



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

EXCEL AFTER THE BELL

YMCA OF WESTERN NORTH CAROLINA
Child Care Services
Parent Handbook

Updated 5/14/2020



Enrollment.....2	Health and Safety 12
YMCA Business Center.....2	Field Trip Policies and Procedures..... 12
Registration Process.....3	Aquatics Policies 13
Making Changes to Registration Documents.3	Medication Policy..... 15
Children’s Records.....3	Insulin/Inhalers/EpiPens..... 15
Voucher Participation.....3	Sunscreen and Hand Sanitizer 15
Fees and Payment Policies.....4	Sick or Ill Children..... 16
General.....5	Contagious Illnesses/Conditions 16
Attendance, Drop-Off, and Pick-Up Policies ..5	Cleaning Schedule 16
Late Pick-Up Policy.....6	Emergency Procedures..... 16
School’s Out Program.....7	Emergency Medical Care 17
Ages of Children Served and Ratios.....7	Special Considerations Related to COVID-19 (Coronavirus).....17
Program Goals.....7	Staff Relationships with Children Outside YMCA Programs..... 17
Parent/Guardian Involvement.....8	Tobacco Policy..... 18
Children with Special Needs.....8	Intoxicated Adult Policy 18
Growing Leaders.....9	Custody Issues..... 18
Behavior Management Policy..... 10	Reporting Child Abuse 18
Expectations for Children..... 10	How to Report a Problem 19
Behavior Management Techniques..... 11	USDA Non-Discrimination Statement..... 19
Behavior Management Action Steps..... 11	Waiver and Release..... 20
School Success..... 11	

Enrollment

YMCA Business Center

The Y Business Center performs administrative functions for Youth Services, Membership, Programs, Population Health, and the Piranhas Swim Team.

Hours: Monday–Friday, 8 a.m.–5 p.m.

Phone: 828 251 5910

Fax: 828 210 9014

Email: ybc@ymcawnc.org

Mailing address: YMCA Business Center, 40 N. Merrimon Ave., Ste. 301, Asheville, NC 28804

Registration Process

Afterschool and Day Camp

Early registration is recommended to ensure your child has a spot in our program. For exact dates and deadlines, call the YMCA Business Center at 828 251 5910.

A child cannot attend the program until all documents are accurately completed and submitted to the Y Business Center. Email all paperwork to the Y Business Center at ybc@ymcawnc.org.

What's Needed for Registration

- Completed online registration (found on ymcawnc.org)
- Medical Action Plan (if applicable)
- Current copy of immunization record (required)
- Due to new state guidelines all children attending program must be immunized or request approval for exemption by director.
- Current color photograph of child
- Valid child care subsidy vouchers (if applicable), with all required documentation.
- Y child care financial assistance form (if applicable), along with all required documentation.
- Nonrefundable, nontransferable registration fee.
- Nonrefundable/nontransferable deposit or payment in full for each weekly camp session (if applicable).
- Bank draft information (if applicable). Please note: Bank draft is REQUIRED for full-time child care option.
- Custody Paperwork (if applicable)

Making Changes to Registration Documents

Parent(s)/guardian(s) listed on initial registration are authorized to make changes (deletions, additions, etc.) to the information. Please contact the Y Business Center for assistance with this process. Changes cannot be made on site.

Children's Records

Requests for copies of children's records (attendance/payment history, etc.) may only be honored for parent(s)/guardian(s) listed on the registration. All other circumstances require a court order.

Financial Assistance

Thanks to the support of generous donors to our annual campaign, the Y offers financial

assistance based on need and available funds.

Contact the Buncombe County Child Care Services Subsidy Unit or the McDowell County Child Care Services Subsidy Unit for voucher services. Subsidy is not available at all locations. Call YBC for locations that accept subsidy vouchers.

The Y-Access financial assistance program provides funds based on available resources. Assistance is awarded on a first-come, first-served basis. Applications are available at the Y Business Center at 40 North Merrimon Ave., Suite 301, Asheville, NC or below. Applicants must first apply for the subsidy/voucher program through the Buncombe or McDowell County Child Care Services Subsidy Unit, if applicable. Applicants must also be working a minimum of 30 hours per week or be a full-time student.

Voucher Participation

Families are responsible for paying the parent fee and any amount not covered by the voucher by the weekly payment deadline. Participants must notify the Y of any changes in subsidy voucher status and abide by the rules set forth by the issuing agency. Just because a voucher is terminated by DSS does NOT mean your child is removed from the program. The parent MUST give the Y Business Center two weeks' notice to remove a child.

All parents/guardians or authorized persons picking up a child from program are required to sign the sign out book. Failure to do so may result in your child being removed from the program.

Fees and Payment Policies

- Weekly payments must be made no later than midnight on Wednesday, the week prior to the child attending. If payment is not made until the Monday of attendance, the Y will add a late fee.
- If payment is not made by Tuesday of the week of attendance, the Y has the right to remove the child from the program for nonpayment.
- Absolutely NO payments will be accepted at sites!
- Please be aware that the account used when registering the child will be the account name/individual receiving the financial information for tax purposes.
- If drafting, please make sure that funds are posted to your account the business day before your draft. If the funds are not available, additional service charges may be incurred.
- Payments, including deposits and registration fees, are nonrefundable and nontransferable.
- Two weeks' notice is required for cancellation. All cancellations must be made in writing and emailed to ymcawnc.org or delivered in person to the Y Business Center.
- Payment in full is due regardless of absenteeism, holidays, or weather-related closings.

Payment options:

- Check, credit card, and cash at the Y Business Center
- Check or credit card via phone to the Y Business Center at 828 251 5910
- By credit card at ymcawnc.org
- **PAYMENTS CANNOT BE ACCEPTED AT PROGRAM LOCATIONS.**

The Y Business Center accepts cash at 40 N. Merrimon Ave., Suite 301, Asheville, NC, or can accept your checking or credit/debit card over the phone. If you prefer, we can store your checking or credit/debit information securely in our system, and can then process your payment once you call or email us (weekly) to give us permission to run payment. Once the information is stored, we can only view the last four digits of your information, which is how you would identify how you wish to pay. All payments **must** be made through the Y Business Center or online.

To make a payment online, please visit ymcawnc.org. Go to the bottom of the homepage and select "Make a Payment," then select the "click to make a payment" option. Once here you can access your existing account by selecting the "Login" button in the upper right corner. Select "My Account" to update billing information, access your year-end child care statement, and view payment history.

Delinquent Accounts/Insufficient Funds: If checks or bank drafts are not honored, the account must still be paid, and our processing center will apply a \$25 service charge. All accounts with a balance due will also be charged a late payment fee. Children are not able to attend the program until the account is paid in full.

Refunds and Cancellations: All deposits and payments are nontransferable and nonrefundable.

General

Attendance, Drop-Off, and Pick-Up Policies

An adult must sign children in and out each day. Failure to sign your child(ren) in and/or out may result in their removal from the program. Before the child(ren) can leave the YMCA area, the adult must sign them out and provide picture identification.

Only those people listed on the registration form will be allowed to pick up the child(ren). Additions to the list can be made at any time by the parent(s)/guardian(s) listed on the registration. You must contact the Y Business Center at 828 251 5910 to make changes. ID is required at pick-up time. This policy is for the safety of your child(ren). **Come prepared EVERY AFTERNOON with ID.**

Minimum age to pick up is 16 with parental permission.

Program Withdrawal

Two weeks' notice is required before withdrawing your child from the program. You must notify the Y Business Center at ybc@ymcawnc.org.

School Suspension

If your child is suspended from school, he or she is not permitted to attend the afterschool program for the duration of the suspension. This is in cooperation with the schools served.

Removal of Child from the Program

There are times when it is necessary for the YMCA to remove a child from the program. Reasons include:

- Nonpayment of fees
- Child is unable or unwilling to conform to program rules and program guidelines and/or reasonable alternatives for behavior management have been exhausted
- Blatant disregard for rules or extreme disruptive behavior by child or parent/guardian
- Custody situations that involve parents who are unable to resolve differences as they relate to the YMCA program.

Late Pick-Up Policy

Chronic lateness could result in removal from the program. For consistency, the program will use the clock at site for time reference. It is critical to always contact the site staff if you are going to be late.

If a child has not been picked up one hour past closure and no authorized person has been reached, Y staff will notify local police. This may result in the child's removal from the program.

Late Pick-Up Fees: A late pick up fee will be assessed between 6:05-6:15 p.m. Additional fees will be assessed from 6:16-7 p.m. Chronic lateness could result in your child's removal from the program. For consistency, the program will use the clock at site for time reference. It is critical to always contact the site director if you are going to be late.

Holidays/Program Closed:

- Labor Day
- Thanksgiving
- Christmas
- New Year's Day
- Memorial Day

We reserve the right to notify parents if program will be closed on additional days pending school availability and emergencies (e.g., power outages). By registering your child as a YMCA of WNC child care participant, you agree to be automatically enrolled in our text alert program, which we use in case of inclement weather, emergencies, site closings or delays, and other similar situations. You

may opt out of receiving these texts upon receipt of the first alert. However, we would encourage you to stay enrolled because this is the way we communicate in the situations noted. Your service provider's message and data rates may apply.

The YMCA does not prorate for holidays or program closure days.

Professional Development Days

We reserve the right to close programs for up to two days each calendar year for professional development activities.

Early Release Days

We will offer the afterschool program at each site on early release days. The program does not operate early if only kindergarten is released.

Inclement Weather/Snow Days

If school is closed due to inclement weather, the Y will notify families about whether the afterschool program will operate through WLOS and text alerts. If the afterschool program operates during an early release snow day, it will operate at each afterschool location. If the program operates during snow days, then it will operate at the School's Out locations ONLY. Morning care is not available when school opening is delayed due to inclement weather.

School's Out Program

School's Out and Snow Day programs are held at select afterschool program locations. There is no additional registration or fee required for children enrolled in the afterschool program to participate.

Spring break and winter break are a separate registration for part-time afterschool participants with daily cost. Parents are responsible for sending their child with lunch. Locations for the School's Out Program are subject to change.

On School's Out days, your child must arrive by 9 a.m. A schedule of events will be posted at each site two weeks before the School's Out date. For non-program participants, it is a daily rate plus the registration fee (if applicable) to attend the School's Out program. Contact the Y Business Center for more information at ymcawnc.org or 828 251 5910.

Ages of Children Served and Ratios

Our programs are designed to meet the developmental needs of children in rising kindergarten through age 12.

Please contact us if you have a rising sixth grader who has been in our program and is in need of care. Transportation arrangements must be made by the parent before the child's start date. Please note: If you are making transportation arrangements, all children must be dropped off in a location visible to Y staff.

We strive to maintain a 1:15 staff to child ratio per the Y-USA School Age Program Guidelines and the North Carolina Enhanced Licensing Standards.

Program Goals

The YMCA afterschool program is designed to help children:

- Grow personally
- Develop and strengthen values
- Appreciate diversity
- Become better leaders and supporters
- Build skills
- Lead healthy lives
- Improve relationships
- Have FUN!

Character Development

The YMCA of the USA's Character Development Initiative incorporates the Y's four core values of caring, honesty, respect, and responsibility into our programs.

Family Table

There is a Family Table at each site that contains resources for families, the weekly lesson plan and schedule, information on the School's Out Program, snack calendar, a suggestion box, and a monthly site newsletter.

During summer camp, parents/guardians are able to see updates from the Y Business Center, the weekly camp daily events and activity schedule, as well as information about field trips. Weekly newsletters will be sent via email during camp.

Please check the Family Table for updates and news.

Parent/Guardian Involvement

We recognize that the support and involvement of parents and guardians is critical to the success of our afterschool programs.

Our staff works closely with you to make sure they understand your child's needs and what we can do together to provide an enriching environment for them. We encourage and welcome all interested parents and guardians to be an active participant in our program and visit anytime.

Parents and guardians can be involved by:

- Volunteering in the program
- Sharing a talent with the children
- Becoming a resource for supplies (e.g., egg cartons, shoeboxes, cotton balls, markers, baby food jars, books, crayons, etc.)
- Maintaining a positive relationship and open communication lines with all child care staff
- Reading the monthly site newsletter and notes on the Family Table to stay updated on child's activities
- Volunteering to be a member of the Program Advisory Committee
- Participating in the YMCA Annual Campaign
- Attending Family Night events

Program Advisory Committee

A Program Advisory Committee consisting of parents/guardians and YMCA staff helps plan Family Night events, provides suggestions and feedback to enhance the quality of the program, and provides assistance with planning fundraising events/activities for the YMCA Annual Campaign. Please contact your site director if you are interested.

Family Night Activities

Every afterschool program site will have a minimum of two Family Night events each year. Every day camp program will have at least one Family Night event each summer. Y staff will inform families of upcoming events. We will also hold Family Nights at our YMCA centers.

Children with Special Needs

The YMCA of Western North Carolina operates within the provisions of all applicable laws, including those that provide protection to individuals with disabilities as well as to providers who care for such individuals. Y programs welcome all children to the extent they are reasonably able to do so. A child who requires measures that constitute a fundamental alteration to the program or other undue hardship, or a child who poses a direct threat to the health and safety of others, will not be able to participate in the program.

Before a child's admittance to the program, it is imperative that a YMCA youth development director make an individualized assessment as to whether the program meets the particular needs of the child within the noted guidelines. Upon receiving the child's registration form, our staff will be in contact with the parents/guardians for a preliminary intake interview to gather all necessary and pertinent information to serve the participant to the best of our abilities within the parameters of the program design.

If Y staff and/or the parents or guardians feel it necessary, a meeting will be scheduled for the Y staff and the parents/guardians to discuss the situation.

Upon your child's enrollment in the program, the youth development director will review the Individualized Care Plan (ICP) within two business days and schedule a parent consultation, if needed, so the staff understands the best ways to provide care for your child. The ICP will also note any special accommodations that are necessary to ensure the child's success in the program.

This information will be shared with site staff, and follow-up calls and/or meetings with program coordinators will be arranged on an as-needed basis.

Growing Leaders

Behavior Management Policy

Y staff will use positive behavior management techniques that are developmentally appropriate and that adhere to the Y's four core values of caring, honesty, respect, and responsibility.

It is important that staff maintain good order, high expectations, and appropriate discipline in all programming. Top objectives in all YMCA programs are safety and a positive atmosphere for learning and developing social skills. The YMCA makes every effort to help campers understand clear definitions of acceptable and unacceptable behavior. All children must be able to follow behavior expectations and participate in all program activities.

Parents/guardians are required to inform the YMCA program staff in writing of any special circumstances that may affect the youth's ability to participate fully and to stay within the guidelines of acceptable behavior, including any behavioral problems and psychological, medical, or physical conditions. YMCA staff are not responsible for providing a one-on-one counselor.

Expectations for Children

Children are expected to:

- Participate in age-appropriate group activities
- Cooperate with staff and follow directions
- Respect other students and staff, equipment, facilities, and themselves
- Maintain a positive attitude
- Stay in program areas and with designated group
- Use appropriate language

Behavior Management Techniques

Y staff will:

- Involve the children in the development of the "house rules"
- Maintain consistent behavior expectations and reinforce the Y's four core values
- Guide children by setting clear, consistent, and fair limits for program behavior
- Use natural and logical consequences
- Redirect children to more acceptable behavior or an activity
- Use positive reinforcement, including a positive behavior recognition program
- Make eye contact and listen when children talk about their feelings and frustrations
- Guide children to resolve their own conflicts through the use of conflict resolution skills
- Use effective praise that is immediate, sincere, and specific

- Modify and structure the environment to attempt to prevent problems before they occur

Behavior Management Action Steps

Y staff will work with children and families in the following ways:

1. If the youth is unable to comply with the behavior expectations, staff will give one warning and attempt to redirect behavior by giving the child positive choices. Staff will never use any form of corporal punishment.
2. If after the first warning the youth is still unable to comply with the behavior expectations, staff will use logical consequences and positive discipline to develop a behavioral plan with the child.
3. If, after these interventions, the child is unable to comply with the YMCA behavior expectations, staff will call parents/guardians. They will be required to pick up the camper early from program and sign a write-up form.
4. If the youth's behavior continues to be disruptive and/or unsafe, the youth will be subject to suspension or dismissal.

All suspensions require a meeting with the program director. At this meeting a behavior contract will be established and signed by the child, parent, and staff before the child may return to the program.

Three behavior write-ups in any single semester or summer may result in suspension.

Certain behaviors will result in an immediate parent call, suspension, or removal from the program:

- Any actions that threaten the physical/emotional safety of the child, other youth, or staff
- Possession of a weapon of any kind
- Vandalism, destruction, or theft of YMCA or schools' property
- Sexual misconduct
- Running away from designated group area
- Parent refusal to sign a discipline write-up form.

The parent/guardian is responsible for contacting the youth development director to set up an appointment to discuss the child's behavior before the child can return to the program.

Suspension

Serious behavior problems will result in immediate suspension from the program. If the child is reinstated and then receives a fourth behavior write-up, the child will be suspended immediately. If

necessary, the parent will be notified to pick up the child immediately. Upon the fourth report, the child will be removed from the program without the right of reinstatement during the program year.

Removal

Y summer day camp programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity that may include, but is not limited to:

- behavior that requires constant attention from the staff
- behavior that inflicts physical or emotional harm on other children or self
- behavior that is abusive toward the staff and/or shows that a camper is ignoring or disobeying the rules

If a child cannot adjust to the program and behave appropriately, the child may not be able to remain enrolled.

Reasonable efforts will be made to assist children in adjusting to the program setting.

School Success

The YMCA works with the schools served to help develop and deliver activities that engage and have a positive impact on children. By enrolling your child in a YMCA of WNC Child Care Program, you give permission for Youth Services program staff to contact the school your child attends to request progress reports, midterm grades, end-of-year grades, and test scores for the current school year and the following school year. You also give permission for information regarding absences, special needs, and behavior-related issues. You also give permission for Youth Services program staff to obtain the above information six months after your child's completion of the school year.

Health and Safety

Field Trip Policies and Procedures

By enrolling your child in a YMCA of WNC child care program, you give permission for your child to participate in activities outside the fenced playground at school locations, and to leave the YMCA site on authorized trips under the supervision of Y staff. Further, you grant permission for your child to be transported in YMCA vehicles. Field trips occur weekly during summer camp, and some field trips have an additional cost to attend.

Vehicle Requirements

All vehicles used to transport children will be insured and in good repair. All staff certified to drive YMCA vehicles will undergo annual training in defensive driving and preventive maintenance. YMCA staff will perform pre-trip maintenance checks before operating any YMCA vehicle. Non-driving staff on the bus will carry a functioning cellphone for use in emergency. At no time may the driving

staff use a cellphone while driving an association vehicle. A first aid kit must be located and secured on every association vehicle used to transport children. If the first aid kit contains hazardous items, it must be locked.

Staffing and Supervision Requirements

Drivers must be at least 21 years of age and have the appropriate state-required license to operate the class of vehicle. Drivers must undergo a background check and have no convictions for impaired driving offenses. Classroom staff-child ratios will be maintained on the bus. There must always be a staff member in addition to the driver on the vehicle to maintain adequate supervision. Staff members will be spaced throughout the bus to maintain supervision. Children may never be on the bus without direct adult supervision.

Association policies for signing in and signing out children will be maintained at all times. Attendance will be checked and documented on the group roster when leaving the facility, every 30 minutes while off site, before loading the bus to return, and upon return to the site. A bus seating chart with the names of all persons (children and staff) on the bus and where they are sitting will be left on site before departure on any offsite activity. This documentation will be stored on site for the duration of the license.

While off site, staff will maintain all general supervision policies. Staff will also ensure that non-program participants are cleared from any public restrooms before program participants are allowed to enter. All other restroom supervision policies apply.

Health and Safety Requirements

Children will be loaded and unloaded from the bus in a safe manner at curbside, out of the flow of traffic. A staff member certified in CPR and first aid will be present for all offsite activities. Each staff member will carry emergency and contact information forms for each child in the program on all offsite activities. An adequate amount of drinking water to serve every child will be available on the bus.

Field Trip Paperwork and Posting Requirements

A schedule of all offsite activities will be posted and a copy of the schedule will be given to parents/guardians. Any alterations of plans due to weather or unforeseen circumstances will be communicated to parents/guardians through text alerts and will be documented on site in the activity plan in the field trip binder. A transportation plan, including departure schedule and driving directions, will be available at site and submitted to the child care office before children are transported. This documentation will be stored on site in the field trip binder for the duration of the license. Parents will sign all appropriate permission forms for offsite activities before their child is transported on a YMCA vehicle.

Aquatics Policies

Supervision

Aquatics policies are to be adhered to when at pools, oceans, lakes, rivers, creeks, water parks, and other bodies of water. When 4 year olds are enrolled, a 1:10 staff-to-child ratio will be maintained, with staff always both in and out of the water to maintain adequate supervision at all times. If all children participating in aquatics activity are age 5 or older, a 1:13 staff-to-child ratio will be maintained, with staff always both in and out of the water to maintain adequate supervision at all times.

If a child needs to go to the restroom, an extra staff member on the pool deck will escort no fewer than two children at a time to the restroom. Staff will clear all restrooms and locker rooms before allowing program participants to enter. The staff member will add children to the roster and check children out of their group roster.

Swim Rules

- Swimsuits must be worn in the pool. T-shirts and khaki/jean shorts are prohibited.
- Swimmers must shower before coming onto the pool deck to swim. Rinse off completely, don't just get wet.
- Pool rules will be discussed on every visit to the pool.
- The Youth Swim Test will be given after pool rules every day to those that have not taken and passed the test yet. The test may only be tried once a day. The swim test is: Swim the length of the pool, get out, jump back in, and tread water for one minute.
- The stairs are for getting in and out of the pool, not for playing.
- Do not hang on lane lines because they can pinch the person hanging on them or break.
- No high-pitched screaming.
- No flipping or diving. Jumping is permitted only to those that pass the Youth Swim Test, and only in the 9' area.
- Arm swimmies and other inflatables are not allowed in the pool.
- Counselors must remain in the water and on the pool deck to assist campers and lifeguards.
- Lifeguards are at the pool to ensure the safety of all swimmers. Do not try to engage them in play or get their attention for anything other than swim dangers and emergencies.

- If a camper needs to use the restroom, please find a counselor.

Discipline Policies for Aquatic Activities

Should a child display challenging behavior while in the pool, Y staff will ask that child to get out of the pool to take no more than five minutes of personal time. Staff who are not directly supervising children in the pool will sit with the child away from the water and work with the child to improve his/her behavior. No child will be left sitting on the side of the body of water without direct staff supervision within arm's-length of the child.

Changing into Swimsuits

Summer: Children will change on site following all bathroom supervision requirements. Bathroom supervision requires that children are allowed in the bathroom by the number of stalls available. A staff member must be positioned outside the bathroom, able to hear all children in the bathroom. A bathroom monitor is stationed in the doorway, able to see all activity in the bathroom and to be seen by the staff member.

Winter: Children will change in and out of their bathing suits in the restrooms or family locker rooms located at the pool facility. Staff will clear all locker rooms and restrooms before allowing program participants to enter. Depending on the number of stalls, staff will send in either one child at a time or up to three children at a time when there are stalls to accommodate them.

Before entering the pool deck swimmers will shower in the family or youth locker rooms. Children will shower dressed in their swimsuits and staff will directly supervise children while they are showering.

Participation

By registering your child in this program, you agree that you have reviewed and understand the above aquatics policies and that your child may participate in developmentally appropriate aquatics activities.

Medication Policy

The Y does not administer over-the-counter medications to children. Y staff will administer prescription medications in their original container with the child's name, accompanied by a Medication Release Authorization form that has been completed and signed by a parent/guardian and includes the following information:

- Child's name
- Type of medication
- Physician's name
- Instructions on amount of dosage (must match instructions on container)
- Time to be given (cannot write "as needed")
- Number of days to be administered (up to six months for ongoing medications)
- Possible side effects

Please note that Y staff are NOT allowed to give the first dosage of any medication. If a child refuses medication, the incident will be documented and discussed with the child's parent/guardian.

All medication on site is to be checked in with the site director on duty so it can be properly locked for the safety of the children.

Insulin/Inhalers/EpiPens

Children are not allowed to keep insulin, inhalers, or EpiPens in their backpacks or with them while attending the program.

Should your child require insulin, an inhaler, or an EpiPen, Y staff will keep that medication on their person at all times. The same medication authorization release is required.

Such medications are to be given directly to the site director. **We recognize the need for immediate access** and therefore do not keep these medications locked as we do with all other forms of medication.

If a child needs his/her EpiPen, the child will insert the EpiPen and Y staff will contact 911 and the child's parent/guardian immediately.

Sunscreen and Hand Sanitizer

If you choose to send sunscreen, it must be noted on your child's registration form and be labeled appropriately in a zip-top bag with child's name and date, and the appropriate over-the-counter medication authorization. All sunscreen is kept out of reach of children.

The Y provides NO-AD sunscreen to children who do not bring their own. Sunscreen is applied multiple times throughout the day.

Germ-X hand sanitizer will be provided for hand cleaning when soap and water are not available.

Sick or Ill Children

To ensure the well-being of all children, please be considerate. If your child is too sick to go outside, he/she is too sick to be at camp.

Any child showing or developing symptoms such as fever, rash, diarrhea, or vomiting will be sent home. Y staff will contact parents/guardians for immediate pick up.

Contagious Illnesses/Conditions

If a child has a confirmed case of a contagious illness/condition, he/she must be kept at home and the condition reported to the site director. If a child exhibits symptoms of any contagious illness/condition, Y staff will contact the parent/guardian and require them to pick up their child immediately. At the discretion of the site director, parents/guardians may be asked to submit a doctor's statement before the child returns to the site.

Examples of contagious illnesses and conditions include:

- Strep throat
- Hand, foot, and mouth disease
- Impetigo
- Chicken pox
- Lice

Cleaning Schedule

Licensing regulations require that we inform you of our cleaning schedule.

Sample Cleaning Schedule

Daily: Sweep, disinfect/clean tables and chairs, inspect playground for harmful objects, and ensure that all areas used are left in proper/clean condition.

Weekly: Disinfect toys, inspect toys/games for broken parts/pieces, and maintain overall good cleanliness and organization.

Monthly: Clean/organize storage cabinets, wipe down cabinets, and dust surfaces.

Emergency Procedures

Y staff are trained and prepared to activate emergency procedures in the event of severe weather, fire, and/or other emergency conditions that require building evacuation or other immediate safety measures. In these situations, Y staff will contact parents/guardians about early release.

Emergency Medical Care

The health and safety of the children in our care is our top priority. Even so, young children are often testing their physical limits, making injuries inevitable. **Y staff will verbally inform parents/guardians of any injuries.** Y staff will call parents/guardians if a child sustains a head injury.

In the event of a medical emergency or accident requiring a doctor's treatment, **we will contact parents/guardians immediately, and emergency personnel if necessary.**

The YMCA of Western North Carolina may authorize the physician of its choice to provide emergency care in the event that a parent/guardian cannot be contacted immediately. Parents/guardians authorize their child to be transported in the case of an emergency when medical attention by a physician is necessary. Y staff will not transport children in their personal vehicles at any time and will always contact a hospital or fire/emergency department.

We, as the operator, YMCA of Western North Carolina, do agree to secure transportation to an appropriate medical resource in the event of an emergency. In an emergency situation, other children in the facility will be supervised by a responsible adult. Provisions will be made for adequate and appropriate rest and outdoor play.

Signature of Operator/YMCA Representative:



Paul Vest
President and CEO

Special Provisions Related to COVID-19 (coronavirus)

To protect the health and safety of our children, staff, and families, Youth Services programs will be implementing additional safety measures in accordance with local, state, and federal orders and guidance. The YMCA recognizes the importance of working together as a community to prevent the spread of COVID-19 and Youth Services programs will be modified to occur primarily outdoors, weather permitting. As we adjust our programs to ensure the safety of all participants, parents/guardians will need to take additional action to support these efforts. These actions include:

- Being on the alert for any symptoms of COVID-19 (fever, cough, shortness of breath or difficulty breathing, chills, new loss of taste or smell, and vomiting/diarrhea) and keeping the child(ren) home if showing any signs of illness.
- Remaining in your vehicle during drop-off and pick-up daily.
- Providing the following items for your child(ren) daily:
 - Backpack
 - Water bottle
 - Clean bathing suit and towel
 - Sealed baggie with scissors, glue, and markers
 - Book
- Laundering your child(ren)'s linen items daily.
- Picking up your child(ren) immediately if they become ill during the program.

All persons wishing to enter a YMCA Youth Services program facility must pass the required health screening prior to entry.

Staff Relationships with Children Outside YMCA Programs

Staff may not be alone with children they meet at the YMCA or in YMCA programs. This includes all forms of communication (phone calls, emails, instant messages, text messages, etc.).

Babysitting, hosting or attending sleepovers, and inviting staff members to a child's home are prohibited unless one of the following conditions exists:

- Staff and child's family have a relationship that predates the staff member's employment or volunteering with the Y.
- Staff and the child's family have a relationship that predates the child's enrollment in the Y program.
- Staff and the child or child's family are related.

If you have an existing relationship with a Y staffer, you must contact Melissa Wiedeman at mwiedman@ymcawnc.org or 828 210 2278 to complete appropriate disclosures and documentation.

The Y recognizes there are occasions when children ask a staff member to attend their sporting event, dance recital, etc. This is permitted only if it is a public event and the child and staff member are never alone together.

YMCA staff are NEVER allowed to transport children in their personal vehicles.

Tobacco Policy

The use of any product containing, made of, or derived from tobacco, including, but not limited to, ecigarettes, cigars, little cigars, smokeless tobacco, and hookahs, is not permitted on the premises of the child care center, on vehicles used to transport children, or during any off-premises activities.

Intoxicated Adult Policy

Y staff will encourage any adult who appears intoxicated to call an emergency contact or another adult authorized to pick up the child or request a taxi to transport the adult and child home safely. Parents who arrive at the Y who appear to be intoxicated will be encouraged to stay with us and relax. If an adult chooses to leave, Y staff will call the police.

Custody Issues

In the event of a difficult/dangerous custody situation where a court order is in place, please contact the Y Business Center to set up guidelines regarding the release of your child. You must have a copy of any court documents regarding the restriction of release of children in our care.

Parents/guardians are responsible for resolving any issues that may arise from their child's participation in our programs. The Y will not get involved in disputes. A child may be removed from the program until the parents/guardians are able to resolve the differences.

Reporting Child Abuse

North Carolina law requires any person who suspects child abuse or neglect to report the case to the county Department of Social Services. Y staff will report all suspicions of child abuse or neglect.

How to Report a Problem

Open communication is vital. We are here to address and work through problems and concerns. We encourage you to report all problems and concerns to your child's site director. You can also direct problems and concerns to:

Melissa Wiedeman, Vice President of Operations, K-12 Child Care
YMCA of Western North Carolina
828 210 2278 or mwiedeman@ymcawnc.org

North Carolina law requires staff from the Division of Child Development to investigate a licensed child care center when a complaint has been made to the division. If you believe a child care provider fails to meet the requirements outlined in the summary of North Carolina Child Care Law and Rules, or if you have questions, please call the Division of Child Development at 919 662 4499 or 800 859 0829.

USDA Non-Discrimination Statement

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found at ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 866 632 9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter by mail to the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave., S.W., Washington, D.C. 20250-9410, by fax 202 690 7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at 800 877 8339; or 800 845 6136 (Spanish). USDA is an equal opportunity provider and employer.

Waiver and Release

By registering your child(ren) in a YMCA child care program you are agreeing with the following statements:

- I hereby, for myself, my family, heirs, executors, and administrators, waive and release any and all claims and damages I may have against the YMCA of Western North Carolina and their respective agents, representatives, successors, and assigns, for any and all injuries which may be suffered by me or my family in connection with participation in Y activities and programs.
- I agree to adhere to all policies as outlined in this Parent Handbook.
- The Y may also collect photographs, audio recordings, and video recordings of guests, visitors, volunteers, and program participants at events, classes, camps, and other activities or programs offered by the Y. By entering Y facilities, or by registering for a Y program or event, I am granting the Y and its authorized representatives permission to use any and all collected photographs and recordings as part of any future printed or digital materials and communications to promote the Y, and further that such use shall be without payment of fees, royalties, special credit, or other compensation.
- I agree to comply with Y policies and procedures and understand that my participation can be terminated without refund for exhibiting inappropriate behavior or abuse toward the Y staff and/or facilities.

The following document applies exclusively to the YMCA of Western North Carolina's licensed childcare facilities:

Summary of the North Carolina Child Care Law for Child Care Centers

What is Child Care?

- three or more unrelated children under 13 years of age
- receiving care from a non-relative
- on a regular basis, of at least once a week
- for more than four hours per day but less than 24 hours

It is only when all of these conditions exist that regulation is required. The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education. The purpose of regulation is to protect the well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 1, Chapter 110. The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

Star Rated Licenses

Centers that meet the minimum licensing requirements will receive a one star license. Programs that choose to voluntarily meet higher standards can apply for a two through five star rated license. The number of stars a program earns is based upon the education levels their staff meet and the program standards met by the program.

Child Care Centers

Licensing as a center is required when six or more children are cared for in a residence or when three or more children are in care in a building other than a residence. Religious-sponsored programs are exempt from some of the regulations described below if they choose not to be licensed. Programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants.

Child Abuse, Neglect, or Maltreatment

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. It also occurs when a child does not receive proper care, supervision, discipline, or when a child is abandoned. North Carolina law requires any person who suspects child maltreatment at a child care facility to report the situation to the Intake Unit at Division of Child Development and Early Education at 919-527-6335 or 1-800-859-0829. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any maltreatment complaint or the issuance of any administrative action against the child care facility. North Carolina law requires any person who suspects child abuse or neglect, in a family to report the case to the county department of social services.

Parental Rights

- Parents have the right to enter a center at any time while their child is present.
- Parents have the right to see the license displayed in a prominent place.
- Parents have the right to know how their child will be disciplined.

How to Report a Problem

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a child care center when there has been a complaint. Child care providers who violate the law or rules may be fined up to \$500 or issued an administrative action. Fined and may have their licenses suspended or revoked. If you believe that a child care provider fails to meet the requirements here, or if you have questions, please call the Division of Child Development and Early Education at 919-527-6300 or 1-800-859-0829.

Reviewing Files

A public file is maintained in the Division's main office in Raleigh for every licensed center. These files can be viewed during business hours (9am-5pm) or requested via the Division's web site at www.ncchildcare.nc.gov or, viewed from the Division's Child Care Facility Search Site <http://ncchildcaresearch.dhhs.state.nc.us/search.asp?lang=English>, requested by contacting the Division at 1-800-859-0829.

Licensed centers must, at a minimum, meet requirements in the following areas.

Staff Education and Criminal Records Background Checks

The administrator of a child care center must be at least 21, and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a child care center must be at least 18 and have at least a North Carolina Early Childhood Credential or its equivalent. If administrators and lead teachers do not meet this requirement, they must begin credential coursework within 30 months of being hired. Staff younger than 18 years of age must work under the direct supervision of staff 21 years of age or older. All staff must complete a minimum number of training hours annually including ITSS-SDS training for any caregiver that works with infants 12 months of age or younger. One staff must complete the Emergency Preparedness and Response in Child Care training and plan. On January 1, 2013 House Bill (HB) 737 became effective. This legislation made criminal record checks a pre-service requirement. All staff must also undergo a criminal records background check initially, and every three years thereafter.

Staff/Child Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. Ratios and group sizes for licensure are shown below and must be posted in each classroom. A sample staff/ratio chart can be found on the DCDEE website under "Provide Documents."

Age	Teacher/Child Ratio	Maximum Group Size
0-12 months	1:5	10
1;3-24 months	1:5	12
2 years old	1:10	20
3 years old	1:15	25
4 years old	1:20	25
5 school age	1:25	25

When the group has children of different ages, staff-child ratios and group size must be met for the youngest child in the group.

Space and Equipment

Centers must have at least 25 square feet per child indoors and 75 square feet per child outdoors. Outdoor play areas must be fenced. Indoor equipment must be clean, safe, well-maintained, and age-appropriate. Outdoor equipment and indoor furnishings must be child size, sturdy, and free of hazards that could injure children.

Program Records

Centers must keep accurate records such as children's attendance, immunizations, and emergency phone numbers. A record of monthly fire drills and quarterly shelter-in-place or lockdown drills practiced must also be maintained.

Curriculum

The Division of Child Development and Early Education does not promote or require any specific curriculum over another. The Division website maintains a list of approved curriculums for four-year-old children. Activity plans must be available to parents and must show a balance of active and quiet activities. Rooms must be arranged to encourage children to explore and use materials on their own.

Health and Safety

Children must be immunized on schedule. Each licensed center must ensure the health and safety of children by sanitizing areas and equipment used by children. Meals and snacks must be nutritious, and children must have portions large enough to satisfy their hunger. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed programs to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) and must have space and time provided for rest. Centers must complete the Emergency Preparedness and Response in Child Care training and plan.

Transportation

Child care centers providing transportation for children must meet all motor vehicle laws, including inspection, insurance, license, and restraint requirements. Children may never be left alone in a vehicle and child-staff ratio must be maintained.

Discipline and Behavior Management

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers. Religious-sponsored programs which notify the Division of Child Development and Early Education are exempt from that part of the law.

The law and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Child care resource and referral agencies can provide help in choosing quality care. For more information about quality child care, parents can visit the Resources in Child Care website at www.ncchildcare.nc.gov for more information on the law and rules, contact the Division of Child Development and Early Education at 919-527-6335 or 1-800-859-0829; or visit our homepage at www.ncchildcare.nc.gov.

This summary shall be posted for the public to view in accordance with GS 118-112.



Division of Child Development and Early Education
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 NC Department of Health and Human Services
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