



YMCA SCHOOL-AGE CHILDCARE POLICIES & PROCEDURES

FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

St. Lucie County

YMCA at Bayshore DCF Lic. # C19SL0189 (BAY)

YMCA at CAST DCF Lic. # C19SL0234 (CAST)

YMCA at Frances K. Sweet DCF Lic. # C19SL0190 (FKS)

YMCA at Village Green DCF Lic. # C19SL0191 (VGE)

YMCA at Weatherbee DCF Lic. # C19SL0229 (WBE)

Work without Worry

For the times you can't be there yourself, the YMCA supports your efforts to nurture your child's healthy development. Well-trained staff provide safe, affordable, high-quality care so you can have peace of mind. YMCA School-age Childcare Programs enroll children in Kindergarten through 8th grade, regardless of race, ethnicity, national origin, language status, disability status, family make-up, sexual orientation, gender identity and socioeconomic status. Records and information about children in our care (or formerly in our care) and services provided to them by the YMCA is kept confidential and shall be disclosed only upon written authorization by the child's parent or legal guardian (the enrolling parent), except as otherwise specified by law.

Age-Appropriate, Intentional Experiences

YMCA provides supervised activities which improve physical, social, and intellectual skills, while focusing on the Y's four core values of Caring, Honesty, Respect and Responsibility. Afterschool participants will:

- Increase academic outcomes, as measured by SLCSO standardized assessment data;
- Demonstrate measurable increases in self-esteem and empathy skills;
- Develop positive, safe, and healthy interpersonal relationships with peers and adults;
- Understand and develop diverse and inclusive mindsets.

YMCA School-age Childcare Programs build on children's natural desire to learn new things and become more self-reliant. The Y is an exciting and challenging place, helping young people stretch their skills in mind and body. It is also a safe, comfortable place where children build positive relationships with caring adults.

YMCA Staff Code of Conduct

This code was put in place to establish appropriate employee behavior. Here are some of our expectations of employee conduct.

- YMCA employees are expected to conduct themselves in a manner that will not reflect adversely on the YMCA.
- If a single child is left to the supervision of one employee, that employee is required to position themselves to be visible by others.
- Staff shall never leave a child unsupervised.
- Staff will portray a positive role model for youth.
- Staff may not release children to anyone other than the authorized parent or guardian. Staff who do not recognize the custodial parent or legal guardian must ask for identification and check it against file information.
- Staff may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting.

For a complete copy of the YMCA of the Treasure Coast Employee Code of Conduct, if you have any questions, or see any violations of the above guidelines, please call 772-878-7337 ext. 402.

YMCA OF THE TREASURE COAST

Bayshore Branch, 1301 SW Bayshore, St. Lucie, FL 34983

www.ymcatreasurecoast.org (772) 878-7337

The Y is a cause-driven, non-profit association



OPERATING DAYS & HOURS

YMCA school-age programs follow the St. Lucie County School District calendar; the program is open on all SLSD school days, from school dismissal until 6:00pm, including early release days. *On most non-school days, School's Out Camp is available; separate registration is required!*

We follow the St. Lucie County School District's lead regarding weather-related closures. During a storm, tune to local news outlets and our social media sites for the most current information.

YMCA Childcare Programs are closed, and no childcare will be available on the following holidays. We reserve the right to schedule additional closures.

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve

Christmas Day

Before/Afterschool & School's Out Camp Rates (St. Lucie Branch)

\$30 annual supply fee, due at registration

Before/After Care

- Before school: K-8th grade, \$30/week
- After school: K-8th grade, \$52/week
- Before and After school: K-8th grade, \$67/week

School's Out Camp

- School's Out Camp: K-8th grade, \$17/day or \$85/week

\$10/week sibling discount for 2nd and subsequent child(ren).

No part time enrollment rates are available.

Tuition is due on the Wednesday before the week of care and are required to be setup on automatic draft (bank account or debit/credit card). Accounts more than two weeks past due are considered delinquent and your child may be subject to dis-enrollment.

YMCA reserves the right to charge additional fees, including, but not limited to, late tuition payment (\$10), late pick-up (\$20 + \$1 per minute), no call, no show (\$10), and returned payments (\$30). Fees will be charged to your saved payment method.

YMCA childcare fees are non-refundable and non-transferrable. There will be no proration or reduction in tuition due to illness or non-attendance. Tuition may be prorated if the Center is closed three (3) or more days planned operating days during a week.

FINANCIAL ASSISTANCE

YMCA of the Treasure Coast offers two primary sources of financial assistance for childcare programs – YMCA's in-house Community Support Funding (CSF) and School Readiness (SR) funding through the local Early Learning Coalitions (ELC). These sources reduce the tuition cost of Preschool, Afterschool, Summer Camp, and School's Out Camps – no other childcare programs are eligible for CSF or ELC funding.

Community Support Funding (CSF) comes from the Y's Annual Campaign. The amount of funding available for any year depends on the amount we fundraise. CSF can be awarded for Membership, Childcare, and other programs/services. To qualify for CSF a family must be able to demonstrate that the adults are working and/or enrolled in school at least part-time; the application process requires various financial and employment documents to validate that status. Awards are made as a "percent off" the cost of a program or service, and amounts are based on family size, income, and the amount of CSF funds available at any given time. It can take 2-4 weeks for a CSF application to be processed, so we encourage families to apply in advance of an anticipated need. The CSF cycle is June through the following May, with applications accepted beginning March 1. General instructions and the application are available on our website.

- The CSF application requires the applicant to specify which programs or services funding is being requested. Unless specifically requested, an award for preschool will not roll over to summer camp; a summer camp award will not roll over to afterschool, etc. Applicants must be very specific in what they are applying for.
- All CSF applicants should request CSF for membership! If awarded a membership scholarship, the applicant must go to the Front Desk to activate the membership. An active membership (full price or scholarship-funded) may allow for special member-only pricing and promotions; at the Stuart Branch, members receive early registration opportunities for Summer Camp, save \$30/week on summer camp, and save \$10/week on Afterschool. Membership also includes access to Child Watch and discounts on many other YMCA programs (sports, swim lessons, Parent's Night Out, etc.)
- To apply for CSF for childcare, the applicant must first apply for, and be waitlisted or turned down for, ELC-SR funding. This is to ensure that as many families as possible can be served by CSF dollars. CSF and ELC funds are not currently stackable. If you are unable to apply for ELC-SR funding for any reason, please contact the Director for assistance and/or additional options.

School Readiness Subsidies (SR) are State funds designed to reduce the cost of childcare for working families. SR funds are administered by the Early Learning Coalition (ELC) in which the parent resides – ELCIRMO for residents of Martin County and ELCSLC for residents of St. Lucie County. YMCA's Stuart and Indiantown childcare programs are contracted with both Coalitions, meaning residents of any Treasure Coast County may utilize their SR funds at these sites. YMCA's St. Lucie County childcare programs are only contracted with ELCSLC, meaning only St. Lucie County residents may use SR funds at our SLC sites. Parents may apply online (www.ELCIRMO.org or www.ELCSLC.org) or visit their local ELC office for assistance. YMCA does not have any influence in the application for, award of, or management of these funds.

- During the application process, parents are required to select a childcare provider. If YMCA is selected, we will receive an enrollment request from the ELC once the subsidy has been awarded. This is not a guarantee of enrollment at the YMCA. YMCA may accept or decline an enrollment based on available space and other factors. If a parent is applying for SR and expecting a childcare space at YMCA, we strongly suggest they contact us early in the application process.
- ELC families are expected to follow the same registration process as any other customer (online, deposits, etc.). If an ELC family needs assistance registering for a program or requires more ELC-specific information (cost, etc.) prior to registering, they should contact the Program Coordinator or Director before registering.
- ELC does not cover 100% of the tuition, nor is the "parent fee" or "co-pay" amount the only amount parents will be required to pay. In addition to parent fees and/or co-pays, the family is responsible for the "differential" – the difference between tuition and the amount covered by ELC. The amount covered by ELC varies from family to family and program to program. The Program Coordinator or Director can provide precise tuition cost once an ELC enrollment has been accepted by YMCA, but not before.
- ELC does not back date awards. If a family cannot afford tuition without the subsidy, then the family should wait until their award is finalized before attempting to register for YMCA programs.
- ELC has many rules and regulations, and it is the parent's responsibility to ensure they maintain compliance. If a parent loses eligibility for the SR subsidy, YMCA is automatically notified, and full tuition will be charged.

DROP-OFF & PICK-UP – If no staff is present and/or if doors are locked, please call the Y phone number posted to get in contact with the Y staff. Signage is posted at each site with this information.

- **Bayshore Facility** (772-323-1351): park in the parking lot area. Drop-off and Pick-up is at the building's door.

- **CAST** (772-323-1534): park in the bus loop area. Drop-off and Pick-up is at the gate by the cafeteria entrance.
- **FKS** (772-323-1193): park in the bus loop area. Drop-off and Pick-up is at the gate by the cafeteria entrance.
- **VGE** (772-260-7184): park in the parking lot area. Drop-off and Pick-up is at the portable door in the mornings or at the cafeteria double doors in the afternoon.
- **WBE** (772-260-7187): park in the parent loop area. Drop-off and Pick-up is at the main entrance doors.

YMCA Childcare spaces are NO PHONE ZONES! Hang up your phone before entering the facility.

On School's Out Camp days, the latest a child may be brought to camp without a doctor's note is 9:00am.

All children must be picked up on time (6:00pm) every day! All children must be signed in and out every day, including the exact time and the parent/guardian's full legal signature. If you will be unable to pick your child up by 6:00pm, please call the Program as soon as possible. Families receiving an ELC subsidy risk losing eligibility and may be required to pay the full tuition rate for any days the child is not properly signed in and out. ELC monitors this monthly.

Anyone picking up a child must be at least 18 years of age and possess a valid, government-issued photo ID. Only individuals listed on the child's Registration Form will be allowed to pick-up the child. Should a person arrive who appears to be under the influence of drugs or alcohol, for the child's safety, staff may have no recourse but to contact the police.

In addition to signing in and out, parent/guardian must communicate, verbally or non-verbally, with program staff at pick-up. Staff often have valuable information to share with you and it is imperative you maintain open, daily communication.

When leaving a classroom, ensure the door closes behind you and that no child (other than your own) has slipped out the door with you. Do not allow your child to run ahead of the parent/guardian, in or out of the building. We teach our students to use their "walking feet."

TRANSPORTATION

Before/After school transportation is included at no charge to/from all BLUE ZONE schools (Bayshore Branch only). The Bayshore Branch welcomes registrations from students attending other schools, but parents are responsible for providing transportation and ensuring their child is properly signed in upon arrival.

School-based sites only enroll students attending that school.

PERSONAL BELONGINGS

The YMCA is not responsible for lost, damaged or missing personal belongings. Do not allow your child to bring toys, candy, or money, unless requested for a specific project or activity.

Cell phones and other personal electronics are strictly prohibited and must be kept powered off and stored in a bag or backpack while at the Program. Our detailed cellphone and electronic policy is included later in this handbook.

Lockers may be available to participants, during swim time only, at no cost, on a first-come-first-served basis; participants must bring their own lock and locks must be removed at the end of the day. YMCA may remove locks at any time, and YMCA is not responsible for missing or damaged locks.

ACTIVITIES

Daily activities always include free-play, healthy snack, and homework/academic time. Social-emotional learning (SEL) activities, sports, arts & crafts, and a variety of interest-based activities or "clubs" are also offered throughout the year. Middle-schoolers focus on service-learning, physical fitness and healthy living.

PARENT PARTICIPATION, COMMUNICATION AND VOLUNTEERISM

YMCA Afterschool encourages all parents to become active partners in their child's education! We maintain an open-door policy for parents – you are welcome to visit anytime – and we strongly encourage parents to volunteer in the program! Extended family and other visitors are also welcome but must be cleared with the Director first.

All adults are expected to support a safe and healthy learning environment, by demonstrating the Y's Four Core Values - Caring, Honesty, Respect, and Responsibility - in every interaction at the YMCA. Failure to meet these expectations, may result in the disenrollment of your child.

Effective communication between home and the Program is crucial for your child's success. This begins with your child's registration documents. Please be sure these are completed fully and accurately and that any changes are shared with the Director, in writing, within 24 hours of the change. When at the Center, look for valuable information posted on doors, windows, and information boards. We also communicate through email! Please be sure we have an accurate email address on file.

DCF regulations allow parents to volunteer up to ten (10) hours per month; all volunteers must complete a YMCA Volunteer Application, receive clearance from the Childcare Director, and sign in and out in the Volunteer Logbook at each visit. Some volunteer opportunities available include:

Homework Helper – Help school-age children complete homework and other academic tasks; play educational games; read aloud; build healthy adult-child relationships; Times needed: 3:00pm-5:00pm, M-F; Minimum Monthly Commitment: 4-5 hours (one hour per week).

RULES & BEHAVIORAL EXPECTATIONS

1. Children take **RESPONSIBILITY** for their actions.
2. Children **RESPECT** themselves, each other, camp equipment and the environment.
3. **HONESTY** is the basis for all relationships and interactions
4. Children are **CARING** in their relationships with others.

Children should talk to a counselor or any staff member if they are uncomfortable with any experiences or need assistance while in the Program.

Discipline Procedures

REDIRECTION: Staff will redirect the child to more appropriate behavior.

STOP & THINK: If inappropriate behavior continues, the child will be reminded of behavior guidelines and rules, and the child will be asked to decide on action steps to correct his/her behavior.

REFERRAL: If a child's behavior still does not meet expectations and is affecting the experience of other campers, he/she will be referred to the Program Office; consequences may include, but are not limited to: loss of privilege(s), phone call home, parent conference, etc.

SUSPENSION/EXPULSION: If inappropriate behavior continues, as a last action step, the child may be dismissed from camp for a period of time, up to the remainder of the school year.

Examples of unacceptable behavior:

- Refusing to follow behavior guidelines or camp rules
- Using profanity, vulgarity or obscenity
- Stealing or damaging personal or camp property
- Refusal to participate in activities and cooperate with staff
- Disrupting a program
- Endangering the health and safety of children and/or staff
- Use of illicit drugs, alcohol or tobacco, or sexual conduct of any kind
- Teasing, making fun of, or bullying other campers or staff
- Fighting of any kind

Physical violence or bullying toward another child or staff member will result in immediate suspension for the remainder of the week; a second offense may result in expulsion for the remainder of the school year.

Tuition and fees are non-refundable if a child is sent home for disciplinary reasons.

Bus Rules

- Children are expected to demonstrate Caring, Honesty, Respect & Responsibility and to follow all general behavior guidelines and expectations while on the bus.
- Children must not use cell phones or other personal electronics; these devices must be stored in a backpack or lunch box during Camp.
- Children must wear seatbelts when bus is in motion.
- Children must remain seated and facing forward when bus is in motion.
- Children must not hang or throw anything out the window, including body parts (arms, etc.).
- Children must maintain "inside voice" volume; no yelling, screaming, screeching, etc.
- Children must not eat or drink on the bus.
- Children must be silent (Y's up) when bus stops at railroad crossings.
- Children must not exit the bus until directed to do so by staff; seatbelt straps should be hung over seat back and all garbage picked up before exiting the bus.

Field Trip Rules

- Children are expected to demonstrate Caring, Honesty, Respect & Responsibility and to follow all general behavior guidelines and expectations during field trips.
- Children must wear Y Camp shirt on all trips; campers not wearing a Camp shirt will be provided one and your account will be charged \$15.
- Children must not use cell phones or other personal electronics; these devices must be stored in a backpack or lunch box during Camp.
- Children must remain in their assigned groups and/or "buddy" & with assigned counselors.
- Children must request restroom breaks from staff, if needed between scheduled restroom breaks. YMCA Child Accountability Policies require staff to visually inspect public restrooms for safety prior to allowing children to enter; children must be escorted in groups of three or more.
- Children must follow any additional rules and expectations presented at any individual field trip location or experience.

Anti-Bullying Statement

The Y is committed to preventing bullying, which is defined as systematically and chronically inflicting hurt or distress on a child or staff member. Bullying is further defined as unwanted and repeated written, verbal, or physical behavior, including threatening, insulting, or dehumanizing gestures that are pervasive enough to create an intimidating or hostile environment. It includes, but is not limited to, teasing, social exclusion, threat, intimidation, stalking, cyber-stalking, physical violence, theft, harassment, humiliation, or destruction of property. To report any incidents of bullying, please call (772) 878-7337, ext. 402, with as much detail as possible.

Camper Cell Phone/Personal Electronic Policy

Camp is a safe place for youth to develop authentic and positive relationships with peers and adults, while growing and developing – intellectually, emotionally and physically. Camper's use of personal electronics during structured Camp time interferes with Camper's ability to participate in authentic interactions and planned activities. The Y recognizes the value of instant communication and expects Campers to keep any personal electronic device powered-off and stored in backpack or lunchbox while at Camp.

1st violation (counselor discretion) – redirection (Camper is reminded of the rule and directed to store device); *2nd violation (counselor discretion)* – confiscation (Phone is taken from Camper, securely stored in Camp Office and returned to Parent/Guardian at the time of pick-up; *3rd violation* – Parent/Guardian contact (Parent/Guardian must pick-up phone in Camp Office and sign “Final Warning” document); *4th and subsequent violation* – referral (“major” infraction – defiance; suspension or greater consequence).

Exceptions: (1) in the event of an emergency any camper is permitted to use personal electronics to contact emergency services, the Y, and/or the Camper’s responsible party.

Y-owned Technology Use Policy

Technology is one way of enhancing the Y’s mission of Youth Development! The Wicina Family Program Center features a well-equipped technology lab, featuring Google Chromebook and Android tablets (the Devices). We want our children to embrace appropriate use of technology so they may become responsible digital citizens.

The Y will provide secure and filtered access to the internet through the Y’s wireless network. Use of Devices and the network is encouraged. The use of technology to access educational material is a privilege. When abused, privileges may be revoked, and disciplinary consequences may be issued. When respected, these privileges benefit the child and the Programs.

Technology Rules

1. Eating and drinking is not allowed in the Tech Lab and/or when using a Device.
2. Device must be signed-out and -in with each use.
3. Devices are to remain in the Tech Lab (or area assigned by staff).

Prohibited Activities

The following activities are prohibited while using Y-owned Devices and/or accessing the Y’s wireless network:

- Accessing any content that may reasonably be considered “inappropriate” in a childcare setting;
- Accessing social media, or any other communication platform not explicitly authorized by Staff;
- Photographing and/or recording (audio and/or video) any child without explicit authorization from Staff;
- Engaging in any form of illegal activity;
- Attempting to bypass any network filters and/or security features (i.e.: “hacking”);
- Engaging in any form of cyber-bullying or any other practice that may, in any way, reasonably create in the mind of another person an impression of being threatened, humiliated, harassed, embarrassed or intimidated.

HEALTH & SAFETY POLICIES - As the nation’s oldest and largest childcare provider, we play a very important role in protecting and promoting the health and well-being of the children in our care. YMCA achieves major health gains by operating under the following policies and procedures:

- Emergency plans (fire, weather, lockdown, etc.) are developed, practiced, and documented regularly.
- Regular and frequent safety checks prevent injury.
- Annual in-service training in CPR, first aid, and updates on common childhood illnesses keep the staff informed and current.
- Hand washing is the simplest and best thing we can do prevent the spread of disease.
- Ongoing observation of children may reveal health problems. Staff greeting children upon arrival will visually screen each child, noticing specifically:
 - Overall physical appearance - Is the child pale, atypically tired or overactive, appropriately clothed?
 - Do the child’s eyes look matted with discharge? Are the child’s eyes unusually irritated or red?
 - Does the child’s exposed skin appear to have a rash, or red spots?

YMCA reserves the right to implement additional health and safety policies at any time to address identified needs.

Nutrition Policies are in place to ensure your child is safe and healthy while in the program. Any food allergies must be documented on the registration form. Campers are prohibited from bringing candy, gum, etc. to camp. Any food brought from home should be nutritious and balanced.

Drinking water is always available in the Center, including fountains, cups, and bottle filling stations. We encourage children to hydrate regularly and never refuse a child water when they ask. Parents are encouraged to send refillable water-bottles to help keep children hydrated.

Accident/incident reports are completed anytime your child gets hurt. You may be notified at the time of the incident, depending on the severity; any accident resulting with an injury to the head or face will result in immediate parent notification. You will be asked to sign the report at pick-up; a copy is available upon request.

Prescription medication may be administered only when the parent has completed a Medication Authorization Form and provided the medication to the Director. Medication must be in the original container and have a prescription label with an expiration date and the correct child's name on it, as well as the amount of medicine to be administered. Parents must provide a medicine spoon or dropper. Children are not permitted to possess medication in the Program.

Back Up Childcare and Reporting an Absence – There are times when children are not well enough to attend the Program. Please have a back-up childcare plan for when your child is ill and needs one-on-one care. If your child will not be attending because of an illness, or for any other reason, please call the Center at (772) 878-7337, ext. 402 to report the absence (leave a detailed message, including date, time and child's first and last name). Failure to report an absence may result in a no call, no show fee of \$10 being applied to your account. Families receiving an ELC subsidy risk losing eligibility and may be required to pay the full tuition rate for any days the child is absent without a doctor's note. ELC monitors this monthly.

If your child shows signs of illness, please keep him or her home. Do not give your child fever reducing or cough medication, in hopes he or she will be "well-enough." If your child is too sick for school, he or she is too sick for Before/Afterschool – keep him or her home! If everyone sticks to the policy, there will be less illness!

If your child becomes ill during the day, you may be asked to take your child home early. **If you are asked to pick up your child early, you must comply within one (1) hour of the time of notification**, and your child must remain out for 24 hours, symptom-free (may return sooner with a doctor's note stating the illness is not contagious). You will be contacted if:

- Your child's illness prevents him or her from fully participating in daily scheduled activities; or
- your child's illness requires more care than childcare staff can provide; or
- keeping the child in care poses an increased risk to the child or other children or adults with whom the child will come in contact.

COVID-19 and/or any other COMMUNICABLE DISEASES must be reported to the Child Care Director. Please notify YMCA immediately if your child is absent due to a communicable disease so that other parents can be notified.

COLDS, FLU, AND OTHER RESPIRATORY INFECTIONS – Children need to be isolated and symptoms at least discussed with their family physician. They may need antibiotics. The child may return after other symptoms have subsided (24 hours) or as recommended by their physician. Green nasal discharge could be considered infectious. If your child has had a runny nose for more than a week or has had a fever or acting ill please consult your physician. Only prescription medications will be given when the parent/guardian fills out our medication form.

COUGH including RSV – Coughing spreads germs. Therefore, the first two days of a cough it is recommended to keep children home. If the child also has a fever or cough prevents nap, they will be sent home and required to see their physician.

DIARRHEA / VOMITING – Children will be sent home after 2 bouts of diarrhea or 1 instance of vomiting. Children may return after 24 hours free of diarrhea or vomiting.

FEVER– Children will be sent home if presenting with fever greater than or equal to 100.4⁰ F. Children must be fever free, without the use of a fever reducing medication, for 24 hours before returning to childcare.

HEAD LICE – *Students diagnosed with live head lice do not need to be sent home early from school; they can go home at the end of the day, be treated, and return to class after appropriate treatment has begun. Nits may persist after treatment, but successful treatment should kill crawling lice. YMCA will notify families when a case of head lice has been identified in their child’s classroom or group.*

Head lice can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. Both the American Academy of Pediatrics (AAP) and the National Association of School Nurses (NASN) advocate that “no-nit” policies should be discontinued. “No-nit” policies that require a child to be free of nits before they can return to schools should be discontinued for the following reasons:

- Many nits are more than ¼ inch from the scalp. Such nits are usually not viable and very unlikely to hatch to become crawling lice, or may in fact be empty shells, also known as ‘casings’.
- Nits are cemented to hair shafts and are very unlikely to be transferred successfully to other people.
- The burden of unnecessary absenteeism to the students, families and communities far outweighs the risks associated with head lice.
- Misdiagnosis of nits is very common during nit checks conducted by nonmedical personnel.

STREP THROAT – The child may return after 24 hours of antibiotic medication and a normal temperature and a Dr.’s note.

CONJUNCTIVITIS (pink eye) – highly contagious eye infection. Children may return after resolution of eye discharge and at least 24 hours of treatment and with a Dr.’s note.

CHICKEN POX – The child may return after all lesions are dry and crusted over. Typically, one week (7 days) after the rash first appears. We recommend children receive the Varicella vaccine.