



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENRICHING ENGAGING EDUCATING

YMCA Licensed Childcare
Parent Handbook
2018-2019 School Year



SONOMA COUNTY FAMILY YMCA • 1207 College Ave., Santa Rosa, CA 95404
707-544-1829 • www.scfymca.org

The Y is a non-profit, community organization. Financial assistance is available.

WELCOME TO THE SONOMA COUNTY FAMILY YMCA!

Welcome to the YMCA Childcare community; we are pleased to be providing childcare services to your family!

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. Our goal is to provide a safe, secure and caring place in which s/he can make friends, learn new skills, continue to develop positive self-esteem, and have fun!

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. Again, Welcome!

Financial Assistance

The YMCA welcomes all who wish to participate and believes that no one should be denied access to the Y based on their ability to pay. Through our Financial Assistance Program, the Sonoma County Y provides assistance to reduce fees for youth, adults, and families based on individual needs or circumstances. Please stop by the Y or visit our website to pick up an application.

Our Areas of Focus

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

Defining our Areas of Focus

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

YMCA CHILDCARE MANAGEMENT STAFF

Jeremy Hodgdon
Senior Program Director
(707) 544-1829 x 3322
jhodgdon@scfymca.org

Taylor Falbisaner
Program Director
(707) 544-1829 x 3320
tfalbisaner@scfymca.org

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YMCA MISSION STATEMENT

The Sonoma County Family YMCA seeks to enhance the lives of all people through programs designed to develop spirit, mind and body. We are dedicated to the values of caring, honesty, respect and responsibility.

PROGRAM PHILOSOPHY

At YMCA childcare programs, we seek to expand children's potential by providing a safe, supportive, creative, fun environment in which they can develop socially, intellectually, physically and emotionally.

Our program objectives are:

1. Provide a program of creative and appealing learning experiences for children through supervised recreational activities.
2. Provide an opportunity for the child's development of self-confidence and a foundation for socialization skills.
3. Create an environment that fosters opportunities for the development of the child in the areas of Healthy & Nutrition, Physical Education, Skills Development, Interpersonal Relationships, Self-awareness & Confidence, Developmental Assets, Self-sufficiency, and Academic Skills.
4. To provide opportunities for children to develop an understanding of self and others and to develop social skills in a warm, positive, respectful and supportive environment.

Childcare Site Phone Numbers

Hahn	584-8294
Jack London	578-1584
McNear	782-0734
Monte Vista	794-7318
Prestwood	935-1793
Schaefer	579-9558
Yulupa	575-5219

PROGRAM INFORMATION

Schools Served

The YMCA Childcare Program (licensed) is open to children in grades kindergarten through 6th who are enrolled in any of the following schools or districts:

Cotati-Rohnert Park Unified School District

Hahn & Monte Vista Schools

Bennett Valley Union School District

Yulupa Elementary School

Piner-Olivet Unified School District

Schaefer & Jack London Schools

Sonoma Valley Unified School District

Prestwood Elementary School

Petaluma City School District

McNear School

The Sonoma County Family YMCA does not discriminate based on race, color, gender, national origin, or religion.

Transportation

Transportation may be available on school days through your school district. Contact the district office for more information.

Program Year

The YMCA childcare program calendar runs from the first day of school through the last day of school (excluding holidays as indicated.) During the summer months, we may operate a day camp at some of our locations. This is a separate program from childcare and you must sign up for camp separately.

Hours

We are open from 7am-6pm Monday through Friday. We cannot be responsible for children dropped off prior to 7am.

A minimum of 7 children a day must be enrolled in order to provide services before school and to PM kindergarteners who would go to morning childcare. If the minimum is not achieved, the YMCA reserves the right to cancel portions of the program day or change operational hours.

YMCA Program Office Hours

The Program Office is located at 1207 College Ave. in Santa Rosa and is open from 9am-6pm Monday through Thursday, and from 9am-2pm on Fridays. The Program Office can also be reached by phone at (707) 544-1829 or fax at (707) 843-5162.

Flex Plans

The prepaid flex plan options (Flex 10, Flex 20, Flex 30) allow you to select a set number of childcare hours to use throughout the month, as needed, with a minimum of 1 hour charged per visit. Unused hours are not carried over to the next month or credited to your account. Additional hours used beyond the prepaid amount will be charged at an hourly rate, with a minimum of one hour charged for each extra hour or portion thereof that's used. The Y reserves the right to limit enrollment in flex plan options at childcare sites based on space availability.

For full day programs, flex hours will be deducted from a participant's plan until there are no hours remaining. If you choose to send your child to a full-day program after all flex hours have been used, your account will be charged the standard full day rate for each day (or part-day) of attendance.

Emergency Drop-In Option

This option is available, with approval, if space is available. Approved emergency drop-in participants must pay a \$50 drop-in deposit for each child. A \$10 per hour fee will be charged each time your child attends, with a 2 hour minimum charge per visit. The deposit will be held until care is cancelled, changed to an option plan, applied to the last month's bill, or refunded at the end of the school year. During winter and spring breaks, emergency drop-in rates do not apply. If care is needed during breaks, you will be charged the full day rate regardless of the number of hours used.

Days of Operation

The YMCA childcare program is open Monday through Friday on all school days. In addition, we offer full day programs at selected sites on the following days:

- Lincoln's Birthday
- Winter Break
- Good Friday
- Spring Break
- School Staff Development Days
- Budget Cut Days

- Minimum Days (as per school calendar)

We are also open until noon on Christmas Eve & New Year's Eve provided a minimum of 16 children are enrolled for care. We reserve the right to not be open on any of these days if the minimum enrollment is not met.

During winter and spring breaks, the YMCA may operate the childcare site as a day camp. Subject to space availability, the Y reserves the right to provide open enrollment to non-district children during these breaks. If care will be offered at your site, a minimum enrollment of 16 children is needed in order to provide this care. If minimum enrollment at your selected site is not met, other sites may be available where your child may attend.

If you choose to enroll your child in a payment option that does not include the full days as listed, you may add these days individually at the full-day rate on a first come, first served basis if space is available. You will be asked to sign up in advance for these days so we may staff appropriately. Please keep in mind that you will be billed for all of the days that you register for during full day programs, even if your child does not end up attending the program.

Closed Days

The program will be closed in observance of the following:

- Veterans Day
- Martin Luther King, Jr. Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Presidents' Day
- Christmas Eve (closed at noon)
- Christmas Day
- New Year's Eve (closed at noon)
- New Year's Day
- Memorial Day

Full Day Programs

You must give the Y advance notice if you need care on these days, whether you have contracted for it or not. *If you fail to give notice by the deadline and then need care, you will be assessed an additional \$15 fee.* No credits are given for unused days.

Please send your child with a healthy AM snack and a lunch on these days.

Fee Schedule & Options

Please refer to the current school year's fee schedule for rates. **Monthly fees are calculated based on the total number of school days spread evenly over 9 months, plus one half month.** The half month will be charged in August each year. Your charges will not be prorated for winter or spring break.

Several childcare options are available to you:

- **Option A:** Only includes childcare on school days
- **Option B:** Includes childcare on school days and full day programs (does include winter and spring breaks)
- **Option C:** Includes all care during the 2018–2019 school year & 10 week of camp during the 2019 summer. Only 5 days per week schedule is available. Three weeks vacation will be available for credit each year. This is a 12 month commitment and you will be billed from September through August. In order to sign up for Option C, you must start the program by September. You may not switch from another option to Option C once the school year begins.
- **Flex Plans:** 10, 20, 30 hours per month to use as needed

You must select your option prior to starting your child in care. If you decide to switch to another option from Option C during the school year, **NO CREDIT** will be given for funds already paid into the summer program. There are no exceptions to this policy.

Option Change

Families on Option A, or B may only make an option change prior to the beginning of winter break. Participants may not change to or select Option C after August 31. Any time you change options, a change request form must be filled out two weeks prior to the date the change will go into effect. The change must be approved by the Site Director and the Program Office. No retroactive changes will be granted.

Discounts

Additional children in the family receive a 10% discount on option plan fees. Discount is taken on the lesser amount. The discount only applies to the current contracted fee schedule. No second child

discount will be given for additional care not contracted for (ex: an Option A child needing additional care on a full day program).

Credit for Non-Use of Childcare

Credit / refunds are not given for any childcare days missed, except for extended illness or vacations (see absence policy).

Registration Fee

An annual, non-refundable registration & Program Membership fee of \$65 (\$45 for each additional child) is required at the time of enrollment. Payment of this fee guarantees a space for your child in the program. Financial Assistance may not be applied to reduce the registration fee. *This fee will not be refunded if you cancel or your child does not attend.* Priority registration for current participants is held each Spring for Fall enrollment.

Facility Members pay \$35 for each child's registration and Program Members pay \$45 for each child's registration if their current program membership is valid through the end of the school year.



Fee Payments

Fees are due by the 1st of each month. You will receive a courtesy statement in the mail. However, if you don't receive a statement, you will still be responsible for the payment of all account charges by

the 1st of the month. For all late payments, a flat \$25 late fee will be assessed. You may call the Program Office at 544-1829 to inquire about your balance.

All account holders will be required to complete a Childcare Payment Agreement Form giving bank draft authorization (or credit or debit card) as the primary form of payment. If you choose to decline bank draft participation, you must still sign the form and note "decline" or provide a signed note with your registration documents stating that you are declining participation at this time.

If you sign up for ACH and request removal from it at a later time during the school year, you are required to submit a signed request in writing, at least 2 weeks before the first of the month the change is to be effective. If a request is received later than 2 weeks before the first of the next month, your payment may still be drafted on the first. When a request is received, you will be taken off of auto-pay draft status. Payment must still be received in the YMCA office by close of business on the 1st of the month. Your account will not be returned to ACH status unless a subsequent written request is received at least two weeks in advance of the 1st of the month.

If you need a payment due date of the 15th of the month instead of the 1st, this may be arranged on an as-needed basis. All account holders requesting a 15th of the month pay date MUST opt for an automatic payment option. Account holders wishing to use a non-automated payment option may only use the standard 1st of the month due date.

Checks or money orders payable to the Sonoma County Family YMCA must be mailed to either the Program Office at 1207 College. Payments may not be made at the childcare sites. *Cash payments are only accepted at the YMCA Program Office.*

Payments must reach the YMCA Billing Department no later than the 1st of the month to avoid a late fee. If you have already signed up for ACH Auto Draft, you will never accrue a late fee unless the draft is rejected by your bank.

The Sonoma County Family YMCA reserves the right to discontinue service to anyone falling delinquent in their childcare payments until all charges are cleared.

Outstanding balances will result not only in discontinued care, but in becoming ineligible for priority registration for Sunshine Company, YMCA Camp, and other YMCA programs.

All participants are responsible for making payments on time, even if the 1st falls on a day that your child does not attend (e.g., during holiday breaks, full day programs, etc).

Should your child become ineligible to attend the program due to nonpayment and your child is not reinstated, it will be treated as a cancellation. A collection agency fee may be applied in addition to the total delinquent balance on your account and all fees must be cleared before participation will be reinstated.

Returned Checks & Expired Credit Cards

Parents will be charged an additional \$25 for any checks returned unpaid by your bank. Two such returns will result in the requirement to pay by cashier's check, money order, or cash payments only. There are no exceptions to this policy.

Returned checks must be cleared within 5 days of the date of notification in order to continue childcare services. Once the check has been returned, payment on returned checks must be made in person at the Program Office. This policy also applies to expired or declined cards being used to automatically pay fees.

Chart of Possible Fees & Credits

Monthly Fees	Refer to payment schedule
Registration Fee	\$65 – 1 st child \$45 – Each additional child / or Program Member, per child \$35 – Facility Member, per child
Full Day Fee	\$53 per day
Extra Hours Charge	\$6.75 /hour for Options A, B, C (1 hour minimum, over contracted rate) \$9.20 / hour for Flex Plans (1 hour minimum, over contracted rate)
Late Pick-up after 6pm	\$1 per minute or portion thereof
Late Payment Fee	\$25 after the 1 st of the month
Sibling Discount	10% off tuition and early dismissal fee
Emergency Drop-in Fee	\$10/hour – 2 hour minimum per visit, plus \$50 refundable deposit required (Upon approval and space availability)
Research (including photocopies)	\$25 per hour (2 hour minimum charge) * Research fee does not apply for billing disputes
Collection Agency Fees	Vary based on balances owed – will be assessed any time an account has been sent to collections
Returned Check Fee	\$25
Full Day Program Notice Fee	\$15 – if you fail to notify the YMCA of needing care for full day programs in advance of the deadline
Bookkeeping Fee for Refunds	\$10

Note Regarding Fee Structure

The Y's fee structure is based on the total number of school days in the year and is divided over 9.5 months. This means your monthly payment will remain the same every month regardless of how many days are in the month. Therefore, in December, April, or for Penngrove and Richard Crane 3-week breaks, your payment amount will not change.

Exception: If you are on Option C, you will be paying the same monthly amount for 12 months, because these fees are inclusive of both school year and summer care.

Option A or B participants who need care during winter or spring break will be charged an extra fee since this care is not included in your regular monthly tuition.

How Does Option C Work?

This option is only available at the start of the school year. You will pay 12 months (September through August) for care.

WHAT WILL THE OPTION COVER?

Approximately 9 ½ months during school year (including Full Days, Winter/Spring Breaks) and 10 weeks of summer camp (available at selected day camps only – does not include Moving On or Resident Camps).

HOW MUCH VACATION WILL I RECEIVE?

A total of 3 weeks during the 12 months. The 3 weeks of vacation must be taken within the billing cycle, which runs September 1st through August 31st. You must give two weeks written notice of vacation in order to receive a credit. Vacation must be taken as stated. If you choose not to use 10 weeks of camp and have not taken your vacation credit, there will be no refund for the difference.

MAY I SWITCH TO OPTION C FROM ANOTHER OPTION?

No. You may only contract for Option C at the onset of the school year. However, if you start with Option C, you may switch to another option if your plans change. Please note that if you switch from Option C to another option, no credit will be given for the money paid toward camp. The idea is for this option to be contracted for the entire 12 months.

WHAT IF I NORMALLY RECEIVE FINANCIAL ASSISTANCE DURING THE SUMMER?

If you contract for Option C and receive financial assistance, your rate will remain the same during the summer months as it was during the school year, your financial assistance rate will not increase for the summer.

WHAT TYPE OF SIBLING DISCOUNT WILL I RECEIVE?

The normal discount of 10% for each additional child.

WILL I STILL NEED TO REGISTER FOR SUMMER CAMP?

In order to secure a space for your child(ren), you will need to fill out a registration form and select camps for the summer. However, you won't need to put money down for deposits. Option C does not cover any of the travel, moving-on, or resident camps.

WILL MY PAYMENTS ALWAYS BE DUE ON THE 1ST OF THE MONTH?

Yes, even in the summer your payment will be due the 1st of every month.

WHAT OTHER COSTS MIGHT I INCUR IN ADDITION TO THE CONTRACTED RATE?

In addition to your contracted rate, you will be charged extra for the following:

- All other fees still apply for late payments, returned checks, etc., as stated in chart of possible fees.

I'M USING AN AGENCY TO HELP PAY FOR MY CARE. CAN I SIGN UP UNDER OPTION C?

No, Option C is not available for families using any type of agency to help pay for their childcare costs. There may be a co-pay associated with it.



Staff

The primary role for all staff is to provide a safe, secure, stimulating environment for all of the children in our care. The Sonoma County Family YMCA's goal is to employ a trained, qualified childcare staff that sincerely cares about your child and is available to hear your concerns.

All staff members meet the requirements as outlined by the State of California Community Care Licensing. Directors generally have an AA or BA degree and a variety of experience. Teachers have a minimum of 12 units and experience. Teacher Aides must have experience working with children and are encouraged to obtain college credit courses. Educational requirements may be in Early Childhood Education, Elementary Education, Recreation or related coursework. Staff receive additional training through the YMCA (e.g., CPR, First Aid, Child Abuse Awareness/Prevention). Staff/Child ratio is 1:14.

Sample of a Typical Day

The schedule and times will vary depending on the site and Kindergarten schedule.

AM Program

7:00-8:30 am	Indoor Quiet Games
8:30-9:30 am	Morning Circle Time & Games
9:30-9:45 am	Snack Time
9:45-11:25 am	Crafts, Active Play, Lunch

PM Program

12:00-1:00 pm	Lunch & Quiet Time
1:00-2:00 pm	Indoor & Outdoor Games
2:30-3:15 pm	Check In, Snack, Active Play
3:20-3:30 pm	Group Gathering
3:30-4:15 pm	Small Group Time
4:15-5:00 pm	Stations & Active Play
5:00-6:00 pm	Clean-up & Quiet Games

Program

Activities are developed to encourage children to have fun, develop new skills and to encourage self-esteem. A variety of daily activities may include: arts, crafts, games, sports, skits, music, special events, guests and more. For younger children activities may include dramatic play, large motor skill development and emphasis on basic social skill development.

Childcare Site Directors

Kristina Briant

Schaefer Childcare
kbriant@scfymca.org

Stacey Midgley

Prestwood Childcare
smidgley@scfymca.org

Tracy Morrow

Hahn Childcare
tmorrow@scfymca.org

Andy Ownby

Yulupa Childcare
aownby@scfymca.org

Mikaela Foster

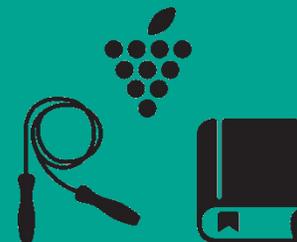
McNear Childcare
mfoster@scfymca.org

Tifani Serra-Pemberton

Jack London Childcare
tserra-pemberton@scfymca.org

Crystal Sowards

Monte Vista Childcare
csowards@scfymca.org



POLICIES

Dual Parent Accounts & Dual Custody

The enrolling parent is the responsible party for financial and registration arrangements. If two separate schedules or two separate parent accounts need to be set up in order to split fees, it is the responsibility of the parents to sign up separately. This would include paying separate registration fees and filling out two financial agreements. Days and hours for which each parent is responsible must be designated, if applicable.

If parents have a split account (separate accounts with each paying half for same schedule), the delinquency of either payment would subject both accounts to possible suspension. However, if parents have separate schedules or separate days on which children attend, the delinquency of one parent would not necessarily subject the other parent's account to possible suspension

If special custody arrangements exist that the staff should be aware of, a copy of custody papers and any current restraining orders must be submitted, to be kept in the child's file, prior to the child's attendance.

Child Protective Services

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

Change of Emergency Information

It is important that the YMCA childcare facility maintains current and accurate records on each child so that parents can be contacted in case of an emergency. This information includes: addresses, home and work telephone numbers, work locations and names of individuals authorized to pick up your child(ren). It is extremely important to your child's safety and well-being that we be informed of changes. **IT IS YOUR RESPONSIBILITY TO NOTIFY THE SITE DIRECTOR OF ANY CHANGES.** We assume no responsibility for missed communication resulting from incorrect information.

Sign In and Out & Release

No child will be allowed to leave the center with anyone other than the enrolling parent, guardian, or other persons listed in the authorization list without 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.

All AM children and morning Kindergartners must be signed in by parent/guardian. Failure to do so may result in a fine of \$10 after the 3rd time not being signed in.

Each day upon arriving at the childcare site, children are to report to the Site Director (or other designated staff) to sign them in. *Parents / guardians or other authorized persons must sign their children out at the end of the day. (Siblings or the child him/herself cannot do this.)* Full signature is required.

Due to licensing regulations, the PARENT/GUARDIAN must sign their child in/out unless there are extenuating circumstances. In the case of extenuating circumstances, a special exception to this policy must be requested.

Financial Agreements

Registrations cannot be processed without a financial agreement. During the school year, if a change must be made to the financial agreement, the amended form must be reviewed, signed and returned to the Program Office within a two week period or suspension may be enforced.

Notification of Absences

Please notify the Site Director if your child(ren) will not be attending YMCA Childcare for any reason. Notify the Director by phone or in writing as early as possible regarding your child's absences. If leaving a phone message at the site, please do so prior to 2PM. We need to know where your child is every day for their safety and our accountability.

If your child(ren) do not sign in at YMCA Childcare on a usual day of attendance and the Site Director has not been notified, the following steps will be taken until the child's whereabouts have been confirmed:

1. School Office will be called to verify the child's attendance in school that day.
2. Parents will be called.
3. Emergency contacts will be called.
4. If the Site Director is unable to reach a parent or an emergency contact, it will be assumed that there is a problem and **THE POLICE WILL BE CALLED.** Please help us avoid any alarming situations by keeping us informed of absences in advance.

Please note: If parents do not follow above procedures, a written warning will be given. If repeated, we will assess a \$10 fee and increase the fee to \$20 for any subsequent times. After 3 absence non-notifications, your child may be dropped from our program.

Illness & Credit for Extended Illness

Fees will not be reduced for brief absences due to illness, etc. When you enroll your child(ren), you are reserving the time, space, staffing and program materials for your child whether s/he attends or not.

You may receive illness credit for any continuous absence of 5 consecutive days or more (limited to 1 month) in extenuating circumstances. You need to notify the Director of extended absence due to illness and apply for a credit in writing to the Program Office. *A doctor's note is required for credits requested due to extended illness.*

Vacation

Two weeks per year may be taken as vacation without paying tuition fees for Options A, B and C. Three weeks per year may be taken as vacation for Option C. *Vacation credit must be requested in writing 2 weeks prior to the start of the vacation.* Vacation credit is given for 1 week or 2 week (consisting of consecutive days) increments only - not broken into singular days.

Vacation credit can only be taken during a scheduled program time that is included with your option choice. This means that Options A and B participants may not use vacation credit during Winter or Spring Break since these options do not include care during that time. Option B and C participants may use credit during these breaks. Vacation credit for Option C may not be used after the last day of the last scheduled/available summer camp session.

No verbal requests will be processed; everything must be done via a Change Request form or in writing.

Late Pick-up

The YMCA Childcare Program is open until 6:00 PM, Monday - Friday. Our staff cannot leave until every child is picked up, and we ask that you are sensitive to appointments or commitments they may have after 6:00. Please make every effort to pick up your child on time. If you are going to be late, please contact the Site Director. If we have tried to contact you and

all emergency contacts and it has been one hour, the police will be called to assist in the situation. *There will be a \$1.00 charge per minute, per child, that a child remains after 6:00 PM.* This surcharge will be assessed on your following month's bill. Following three late pickups within a 30 day period, your child may be suspended from the program.



Program Withdrawal

You may withdraw your child from the program at any time with two weeks notice, submitted in writing. Re-admittance to the program will depend on space availability. If you withdraw with no notice, you are responsible for payment for the two weeks, even if your child is not attending. A prorated refund will apply only to the month in which you are withdrawing. Since the fees are spread evenly over the entire school year, there may be additional money owed for care used.

Change of Schedule or Option

You may change your option or schedule no more than twice during the school year. Option plan changes must be submitted prior to Winter Break with two weeks written notice. If you change from Option A or B to Option C, an additional charge will be assessed for all months starting with August to cover the cost of Winter and Spring breaks. The charge is equal to the difference between your initial option and Option C for the same schedule. Changes may only be made if there is space available.

Steps to be followed when making a schedule change:

1. Changes must be made two weeks prior to going into effect.
2. Changes must be made in writing, or by using the Change Request Form. These forms are available at the site or the Program Office. *No verbal requests or retroactive changes will be granted.*
3. The change needs to be approved prior to its implementation.

We must be notified of any changes by the 14th of each month for the change to go into effect

by the 1st of the following month and be reflected on the following month's bill.

Missed School Days

If a child does not attend school for a full day (no matter the reason), or goes home sick, they will not be allowed to participate in the YMCA program for that day.

Suspension from School

If a child is suspended from school for any cause, the YMCA Childcare Program cannot include the child in the program during suspension. No credit will be given for these missed days.

Natural Disasters

If school closes due to a natural disaster, childcare will also be closed. If school is open, the childcare program will also be open. If school is open when a natural disaster happens, childcare facilities may need to close if conditions have become unsafe. This policy is based on safety for the children first.

Exclusion from Program Due to Illness

State licensing requires us to refuse admittance to any child who shows sign of illness. Should any parent or guardian become aware of communicable disease or exposure, with the child or family, the center must be informed immediately in order that we may inform others. If your child becomes ill while at the center, a parent, guardian or someone on the authorization list will be contacted to pick up the child immediately.

Symptoms that may predicate exclusion include high fever, diarrhea, vomiting, signs of infection, weeping eyes, communicable diseases (e.g., chicken pox, head lice), undiagnosed skin rash, persistent and congested cough, etc. Children must be symptom-free for 24 hours in order to return. Children with head lice must be nit-free to return. **Children who become ill at school will not be accepted at any YMCA childcare program.**

Immunizations

State law (SB277) requires all guardians to submit their child's current immunization records as well as making sure immunizations are up-to-date and current with the California Department of Education standards, before they enter care at a school or childcare facility. Personal belief exemptions will no

longer be accepted after the Jan. 1st date. All YMCA childcare and rec programs will follow this protocol. If you have any questions about the law, please visit shotsforschools.org or http://eziz.org/assets/docs/shotsforschool/SB277_Letter-2016_Effective_Date_070215_final.pdf for more information.

Toileting

It is important that children be able to use the bathroom facilities without adult assistance. It is understood that on occasion children may have a toileting accident. They must be able to change clothes and clean themselves. Parents will be called if a child refuses to do so. YMCA staff will not change children's clothing. If you feel your child might need a change of clothes for whatever reason, please feel free to send a bag of clothes labeled with the child's initials.

Communication File

Each child has a file folder with their name on it called our "Communication File". It is the parents' responsibility to check this file daily for notices, calendars, "Ouch Reports", and newsletters. If you do not check this file, we cannot assure you of complete communication.

Telephone Answering Policy

During periods of operation at the childcare facility, staff are not always available to answer calls. The answering machine is on at these times. If you call regarding an emergency at a time when the staff are outside or do not hear the call, please state clearly that your call is an emergency and leave your name, and number where you can be reached. Your call will be responded to immediately when calls are checked. If you need to reach someone more immediately, you can call the program office at 544-1829 to help facilitate this process.

Field Trips

The YMCA Childcare program will on occasion take walking field trips and staff will notify parents two days prior to the trip or the activity. Field trips to locations in Sonoma County by bus may occur. When such a trip is planned, a signed permission slip will be required. A nominal fee may be charged.

Children with Special Needs

Our child to staff ratio is 1:14. Therefore, if your child requires assistance during the school day, he/she may be required to have the same assistance for the childcare program. Children with special needs may participate in YMCA Childcare Programs provided there is no adverse effect upon other program participants, either through direct behavior of the child or by taking away staff time needed by the other children in our care.

A meeting with the Director will take place prior to the start of the child participating in the program. The YMCA encourages parents with children of special needs to strongly consider if placement at a YMCA Childcare Program is the most appropriate placement for their child.

Homework Policy

Each childcare location provides a supervised homework time. Children are supervised by a staff person and help is available to them. Children are encouraged to do their homework during this time. The YMCA is not a tutoring service but will attempt to cooperate with requests from teachers and parents about an individual child and homework. Any questions or concerns regarding homework should be brought to the attention of the site director.



THE Y...

FOR YOUTH DEVELOPMENT

At the Y, we believe in nurturing the potential of every child.

We also believe that the values and skills our kids learn—early on—are vital building blocks for quality of life. Because of Y programs, kids in neighborhoods throughout Sonoma County are taking more interest in learning and making smarter, healthier life choices.

When kids participate in a Sonoma County Family YMCA childcare program, they enhance their school work through asset-developing enrichment activities; learn about the importance of physical activity and healthy food choices; learn the value of supporting their neighbors through community service; and, most importantly, learn how to be themselves.

That makes for confident kids today and contributing, engaged adults tomorrow.

SUBSIDIZED CARE THROUGH SOCIAL SERVICE AGENCIES

YMCA Guidelines & Agency Policies

Parents receiving subsidized care are required to read and acknowledge receipt of the policies document at the time of registration. It will explain many of the points below in detail. It each parent's responsibility to be familiar with all YMCA Handbook guidelines and Agency Policies.

Registering for Subsidized Care

Parents receiving subsidized care must provide the YMCA with documentation that of eligibility and/or approval for subsidized services through a specified agency. Care will not be approved unless all documentation is on file and the Social Service Coordinator has called the parent to confirm that care can start. Complete documentation includes a finalized certificate from the paying agency, which must include dates of coverage, a stated rate of reimbursement, and a signature from the agency representative. This process can take up to two weeks.

Registration Fee

Parents receiving subsidized care are responsible for paying the annual non-refundable registration fee at the time of enrollment. The YMCA will bill the subsidy agency in accordance with their regulations. If the subsidy agency pays the YMCA for the fee or any portion thereof, the YMCA will reimburse the parent for the amount paid.

Monthly Timesheets

Subsidizing agencies require that parents complete their monthly attendance record in order for the YMCA to be reimbursed for childcare. This requirement is in addition to the regular YMCA sign in/out sheet. The attendance records are to be filled out daily by the parent/legal guardian or other authorized signers. The YMCA may terminate childcare if the timesheets are not filled out properly. It is each parent's responsibility to make sure timesheets are completed on time; otherwise the YMCA will not be paid by the subsidy agency. Any unpaid childcare costs will be billed to the parent/legal guardian and are due immediately.

Extra Hours, Extra Days, & Late Pickup

Parents are contracted for a set schedule through the subsidizing agency and the Y. If children are picked up late or extra hours/days are used, parents will be responsible for paying these fees to the Y since they are not contracted to be covered by the agency.

Schedule Changes

All schedule changes require a two week written notice. The requested change must be approved by each parent's agency case manager, the site director, and the social service coordinator before the change can take effect. We will not make any schedule or option changes initiated by the agency, including cancellations, until they are confirmed by the parent in writing. Parents are responsible for any costs resulting from changes that become effective on a different day than your agency has approved.

Family Fees & Co-Pays

All family fees/co-pays set by your agency will be billed to parents by the YMCA and will be due the month before care is used. Fees billed are an approximate amount based on contracted time, and any additional hours will be billed the following month. If fees are not received within 14 days of a due date, a late fee of \$20 will be assessed. If default occurs on payments, parents will need to pay the Y's reasonable costs to collect the balance due, including attorney fees, court costs, collection agency fees and fees paid for other reasonable collection efforts.



BEHAVIOR & DISCIPLINE POLICY STATEMENT

Children are expected to maintain reasonable behavior at childcare as a condition of continued service. Children whose behavior has an adverse effect on the program cannot be offered services.

In general, rules 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.

The Y believes that children need both clear and consistent guidelines which serve to maintain health, safety, and respect for self and others.

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

1. Encourage positive behavior.
2. Staff will redirect child's behavior.
3. A reminder of the rules and a discussion of the problem and consequences will take place.
4. If the child has not responded to redirection, the child will be removed from the activity. Other "duty-oriented" methods of discipline suitable to the behavior may be used (ex: throw spitballs, clean them up)
5. If necessary, a parent conference will be held to further address the problem. A behavior contract will be implemented
6. If the problem persists, the Y reserves the right to suspend the child for one day up to permanent termination

In certain cases if we feel the child's safety or the safety of others is in jeopardy, parents will be asked to immediately come and pick up their children for the day.

Please refer to and make note of the Code of Conduct Guidelines enclosed in the parent packet. No form of physical punishment, corporal punishment or violation of personal rights will be tolerated. Staff will not tease or belittle children.

Swearing and foul language by children or adults, including parents or guardians, is not acceptable.

If property damage occurs due to a child's actions, the parent may be held financially responsible to repair or replace damaged items.

Children are responsible for:

1. Learning the consequences of their actions
2. Respecting the rules of the program and controlling their feelings so their actions don't harm anyone
3. Not willfully destructing or harming equipment or property
4. Sharing equipment & facilities with all children
5. Remaining with a staff member at all times and notifying them if they need to go to another area
6. Coming to the Y immediately after school
7. Returning materials & equipment to the place they found them before taking out a new activity
8. Carrying out an activity that they committed themselves to
9. Leaving all personal belongings at home (toys, pets, electronics, etc.)

Parents are responsible for:

1. Respecting the right of the childcare staff to maintain order in the program
2. Reviewing and abiding by all procedures detailed in this handbook & explaining them to their children
3. Cooperating with staff by carrying out appropriate discipline techniques
4. Seeking advice from staff and other appropriate agencies for assistance in improving the behavior of their children.
5. Meeting with the director if needed regarding their child's behavior

Staff Members are responsible for:

1. Reviewing and explaining the rules
2. Establishing and modeling an environment of appropriate behavior
3. Communicating with children and parents about behavior problems and proposed solutions

If at any time you have questions regarding discipline, please don't hesitate to talk to your child's Site Director.

HEALTH & SAFETY POLICIES

General Health & Safety

Our facilities and staff comply with the Licensing standards of the State of California. The center meets state and local regulations concerning fire and building codes, zoning, health and sanitation. In addition, the Y follows recommendations on National YMCA Standards set for YMCA School-Age Day Care.

Daily Health Check

Your child's health will be observed each day. This is done informally; however, if your child appears to show signs of illness, a more formal evaluation will be done (temperature taken, check for swollen glands, rashes, etc.). If program personnel determine your child to be ill, the parent will be called and expected to pick up child within one hour.

Exclusion from Center

Please refer to Policies section earlier in handbook.

First Aid

All staff are certified in basic First Aid and CPR. First aid supplies kept on hand include:

- First Aid manual
- Sterile dressings
- Bandages and roller bandages
- Scissors
- Thermometer
- Ice Packs

Injury

If your child is injured, the staff will take whatever steps are necessary to care for your child, including emergency medical care if warranted. These steps may include, but are not limited to the following:

1. Attempt to contact parent or guardian
2. Attempt to contact persons listed on the emergency information form
3. If we cannot reach parents or emergency contacts, we will do any or all of the following:
 - a. Call paramedics
 - b. Have the child taken to a hospital in the company of a staff member

Please note: The Y does not provide insurance for medical costs incurred by individuals in our program. Any costs incurred must be covered by parents / guardians.

Medication

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 physician accompanies it.

No medication may be in the possession of children (including cough drops, vitamins, etc.).

Allergies

It is critical that you let your Site Director know of any known allergies your child might have.

Accident / Injury Reports

Parents are informed through an "Ouch Report" when an accident or injury occurs which requires basic First Aid. These reports are informational, consisting of how the injury occurred and what treatment was given.

Head Lice

Head lice is very common among school-age children. If your child develops head lice, we need your help to control and prevent the spread of this condition.

Please follow these procedures:

1. Examine your child carefully for any signs of lice and nits
2. If lice or nits are found, follow treatment recommendations and report symptoms to Y childcare personnel
3. Children with lice or nits will be excluded from the Y childcare program until treatment is given. In order for a child to return to the program after treatment, their hair must be nit (egg) free. Inspections will be carried out by Y personnel prior to re-admission. If a child is sent home 3 times with head lice or nits, they will not be able to return for 5 school days and will need a doctor's notice stating a clean bill of health.



GENERAL INFORMATION

Snacks, Healthy Eating & Physical Activity

Our Y is committed to a set of Healthy Eating & Physical Activity standards for our afterschool programs. Children in the afternoon program receive a healthy daily snack that has no or low sugar and always includes a fruit or vegetable. If grains are served, they will be whole grains. In addition, we do not serve fried foods and water is our primary beverage served. Monthly snack calendars will be posted. During snack time all meals are served "Family Style" and the kids serve themselves. If your child has any dietary restrictions, be sure to indicate them on the medical form and send a note to the Director. Also, if your child stays after 5 PM, you might want to send an extra snack in case they become hungry. On Full Day Programs, children must bring AM snack, lunch and drink. (Please do not send soda, foods that don't conform to Y healthy eating standards, or foods that require heating).

In addition to our healthy eating standards, children will be given opportunities for play time that includes moderate to vigorous physical activity at least 30-60 minutes per day. As weather permits, children will also be given outdoor activity time every day.

Please ask your site director for more information on our Healthy Eating & Physical Activity standards.

Electronic Policy

We discourage the use of electronic devices with the exception during homework or educational time. If TV will be used in the Program, it will only be on a limited monthly basis with only educational programs shown.

Change of Clothing

Our activities are fun and sometimes messy. We cannot limit a child's activities because of the clothing worn. Clothing should be comfortable and suitable to the weather conditions for outdoor play. An extra set of clothing may be left at the site in a bag marked with the child's name. Please mark all belongings. The center will not be responsible for any articles of clothing left at the center.

Your Child's Projects

Your child puts a tremendous amount of effort into his/her projects and is anxious to share them with

you. It is important that you check at the site each day for any treasures that are ready to go home.

Personal Belongings

Children are not allowed to bring personal belongings such as toys, games, electronic devices, cell phones, or trading card games to day care. We also discourage children from bringing valued treasures from home since it is difficult to keep track of these items. Please label clearly any items your child does bring to the site. We cannot be responsible for lost or broken items.

Lost & Found

The YMCA is not responsible for any lost or stolen items or articles. Lost and Found items will be kept for one month. Clothing left at the site for a period of one month or more will be donated to Goodwill. *Mark all belongings clearly with your child's first and last name.*

INSPECTION AUTHORITY BY COMMUNITY CARE LICENSING

The Department or licensing agency shall have the authority to interview children or staff, and to inspect and audit child or facility records without prior consent.

The Department or licensing agency 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 physician examine the child(ren).

The childcare staff are mandated reporters and required to report any signs of neglect, abuse, etc.

Complaint Procedure

If you have a question or problem with something that is happening or has happened at the site, please talk with the Site Director about it first.

If you feel they have not dealt with it to your satisfaction, please call the YMCA Program Office, (707) 544-1829, and ask to speak to the Program Director or Senior Program Director.

If you feel the Program Office has not dealt with the problem to your satisfaction, you may call or write to:

Community Care Licensing
101 Golf Course Drive, Suite A-230
Rohnert Park, CA 94928
(707) 588-5026

PARENT INVOLVEMENT

Parents are always welcome to observe our program, help in some way, or share a skill. If you would like to share a special talent, please let your Site Director know so that this can be coordinated.

Special Events

Special events will be held periodically in the evenings for your families to participate in - your children want you to see what they are doing at YMCA Childcare, so your attendance is encouraged!

Donated Items

Our program can always use items which you may no longer want: games, craft items, children's music, recyclable items, etc. Occasionally, lists of needed items will be distributed. Please inquire at your child's site.

Reminders

You can help your child receive the maximum benefit of their time at Y Childcare if you:

- Take projects home
- Check communication file daily
- Read all notices, information, & bulletin boards
- Always sign your child in & out, with full legal signature
- Label coats, lunchboxes, belongings, etc.
- Encourage your child to talk about their day
- Participate in YMCA Family Events

Parent / Staff Conferences

Parent/Director conferences may be arranged at any time by request of the parent or Site Director. Parents are also encouraged to express any concerns informally to the Site Director at any time. At the time of a scheduled conference, other staff members may be invited to attend as necessary.

Annual Giving Campaign

We believe that all kids deserve the opportunity to discover who they are & what they can achieve. *Volunteers are needed each year in February for the Y's Annual Giving Campaign.* During this campaign, over 100 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 and be healthier, confident, connected, and secure.

Newsletters & Communication Files

Each month a site specific newsletter will be provided detailing upcoming events. In addition, the Communication File may have specific information for parents regarding program happenings. Please read information sent home - *it's important!*

THE Y IS A RESOURCE

The YMCA, in addition to offering quality childcare programs, is also a non-profit agency that is a resource for families. If you have problems or concerns in the stresses of family life, we can assist you by referring to other service agencies, parenting groups, etc. which provide help to families.

The Y's Many Program Offerings

Sonoma County Family YMCA has a variety of quality programs that you may be interested in for your family:

- Summer Camps (programs for ages 2-15)
- Youth Sports Leagues - Fall & Spring
- Monthly Overnights at the Main Y for kids ages 6-12
- Swimming Lessons
- Aikido
- Parent / Child Programs
- Family Group Exercise Programs
- Facility Memberships for individuals & families (includes access to our full-service fitness facility and reduced rates on many Y programs)

Call the Y at 545-9622, for a list of other ongoing family events throughout the year or visit the YMCA at 1111 College Ave. in Santa Rosa to pick up a program brochure or take a facility tour.

YMCA Program Membership Benefits

Your childcare registration fee reserves your child's space for attendance at childcare during the school

year and gives you a Program Membership to the YMCA. With this Program Membership, you are entitled to the following:

- Lower program rates for many Y programs, including camp, swimming lessons, and youth overnights
- Reduced rate for youth day passes
- 2 free visits to the main Y

The childcare program membership expires on August 31 of each year.

