YOUTH PROGRAMS
PARENT HANDBOOK
SAN LUIS OBISPO COUNTY YMCA
Welcome to the San Luis Obispo County YMCA’s Youth Program Parent Handbook. The Y is a place for families, and we want to do everything we can to strengthen and support your family. Your child is in good hands this school year. We will serve you and your children with compassion, patience, and respect.

Our Mission:
To develop the total person, spirit mind and body, through value based programs that create strong kids, strong families and strong communities.

Our Program Goals Are:
- To Develop Character
- To Develop New skills
- To Make New friends
- To Serve Others In The Community
- To Live a Healthier Lifestyle

Need Financial Assistance?
Visit our website to download an application:
Sloymca.org/financial-assistance

At The Y We Will:
- Build confidence in ourselves
- Develop values that develop the total person
- Learn to appreciate the natural environment and work towards its conservation
- Develop positive relationships with peers and staff as mentors
- Develop leadership skills
- Learn responsibility
- Learn to appreciate diversity
- Develop a balanced life: physically, mentally, socially, and spiritually
- Have fun, get dirty, and be a kid!
YOUTH PROGRAM PROCEDURES

ABSENCES
If your child is going to be absent from program, please notify your Site Director. There will be no credits or refunds for any missed days of program. If you’re a CAPSLO (CCRC) participant, your absence verification portion needs to be signed, or you will be billed for the days missed.

ANTI-BULLYING AGREEMENT
Our YMCA has a zero tolerance for bullying. Bullying can occur when a child is excluded or is put in physical or emotional harm by teasing, taunting, gossiping, hitting, kicking, or putting down another child. As a participant at our Y program(s), it is your responsibility to ensure your child agrees to contributing positively to our program by demonstrating a sense of belonging, celebrating achievements and developing positive friendships with other children. Any bullying in our Y programs is taken very seriously & is addressed by staff appropriately & with sensitivity. All claims of bullying will be investigated by our staff and could lead to an ineligibility to attend our programs (Please see our discipline procedure for further details).

ACCIDENT & INJURY
If an accident or injury occurs to a child in our programs which requires immediate medical attention, the ambulance will be contacted and the child will be taken to the nearest hospital. Staff will then notify the parent or guardian. All other accidents will be handled by our First Aid certified staff, and parents will be notified.

BEHAVIOR EXPECTATIONS
Physical and emotional safety is our number one priority. In order to participate in our programs, all participants must agree to the following expectations.

- All YMCA participants are expected to follow our 6 pillars of character (Trustworthiness, Respect, Responsibility, Caring, Citizenship & Fairness) at all times.
- Children must follow all classroom and playground rules at all times.
- Children must follow the directions of our Y staff.
- Children must abstain from all lewd and inappropriate language & behaviors.
- Children are not allowed to bring unsafe items to our program including drugs, alcohol, weapons, or explosives (or any other items deemed unsafe by Y staff).

We believe in guidance and positive
YOUTH PROGRAM PROCEDURES

CELEBRATING HOLIDAYS & BIRTHDAYS
Our Y is an inclusive organization, that includes the celebration of several holidays from various cultures in our programs. If you would like more information on specific celebrations please see your Site Director. If you wish to bring treat for your child’s birthday to our program, please coordinate ahead of time with your Site Director. Treats must meet our YMCA Healthy Eating standards.

DONATIONS
We are often in need of supplies for various arts/crafts projects. If you have any supplies or other materials that you think we could use to help in making Y programs an exciting experience for your child, don’t hesitate to share them with us. We can provide a tax recognition letter for in-kind gifts.

ELECTRONICS
Electronics are not allowed at our programs unless specified by the Site Director. If electronic devices are brought to our programs, it is the child’s responsibility to take care of the item. Our Y is not responsible for any lost, stolen, or damaged items.

DISCIPLINE
Our staff are trained and expected to resolve behavior problems in a positive manner through re-direction and positive conflict resolution techniques. Our staff will speak with the child, allow him/her to take time out to think about the conflict & discuss the problem and solution with the child, then let the child return to the activity. In more severe cases, the child will be kept out of activities and a parent will be asked to pick the child up. Repeated misbehaviors will lead to parent meeting, suspension, and expulsion. Our Y does not permit any form of corporal or unusual punishment.

FEEDBACK
Your feedback is important to us. In order to continue to meet the needs of families and strive for the best quality program possible, we encourage feedback. We ask for your participation in our own quality assessment survey throughout the school year, and again with our SEER analytic surveys distributed via email. All sites have a locked payment box, and we encourage parents to drop any comments in there. Also, please feel free to email us with any questions or concerns.

FIELD TRIP & TRAVEL
Our after school programs will rarely travel offsite for a field trip. If your program is planning to travel, a permission slip will be distributed for the parents to sign in advance of the planned excursion.

HOMEWORK
Each program has a designated time for homework completion. It is very important that you also check your child’s homework for completion. Though our Y staff are there to help your child with homework, they (our staff) are not responsible for completion and accuracy.
YOUTH PROGRAM PROCEDURES

IMMUNIZATIONS

Immunizations are strongly recommended but not required to participate in our school aged programs. Proof of immunizations or exemption are required for our licensed preschool program.

LATE PICK UP

If you are late to pick up your child, you will be charged our late fee of one dollar for every minute past the time program ends. If you anticipate that you are going to be late, please call the Site Director immediately. If the Site Director is not notified, the Site Director will begin to call those authorized to pick up your child. If no one is able to pick up your child, or we are unable to reach anyone, the police will be called 30 minutes after the close of program and will be treated as an “abandoned child.” Continued (repeated) late pick ups can affect your eligibility to participate in our programs.

LOST & FOUND

We will make every effort to keep your child’s belongings with him/her at all times. However, a Lost & Found box will be available at the sign-out station for all misplaced items each day. We will keep found items on site for a period of 2 weeks before donating the items to a local charity.

SIGN IN AND OUT

Our SLO County YMCA requires a parent or guardian signature at all drop-off and pick up times. It is for everyone’s safety that every child is signed in and out everyday. Our Y is not held responsible for children dropped off, but not signed in. Our Y staff will only release children to the parents of the child and emergency contacts listed as authorized to pick up on the registration form. All persons picking up must be 18 or older. If an exception needs to be made, please contact your Site Director.

Staff to Child Ratios

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<th>Students</th>
<th>Staff</th>
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<tr>
<td>16</td>
<td>1</td>
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Staff to Child Ratios for Recreational Programs and Grant-Funded Programs

Babysitting

Although our staff work well with children, our policy states that our staff are not permitted to privately baby-sit for families involved in our programs.

Can staff accept presents/gifts from parents?

Although our staff works long, challenging hours, our policy states that employees are not to accept gratuities. If you wish, we would encourage you to make a donation to our Annual Support Campaign to help children who otherwise wouldn’t be able to attend our afterschool programs.
CHILDREN WITH SPECIAL NEEDS & INCLUSION

Our Y is an inclusive organization that tries our best to accommodate all eligible children in our programs. If your child has special needs please schedule a meeting with your Site Director, so we can help ensure your child’s safety and success in our programs. Failure to inform our Y at time of enrollment may result in a delayed start date. Our Y programs do not include personal aides for any student. Parents or guardians who wish to provide their own aid must make arrangement with their Site Director ahead of time. All aides will be required to complete a background check and may be subject to additional YMCA trainings and certifications. We must operate a group format program maintaining a 14:1 ratio with all kids in our programs. If at any time safety is a concern, the parents or guardian will be contacted immediately.

SNACK

All children in the after school program will be offered a healthy snack daily. If your child has specific dietary needs please contact your Site Director. It is just a snack, so we encourage families to pack extra healthy snacks for their child if they tend to get hungry. Snacks must meet our YMCA Healthy Eating standards.

PERSONAL PROPERTY

Our Y does not promote bringing personal property to our YMCA programs. Your child will be responsible for any personnel items brought to program. Our Y reserves the right to search the personal property of our participants if a need arises.

PRE-DETERMINED PROGRAM CLOSURE

Our Y programs are closed on all observed district holidays. Our Y programs will also be closed on predetermined days for staff training & development. Our Y programs are open early on all minimum days. Please visit our website (https://sloymca.org/Before-After-School) for the specific important dates for your child’s school.

COMMUNICATION WITH FAMILIES

Exchange of information between parents and our Y staff provides valuable insight for both parties, and is very important to the success of your child’s experience within our Y program. The format may be formal or informal. It is vital that you inform us of any special needs, allergies/medical conditions, and changes happening in your family that could affect the child’s behavior. Staff will make an effort to communicate with you regarding your child’s day, as much as needed, to ensure his/her positive experience. It is mandatory the parent follow the code of conduct at all times when communicating with other parents and our Y staff.

SUSPENSION/EXPULSION FROM SCHOOL

If your child is suspended or expelled from school, your child will be ineligible to participate in our Y program(s) during that time. No refunds will be issued for behavior related absences.
YOUTH PROGRAM PROCEDURES

VOLUNTEERING
We welcome parents to volunteer in our programs. Volunteering can include fundraising, homework tutoring, or enrichment activities. All regular volunteers must pass a background test and can be subject to additional YMCA trainings and certifications. Please contact your Site Director for more information.

ALLERGIES
In order for our staff to keep your child safe, please discuss any allergy concerns with your Site Director. We will do our best to accommodate your child’s needs and keep them safe during program hours. If your child requires an epi-pen or other medication, please refer to our Medication procedure in the Safety section.

BATHROOM PROCEDURES
No child is ever alone with a Y staff member. All children are escorted/supervised by a Y staff member to/from the restroom several times a day. Our Y staff member perform bathroom checks throughout the day to verify the bathrooms are safe and clean.

BEHAVIOR AGREEMENT
If an inappropriate or unsafe behavior is repeated during program, the parents and our Y staff will meet & work out a custom designed behavior modification method/plan depending on the severity of the problem. This method/plan is called a behavior agreement. In the event the problems still persists, your child may be suspended or expelled from our Y program. Our policy is safety first, and our job is to keep all children and staff safe. No refunds will be given behavior related absences or expulsion.

CONTAGIONS
Children may not attend if they have: lice, hand mouth & disease, pink eye, or any undetermined rashes or spots. If the child has any of these symptoms a doctor’s written statement is required before the child will be permitted to return to the program. All symptoms must be gone before returning to the program. Medical releases may also be requested for extended illnesses.

Youth’s safety and success at the Y is our number one priority!
CHILD ABUSE AND MANDATED REPORTING

All of your staff are considered Mandated Reporters, who are required (by law) to report any suspected child abuse or neglect. These reports are confidential between the reporter and the state and are not shared with the parent. If you have any questions please contact your local social service offices.

DIVORCE/SEPARATION & PICK UP

If the primary guardian or primary account holder wishes a divorced/separated spouse to pick up their child, they must list that person as an authorized pick up. If the primary account holder chooses not to list the divorced/separated parent as an authorized pick up, we cannot release the child to that parent. However, without a court-signed order, we cannot deny access to the biological parent. If the non-custodial parent arrives to pick up (without authorization) we will contact the primary parent/guardian for clarification and/or further instructions, prior to releasing the child. No child will be released from our Y programs without prior authorization.

DRINKING WATER

Our Y provides drinking water for your child at our program sites, either via the school’s water fountains or other methods. It is still recommended your child bring water with them daily.

EMERGENCIES & NATURAL DISASTERS

If there is an emergency situation at any of our site locations, our Y staff will contact you immediately, providing phone services are in operation. If you or any other parent/guardian is not available, we will begin contacting the persons listed as emergency contacts in your child’s enrollment packet.

ILLNESS

Children may not attend if they have: severe colds, fever of 100 or higher, severe headaches, excessive coughing, diarrhea, upset stomach, or symptoms of extreme fatigue. Children arriving with any suspected illnesses will not be allowed to stay in the program. Parents will be notified if a child develops any symptoms of illness at the site. If your child misses school due to an illness, they are not eligible to attend our Y’s after school programs.

MEDICATION

The Site Director will administer your child’s medication as directed. In order for our Y staff to administer the medication during program, the following criteria must be met:

1. The medication needs to be given to the Site Director in a zip lock bag. Please do not send your medication in your child’s backpack or lunch.
2. The medication needs to be prescribed by a doctor, and in it’s original prescription bottle with your child’s name printed on the label. No over-the-counter medication will be administered.
3. A completed Medication Authorization Form (available from your Site Director) must be completed on or before the first day of attendance.
YOUTH PROGRAM PROCEDURES

PARENT CODE OF CONDUCT
In order to participate in our Y programs, all parents and adults must follow our code of conduct at all times.

- All parents/adults are expected to demonstrate our 6 pillars of character at all times (Trustworthiness, Respect, Responsibility, Caring, Citizenship & Fairness).
- All parents/adults are expected to approach conflicts or concerns peacefully and professionally.
- All parents/adults will NOT address other students on campus regarding conflicts.
- All parents/adults agree to uphold the terms in our anti-bullying agreement.
- All parents/adults are not permitted to dress un-explicitly at program.
- All parents/adults are not permitted to be in possession or under the influence of alcohol or drugs.

PROGRAM VISITORS
Parents are welcome to visit their child during program hours at any time. We know it is a great asset for children to participate in activities with their parents. All parent visitors will need to follow our parent code of conduct while in the classroom and ensure they are limiting their interactions to their child. If you are interested in volunteering in our program please review that section of the handbook or contact your Site Director.

RUNAWAY CHILD
In order for our Y staff to keep all children safe in our program, it is not in our best practice to chase after a runaway child. If a child runs away from our program we will try to keep them in our sights while we contact the parent or guardian. If the child runs off campus we will call the police & contact their guardian.

STAFF AND TRAINING
We have the best staff around. Most of Y our staff are college students or college graduates in the field of child development or recreation. Our Site Directors are experienced, trained, and skilled in the field of child development. All of our Y staff are fingerprinted and are certified in Child & Adult CPR and First Aid. Our Y staff are people who love kids, they want to spend their time playing, teaching, and helping your children build character. Our Y staff are silly enough to sing “The Y Song” at the top of their lungs, but serious enough to handle difficult situations that may arise. Our year round staff are trained 4 times a year on various topics that prepare them to work safely and effectively with your child.
SUNSCREEN
We count on parents to apply sunscreen in the morning before sending their child to school. If you would like for our Y staff to apply sunscreen please let your Site Director know and provide sunscreen (permission must be granted in our enrollment form). We only apply sunscreen after school if requested or as needed.

UNAUTHORIZED PICK UP
Only parent/guardians and emergency contacts listed on your enrollment are authorized to pick your child up from our Y programs. If someone else will be picking up your child, we require a written note or phone call from the parent/guardian listing the date and other adults full name. For your child’s safety, those picking up your child will be asked to show I.D. Please alert the Y staff ahead of time when someone other than adults listed on your emergency forms will be picking up).

ADMISSION REQUIREMENTS
In order for your child to attend any Y programs, the child must be within the designated age group and be potty trained. Your child does not need to participate in the specific school in order to participate in the program (This requirement is for Recreational sites only and does not include Grant Funded Programs such as ASES or 21st century).

ADDING/CHANGING EMERGENCY CONTACTS
In order to change or add to your emergency contacts, you must fill out an Add/Change Emergency Contact form and return it to your Site Director OR our Program Enrollment Team. Please allow 48 hours for your change to take place.

ANNUAL PROGRAM MEMBERSHIP FEE
Our YMCA is a member-based organization. Your annual program membership fee must be paid every 12 months. This fee allows you eligibility to participate in Y programs during the activated 12 months. Your program membership fee does not include a gym membership at our facility. If you are interested in a gym membership please contact us at 805-543-8235.

COURT ORDERS
In order to enforce any court order or agreement, we will need a valid (and up-to-date) copy of your order or agreement for our records. Please notify your Site Director of any changes with this status so we can help keep your child safe.
COMMUNITY CARE RESOURCE CENTER (CCRC)

CCRC (Community Care Resource Connection) does not pay the $25 annual program membership fee or the $25 registration fee, so the parent/guardian is responsible for paying these fees at the time of enrollment. Co-pays differ from family to family. Families are responsible for any portion of fees not paid by CCRC for any reason. It is the parent/guardian’s responsibility to sign the attendance record (AR) on a daily and weekly basis. Our Y will not forgive unpaid CCRC balances owed due to poorly signed attendance records. If CCRC does not pay any portion of the monthly fees, that balance becomes the responsibility of the parent or guardian.

CHANGING/CANCELLING ENROLLMENT

To change or cancel your enrollment, please fill out a change of enrollment form located on our website (or at the program location) and return to our YMCA Program Enrollment Team member. A processing fee may be charged to your account for changes of enrollment. All cancellations must be received 14 days in advance, and you will be charged for your enrollment for those 14 days.

ENROLLMENT

In order to participate in any Y program, all families must enroll at least 2-3 business days prior to the program start date. Properly completed enrollment forms must be received for every individual Y program your child participates in. Incomplete or inaccurate forms will delay processing. You can enroll (online) at sloymca.org or by downloading an enrollment form and turning it in to the SLO County YMCA.

FINANCIAL ASSISTANCE

Our SLO County YMCA has raised funds to help families in need. To apply, complete a Financial Assistance Application form available at www.sloymca.org/financial-assistance/, attach required documentation and return it to our YMCA Program Enrollment Team member (via in-person drop off, email, or fax). Please allow up to 10 working days for it to be processed. If you would like to support our financial assistance program by making a donation to our annual support campaign, you may do so by visiting www.sloymca.org.

FEES

A registration fee of $25 per child is due at time of enrollment (for licensed programs only). There is also a $25 annual program membership fee due for all participants in Y programs. This fee enables you to participate in all Y programs such as camps and sports, and stays current for 1 year. Membership must stay current while participating in any Y program.

MONTHLY PAYMENTS

The balance for the first month and all fees are due at time of enrollment. Parents are required to pay their monthly fees via automatic draft from a credit card or a checking account (EFT). Drafts will be made in advance of care (i.e. October fees will be drafted on October 1st), and occur on the 1st of the month.
PRO-RATED FEES
We are on a level-pay plan. Yearly fees are pro-rated then divided into 9 equal payments (September – May) for all school days (including minimum days).

REFUND POLICY
Credits or refunds will not be given for sick, absent, or vacation days. Your monthly tuition cost reflects your enrollment not your child’s attendance. All fees incurred for weeks not attended, without prior notification, will be the responsibility of the household. Our Y reserves the right to forfeit your child’s space with no notification if payment is not received by the due date(s) as listed. Our Y also reserves the right to cancel any program. If a program is canceled by our YMCA, fees will be refunded, unless transferred to another program as requested by the participant.

UNPAID & RETURNED PAYMENTS
Participants with outstanding balances will not be allowed into our programs, until the debt is reconciled. Participants with unpaid balances will receive prior notices. If no payment has been made after the final notice, the participant will be turned over to a collection agency. We charge a $30 processing fee on all returned payments. This includes returned EFT, checks, and credit card payments.

IMPORTANT DATES
Please visit our website (https://sloymca.org/Before-After-School) for the specific important dates for your child’s school.
WHAT WILL YOUR CHILD LEARN AT THE Y?

SERVICE LEARNING
Demonstrate caring, honesty, respect, responsibility, by serving others locally and globally.

HOMEWORK SUPPORT
Complete homework and demonstrate a commitment to learning

HEALTH, WELLNESS, AND FITNESS
Demonstrate physical fitness and demonstrate knowledge about healthy lifestyles

CHARACTER DEVELOPMENT
Demonstrate caring, honesty, respect, and responsibility

SOCIAL COMPETENCIES & CONFLICT RESOLUTION
Demonstrate age-appropriate social skills, compliance with requests, problem-solving skills, maintain adequate self-esteem, and avoid engaging in antisocial behavior

STEAM
Demonstrate a commitment to learning and using problem-solving skills

LITERACY
Reading for pleasure

ARTS & HUMANITIES
Demonstrate an appreciation for arts and humanities