



THE PLACE TO BUILD CHARACTER, CONFIDENCE & CREATIVITY



YMCA Before & After School Program



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WELCOME TO THE Y!

Thank you for choosing the Y for your childcare needs! We believe the values and skills learned in our program are vital building blocks for quality of life. We are dedicated to providing a safe, nurturing environment for children to learn, grow and develop social skills. That makes for confident children today and contributing and engaged adults tomorrow.

The Y offers multiple childcare programs at various locations for children ages 6 weeks through 12 years including Early Childhood Education, K3 and K4 Programs, Before and After School Education (School Age Education), and Day Camps. Programs are available at locations throughout the Milwaukee area and supported in part through contributions to the Annual Campaign, provided funds for those in within our available resources.

As an organization, the Y has made a commitment to quality and safety at each of our childcare facilities by striving to surpass State of Wisconsin Licensing Standards. Two of the YMCA's Early Childhood Education Centers are 5-star rated through YoungStar and are nationally accredited.

If you have any questions after reading through your Parent Handbook, please direct your questions to your regional director. Contact information for your regional director and customer service are posted at each site (located at the program licensing board) and available by request.

WHY THE Y

- Safe
- Fun
- CATCH
- SEL
- Affordable
- Convenient
- Caring staff
- Tax deductible
- State licensed
- Accepts WI Shares

PROGRAM OVERVIEW

PURPOSE

Our YMCA School Age Education Program focuses on nurturing child development by providing a safe and healthy place to learn foundational skills and develop healthy, trusting relationships. We strive to educate children in a hands-on, curriculum rich, and safe learning environment with a focus on healthy lifestyle choices.

PHILOSOPHY

The YMCA School Age Education Program is designed to help and encourage children to build healthy, happy attitudes and to acquire competencies and skills through a variety of work, play experiences and experimental learning. Each child will be guided to develop at his or her own unique rate by encouraging skill development through play-based learning. Both individual and group-centered play are crucial for creativity, independence, and social-emotional learning. Our goals are to develop positive self-images to foster a joy of learning, to expand understanding and to assist children in forming rewarding social relationships. The development of desirable attitudes, healthy habits and skills is the end result.

PROGRAM GOALS

Our program is not just about fun and games. A positive program experience can help shape a child interests, spark a passion, increase academic performance, or even boost a child's self-esteem. We strive to provide a safe, secure, and supportive environment that gives families peace of mind when you cannot be there yourself. Staff will provide children with the opportunity to grow personally when they try new and exciting things, develop skill sets, gain self-esteem and independence in an emotionally and environmentally safe atmosphere. Children will learn and practice the YMCA four core values: Caring, Respect, Responsibility, and Honesty. These values will be engrained in every program activity and personal interaction with our role model staff. Our program will also strengthen your family and help children reach their fullest potential.

Strengthen your family by:

- Improving communication among family members
- Helping them share values with others
- Increasing your family's sense of community with other families
- Providing families with peace of mind while children are in our care

Help children reach their fullest potential through:

- Developing self-awareness, confidence and feelings of self-worth
- Developing interpersonal relationships
- Values development
- Emergent learning
- Developing physical skills
- Focusing on health and nutrition
- Experiential learning and learning through play
- Following the YMCA Code of Conduct

Create a program that provides safety, support and nurturing by:

- Surpassing the State of Wisconsin Licensing Standards
- Committing to support the four core values of the Y caring, honesty, respect, responsibility
- Building strong developmental asset programs

OUR MISSION

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

OUR CAUSE

We are a powerful association of men, women and children, joined together by a shared commitment to nurturing the potential of children, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our children, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors in 10,000 communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

OUR AREAS OF FOCUS

- **Youth Development: Nurturing the potential of every child and teen**
We believe that all children deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youths today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.
- **Healthy Living: Improving the nation's health and well-being**
In communities across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youths, adults and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.
- **Social Responsibility: Giving back and providing support to our neighbors**
The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country are empowering millions of people in the US and around the world to be healthy, connected and secure.

ADMISSION & ENROLLMENT

The YMCA provides safe, quality care for children at various sites throughout the Milwaukee area.

- Any child aged 6 weeks to 15 years is welcome to participate in the program appropriate to their age.
- YMCA of Metropolitan Milwaukee programs do not discriminate by race, color, sex, national origin, creed or special needs.
- The Y understands that lasting personal and social change comes about when we all work together to celebrate our uniqueness. Every day, the Y works side by side with our participants to make sure that everyone, regardless of income or background has the opportunity to learn and thrive in our programs.

- Enrollment forms may be requested by phone or email. The center will send materials as requested. Parents must return forms to full-service centers in person. Mailed/emailed forms for School Age and Early Childhood Education will be accepted. Parent Handbooks will be issued to parents upon enrollment. They will be distributed at school age and early childhood education sites; and available online at www.ymcamke.org.

Admission (all required forms listed below must be on file by the first day of attendance):

- Child enrollment and health history – registration form (information must be updated and needs to be completed annually for the child to stay in program)
- Child Health Care Report (for children under 5 years)
- Immunization record is required for enrollment and participation in our program.
- Parents should update all information, including additional immunizations, change of address, telephone number or family situation as needed. Please check every six months to make sure all information is current.
- Additional forms may be required, including consent for any research and testing, field trip permission slips, school age agreement plan to come or leave the program from home, school or other activities.
- All required forms must be fully completed (they will be kept confidential and will only be shared with necessary Y staff). Parents should keep these forms updated.

Enrollment & Attendance

- Any child enrolled in the school where the program takes place needs to be at least 4-year-old and be fully potty-trained.
- Program availability is limited by the licensed capacity of the space.
- There must be at least 12 children enrolled for the program to run.

Fees & Payment (All fees are due in advance of service)

- FEE POLICY Payment: Bank draft (checking or savings) or credit card/debit card draft fees: All fees are due in advance. No cash will be accepted at any childcare site. Auto-Pay form must be submitted indicating banking source at time of registration.
- A \$30 registration fee will be applied to the first payment for each child.
- Any changes to your drafted account need to be submitted at least 14 days prior to the effective date.
- Late pick-up fee: Any child not picked up by designated site's closing time will be charge \$1.00 per minute. This is a per child charge. Late pick-up is also grounds for discharge.
- Payment: Options for 3rd Party Payments (EBT) – Refer to Child Care State Assistance Flier Declined Bank Charges: Should your payment not be honored by your financial institution for any reason, you will be responsible for that amount plus a \$30 decline/NSF fee being added to your account. Repeated NSF occurrences may result in discharge.
- Financial Assistance: The Y offers financial assistance to those who qualify. Wisconsin Shares: We participate in YoungStar and accepts Wisconsin Shares Child Care assistance. Contact: If you have any questions regarding billing, please contact the Registration Department.
- Fees: Vary per site please see specific site information for cost. You will be billed based on your registration schedule. You are required to pay for the schedule you registered for, whether or not your child attends.

- All fees are non-refundable.
 - *Payment will not be refunded or credited if the school/district cancels program.
 - **Payment will be credited if the YMCA of Metropolitan Milwaukee cancels program.

Financial Assistance

- YMCA financial assistance may be available upon request for families facing financial hardships. Financial assistance funds are limited and are on a first come, first serve basis. This assistance is based on several factors, including total household income and number of dependents. The process is confidential, and the application form can be requested at schoolage@ymcamke.org.

WI Shares Parent Payment

- Families are able to apply for Wisconsin Shares Child Care Assistance through the Department of Children and Families, because our School-Age programs are licensed by the state of Wisconsin. Contact your Wisconsin Shares office for approval, as you must have authorization before we can register you using Wisconsin Shares. The YMCA provider number is **1000558721**. For location number, please check our site brochure or call 414-274-0759.

PROGRAM INFORMATION

Serving school-age children, ages 4-15, and led by qualified, caring staff, the YMCA of Metropolitan Milwaukee's licensed Before & After School Program (4k wrap at some sites) is designed to complement the school day, with fun activities that also support character development, healthy lifestyle choices, and academics.

Program Location/Dates/Hours

- The YMCA School-Age programs begin on the first full day of school and operates every day that school is in session. We do not operate on days when school is not in session.
- School-Age Programs take place at each school location. Program operates Monday through Friday, but hours vary by location.
- Each location has a brochure in where you can find site specific details and information, such as program fees.
- Each location follows the school year calendar for that school and will only provide program when that school is in session.
- School Is Out, Camp Is In is a program offered when there is no school. Visit our YMCA website for more information about this program.
- Program hours varies from school to school. For hours and more information, please see site brochure.

Value-Based Programming

- All YMCA School-Age staff strive to instill the Y's four core values of honesty, caring, respect, and responsibility through activities, conversations, and special recognition:
 - ✓ **Caring**: Considerate to the needs and feeling of other
 - ✓ **Honesty**: Being trustworthy and truthful
 - ✓ **Respect**: Treating others, the environment and yourself with dignity
 - ✓ **Responsibility**: Accepting accountability for your actions and role in the community

Coordinated Approached To Child Health (CATCH)

- CATCH stands for Coordinated Approached To Child Health. CATCH is a physical activity and nutrition education program designed for elementary and middle school children (grades K-8) in an after-school or summer program setting.
- The YMCA School-Age programs use CATCH curriculum to enhance our programming. It's part of the lesson plan for the day/week. Staff are trained on CATCH curriculum.

Social Emotional Learning (SEL)

- The YMCA School-Age programs use Social Emotional Learning (SEL), utilizing Sanford Harmony Curriculum. SEL is the process through which children and adults understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions. In our programs we use SEL to help children learn, understand, control, and manage their own emotions and strengthen their social skills.

Licensed Program

- All YMCA School-Age Programs will display the group care license on a bulletin board near the entrance for parent review. This license will reflect days, hours and months of operation, ages of children to be served as well as the maximum number of children to be served at any given time.
- The most recent licensing inspection report will be posted next to the license including any non-compliance or enforcement actions.
- The YMCA School-Age program serves children ages 4 to 15. Ages served vary by location and program. The YMCA will comply with all laws covering facilities and operations.

Program Procedures & Policies

The following procedures have been developed to ensure effective operation at each of our sites with your child's safety as our main concern.

Arrival and Departure

- Accurately sign your child in and out each day on the sheet provided by the program.
- Children must be escorted by an adult age 16 or above, in and out of program. A list of people authorized to pick up your child must be noted on the enrollment form. No child will be released to the care of anyone less than 16 years of age.
- Inform your child's teacher of any special needs for the day. If possible, write them on a note near the sign-in sheet.
- Children may not arrive prior to the scheduled starting time and teacher must be present to accept the child.
- Alternate Arrival Departure form is available when your child needs to leave or come late/early to program without an adult supervision. For example, going or coming to program from math club or soccer.
- Children may only attend days for which they are registered. We are unable to accommodate last minute schedule changes.
- We follow what is listed on your child's registration form. Child should only be attending at indicated times and dates.
- To best serve your child's need, please communicate any necessary/daily information about your child to the Y staff.

Absence Policy

- It is imperative that we are notified if your child will not be in attendance on a normally scheduled day. Please notified us by 10:00 a.m. using the phone listed on the site bulletin board.
- Each school site has a phone number that you can call and leave a voicemail. When leaving a voicemail, please make sure you state your full name, your child's full name, the program (Before care, after care, or K4 wrap care), and reason on the message.
- Credits or refunds will not be given for an absence.

Schedule Changes

- If you wish to make a change to your child's schedule, two weeks written notice is required. Please email our office directly at schoolage@ymcamke.org for any schedule changes.
- No refunds or credits will be issued for days not attended.

Late Pick-Up

- If you are running late, please call us in advance so we can plan appropriate staffing and reassure your child.
- A fee of \$1 will be charged for every minute after your program end time that your child is not picked up.
- Chronic late pickups will be grounds for dismissal.
- If your child has not been picked up 30 minutes after the program he/she is in ends, the local authorities will be called.

Withdraw – Program

The YMCA of Metropolitan Milwaukee reserves the right to withdraw a child from the program if, at the Y's discretion, the enrollment of the child negatively affects the integrity of the program and/or the Y's legal obligations through and under the Division of Children and Family Services (DCF-251).

- At Parent's Request:
 - Two-week notice of withdrawal is required in writing to the Center Programming Director for Early Childhood Education and School Age participants respectively, 30 days written notice to the teacher is required for Early Childhood Education participants.
 - Two-week notice is required for a schedule change which affects the number of days or hours your child will attend for Early Childhood Education or School Age. We require 30 days written notice to the teacher for Preschool Education participants.
 - Your signature on the enrollment form verifies your agreement and understanding of this policy.
- At Y's Request:
 - Notification period prior to withdrawal is not required if the withdrawal is requested by the Y program.
 - The Y reserves the option to withdraw a child for any of the following reasons:
 - Non-payment of fees as agreed upon
 - Repeated failure of parents to pick up child on time
 - Failure to provide program with forms or current medical information as stipulated by state licensing and this handbook
 - Continuous disciplinary problems
 - Hostility by parents toward Y staff or volunteers
 - Failure to follow code of conduct

- Director reserves ultimate authority for extreme circumstances
- Failure to disclose medical or other special needs relating to the care of your child

Health and Illness

Failure to disclose medical or other special needs relating to the care of your child will result in dismissal from the program.

- State of Wisconsin requires each child in the program to have a physical examination by a licensed physician not more than six months prior to admission to the center. Each child must also have all immunizations required by the state upon admission to the center. The health and immunization forms must be on file at the school by the specified deadlines or your child will not be permitted to attend the center.
- A child who becomes ill during their time attending the center will be isolated from the group. Parents will be notified and asked to come for the child immediately. If the parent is not available, the person listed on the child's emergency card is contacted. Emergency cards must be on file the first day of program attendance.
- A child who shows signs of illness should not be sent to the center. Any child who shows signs of illness on arrival at the center will be sent home. This policy is for the protection of the child as well as the other children.
- Written permission from the parent to refer a child for medical care in case of an accident or emergency must be on file with the center. This authorization shall be used only when the parent or the designated responsible person cannot be reached.
- First Aid supplies are kept at the center for minor cuts, scratches, etc. No medication is administered without the following: a completed Authorization to Administer Medication Form is fully completed by parent/guardian, medication is provided to the center in its original container with the child's name and dosage written on the medication and the medication is age appropriate for the age of the child.
- If your child contracts a communicable disease such as chicken pox, measles, mumps, rubella, polio, diphtheria, meningitis, hepatitis or tuberculosis, you must report it to the center authorities of our center. Similarly, contagious skin diseases such as impetigo and parasitic infections such as lice and ringworm must also be reported. The public health authorities will provide you with the information about the disease or affliction and when your child no longer poses a health risk to others. They will issue a release which will be necessary for you to submit to the center for your child to return to program after contracting one of the above conditions.
- Health official also request the public to report cases of food poisoning. To make a report or obtain more information, call the Health Department.
- Please notify your child's teacher when he or she has been diagnosed as having a communicable disease and has inadvertently exposed the rest of the class. This will help the teacher and center to be on the lookout for further illnesses in the class/center.
- All teachers are required to have a physical examination on record which is kept at the center.
- The State of Wisconsin requires the site to maintain a medical and injury log book. This book is used to record any injuries received by a child or brought to our attention.

Medication

Medication that needs to be administered to a child must meet the following:

- Have a completed Authorization to Administer Medication Form completed by parent/guardian.
- Medications must be in original container with the child's name written/listed.

- Authorization to Administer Medication must contain written instruction as to quantity, time of dosage, date range for dosage to be administered, days for it to be administered, name and phone number of doctor and any other directions for use.
- All medications must be used according to instructions listed on the label unless written permission provided from physician; medication use must be consistent with physician instructions.
- Expired medication must be removed from the center by parents.
- The site may not be administered of the initial dose of medication.
- Written authorization must be given to the Y to administer medication. Forms are available at the center/site.
- Any other specific instructions must be included on Authorization to Administer Medication.
- All communicable disease will be posted for parent information.

Snack Time

- An afternoon snack will be served with a menu available for parent's view.
- The nutritional value of our snack is commensurate with state guidelines.
- We encourage family style dining and socialization during snack time.
- The YMCA has implemented HEPA (Healthy Eating and Physical Activity) Standards that foster the best possible nutrition and physical activity outcomes for children in grades k4-12 in our School-Age programs. These standards mirror the Y's commitment to healthier living as they provide for daily physical activity and healthy snacks. For more information about HEPA, visit their website.

Homework Policy

- Our staff are trained to assist your child with homework and help instill the value of education.
- Staff are there to assist when need it and to provide supervision.
- Children in our program will be given the opportunity to work on their homework assignments each day during homework time.
- Children without homework assignments will have reading, coloring, work sheets, and other quiet activities to do during homework time.

Clothing

- Please be sure your child has appropriate clothes for indoor and outdoor play (boots, scarf, hat and mittens are required for outdoor play when needed).
- All belongings brought to the YMCA should be properly marked with the child's name. Please send extra change of clothes for k4 and kindergarten students.
- The YMCA is not responsible for lost or stolen items.
- Children should be dressed comfortably and be able to play freely. Clothing should reflect the season and climate temperatures.

Nap Time

- In compliance with WI State Licensing, all children under 5 years old will have a daily nap or rest period. If, after resting for 30 minutes a child does not sleep, they may do quiet activities which will not disturb other napping children.
- No nap time will be offered during before or after school care. Only for k4 wrap care will have nap time offered.

Toileting Expectations

- The YMCA requires all children to be completely potty trained and fully able to clean themselves on their own after using the restroom on or by their first day of program.
- In the event of an accident, parents will be notified immediately.
- Any child that needs assistance or guidance please speak with the Director so we can be sure that we are providing the best support possible.

Injury/Medical Emergency

- If your child is injured at the program center/site, the director/teacher will take whatever steps are necessary to obtain emergency medical care. These include, but are not limited to the following:
 - Attempts to contact parent or guardian directly/immediately
 - Attempt to contact parent or guardian through emergency contact listed on enrollment forms
- If we cannot contact you, we will do one or both of the following:
 - Call an ambulance or paramedic
 - Have the child taken to an emergency hospital

In the event of a serious life-threatening incident, 911 will be called. The written instructions provided by the parents on the child's enrollment form will be followed. If an emergency medical location is not indicated on the child's form, the Early Childhood Education program designates St. Joseph's Hospital. In case of an extreme emergency, the local Police department will be called until the parents can be reached. Any serious injury, the YMCA will notify the Department of Family and Children.

Emergency Evacuation

- Plans for emergency evacuation are specific to each center/site. The plans specify the location to report to in case of a tornado and the exit to use in case of a fire. Fire/tornado drills are practiced monthly as required by Wisconsin State Licensing rules.
- If the Y Program receives information regarding a threatening situation from Y authorities, school administration or other credible source, the Site or Center Director will evacuate the premises based on the situation. Children will be safely escorted from the building, with a copy of the child's file and a first aid kit. If the need arises, the children will be transported to safety as soon as possible.
- Parents will be notified as soon as possible with the location of their child. Please note that there are many children in each program, and it will take time to contact each parent. A sign will also be placed on the door to notify parents of emergency information. Once the Site or Center Director had been given notice to return to the building, parents will be contacted again. Remember, if the program has evacuated the building, staff will not be present to answer the telephone.

Snow Emergency Policy

- YMCA School Age programs begin on the first full day of school and operate every day that school is in session. They do not operate on days when school is not in session.
- Emergency closing of any school apply to the Y program within that school.
- In the case of late/delayed start, the before school portion of that program will not be open, but the after-school portion will run as usual.
- If school closes during the school day, the after-school program will close as well. In this situation, if there are any children already with a member of our staff at the time of closing, we will provide care for these children until their parents pick them up.
- If a school announces its closing after children have already been dropped off at the school age programs, parents will be called to pick-up their children.

Extended Learning Academy (formerly known as School Is Out, Camp Is In) and Summer Day Camp

- The YMCA Extended Learning Academy is an in-person program that supports students, ages 4-7, who are e-learning through their school district. To help children stay on task, avoid backslides during school virtual learning, and support their academic, physical, and mental health, the Y has created a fun, safe, and controlled environment in which children can continue their educational journey with the support of a great team.
- Extended Learning Academy is a full-day program offered at the Rite-Hite Family YMCA, and other locations (see Y website for locations). Enroll your child for a fun-filled day of games, crafts, activities, and more. Dress to be active (tennis shoes) and bring a bag lunch. Please visit our website at www.ymcamke.org or call 414-274-0759 if you have any questions.
- Summer Day Camp is offered at various locations during the summer. At the YMCA of Metropolitan Milwaukee, we pride ourselves with creating a warm and inclusive environment geared towards personal development and relationship building. Our summer day camps are here to serve as an extension of family and school. Please visit our website at www.ymcamke.org for more information.

Child Guidance & Discipline Policy

Our first rules are SAFTEY and HAVE FUN! Our staff are certified in CPR, first aid, child abuse identification and prevention, abusive head trauma, and YMCA policies and procedures. Staffing is based on age-appropriate ratios, as directed by the State of Wisconsin Licensing (DCF 251).

- Experiential play and hands on activities are learning! We intentionally provide and plan activities and games that promote social interaction and build friendships. Any actions that will keep us away from achieving these, such as hitting, kicking, biting, name calling, and taking toys from other classmates will not be accepted in our programs. We will strive to create a welcoming and inclusive environment for all.
- There shall be no physical or verbal punishment which is humiliating or harmful to the child. Our policy on discipline follows the State of Wisconsin guidelines.

When discipline is necessary, the following steps will be taken:

- The Y staff will identify the inappropriate behavioral pattern and confer with the child regarding their behavior. This will be supported through confidential documentation and parents will be notified.
- A private parent/ Y staff conference may be called at any given time by the program group leader, parent or director. The following items will be discussed with the parent:
 - Define the child's inappropriate behavior.
 - Discuss what solutions have been tried to redirect the child including the teacher's plan of action with the child.
 - Discussion of additional suggestions of what may work at home, how the family can provide support to the teacher at home or parental interventions including the option to observe the class and collaboratively develop a plan for child's success in the classroom.
 - Set a timeline for interventions, a method and date for ongoing communication on the child's progress and how new strategies are working.
- If necessary, the Y staff, parent or director will call a second conference. At that time, the group leader along with the director and parent will reiterate items 2a-2d and review the discipline policy with the parent. Steps will again be reviewed as to help the

child be successful at school. Information and referrals for supportive services will be offered if appropriate.

- The Y staff will follow up with second conference with a written summary and course of action that will be given to the parent.
- If the child is unable to find success in the center, the director has the authority to dismiss the child from the center program.

Our goal is to guide children in becoming happy, responsible and cooperative participants through positive teaching technique. In the event that behavior requires discipline:

- The Y staff actions will not harm the child's self-image or embarrass the child, rather reinforce a positive self-image.
- The Y staff actions will help children learn self-control, make good choices, identify and express their feelings with words and creative expression and develop and understanding and respect for one another's feelings.
- The Y staff will communicate regularly with families regarding behavioral concerns and highlights.
- Every effort will be made by the Y staff to enlist the cooperation of the child along with parents to solve problems as a team.

An escalation process is in place, should inappropriate behavior occur by a program participant. Inappropriate behavior includes disrespectful actions, (swearing, repeated name calling/teasing), physical gestures (bullying, harassment, stealing, vandalism, fighting), creating an unsafe environment that is directed toward YMCA staff, students, and property (running away from program). Any of these actions will result in the following procedures and all incidents will be documented. Depending on the severity of the behavior, program director may advance to higher steps as they deem necessary.

- **First time:** A Y staff will address and document the issue directly with the child. The child may be removed from part of an activity in order to discuss the incident. Parents will be contacted during the day or at pick up depending on the incident.
- **Second time:** A Y staff will address and document the issue directly with the child. The parent or guardian will receive a phone call and be asked to pick up the child within an hour. The child will not be allowed to attend program the next day that he/she is registered.
- **Third time:** A Y staff will address and document the issue directly with the child. Parents will be contacted immediately to pick up child from program. A conference will be scheduled with program director and the parent(s) to discuss a plan of action regarding the unacceptable behavior. The child may be suspended from care until meeting takes place. A behavior plan will be made with the family before the child can return to the program.
- **Fourth time:** Child will be dismissed from care/program for the remainder of the school year. During this entire process our staff will work with families through:
 - Observation and documentation of behavioral problems.
 - Parent/Y staff conferences to identify possible solutions.
 - Withdrawal from the program (see withdraw – program policy).

Special Needs Policy

The Y programs are best able to meet a child's need when special needs are identified prior to enrollment. Children with special, physical or emotional needs will be accepted in the program if the program is determined to be in the child's best interest and reasonable accommodations can be made. Parents will be required to provide details that identifies special requirements and/or specific procedures that staff will need to know and follow.

- The YMCA will work with families to devise a plan that will enable us to meet the individual needs of each child. We are required under the Americans with Disabilities Act to make reasonable accommodations to provide fully inclusive school-age care for any child/children with special needs. Reasonable accommodations include adapting space and activities so that all children can participate fully.
- When the participation of a child requires a level of staff or resources to go above and beyond the reasonable accommodations, we will invite the family to help us identify an additional source of support before determining that we cannot accept or continue the enrollment of the child.

The YMCA will make all reasonable accommodations for people with disabilities to participate in our programs. If you require special accommodations to participate in our program, please let us know when you register.

CHILD ABUSE PREVENTION

The health and well-being of your child is essential to the Y. The Y has developed a policy on Child Abuse Prevention that includes the following provisions:

- Parents are encouraged to visit program sites at any time and do not need to make an appointment to do so. Some centers have locked entrances and individual security codes are used to enter (site specific).
- Parents will be informed about their child's program participation
- Staff and volunteers will be alert to the physical and emotional state of all children. When any sign of injury or suspected abuse is detected, the director will be notified immediately, and a report will be made to the appropriate authorities.
- The Y will offer information on Child Abuse and assistance to parents and children through workshops, counseling and resource materials upon request.
- Y staff will not release a child to anyone other than the authorized parents/guardians or other individuals authorized, in writing, by parents. Sign-in/out logs will be maintained on a daily basis and kept on file at the program site.
- Y staff and volunteers will not physically, verbally or emotionally abuse or punish children.
- Y staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care such as food and shelter.
- Reference checks on all prospective Y employees will be conducted, documented and filed prior to employment. Criminal record checks are conducted on all staff and volunteers working with children.
- Training on Abusive Head Trauma and Sudden Infant Death Syndrome (SIDS) will be provided to all staff that provide care to children under age 5.
- Staff training will include information about the signs of Child Abuse and the appropriate procedures for responding to the suspicion of abuse.
- For more information on the Y's policy on the Prevention of Child Abuse and Child Abuse Reporting Procedures, refer to the YMCA Early Childhood Education Policy Handbook.

PARENT INVOLVEMENT & COMMUNICATION

Parents are encouraged to be involved in their child's activities and to communicate openly with the Y team about the program and their children. The Y will try to communicate with parents or guardians on a daily basis on site during drop off and pick up times about upcoming activities, children's behavior, or any program changes or information. In addition, the Y has a bulletin board with information for parents. Other written communication are emails and newsletters. Each child will have a child file on site that will be kept confidential. It is the parent's responsibility to make sure the information on this file is correct. It is also the parent's responsibility to communicate with Y staff when a child will not be attending program.

- Program newsletters, special events, and family nights will be regularly communicated.
- On-site Y staff are available to discuss any parent concerns. The site-specific delegation of administrative authority can be found inside the licensing binder.
- On-site Y staff are there to connect about your child's day in program and discuss and issues or behavior concerns.
- The parent information board has great resources for families, program information (newsletters), and YMCA updates for families.
- Parents wishing to observe their child's program will need approval from program director. Parents cannot show up unannounced to be part of programming.
- Conferences and meetings can be requested at any time by parents or guardians with Y staff and/or program director.
- All adult wishing to volunteer in program must have a completed volunteer application with supporting documents on site.
- All required state licensing materials, emergency numbers, and other important documents and information will be posted at each site and/or located at each site inside the licensing binder.
- As a parent or guardian of a YMCA participant, you will receive a program survey to let us know the program's strengths and areas of improvement. Please take time to complete. The surveys help us to do a better job. We also encourage regular informal conversations, phone calls, and emails with the program director.
- Parents are welcome to volunteer with the program in the following ways:
 - ✓ Donating toys, games, or books
 - ✓ Providing input and suggestions about our program
 - ✓ Completing parent surveys
 - ✓ Saving household items to be used as arts and craft supplies

YMCA CODE OF CONDUCT & CORE VALUES

Code of Conduct:

The mission of the YMCA of Metropolitan Milwaukee is to respond to the needs of families through programs that build a healthy spirit, mind, and body for all. The YMCA principals include honesty, responsibility, caring, and respect. They are the basis for all we do as an organization. Using them as a guide, we have developed the following code of conduct to ensure our facility enjoy a safe, welcoming and comfortable environment.

We ask individuals to act in a manner that upholds these principles at all times when they are in our facility or participating in YMCA Programs. We expect those using the YMCA behave in a way that shows respect and caring for others, which includes not using any language or engaging in any action that can hurt or frighten another person or that fall below a generally accepted standard of conduct. Actions not showing respect for others and are not permitted include:

- Wearing inappropriate attire
 - Attire must include swimsuits only in the pool area; shoes, shorts, and shirt or leotard are required in the other areas of the facility
 - Clothing with vulgar or profane writing or pictures are not allowed
- Using angry or vulgar language, swearing, name calling, or shouting
- Making physical conduct with another person in an angry or threatening way
- Engaging in sexual activity or contact with another person
- Harassment or intimidation with words, gestures, or body language. Behavior which is inappropriate, threatening, or offensive in nature
- Stealing or behavior which results in destruction of property
- Carrying or concealing devices or objects which may be used as weapons
- No smoking on premises
- No pets

Core Values:

Caring

- I will demonstrate CARING by adopting an attitude of service toward others.
- I will be CARING by displaying a friendly and positive attitude.
- I will be CARING by not using profanity.
- I will be CARING and remember that I have a choice to be a part of the problem or a part of the solution.

Honesty

- I will always be HONEST.
- I will demonstrate HONESTY by not allowing others to use my membership card.

Respect

- I will show RESPECT by wearing appropriate attire. Swimsuits in the pool area and shoes, shorts and shirt in other areas of the facility. I will not wear clothing that displays inappropriate language, writing or pictures.
- I will show RESPECT to all individuals by choosing appropriate language and behavior.
- I will show RESPECT by listening to music via earphones only, at an appropriate volume and with language that will not offend others around me.
- I will RESPECT others by not harming anyone in a physical, mental, verbal, or unlawful manner.
- I will RESPECT the Y's and other people's property.
- I will RESPECT the Y by engaging in positive, constructive, and lawful activities and events.
- I will show RESPECT for the Y by leaving the facility, program area and materials provided by the Y in the same condition that I found it.

Responsibility

- I will always be RESPONSIBLE for all my actions, both good and bad.
- I will be RESPONSIBLE for my own choices, and I understand that all my actions have consequences.
- I will be RESPONSIBLE by using the Y as a resource, so that I may promote the best possible situations for myself and others.
- I will be RESPONSIBLE for my own property. I will keep my belongings in my possession or secure them in a locker.
- I will demonstrate RESPONSIBILITY by not bringing any valuable or dangerous items to the Y.

Parent Signature: _____ Date: _____

Authorized Signature: _____ Date: _____