. "Weapons" also means toy guns, squirt guns, knives/weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension. The YMCA provides the majority of supplies your child will need while participating in our program. Depending on your child's choice of programming, parents are responsible for providing supplemental items for their child. Examples of this would be change of clothes, appropriate outdoor apparel, medical accessories, etc.

## Outdoor Play

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

## Meals & Snacks

The YMCA is not equipped with a commercial kitchen. We can't heat up or cool down a child's lunch. Make sure that the appropriate precautions are taken when packing your child's lunch. As we teach healthy living here at the YMCA we ask that food choices that show the main food groups and limit the sweets and not so nutritional items.

Children receive an afternoon snack yearly. During the summer months you may bring in a snack for the AM. We do set up a time for this in the morning as some children get in really early.

## Required Sign-in / Out Procedure

**You must sign your child out every day.** The sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pickup. Any authorized person who is picking up the child from the program must have available proper photo identification and may be checked by staff. This procedure helps to ensure the safety of your child and allows staff to determine which children are present at any given time. We require that all parents/guardians follow this policy. Failure to comply may result in dismissal

from the program. The staff will ask to see a photo ID for all persons picking up participants, please do not be offended if they ask for identification. Staff may vary, please be prepared to show your photo ID daily.

**Person Authorized to pick up your Child.** The safety of all youth in this program is of primary importance. At the time of enrollment, The YMCA must be provided with names and phone numbers of persons authorized to pick up their child, including all legal guardians. For your protection, only persons authorized in writing by the parents and are 18 years of age or older may pick up your youth. If you have any questions or concerns about this please contact the Director.

If there is a court ordered custody agreement, we are legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide us with a certified copy of the most recent court order. This copy must be on file with the program and updated by the custodial parent when necessary. If no court order is on file with the program, both legal parent/guardians will have access to information and the participating child.

## Safe Boundary Information

1. The YMCA discourages staff from spending time with kids off site in non-program related activities that they meet through their employment at The YMCA.
2. Your child should not receive personal gifts from individual staff members.
3. Staffs are not permitted to individually transport program participants in their personal vehicles.
4. One child will not be alone with one staff member outside the hearing or vision of others.
5. The YMCA limits outside contact between staff and program participants

## Transportation of Children

This program will use First Student bussing or another local bussing company. At times with a small group we will use the YMCA vans. Staff that drive the vans have had training and are insured through the YMCA. Please have your child at the facility on time as the busses won't wait for participants and alternative care is not offered. Watch for field trip information and departure times at the sign /in area. A transportation permission slip must be completed for a child to board any bus or vehicle.

## Accidents

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

In case of an emergency the staff will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
2. A staff will accompany the child to the hospital and stay until the parent/guardian arrives if emergency medical transportation is required. If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made

## Exclusion of Sick Children

For the health and safety of all children in our programs, please do not send your child to the program if they are ill. Please notify us within 24 hours if your child is diagnosed with a serious contagious illness or parasitic infection. Please notify us if she/he will not be attending.

Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

Fever – If over 100 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting

Respiratory symptoms – Wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing including bronchitis

Signs/symptoms of severe illness (unusual fatigue, irritability, persistent crying, difficulty breathing, etc.)

Vomiting or Flu

Uncontrolled Diarrhea

Mouth sores with drooling

Rash- Including Impetigo or if cause of rash is not known

Eye drainage or conjunctivitis

Unusual skin color

Bacterial infection (such as strep throat)

Contagious illness (such as chicken pox, scabies, ring worm, or other reportable diseases)

Head lice – presence of lice or lice eggs (“nits”)

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

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

### **Sending your child home due to illness or injury**

If a child exhibits any of these illnesses while in the program, the child will be separated from the group and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached, the emergency contacts will be called. Staff will continue to assess the child’s condition. Because

we are looking out for your child's best interests, you or another authorized adult must pick up your child *within one hour of being contacted*. If the staff feels that your child's condition warrants emergency medical attention, or if necessary, the local emergency resource will be notified.

## Administering Medication

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

Name of medication and child's name

Date of original issue

Directions for use

Prescription number and expiration date

Name and address of licensed pharmacy issuing the medication

Physician's name

Dosage and duration

The **Medication Permission form**, available upon request, must be completed by the parent or guardian and on file at the YMCA before any medication is dispensed – including non-prescription. Please return the form to the program before your first scheduled day or the start of medication. For medical and safety reasons, team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child and the child's medical providers to explore other reasonable accommodations to permit the child to enjoy our programs to the fullest extent possible.

## Pets

We occasionally allow non-aggressive insects and animals into our program as part of our curriculum. Please let us know if this will pose an issue for you or if you would like to bring a critter in for show and tell.

## Smoking/ Chemical use

Smoking is not allowed in the facility. We prohibit employees, helpers, substitutes, and volunteers, when directly responsible for caring for the children, from abusing prescription medication or being in any manner under the influence of a chemical that impairs the individual's ability to provide services or care. We will train employees, helpers, substitutes, and volunteers about the use of this drug and alcohol policy.

## Emergency/Fire/ Storm Plans

These are available upon request. Fire Drills are practiced monthly.

## Program Access

The YMCA is committed to the policy that all persons should have equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and gender. The YMCA will accommodate special needs into existing programs to the extent that financial and physical resources permit. So we may provide a positive experience, please contact the Program Coordinator if your child(ren) have any special needs requiring any accommodations. It is helpful for a smooth program transition to have a conference prior to enrollment. This information enables the program to better meet your needs or those of your child, within available resources and to the extent reasonable. All staff that will be working with a child with special needs will be informed of how to care for or meet those needs in a timely fashion through a meeting or written notification. We provide scholarships for those that qualify.

## Insurance:

The YMCA carries auto and comprehensive liability insurance. You are responsible for your child's individual health and accident insurance.

## Data Privacy

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

## Parent Grievance Procedure

Y School Age Program is a part of the Red Wing Family YMCA. It is governed by the YMCA Board of Directors. A Grievance Policy is available for you to review. It gives guidelines in resolving problems or concerns. The process would be directed to the Extended Care Staff, Director, Parent Advisory Committee, YMCA Executive Director, YMCA Program Committee, and/or its designates.

If you have a grievance regarding this program:

1. Immediately set up an appropriate time to discuss it with the child's program staff.
2. If it is not resolved, discuss it with the Teacher.
3. If it is still not resolved, discuss it with the Director.

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

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