



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



BEFORE & AFTER SCHOOL CARE & Y TIME

Parent/Guardian Handbook

YMCA of Greater Waukesha County

Revised March 2025

WELCOME TO THE Y!

Dear Parent/Guardian,

On behalf of the YMCA of Greater Waukesha County, we would like to take this opportunity to welcome both you and your child into the Before & After School Care or Y TIME program. We are excited about the upcoming year and pleased that your child will be sharing in the adventure with us!

Our YMCA programs provide a quality, safe, nurturing environment that fosters relationships, achievement and belonging. We strive to deliver our curriculum with a child-centered approach that focuses on where each individual child is developmentally; cognitively, socially-emotionally and physically. We do not discriminate by race, sex, color, national origin, creed or special needs. To best accommodate your needs, comments, and concerns please always address issues with the onsite staff at your location.

If you have any questions after reading through your parent/guardian handbook, please direct your questions to any of our team listed below. If you are in need of this handbook to be translated into a different language, please contact us and we will do our best to accommodate.

MUKWONAGO YMCA

EAST TROY SCHOOL DISTRICT

MUKWONAGO SCHOOL DISTRICT

WASHINGTON-CALDWELL SCHOOL DISTRICT

WATERFORD GRADED SCHOOL DISTRICT

245 E Wolf Run

Mukwonago, WI 53149

262-363-7950

SOUTHWEST YMCA

NEW BERLIN SCHOOL DISTRICT

11311 W Howard Ave

Greenfield, WI 53228

414-546-9622

Location Numbers:

Christ the Lord
Lutheran Church & School 033

East Troy Schools
Prairie View Elementary 027

Elmbrook Schools
Brookfield Elementary 017
Burleigh Elementary 016
Dixon Elementary 020
Swanson Elementary 019
Tonawanda Elementary 018

Mill Creek Academy
Mill Creek Academy 029

Mukwonago Schools
Big Bend Elementary 011
Prairie View Elementary 010

WAUKESHA YMCA

MILL CREEK ACADEMY

WAUKESHA SCHOOL DISTRICT

320 E Broadway

Waukesha, WI 53186

262-542-2557

WEST SUBURBAN YMCA

CHRIST THE LORD LUTHERAN CHURCH & SCHOOL

ELMBROOK SCHOOL DISTRICT

2420 N 124th St

Wauwatosa, WI 53226

414-302-9622

New Berlin Schools
Elmwood Elementary 023
Ronald Reagan Elementary 021
Orchard Lane Elementary 022
Poplar Creek Elementary 024

Washington-Caldwell Schools
Washington-Caldwell Elementary 028

Waterford Schools
Evergreen Elementary 031
Trailside Elementary 030
Woodfield Elementary 032

Y TIME
Waukesha YMCA 007

TABLE OF CONTENTS

PROGRAM OVERVIEW	4
YMCA Mission	4
Program Goals	4
Program Philosophy	4
Research-Based Core Curriculum	4
THE BASICS	5
Locations	5
Program Availability	5
Dates	5
Times	5
Registration	5
Forms	5
TUITION GUIDELINES	5
Tuition	5
Tuition Payments	5
Financial Assistance	5
Wisconsin Shares Child Care Assistance	5
DAILY SCHEDULE	6
Choice-based Programming	6
ATTENDANCE	6
Arrival	6
Departure	6
Adult Under the Influence	6
Absence Policy	6
Submitting Schedule Changes	7
School's Out Fun Days	7
Emergency School Closings	7
Program Withdrawal	7
At Parent's/Guardian's Request	7
At Y's Request	7
Illnesses	7
Illness Onset during Programming	7
Toileting.....	7
HEALTHY EATING	8
HEPA	8
Cleanliness	8
Snacks	8
Nutrition & Food Allergies	8

SAFETY	8-9
Child Tracking	8
Universal Precautions	8
Sanitation	9
Emergency Medical Treatment	9
Minor Injury	9
Serious Injury	9
Accident/Incident Form	9
Medication Administration	9
Communicable Diseases	9
Pets on Site	9
Licensing Reports	9
CHILD GUIDANCE	10-11
Child Guidance Facilitators	10
Behavior Modification/Character Contracts	10
Americans with Disabilities Act	10
Child Abuse Prevention	11
PARTING THOUGHTS	11
Parent/Guardian Involvement	11
Personal Items	11
Donations	11
Thank You!	11



PROGRAM OVERVIEW

YMCA MISSION

The YMCA's mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. Our programs are open to all children regardless of their race, creed, religion, sex or national origin.

PROGRAM GOALS

Our Before & After School Care and Y TIME programs have the following goals in mind:

- Learn an appreciation for others through the YMCA's core values of honesty, caring, respect and responsibility
- Develop new skills and interests
- Gain an appreciation of the world around us
- Provide an opportunity to exert leadership skills
- Develop an appreciation of self-worth
- Provide a safe, fun place for all children

PROGRAM PHILOSOPHY

Each child will be guided to develop at his or her own unique rate by encouraging skill development and frequent leadership opportunities.

Second only to human relationships, a well-planned curriculum will help define a child's experience in our program. Curriculum affects all aspects of a program: its overall quality, parent/guardian perceptions, and the outcomes and benefits on individual children. Our innovative before and after school program is centered on nine research-based core components to keep children active and engaged.

RESEARCH BASED CORE CURRICULUM COMPONENTS

Homework Help and Mentoring

- Work in small groups to hone math, literacy and STEAM (science, technology, engineering, arts, and math) skills
- Opportunity to explore peer-to-peer and youth-to-adult mentoring

Arts Education

- Explore various creative outlets such as drama, photography, drawing, painting, music and creative writing
- Value process over product
- Learn about problem solving and creative risk taking in supportive endorsements

Leadership Development

- Become leaders at the Y and in their community
- Develop writing, speaking, presentation and conflict resolution skills
- Partner with community organizations when feasible to develop mentoring relationships

Global Awareness & Inclusion

- Create global citizens through interaction with international foods, music, language and culture
- Value all perspectives and diversity

Health and Wellness

- Adhere to the Y's Healthy Eating and Physical Activity Standards (HEPA)
- Follow guidelines for physical activity, screen time, snacks and beverages

Service Learning

- Opportunities to "give back"

- Exploration of community resources to create positive, lasting change

Family Engagement

- Regular communication and family activities and events
- Effective and efficient communication

21st Century

- Learn to be contributing citizens through group work, conflict resolution and innovative skills
- Knowledgeable of current events

College & Career Exploration

- Opportunities to explore the interests and talents that allow them to be successful
- Potential interaction with high school, college and university volunteers



THE BASICS

LOCATIONS

Before & After School Care offers before and after school enrichment programming at local elementary schools throughout the Greater Waukesha County Area, and Y TIME offers after school programming at the Waukesha YMCA to provide ease and convenience for families.

PROGRAM AVAILABILITY

Dates

Our school year programs are in session for the duration of the school year and coincide with the respective school district's calendar.

School's Out Fun Day Programming will be offered on most School District off-days and inclement weather.

Full-day, Summer Day Camp opportunities will be available at your local YMCA or at select elementary schools.

Times

Care is available both before and after school when the School District is in session. Times that care is available is location specific. Care is also provided on early release days when applicable.

Registration

- All Elementary School students are welcome, but must be toilet trained and bathroom independent. Check with your location for the specific ages their program covers.
- Program availability varies based on each site's licensed capacity. Capacities will be posted at each licensed location.
- Parents/Guardians must keep the information on all forms updated and notify us immediately of changes.

Forms

All submitted registration information will be kept confidential and will only be shared with necessary Y staff. When necessary, Y staff will be informed and updated on each child's special health needs; all information will be shared in a private setting.

Actions required for enrollment:

- Completed Registration Form
- Payment Authorization Form
- Immunization Record
- Dates of requested programming
- Registration fee or deposit (location specific)

Actions required by first day of attendance:

- Authorization to Administer Medication, if needed
- Appropriate Medications, if needed
- Alternative Arrival/Release Agreement, if needed
- First Tuition Payment
- Additional forms as necessary
- Child health report (children under 5)

TUITION GUIDELINES

TUITION

Please refer to the [website](#) and select your location to get the up to date tuition information.

TUITION PAYMENTS

- Payment must be made in full no later than the date listed on the tuition sheet, prior to service.
- Returned and/or late payments will result in a \$15 charge.
- No refunds will be given.
- There are no multiple child discounts or referral bonuses.
- Supplementary fees (such as late pick-up fees) may be added to your regular payment.

FINANCIAL ASSISTANCE

Individuals and families may apply for financial assistance for YMCA programs. Assistance is based upon a number of factors, including total household income and number of dependents. The process is confidential and application forms and brochures about the program are available online at www.gwycymca.org or at your local GWC YMCA.

WISCONSIN SHARES CHILD CARE ASSISTANCE

Wisconsin Shares Child Care Assistance through the Department of Children and Families. Contact your Wisconsin Shares office for approval as you must have authorization before we can register your child for Before & After School Care or Y TIME Programs. Before & After School Care at Meadowbrook Elementary is not eligible for WI Shares Funding.

County Contacts:

MILWAUKEE COUNTIES:
1-888-947-6583

WALWORTH & WAUKESHA COUNTIES:
1-888-446-1239

YMCA of Greater Waukesha County Provider Number:
4000558914

Location Numbers:

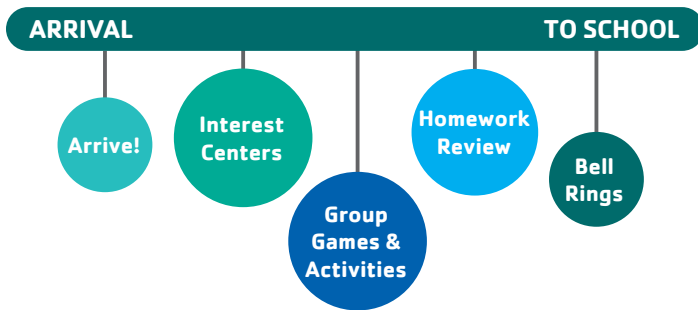
Please refer to page 2 for location numbers.

DAILY SCHEDULE

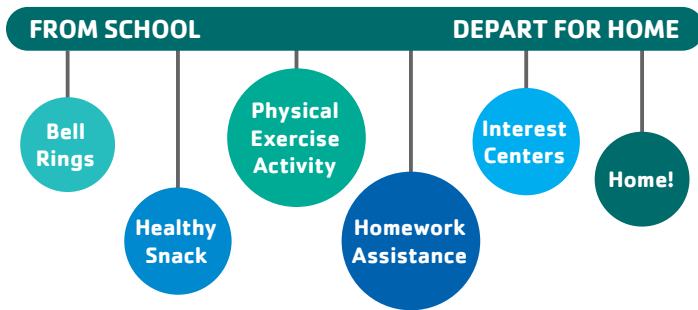
CHOICE-BASED PROGRAMMING

In addition to excellent curriculum, we will implement choice-based programming. While homework, physical activity and interest centers are all incorporated into the daily schedule, it will be up to the children to decide, as a group, the order in which to complete them. As a result of a schedule with moveable parts, students have ownership in and responsibility for their own learning, and this is what helps keep them motivated and engaged. Program transitions will be staff and student led to minimize stagnant time. Outdoor space will be utilized when weather permits. Please dress your child for the weather.

SAMPLE BEFORE SCHOOL SCHEDULE



SAMPLE AFTER SCHOOL SCHEDULE



ATTENDANCE

ARRIVAL

Before & After School Care

- Upon dropping off your child, you must sign them in to the Y's care. Children must be escorted by an adult to their Before & After School Care location. **EXCEPTION:** If arriving from another program an alternate arrival/release agreement form must be completed in advance.

Y TIME (Waukesha Only)

- Students will be picked up from the local elementary school, and transported to the Waukesha YMCA.
- Upon arrival, your child will be signed in to the Y's care. Children will be escorted by an adult to the classroom from the bus.

To best serve your child's needs, please communicate any necessary, daily information about your child to the Y staff.

If there is a custody agreement, the YMCA is legally bound to respect the wishes of the parent/guardian with the legal custody. The program director may ask for a certified copy of the most recent court order. If there is no court order, the YMCA will not accept responsibility for deciding which parent/guardian has legal custody.

DEPARTURE

- A list of persons authorized to pick up your child must be noted on the enrollment form.
- For your child's protection, only authorized persons may sign a child out of the program. Anyone unfamiliar to Y staff will be asked for photo identification. There are no exceptions.
- No child will be released to the care of anyone less than 16 years of age.
- Upon picking up your child, you must sign him/her out of the Y's care. **EXCEPTION:** If leaving from another program an alternate arrival/release agreement form must be completed in advance.
- Y Staff will verbally communicate with the authorized pick up person an update on your child's progress.
- If you are running late, please contact us so we can plan appropriate staffing and reassure your child.
- A fee of \$1 per child will be charged for every minute after the end of program that your child is not picked up.
- Chronic late pickups will be grounds for dismissal.
- If your child has not been picked up by the end of the program, or 30 minutes after the program they are in ends, the local authorities will be called.

Adult Under the Influence

If the staff feels the adult in question is not in a condition to be driving, the following options are available:

- Call another authorized adult to pick the child up.
- Call 911 if the adult is aggressive, threatening, or refuses alternative pickup.

Care of the child will be discontinued if the situation happens repeatedly.

ABSENCE POLICY

Please notify us if your child will not be attending on a normally scheduled date. Please be sure to state your full name, your child's full name and their school on the message. Credits/refunds will not be given for an absence.

Before & After School Care

- Parents/Guardians must notify designated YMCA program contact absence on a regular scheduled day. Y programming will make every effort to know the whereabouts of children enrolled in that day's programming.

Y TIME

- Please call the Waukesha YMCA no later than 2:00 PM on the day your child will be absent. The schools do not communicate with the driver if a child is absent or went home early.

SUBMITTING SCHEDULE CHANGES

- If you wish to make a change to your child's schedule, two weeks written notice is required.
- Requests for schedule changes or withdrawals must be made by completing the [Change/Cancellation Form](#) located on the [website](#) by required deadline.
- Changes in the enrollment schedule may result in forfeiture of the original spot if the program is at full capacity.
- Schedule change or withdrawal requests will be processed based on their submission order and the program capacity at each location.
- No refunds or credits will be issued for days not attended.

SCHOOL'S OUT FUN DAYS AT THE Y

For many of our school districts, we offer School's Out Fun Days at the Y. Parents/Guardians will be notified of these programs in advance and allowed to enroll for an additional fee. This program is separate from our regular before and after school program. Children must bring a healthy bag lunch and a backpack along with a change of clothes, water bottle, swim suit, towel and appropriate outdoor attire. The Y will provide 2 healthy snacks. See our School's Out Fun Day schedule at www.gwycymca.org/Schools-Out-Fun-Days.

EMERGENCY SCHOOL CLOSINGS

Before & After School Care and Y TIME is closed when your child's school closes due to inclement weather. School's Out Fun Days may be offered, but only at the YMCA. No credit for Before & After School fees will be given, but we will offer a \$15 credit to that School's Out Fun Day if parents/guardians elect to use that option and it's their child's regularly scheduled day.

If your school district has an Early Closure or after school activities are canceled, we will operate an After School (PM) program at the discretion of the YMCA and school district. We ask that parents/guardians pick up their children as soon as possible due to deteriorating weather.

PROGRAM WITHDRAWAL

The YMCA 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, safety of participants, and/or legal obligations through and under the Division of Children and Families Services.

This might include, but is not limited to, acts of violence that cause physical harm, destruction of property, possession of dangerous objects, etc.

At Parent's/Guardian's Request

- Two-week notice using the change/cancellation form is required. Verbal notice is not acceptable.
- No refunds or credits will be issued.
- **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. Withdrawal will be in writing.

- 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/guardians to pick child up on time
 - Failure to provide program with forms or current medication information as stipulated by state licensing and this handbook
 - Failure to provide program with necessary medications as stipulated by state licensing and this handbook
 - Hostility by parents/guardians towards Y staff/volunteers
 - Chronic, disruptive behavior by the child (Please see Child Guidance section).

ILLNESSES

The Y does not provide sick care. Please do not bring a child that is ill to the program. Upon arrival at the program, each child will be observed for symptoms of illness which include but are not limited to:

- Suspected fever
- Congestion, nasal discharge or coughing serious enough to hinder the child from participating in normal routines
- Any rash or sore throat that is undiagnosed
- Eye inflammation
- Uncontrollable, inconsolable crying or lethargy
- Suspected lice or ringworm
- Stomach flu, vomiting or diarrhea
- Any other suspicious signs which might indicate the beginning of illness

If a child is prescribed antibiotics, they cannot return to the program for at least 24 hours without a health professional's authorization. If a child has a fever, they cannot return to the program until they have a fever less than 100° F for 24 hours, without the use of fever-reducing medications.

ILLNESS ONSET DURING PROGRAMMING

If your child becomes ill while in the program, the child will be kept isolated, within sight and sound of an adult, and we will notify you and/or the emergency contact. Because we are not licensed to provide sick care, a parent/guardian or authorized pick up person must pick up the child within one hour of being contacted.

To ensure proper staff/child ratio, ill children may not stay inside during outdoor play time.

If your child leaves school early and they are enrolled in our after school programming, please follow our absent child policy.

TOILETING

Children enrolled in our program must be toilet-trained and bathroom independent. All children will be required to maintain all toilet cleanliness themselves.

HEALTHY EATING

HEPA

The YMCA Healthy Eating and Physical Activity (HEPA) standards teach children how to make healthy food choices and to enjoy physical activity, contributing to their social and physical development.

Children will engage in a minimum of 30 minutes of moderate to vigorous physical activity, screen time will be limited only to homework use and our snack and beverage choices will support the state guidelines and HEPA initiatives.

CLEANLINESS

- Children and Y staff will wash their hands with soap and running water before and after eating or preparing food and after toileting.
- Cups and eating utensils will not be shared and will be sanitized.
- Eating surfaces will be sanitized before and after each use.

SNACKS

- Water is always available; to ensure your child stays well hydrated please provide a water bottle they can fill (labeled with their name).
- If parents/guardians wish to provide snacks for their child or bring in treats, they must comply with state guidelines. In addition, all treats given to the group must be store bought and packaged (**no homemade snacks are allowed**).
- Snack will be offered to all children in programs for two and a half or more hours. No child will go without nourishment for longer than 3 hours.
- Foods will be stored at temperatures which protect against spoilage. Food will be stored in a clean area on shelves that are at least 8 inches above the ground. All opened foods will be kept in air-tight containers or zip-closure bags and will be labeled and dated.

SAFETY

CHILD TRACKING

Y Staff are responsible for monitoring and engaging students enrolled in the before and after school program. Y Staff will know the whereabouts of children they are responsible for at all times. Each site will have a child tracking procedure in place that will let staff know which children are in the program that day. Y Staff will possess all pertinent information to the child's safety including name and phone number.

If the event that an additional adult is needed, each site will reach out to a School District or YMCA staff member to act as support staff. This staff should be able to respond within 5 minutes of being called.

UNIVERSAL PRECAUTIONS

- Y staff will use posted emergency procedure plans. These plans address overall precautions when exposed to blood and blood-containing body fluids, as well as procedures for wearing gloves, hand washing and dealing with body secretion.
- Everyone exposed to blood or body fluids containing blood will wash their hands immediately with soap and warm running water.
- Disposable gloves will be worn if there is contact with blood or body fluids or tissue containing blood. Gloves will be disposed of after one use into plastic bags and hands will be washed with soap and warm running water after removal of gloves.
- For vomit, urine, feces, blood or other body fluid spills, staff will clean and disinfect the area affected.

NUTRITION & FOOD ALLERGIES

The YMCA will adhere to all nutrition requirements for snacks/supplements outlined in the Department of Child and Families and [USDA](#) food guidelines.

All staff having direct contact with children will be informed of food and other allergies of the children. Allergies must be communicated on the child's enrollment form and updated at least annually. We are not able to accommodate special diets. Snacks are labeled with ingredients to ensure safety for our participants with food allergies.

Snacks may include whole grain crackers, fresh fruit and vegetables, string cheese, whole grain cereal or popcorn and a beverage of 1% milk or water. The schedule will be posted.

Children are encouraged to assist in snack preparations, clean up and to engage in organic socialization. Staff will sit with the children during snack to model behavior. Food will not be used as a reward or punishment.

We will follow a similar routine each snack time to create a familiar environment for all students. This may look like: handwashing, preparing food, passing food – family style, clean up and handwashing.



SAFETY CONTINUED

SANITATION

All cleaning chemicals and supplies will be kept out of the reach of children in a locked area. Bathroom areas and common school areas will be kept in good, clean condition in conjunction with the School District or YMCA location. Y furnishings, toys, etc. will be washed and cleaned at regularly or whenever they become soiled.

EMERGENCY MEDICAL TREATMENT

The YMCA has complete first aid kits in each program area. All staff at licensed locations are trained in CPR, AED and First Aid procedures. A daily record of all injuries will be kept in the Medical/Injury Log Book, which is located at each Before & After School Care site. Incident reports will be filled out, and reviewed by the program director. The child's file will be reviewed by the program director every 6 months, at minimum. Any injury to a child or evidence of unusual bruises, contusions, lacerations or burns, in or out of our care, shall be recorded in the Medical/Injury Log Book and reported immediately to the program director; this includes serious injuries as well as any injury that leaves a mark on the skin. The following procedures will be utilized for onsite and any offsite injuries.

Minor Injury

If your child suffers a minor injury, such as a scratch, bump or bite, our first step is to administer first aid if necessary. Superficial wounds shall be cleaned with soap and water only and protected with adhesive bandages and ice packs for comfort. Parents/Guardians will be informed of injury when they arrive.

Serious Injury

Serious injury is defined as one that requires professional medical treatment such as, but not limited to, burns, concussions, wounds, poison and broken bones. In case of serious injury, the staff person in charge shall make an immediate assessment of the condition of the child and the decision for treatment. If paramedics are to be called, a parent/guardian will be notified and a staff member will ride in the ambulance to the hospital when possible and stay with the injured child until the parent/guardian arrives.

If a child needs immediate professional medical assistance, we will transport the child to the nearest hospital. Any injuries resulting in additional medical or dental care will be reported to our state licenser.

Accident/Incident Form

Any time your child is involved in an incident or accident while at the YMCA, our staff will inform you at the close of the day. If we do not see you, a call or email may be sent.

MEDICATION ADMINISTRATION

Y staff will give prescription or non-prescription medications to a child only when there is signed written authorization that includes:

- Child's name and birth date

- Name of medication
- Administration instructions
- Medication intervals
- Dates for beginning and end of authorization

All medication must be in the original container. Staff may only administer medication as directed by the parent/guardian, not to exceed labeled information. Authorization to Administer Medication forms can be picked up at your site or on our website at www.qwcymca.org.

Upon administering medication, staff will record in the medication log the child's name, type of medication given, dosage, time, date and initial.

Missed medicine dosages or other problems related to medication will be communicated to the parents/guardians immediately. Medication is kept in a labeled lock box onsite. **No medication will be kept in the lock box without current medication authorization.** All medication information will be kept confidential.

Y staff DO NOT have access to medications kept in the school office. If YMCA Staff are administering medications parents/guardians must provide medication directly to the YMCA program.

COMMUNICABLE DISEASES

In the event a communicable disease breaks out, we will post notifications providing the necessary information for the situation. The Health Department and the Department of Child and Families will be notified on all communicable diseases.

PETS ON SITE

The Y will not keep any pets on site. If pets are present, they will be treated and kept in a manner that protects the well-being of the child and animal. Any animal that poses a risk to children shall be restricted from areas occupied by children. Parents/Guardians will be notified in writing if pets are in the classroom that their children are in. Parents/Guardians will be surveyed before a pet is included for children's allergies.

LICENSING REPORTS

The Y will comply with and submit all required reports identified by the Department of Child and Families rules and regulations. Reports will be filed in writing within 5 business days.

CHILD GUIDANCE

The goal of the YMCA is to guide children in becoming cooperative, happy and responsible participants through positive, non-threatening teaching techniques.

CHILD GUIDANCE

Modeling by Y Staff

Demonstrate calm demeanor, politeness and gentleness through actions and tone of voice.

Classroom Environment

Provide optimal space for children to become involved in both group and solitary play. Rooms will be arranged into specific areas, each with set limits and will be visually accessible to Y staff.

Planned Activities

Provide optimal amount of activities to keep each child involved at their developmental level. Schedules will be followed to provide consistency and to help children thrive and trust their leaders.

Ongoing Scheduled Evaluations

Examine daily routine and evaluate transitional activities to better accommodate all children.

Redirection Rather Than Time Outs

Be informed of family situations and conscious of classroom climate. Give choices and encourage communication and negotiation skills between children. Time outs will not be used.

Setting Clear Limits

Discussion with children on what is expected and what is considered appropriate behavior. Safety and respect for others are the main concern.

Development of Children's Self-Image

In order to make guidance a learning experience and enhance the child's self-esteem, the Y Staff will:

- Utilize positive guidance to appropriately manage children who are crying, fussing or distraught.
- Allow children to express their feelings by providing acceptable avenues: physical activities, discussion, group activities and communication.
- Allow children to express their feelings by learning words to identify feelings, increasing their vocabulary and showing that all people have emotions and must use self-control.

BEHAVIOR MODIFICATION/CHARACTER CONTRACTS

This program may be used to control behaviors that jeopardize the safety of children and staff, affect the integrity of the program, and/or impede the Y's legal obligations through and under the Department of Children and families.

First Violation: A Y staff member will address and document the issue directly with the child. The child may be removed from part of a whole activity in order to discuss the incident. Parents/Guardians will be contacted during the day or at pick up depending on the incident.

Second Violation: A Y staff member 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 their child within the hour. The child will not be allowed to attend Y programming the next day that they are registered.

Third Violation: A staff member will address and document the issue directly with the child. Parents/Guardians will be contacted immediately to pick up their child from programming. A conference will be scheduled with the program director and the parent(s)/guardian(s) to discuss a plan of action regarding the poor behavior. The child will be suspended from programming for 5 days of the program.

Fourth Violation: Child will be dismissed from the program indefinitely.

During this entire process our staff will work with families through:

- Observation and documentation of behavioral problems.
- Parent/Guardian/YMCA staff/School District conferences to identify possible solutions.
- Referrals to outside resources such as doctors or counselors.
- Withdrawal from the program (see program withdrawal policy).

The Y may start a child at any level of the Character Contract, depending on the severity of the behavior.

AMERICANS WITH DISABILITIES ACT

The Y complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will, afford any reasonable accommodations to children with known disabilities, unless such accommodations would cause an undue hardship to the Y. Staff will meet individually with parents/guardians to develop a program that works for the child and the program. If we cannot meet a child's special need the program director may offer additional resources as able.

CHILD GUIDANCE CONTINUED

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/Guardians will be informed about their child's program participation.
- As Mandated Reporters, 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 program director will be notified immediately and a report will be made.
- The Y will offer and post information on Child Abuse, including resources.
- Y staff will not release a child to anyone other than those listed on the registration form or the alternative arrival/release form.
- Children will never be alone without staff supervision, observation and interaction.
- Y Staff will not discipline children by use of physical punishment or by failing to provide the necessities of care such as food or shelter.
- Y Staff will register with the state fingerprinting database prior to employment. Receipt of this will be documented and filed.
- Training on Abusive Head Trauma will be provided to all staff that provides care to children under the age of 5.
- Y Staff will receive a biannual training on child abuse and neglect.

Under no circumstances should a staff/volunteer member interrogate the child or cause them to feel responsible for the abuse/neglect. The staff/volunteer person's responsibility is to report and cooperate with the investigation.

Confidentiality is of utmost importance. Details of the situation will only be discussed with necessary personnel.

PARTING THOUGHTS

- Parents/Guardians may request a parent/guardian conference regarding their child at any time.
- Regular communication will be shared with families regarding the program, special events and family nights.
- On site staff is available daily to discuss any parent/guardian concerns. The site-specific delegation of administrative authority can be found on your school's Parent/Guardian Communication Board.
- We celebrate many holidays throughout the school year; we follow an anti-bias curriculum and wish to include many cultural and holiday celebrations. We will notify families of such events and about opportunities to contribute.
- Parents/Guardians wishing to observe their child's program will need approval from the program director. Parents cannot show up unannounced to visit the program for observation.
- All adults wishing to volunteer must have a completed volunteer application on file.
- All required state licensing materials, emergency numbers, and parent/guardian information will be posted at each site. Ask your specific site for its Parent/Guardian Communication Board location.

PERSONAL ITEMS

- Please do not bring any personal items of yours from home. Items to leave at home include: toys (Bey Blades, trading cards, etc.), iPods/MP3 players, radios, electronic games (Nintendo/PSP/Gameboy/etc.), walkie-talkies, cellular phones, iPads/tablets, smart watches, kindles/Nooks/e-Readers, DVD players, matches, lighters, wheelie shoes, aerosol products, and any items that interfere with the safety of childhood programming as designated by the YMCA staff.
- Please label your child's items (jacket, backpack, lunch box, boots, snow pants, etc.). If your child has lost an item, please ask the staff to look for the item. Unclaimed items left for more than 30 days will be given to charitable organizations.

DONATIONS

We are always very appreciative of any donations received. Most useful items are books, blocks, board games, puzzles, etc. We are always appreciative of items such as disinfecting wipes, paper towels and teacher supplies. All donations are tax deductible. Donations of recyclable/reusable items such as toilet paper rolls, paper towel rolls, plastic containers and other unique items for the children to create with are always appreciated.

THANK YOU!

Thank you for choosing the YMCA to be your partner in the care and education of your child. If we can be of any assistance to you and your family, please feel free to contact us any time. Helpful, up to date information can always be found on the Parent/Guardian Communication Board at each site and at gwcymca.org.

We look forward to meeting you!