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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



TIME TO



EXPLORE

LET'S GO!

**YMCA of San Diego County
Child & Youth Development Licensed Programs
Family Handbook**

Dear YMCA Family,

Welcome to our YMCA of San Diego County Child & Youth Development Licensed Program. Our focus is on child and youth development through character building and development, as well as integrating learning experiences. Your child will engage in social/emotional development, academic skills, and physical development activities.

We are committed to providing a family-friendly environment. You are welcome to visit the program at any time. Other opportunities for family involvement include family events, volunteering for field trips and/or Annual Campaign to raise funds for scholarships. Families may also join your site's Parent Advisory Committee (PAC) to discuss program improvement and enhancement.

This handbook is your guide to this program. It explains operations, policies and procedures, safety precautions, activities, and communication. If you have a question that is not covered in this handbook, please contact your program's leadership; contact information can be found within your site's orientation packet.

Our programs are licensed by the state of California. Our team members are background cleared through the Department of Justice and trained in CPR, First Aid, and Child Abuse Prevention to ensure the safety of your child.

We look forward to helping your child grow to their fullest potential and build lasting relationships with your children, your family, and our community.

Sincerely,

Tina Williams
Senior Vice-President of Child & Youth Development
YMCA of San Diego County

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OUR MISSION

The YMCA of San Diego County is dedicated to improving the quality of human life and to help all people realize their fullest potential as children of God through the development of spirit, mind and body.

Children will experience the YMCA Mission by participating in activities that:

- Develop the SPIRIT by building self-esteem, a willingness to help others and personal values. Arts and Humanities, Character Development, Service Learning and Social Development provide activities that include collaborations, conversation, development of conflict resolution skills and opportunities for success, regardless of ability.
- Develop the MIND by learning and applying new information. Literacy, science and technology are activities that provide opportunities to assimilate new information, use knowledge and develop problem-solving skills.
- Develop the BODY by participation in health and physical activities. Health, wellness and fitness provide active sports and games that include and encourage wellness, physical fitness and hands-on activities.

OUR PHILOSOPHY

The YMCA Child & Youth Development Programs respect the values and diversity each family holds, and we care for each child with warmth and compassion assuring that each child is safe. We always represent ourselves as honest role models and embrace strong, positive self-image through all our activities. We believe children are strong, capable learners who learn best through social and environmental interactions. Our team members provide opportunities that stimulate each child's physical, social, intellectual, and emotional development. Our curriculum is used to plan for children's experiences, but also allows for adaptations and modifications to best meet the needs of all children.

YMCA Child and Youth Development Goals:

To provide all children in our care with an environment that is safe, one in which they feel supported, cared for and, most of all, a place they can have fun.

- To help develop and demonstrate the YMCA's four core values.
- To increase physical fitness and self-awareness.
- To strengthen interpersonal and social skills.
- To foster an appreciation for diversity and cultures of the world.

- To complement and integrate the children’s educational experiences with well-rounded curriculum.
- To support and strengthen families, focusing on:
 - Improving communications among family members.
 - Increasing family members’ abilities to work and play together.
 - Helping families share their values with each other.
 - Increasing families’ sense of community with other families.

OPERATING INFORMATION

HOURS OF OPERATION

Program hours of operation are determined by each program and based on facility and school district schedules. Please refer to your branch reference materials for specific operating times for your program.

MINIMUM DAYS & HOLIDAYS

For school-age programs, operating days are the days when school is in session. For days when school is not in session your local branch or school site may have alternate care and/or day camp options at an additional fee. After-school programs run from the time of school dismissal until the program closing time, regardless of dismissal time for the day.

Preschool and Infant/Toddler programs operate Monday-Friday with the exception of major holidays and teacher development days. A schedule of upcoming teacher development days is available in your branch reference materials.

All programs are closed on the following holidays:

- New Year’s Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving & the day after Thanksgiving
- Christmas Day

Please refer to your branch reference materials for any additional holiday closures.

STAFF DEVELOPMENT DAYS

Each of our programs have designated days each year, in addition to the following holidays, where the program will be closed for staff development. Specific dates are set by your center and can be found in your branch reference materials.

ENROLLMENT

REGISTRATION

A completed registration packet and accompanying forms are required prior to attending our programs. You can register at your local YMCA branch facility anytime during regular business hours. Once a completed registration and payment are received, it may take up to three business days before your child can start the program.

PAPERWORK & FORMS

Per California State Licensing regulations, all forms and documents must be updated yearly. In addition, personal information (e.g. phone number, address, emergency contact, etc.) must be kept up to date throughout the year.

CONFIDENTIALITY

The YMCA keeps all personal information internal and does not distribute this information to any third party organizations. However, California State Licensing Title 22 regulations require that (1) your child's file is available for review by the Department of Social Services, Community Care Licensing evaluators at all times and (2) your child may also be interviewed by a Community Care Licensing evaluator without prior parent/guardian permission.

FEES & PAYMENT CALCULATIONS

The enrolling parent/guardian is responsible for all fees related to your child's participation (co-pays, family fees, registration fees, late pick-up fees). This includes families who receive assistance financially from the YMCA or third-party agencies (e.g. CDA, CRS, NaCCRA). These also include all gaps in financial coverage by these agencies and the costs of the program.

Payments are processed by bank draft or credit card draft. Unpaid program fees, recurring non-sufficient funds (NSF), and/or returned payments will be cause for suspended enrollment or disenrollment from the program.

In an effort to provide a convenient and consistent monthly amount for families, our monthly fee calculations are based on the program service costs for the entire year/school year and averaged across all the months of service. Because of this, the days of service may vary month to month.

FINANCIAL ASSISTANCE

Financial assistance scholarships are available for families who qualify. Applications are available through your local YMCA branch. These opportunities are made available through generous donations from participants, members, and community residents. If you are interested in donating or volunteering with raising funds to help families with financial assistance, simply contact any YMCA team member.

CREDITS & REFUNDS

When you enroll your child, you are reserving space, time, staffing, and provisions, whether or not our child attends. We do not make adjustments in the monthly fees for absence, illness, vacations, or non-participation.

WITHDRAWAL OR CHANGES TO ENROLLMENT

Participants desiring to withdraw from the program need to provide a two-week written notice prior to your bank/credit card draft date to your local YMCA branch administrative office. Parents/guardians are responsible for the full (non-prorated) monthly program fee if a written notice is not received.

Changes in schedules or days of attendance also require a two week written notification to your local YMCA branch administrative office to make the changes to your account. Changes in schedules or days are subject to availability.

SPECIAL NEEDS CONSIDERATIONS

The YMCA of San Diego County values the diversity of all people within our association and the communities we serve. If our team members need to know information or provide services for your child beyond the typical capacity of our program, please contact your program's Program Director prior to enrollment. It is in this way that we can assess if, how, and the timing of our ability to provide any necessary considerations prior to your child attending.

DROP OFF AND PICK UP

It is a requirement to sign your child in and out of the program each day they attend.

Persons dropping off children need to be a minimum of 18 years old, escort the child into the program, and will need to legibly sign their full name and note the exact time on the sign-in sheets.

Persons picking up children from the program need to be authorized in the child's registration packet, be a minimum of 18 years old, and will need to legibly sign their full name and note the exact time on the sign-out sheets.

For your child's safety, only authorized persons may pick up your child. Your authorized pick-up persons are designated in your child's registration packet. The enrolling parent/guardian is the person who may edit who is authorized.

All team members are required positively identify all persons picking up children from the program as authorized. Always be prepared to present a valid government issued photo ID when picking up your child.

EARLY DROP OFF

To ensure your child's safety, all children in preschool and before-school programs will need to be signed into the program by an adult (18 year old or older) after the program opening time. Therefore, children should never be left unattended waiting for a program to begin.

LATE PICK UP

In the event a child is picked up after the program's closing time, a late fee of \$1 per minute after the program closing time will be assessed. Please do not pay in cash at this time. Instead, you will be asked to sign a form indicating the pickup time. This amount will be added to your YMCA account for billing.

When a child has been left after closing time, families can expect the following to occur:

1. We will attempt to make contact with all persons authorized to pick your child up from the program, starting with the parent/guardians.

2. Children left for over 30 minutes after the program closing time may be turned over to the local authorities.
3. Repeated late pick-up may result in dismissal from the program.

EXTRACURRICULAR ACTIVITIES

Children often lead very busy lives, with multiple interests that happen before, during or directly after their YMCA program time. In order to ensure their safe transition, please note the following information and requirements:

Attending activities prior to their YMCA program requires written parent permission that includes days and times, expected arrival time to our program, type of activity, and names of authorized escorts to and from the activity (Kids Going Places Log). Children will be signed in to the YMCA program at the time of arrival from the activity.

Attending activities during YMCA program time requires that the names of the adults who are operating the extracurricular activity will need to be added to your child's authorized pick-ups. They will then sign your child out and back into the program on the extracurricular activity days. The days, times, location, and type of activity will need to be provided (Kids Going Places Log).

During extracurricular activities, your child will not be under the care of YMCA team members.

DAILY ABSENCES

If your child is going to be absent, it is important that you notify the program. In the event that your call goes to voicemail, please leave us a message. If you do not notify us of your child's absence, we may attempt to contact you to verify the absence.

FAMILY & PROGRAM COMMUNICATION

To assist us in providing quality care for your child, constant and open communication between the family and our team members is vital. We provide multiple avenues for communication regarding your child as well as feedback for our programs. These can include: newsletters, activity calendars, Parent Advisory Committees, bulletin boards, in person communication at drop-off and pick-up,

surveys, and special events. It is through these methods that we keep our families informed of their children's progress, achievements and daily activities.

CONCERNS & FEEDBACK

The YMCA of San Diego County is dedicated to developing and maintaining high levels of member service. We want to hear from you if we have not accomplished this goal. We have annual independent surveys for parents as a tool to help us improve the quality and care of our programs. Any of our YMCA team members are available to assist you with your concerns or questions and will work with you to find a resolution. In the event that a concern is not resolved to your satisfaction, you may contact your Site Supervisor or the Program Director. You have the right to share concerns without the fear of retaliation. All concerns will be investigated and addressed with the appropriate parties.

CURRICULUM & ACTIVITIES

Our Curriculum is centered in the YMCA mission and program goals.

Youth Development: we engage children in activities that promote learning. YMCA activities include and encourage problem solving and reasoning skills.

Healthy Living: we focus on health and wellness by involving children in activities that keep them active and teach about healthy eating habits.

Social Responsibility: our activities encourage collaboration with others, conflict resolution skills, and create opportunities for success, regardless of ability. In a fun and positive atmosphere we enhance self-esteem and a willingness to help others.

There are eight core components that our curriculum focuses on:

1. Arts and Humanities: drama, art, music, and poetry
2. Character Development: caring, honesty, respect, and responsibility
3. Health, Wellness and Fitness: active games, sports, nutrition, and healthy snacks
4. Scaffolding: a variety of instructional techniques used to move children progressively toward stronger understanding and, ultimately, greater independence in the learning process.
5. Literacy: reading, writing, speaking, and critically thinking

6. Science and Technology: biology, environmental awareness, and problem-solving skills
7. Service Learning: civic awareness, volunteering, and leadership skills
8. Social Competence and Conflict Resolution: strategies to deal with conflict, positive interactions, and socialization

Although the framework prescribes eight core areas, YMCA team members, parent advisory committees and the participants are encouraged to collaborate. This collaboration works to design a well-balanced curriculum that meets the needs of children and families.

The specific activities associated with the eight core components generally take place in one or several of the following contexts, each of which is balanced throughout the day or week.

- Child Directed: Participants have the option of choosing from several self-directed interest areas. These can include: art, dramatic play, manipulatives, science, literacy, math, music & movement, and outdoor play.
- Small & Large Group: YMCA team member directed activities challenge the children to work together. These types of activities include: reading circles, indoor & outdoor games, arts & crafts, and service learning projects.
- Lunch & Snack: In most programs where lunch takes place, children will need to bring their own lunch each day. However, a nutritious snack containing a minimum of two food groups is served daily within the program. If your child has specific dietary needs or restrictions, please reference the program's snack calendar for days when you may want to provide your own snack.
- Rest Time: A quiet rest time is provided in our infant/toddler and preschool programs, as well as in some of our younger school-age programs. You may be asked to provide a pillow and/or linens if your child attends a program where rest times are taken. Children are required to relax quietly during this time.

With the exception of rest time, each of these components can take place in both outdoor and indoor environments.

HOMEWORK SUPPORT

In an effort to help create additional opportunities at home for valuable family time activities, each of our school-age programs offer daily homework support. Our team members are available to provide assistance and basic homework support. However, children with excessive homework assignments and/or in need of more intensive tutoring may not finish their homework during the allotted program time. The YMCA Mission of Spirit, Mind, and Body, drives our philosophy that daily participation in each of the program's offered curriculum areas is vital to developing well rounded, healthy children.

Additionally, we understand that not all families wish for their children to do their homework in the program, and would rather have them work on it at home. This is a wonderful way for you to connect with what your child is learning. We ask that your child come prepared to engage in a low active, non-disruptive, activity during the daily homework support time.

CHILDREN'S ATTIRE

Attire should be appropriate for a child's environment and allow participation in a wide range of activities. As many of our activities are outdoors and highly active, close toed shoes are highly recommended. Additionally, based on our daily activities, children may be exposed to materials such as dirt, paint, markers, etc. that can soil clothing.

Children should be clothed appropriately for the weather, planning to spend part of their day outdoors. This includes jackets for cold weather or sunscreen for when it is warm.

PERSONAL BELONGINGS

The YMCA will provide a designated place for your child's belongings during the program. However, personal belongings are the responsibility of the child. The YMCA is not responsible for lost, damaged, or stolen items.

Please discourage your child from bringing toys, games and electronics. The YMCA provides toys and games for the children's use. Toys brought from home often cause problems with other participants. These items often end up lost or broken. Electronics including phones, gaming devices, and tablets should always be left at home.

LOST & FOUND

If your child loses an item, please ask a YMCA team member to direct you to the lost and found location. Each program maintains a designated area for lost items. Please note that the YMCA is not responsible for these items. Items left for longer than one month may be donated to another charitable organization.

BABYSITTING

We hope that you and your child are excited about and appreciate your YMCA team members. Please understand, though, that YMCA team members may not interact, baby-sit, and otherwise have intentional contact with children they meet through YMCA programs, outside of working hours.

POSITIVE GUIDANCE

We understand that being a child is a learning process that involves understanding, practicing, and testing different types of behaviors and decisions. We strive to help guide children into becoming caring, honest, respectful, and responsible individuals. Our strategies focus on children to learn to become self-sufficient and responsible for themselves.

GENERAL STANDARDS

Guidance focuses on the expected, appropriate behavior, rather than on the negative, inappropriate behavior.

- Guidance is a process of teaching, learning, and positive reinforcement.
- Developmentally appropriate guidelines are established for the children.
- Limits are set to foster caring, honest, respectful, responsible, and self-sufficient behaviors.
- Positive Guidance is integrated into the overall plan of the program.
- Team members treat each child with respect and dignity.
- Consequences are developmentally appropriate and designed to teach: corporal punishment is never allowed.
- Behavioral concerns of individuals are not discussed with other parents.

CONSEQUENCE SEQUENCE

For minor concerns, team members will work with individual children to create learning opportunities. Potential strategies may include:

- Redirection to another activity.
- Taking a break from the current activity.
- Being provided time to think or calm.
- Having a conversation with team members or other children about their decision making process.
- Follow-up behaviors to rectify the situation.
- Revisiting the rules and guidelines of the program.
- Discussing the YMCA core values of Caring, Honesty, Respect and Responsibility.

Unfortunately, not all behaviors are minor. When the above steps are ineffective in redirecting behavior, the following steps may be taken:

- A parent/guardian will be called
- The child may be sent home for the day.
- Family conference to discuss and create a strategies for success plan.
- For unacceptable or continuous behaviors, the child may be suspended for a pre-determined length of time.

It is our goal to inform families of all major behavior challenges within the program. We do this in an effort to share our experiences and learn best strategies from each other as partners with families, working toward the success of each child.

UNACCEPTABLE BEHAVIORS

- Causing harm to other children or adults.
- Causing harm to oneself.
- Causing destruction to property.
- Continuous inability to adhere to program guidelines.

TERMINATION

The YMCA does not make it a regular practice to suspend or remove children from our programs. However, the YMCA reserves the right to do so if the behavior is not conducive to the safety and well-being of themselves, other children, or team members. The YMCA also reserves the right to terminate services for inappropriate behavior of parents and/or guardians.

HEALTH & SAFETY

The health and safety of each of the children and YMCA team members is the primary focus of each of our programs. It is important that the wellness of each individual is considered prior to all other needs and conveniences. Please familiarize yourself with the following sections and help us keep everyone safe and healthy.

MEDICATIONS

Children needing to take medications during program operation need to have their medication stored and administered by YMCA team members.

Any medication needing to be administered during program hours must:

- Be accompanied by a Parent Consent for Administration of Medication: form LIC 9221, available at your program.
- Be brought to the program in its original prescription container clearly labeled with:
 - the child's first and last names,
 - the date that either the prescription was filled or the recommendation was obtained from the child's licensed health care provider,
 - the name of the licensed health care provider,
 - the expiration date of the medication or the period of use of the medication,
 - the manufacturer's instructions or the original prescription label that details the name and strength of the medication, and
 - the instructions on how to administer and store the medication.

YMCA team members are not allowed to administer any over-the counter medication such as aspirin and cough medicine without it being a prescription with written instructions and dosage provided by the child's physician. Nor are children allowed to self-administer or carry medication on them (or in their belongings) while in the program.

INCIDENTAL MEDICAL SERVICES

Our programs provide limited incidental medical services if they are prescribed by a physician and specific California State Licensing requirements are met prior to providing the service. As part of these requirements additional paperwork and forms will be necessary, as well as, our team members who will be working directly with your child will need to be trained by the physician or a person authorized by

the physician in administering the appropriate service. These forms can be acquired through your local YMCA branch.

Types of incidental medical services we provide are:

Blood-Glucose Monitoring: A trained team member may perform blood glucose testing for the purposes of monitoring a minor child diagnosed with diabetes.

Inhaled Medication: A trained team member may administer inhaled medication prescribed for the child to control lung-related illness (including, but not limited to, local held nebulizers).

EpiPen Jr. and EpiPen: A trained team member may administer this medication to, a hypersensitive (allergic) person in the event of an allergic emergency.

Glucagon Administration: A trained team member may administer glucagon for a child diagnosed with diabetes in the event of a severely low blood sugar level resulting in disorientation, seizures, convulsions, or unconsciousness.

Gastronomy Tube Care: A trained team member may administer G-tube is a feeding to allow liquid nutrients to be delivered directly into the stomach if the infant or child is unable to eat or unable to eat enough to remain healthy.

ILLNESS

If your child becomes ill during program hours, he or she will be isolated from the other participants and you will be contacted to pick up within one hour of notification. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Please be sure to keep the YMCA informed of any changes in your work or emergency phone numbers. If you cannot be reached, we will contact someone you have authorized.

For your child's comfort and well-being, as well as, the safety of YMCA team members and the other children, children need to stay home if they:

- have a fever over 100° F or had one during the previous 24 hours
- have a cold with heavy nasal discharge
- have a constant cough
- have contagious symptoms (an active cold, sore throat, vomiting, sniffles, coughs, fever, rash, diarrhea, pink eye, etc...)

For school-age programs, if a child is sent home from school for illness, they may not attend the Y program on that day.

Should there be an outbreak of a communicable disease, parents will be notified in writing and the center will be properly treated. Our priority is the safety and well-being of all children in our program. We will make every effort to treat the facility by the next business day, however major or more complicated outbreaks may require a period of non-operation in order to ensure the safety of the children.

Parents can help to prevent the spread of communicable diseases by conducting routine screenings, and when ill, keeping the child home until cleared by a physician.

LICE

School-age children who are found to have lice during the school day must be picked up from school at school dismissal and will need to be excluded from the YMCA program for that day. They will be allowed to return to our program the next day, once they have been treated.

When a child is identified as having live head lice during YMCA program hours, the child will be isolated from the other children and you will be contacted for pickup within hour of notification. They will be allowed to return to our program the next day, once they have been treated.

INJURIES

All YMCA team members are trained in first aid and CPR. Each of our program areas and/or team members are equipped with basic first aid kits. In the event of a minor injury, our team members will provide the basic care necessary for your child. You will be notified of your child's injury with either a written "ouch" slip and/or a conversation with our team members at pick-up time.

If the injury is serious, first aid will be administered and the parents/guardians will be contacted immediately to assist in deciding an appropriate course of action.

If the injury is life threatening, EMS (911) will be contacted, parents will be notified, and a team member will accompany the EMS and the child to the hospital with the appropriate personal documentation. YMCA team members may not transport program participants in personal vehicles. Please note: all expenses for emergency medical care are the responsibility of the child's parent or guardian.

Anytime a participant hits his/her head, a parent or guardian will be contacted.

EMERGENCIES

Fire and emergency disaster drills are scheduled regularly to ensure the YMCA team members and children are prepared in the event of an emergency. In the case of an actual emergency, parents/guardians will be notified of their child's well-being as soon as possible. If your child's site must evacuate due to an emergency, participants will go to the site listed on the "Emergency Disaster Plan" located on the Parent Board at each site. Check our website at www.ymca.org during natural disasters for updated information on YMCA branch emergency care.

In the event of a site lockdown, parents/guardians will have to wait until the lockdown is lifted by the authorities prior to being allowed to pick their children up from the program.

There will be no refunds or credit given for closures due to natural disasters.

CHILD ABUSE PREVENTION

The YMCA of San Diego County values all children and makes their safety a priority. Section 11166 of the California Penal Code requires any Child Care Custodian (includes teachers, licensed day care workers, administrators, foster parents and group home personnel), medical practitioner, or employee of a child protection agency who has knowledge of or observes a child or suspects the child has been a victim of child abuse, to report the known or suspected instance of abuse to a protective agency immediately. A phone call and written report will be filed within 36 hours of receiving the information concerning the incident.

If you suspect abuse, call the Child Protective Services Child Abuse Hotline at (800) 344-6000.

STATE LICENSING

All YMCA of San Diego County Character Builders, Preschool, and Infant/Toddler programs are licensed by the State of California. For more information on state licensing:

State of California Department of Social Services
Community Care Licensing
7575 Metropolitan Drive, Suite 110
San Diego, CA 92108
619-767-2200

PALOMAR FAMILY YMCA

1050 North Broadway
Escondido CA 92026
760-745-7490
www.palomar.ymca.org

For more information on the YMCA of San Diego County
and our programs please visit:

www.ymca.org