



YMCA PrimeTime Parent Handbook 2021/2022

Revised June 2021

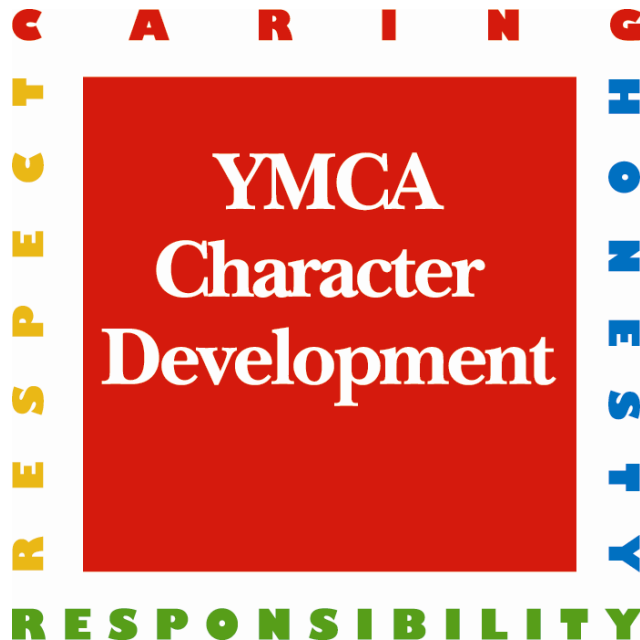


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Dear Parents and Guardians,

The Valdosta-Lowndes County Family YMCA is extremely pleased to provide YMCA PrimeTime for your child. By selecting PrimeTime, you are giving your child the opportunity to benefit from a licensed program that has a foundation of YMCA tradition and many years of experience in serving children and their families.

Here at the YMCA, we offer a staff of counselors that is systematically trained in effective supervision and a positive approach to promoting the well-being of every child physically, emotionally, spiritually and intellectually. Our programs are well balanced with recreational, educational, character development and enrichment activities.

This handbook has been designed to answer your questions, promote communication between our staff and your family, and to assist you in understanding our policies and procedures. The policies outlined in this handbook are intended to protect your child and to ensure that his/her experience in YMCA PrimeTime is positive and rewarding.

Please read this handbook carefully and refer to it as needed. We hope to not only meet, but to exceed, the expectations of you and your family. Thank you for this opportunity.

Sincerely,

Randy Gaytan

Randy Gaytan
Physical Director

PrimeTime Purpose and Licensure

The PrimeTime program is designed to help participants grow in spirit, mind & body, as well as furthering the values of child development. The Valdosta-Lowndes County Family YMCA PrimeTime program is a licensed Child Care program through *Bright from the Start, Georgia Department of Early Care and Learning*. We have also attained Quality Rated status at all eleven PrimeTime locations. Quality Rated is Georgia's 3-star rating system to assess, improve, and communicate the level of quality in early education and school-age care programs. Any childcare program participating in Georgia's Quality Rated has agreed to meet standards that exceed the state's licensing requirements and is committed to improving the quality of care it provides to children. Based on the results of a rigorous application process, programs are assessed, and qualifying programs earn the Quality Rated accreditation. Accreditation is awarded based on a combination of points gathered from independent observations and a portfolio that demonstrates that the program meets standards above and beyond what licensing requires. The Quality Rated system was



designed so that any parent selecting a program participating in Quality Rated can feel confident that they are enrolling their child in a program that is committed to continuous quality improvement and higher quality standards. Guidelines are set forth by this licensing agency and each of our sites is visited by a *Bright from the Start* childcare consultant who ensures the quality of our program.

YMCA Core Values and Corresponding Colors

Honesty, Caring, Respect and **Responsibility** are woven into every aspect of PrimeTime programming.



YMCA Vision

For Youth Development. For Healthy Living. For Social Responsibility.

YMCA Mission

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

YMCA Primetime Mission Statement

The YMCA Primetime Program is dedicated to providing quality school aged childcare in a safe, healthy and fun atmosphere.

Philosophy of YMCA School Aged Child Care

The philosophy of the YMCA's PrimeTime program is to nurture each child through care, understanding and affection. We offer school aged childcare programs that promote learning through play, recreation, and structured classes.

Non-Discrimination Statement

The Valdosta-Lowndes County Family YMCA recognizes the worth of all persons, regardless of race, religion, sex, age, physical disability, special needs or economic circumstances.

Children with Special Needs

The Valdosta-Lowndes County Family YMCA and the staff members do not discriminate against any children, adults, or families. All children and families are welcome into our program. In some cases, there may be a level of care that our staff is not trained for. Please contact the Child Care Director with any special needs.

Eligibility

The PrimeTime program is for school age children (ages 4-12) who are

enrolled at a participating elementary school. The program is in session during the school calendar: Monday through Friday, August through May. Parents are responsible for maintaining accurate record information as well as escorting their child from the site daily.

Registration Process

Parents and guardians can register their child at the YMCA on Gornto Road, South Lowndes YMCA or online by visiting: www.valdostaymca.org. Sibling discounts and special rates must be completed by registering over the phone with the YMCA (229 244-4646) or at a YMCA physical location. Registration must be completed 24 hours before your child begins PrimeTime, listing: emergency contacts, authorized persons that can pick-up each child, physician's information, income eligibility form, signed parent agreement, transportation agreement and accompanied with **current immunization records on the Ga DPH form 3231**. Families may apply for financial assistance by completing a scholarship application with proof of income and residency.

Hours of Operation

PrimeTime operates on-site every full day that school is in session. Please refer to our Holiday Camp schedule at the end of this handbook for a list of school breaks and holidays the YMCA will be offering full day Holiday Camp at the YMCA on Gornto Road for an additional fee.

Hours: Immediately following regular dismissal until 6:30 PM.

***(Not including early dismissal days and school holidays) ***

Fees: *Registration fee is \$10 per child.*

- After School Care: \$40 for first child and \$30 for each additional child per week.
 - Bank account draft registration: 1st and 2nd week is due at registration.
- OR**
- Credit Card draft registration: 1st week is due at registration.
 - The full weekly fee is due if your child attends at least one day of the week.
 - Drop-In Care: \$10 per day for a maximum of three days per school year. After three days, the child must pay the registration fee, register for PrimeTime and pay the above listed regular weekly fee.
 - Pro-Rate: All weeks where PrimeTime is available for 4 or 5 days will be the full price, 3 days will be \$35 for the first child and 2 days will be \$30 for the first child.
 - Early Dismissal days: Children that are registered and paid for the week with an early dismissal day may attend early dismissal camp

at the YMCA on Gornto Road at no additional cost (see holiday camp schedule at the back of this handbook for dates).

- **Scholarship and CAPS payments remain constant each week.**

Payment Policy

- Weekly fees are payable through **Automatic Bank Account Draft or Credit Card Draft Only**. Weekly drafts are withdrawn **every Monday** for the entire school year unless there is a full-week break. If your child is absent for an entire week you may fill out a refund request form to request a refund for that week or request those funds be transferred to another week of PrimeTime or a Holiday Camp.
- A yearly registration fee of \$10 per child helps us buy supplies and other items needed at PrimeTime.
- **Scholarship and CAPS payments remain constant each week.**
- Should any debit not be honored by my bank for any reason, I understand that I am still responsible for the payment, plus a \$25.00 service charge applied by the YMCA. This is in addition to any service fee my bank may require.
- In the event of three draft returns...
 - For those who have been awarded a scholarship for PrimeTime, that scholarship **will be revoked**. Parents or Guardians must reapply with a new scholarship application and its additional paperwork.
 - For those not on scholarship, a one-month pre-payment balance must always be maintained.

Financial Assistance

The YMCA programs also work closely with the United Way to offer more diversified experiences to the community. Assistance is available to qualifying families through our scholarship program. Scholarship applications may be picked up at the YMCA Member Services Desk, via e-mail, mail or on our website, www.valdostaymca.org.

Parents/Guardians are to submit completed forms along with proof of residency and proof of income to the Member Service Director. Applicants will be notified by phone and in writing of the scholarship awarded.



Location

PrimeTime After School Enrichment Program		Site Cell Phone #
YMCA	2424 Gornto Road, Valdosta	229 630-9321
Clyattville Elem.	5386 Madison Highway, Valdosta	229 630-9355
Dewar Elem.	3539 Mt. Zion Church Road, Valdosta	229 415-3963

Hahira Elem.	350 Claudia Drive, Hahira	229 630-9344
Lake Park Elem.	604 W. Marion Avenue, Lake Park	229 630-9314
Moulton-Branch Elem.	5725 Perimeter Road, Valdosta	229 630-9378
Pine Grove Elem.	4175 River Road, Valdosta	229 415-3966
Westside Elem.	2470 James Road, Valdosta	229 630-9373
SL Mason Elem.	821 W. Gordon St., Valdosta	229 415-3961
Sallas Mahone Elem.	3686 Lake Laurie Dr., Valdosta	229 415-3965
WG Nunn Elem.	1610 Lakeland Ave, Valdosta	229 415-3964

Transportation (May change due to COVID-19)

Transportation may be provided from certain area schools to the PrimeTime After School Enrichment Program located at the YMCA (minimum of 5 children is required to begin a bus pick up). If your child will not be riding the bus on a certain day, please call the YMCA at 244-4646. Please adhere to this policy so that the buses are not delayed. Habitual no-call could lead to loss of bus privileges.

Check-In Procedure

(Please review the COVID-19 amendment for changes)

Role will be taken and electronically documented on a tablet as children arrive at the PrimeTime location. Any child registered in the program but not present will be verified with the school office/personnel as to the check-out/absence status. In order to make this more efficient for the PrimeTime staff and the school staff, please call the Site Cell phone or the Child Care Director at 244-4646 or 251-9145 to inform them of a child's absence from PrimeTime.

Authorization for Release of a Child

(Please review the COVID-19 amendment for changes)

Only persons listed on a child's enrollment agreement are authorized to pick-up and sign out the child. ID's of all individuals picking up children will be checked every day and is strictly enforced. Once the authorized pick-up person's ID is verified, they will electronically sign out the child on a tablet.

If you would like to **text ahead** when you are 5-10 minutes away from the PrimeTime site, please text your Site's Cell Phone # listed above and the PrimeTime staff will begin getting your child prepared to be checked out.

If a non-custodial parent has been denied access, or granted limited access, to a child by a court order, the PrimeTime Program shall secure documentation to that effect, maintain a copy on file, and comply with the terms of the court order.

If the parent(s) or person(s) authorized by the parent appears to be physically and/or emotionally impaired to the extent that, in the judgment of the Site Leader and/or staff member, the child would be placed in harm if released to such an individual, the PrimeTime Program shall ensure that:

1. The child is not released to such an impaired individual;
2. Staff members attempt to contact the child's other parent (if listed) or an alternate person authorized by the parent(s);
3. If the center is unable to make alternative arrangements, a staff member shall call DFCS to seek assistance in caring for the child.

In the event of an emergency, when a child must be picked up by someone not authorized in the enrollment agreement, we require the following:

1. Parents must call or visit Valdosta YMCA or South Lowndes YMCA to add additional authorized individuals to pick-up your child.
2. The person picking up the child must present an identification card with his/her photo and must sign out the child.

Under no circumstances will your child be allowed to leave PrimeTime with an unauthorized person. Any change in family status which impacts authorized parties for pickup will require official documentation from the **parent or guardian that originally registered the child**. Permission must be submitted in advance, specifying days and departure times. The YMCA is not responsible for the child's safety and supervision once they have left the program.

Late Pick Up and Charges

ALL CHILDREN MUST BE PICKED UP BY 6:30PM. Late pick-up will be assessed an additional fee of \$5.00 for the first 15 minutes plus an additional \$20 thereafter. Late pick up fees will be applied to the following Monday's bank draft.

If your child has not been picked up by 7:15 pm and the YMCA has not been notified of your delay, the YMCA will call the police to take your child home and DFCS will be called for assistance.

Continual late pick-up may result in dismissal from the program.

Program Withdrawals

A 14-day written notice is required if your child is being withdrawn from the program. Please come to the YMCA and fill out a cancellation form.

Daily Absence

If your child is going to be absent, it is extremely important that you call the PrimeTime Program to notify the staff of the absence. Repeated failure to alert PrimeTime of absences may result in termination from the PrimeTime Program.

Weekly Absence

If you know that your child will be absent from the PrimeTime Program for a specific week, please notify the YMCA at 244-4646.

Supervision Qualifications

PrimeTime counselors must be 18 years or older, possess a high school diploma or GED and are required to pass a national fingerprint check, as well as test negative in a drug screening. As part of our Drugs Don't Work program, ongoing random drug screenings are performed. Applicants with past experiences in childcare and/or an instructional background in psychology, family studies, health services and education are preferred. Also, each counselor needs to display effective communication skills with parents, children and in a group setting. References are contacted to verify an applicant's honesty, character, and ability to work with children. Once hired, a minimum of 18 hours of annual trainings are required.

YMCA Staff

The YMCA strives to make each child's day a magical experience – explore, discover, create new friendships, and try new programs along with the traditional favorites. Each of our staff is carefully chosen to be positive role models and caring individuals. Every staff member working in our program will complete training which may include topics such as: Child Abuse Prevention, Supervision, Behavior Management, as well as many others. All employees have passed a criminal background check, reference checks and pre-employment drug testing. All staff at each site are CPR and First Aid certified within their first 90 days of employment.

Staff Services:

- **Academic Support**- test taking skills and time management
- **Homework Time**- homework assistance and resources
- **Literacy**- reading clubs, individual and group readings
- **Health, Wellness, Fitness**- encourage all participants to participate in structured and unstructured Physical Fitness Activities, Games, Intramural Sports etc.... daily.
- **Arts & Humanities**- Arts and Crafts, Character Development
- **Social Competencies**- Conflict Resolutions, Asset Development
- **Nutritious Snack/Meal**- Meets USDA CACFP Regulations



If any child has food restrictions, due to allergies, please get a doctor's note so we may request a substitute snack. Due to licensing restrictions and possible allergies, no outside food may be brought in. Snacks/meals are provided at no cost through the CACFP program. The Income Eligibility form from Second Harvest is a required part of the PrimeTime registration packet.

- **Family Involvement**- Parent-Child Activities
- **Service Learning**- Theme-based curriculum, Special Projects
- **Mentoring**- Provide the opportunity for students to work with an adult on academic and social skills, conflict resolution, and violence prevention activities.

What Not To Bring To The Y

Children are not permitted to bring toys, electronic games, MP3 players, cellular phones, smart watches or other personal articles. If items of this nature are brought to PrimeTime, they will be held by the Site Leader until pick-up and handed over to a parent/guardian.

The YMCA is not responsible for items lost, broken or stolen during program hours.

Contact Information: YMCA 229-244-4646

The Child Care Director may be reached at 229 244-4646 ext. 241 or 229 251-9145. Please leave a message if the Director is unavailable so your call may be returned as soon as possible.

Community Collaborations

Affords the opportunity to enrich the program through resources available from community partnerships.

Statement of Commitment and Goals

Our YMCA staff members that work with school-age children are committed to provide a safe, nurturing environment for all children. To the best of our ability we will:

1. Ensure the safety and health of all participants and provide a responsive and caring environment for them while improving personal and family relationships.
2. Ensure that programs for young children reflect a dedicated effort toward positive and valuable experiences and to facilitate personal growth.
3. Help children learn to live and work cooperatively, promoting self-esteem and respecting their individual differences and becoming better leaders and supporters.
4. Respect and support families in their task of nurturing and guiding children.
5. Maintain high standards of professional conduct.
6. Recognize that personal values, opinions and biases can affect professional judgment, and strive to serve as positive role models for children.
7. Serve as advocates for children and their families within the community.
8. Report any and all suspicions of child abuse to Child Protective Services.
9. Incorporate challenging activities for both small and large groups to develop specific skills and have fun!

Medication/Special Conditions

All medical or special conditions (Allergies, ADHD, Autism, etc.) must be listed on the registration form with the plan of action. The YMCA can only administer prescription medication for life-threatening instances, for example- epi-pens and inhalers, provided by the parents/guardians. If the medication is to go home with the child at the end of the day or week, parents/guardians are responsible for picking it up from the site leader.

Prescription medication to be administered to your child by the staff must:

- Be brought directly to the Child Care Director by the parent or guardian.
- Be in the original container labeled with the child's name, date, directions and the physician's name.
- Be accompanied by the Medication Authorization Form, filled out by the parent/ guardian, listing: child's full name, name of medication, prescription number, time medication is to be given, amount of medication to be given, dates to be given, and noticeable adverse reactions. If there are noticeable adverse reactions, the parent/ guardian will be called. **Absence of this form will prevent your child from receiving medication.** Forms are in effect for a

maximum of two weeks. If medication is to be given for a longer period of time a new form must be submitted.

Accident/Injury

If an accident should occur at PrimeTime, the Site Leader will advise the parent at the time of pick up. The counselor caring for the child will complete a written report of any accident considered serious, detailing the medical procedure that was followed. We require that parents read and sign this document. If emergency treatment is warranted, the Director will immediately notify the parent or guardian and the child will be transported by ambulance to South Georgia Medical Center, if necessary.

Illness

The PrimeTime illness policy is the same as the schools' policy. A sick child is to be kept at home for his or her own sake and that of others. **A CHILD SHALL NOT BE ACCEPTED OR ALLOWED TO REMAIN AT THE SITE IF THE CHILD HAS THE EQUIVALENT OF A ONE HUNDRED AND ONE (100) DEGREE OR HIGHER ORAL TEMPERATURE OR ANOTHER CONTAGIOUS SYMPTOM, SUCH AS, BUT NOT LIMITED TO, A RASH, DIARRHEA, OR A SORE THROAT. THE PARENT/GUARDIAN WILL BE CALLED TO PICK UP THE CHILD.** If a child becomes sick during the program, they will be separated from the group until they are picked up. **Child must be picked up within 30 minutes.** The YMCA should be informed about the nature of any illness. If your child has a communicable disease, please notify the Site Leader before he/she first arrives. If your child has a suspected case of a notifiable communicable disease, the staff is required to notify the local county Health Department, and, if confirmed, a letter to all parents of participating children stating possible exposure to a communicable disease will be sent out.

Emergency Procedure Plan

Emergency plans have been developed and are posted for parent viewing at each PrimeTime site.

Confidentiality Policy

The Valdosta-Lowndes County Family YMCA is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect personal information you provide online and through data collection.

Basic Confidentiality Policy

It is our policy that personal information, such as your name, postal and e-mail address or telephone number, is private and confidential. Accordingly, the personal information you provide is stored in a secure location, is accessible only by designated staff, and is used only for the purposes for which you provide the information (such as to send YMCA information updates and requests for information and/or donations.)

You can indicate your desire to be removed from an e-mail list by clicking on the appropriate link at the bottom of an e-mail. If you receive an e-mail without such an option, please call 229-244-4646. If you would like to be removed from the YMCA's list immediately, please e-mail us.

If you prefer not to receive mail by U.S. post, please send a note to:
Membership: Valdosta-Lowndes County Family YMCA
PO Box 1301
Valdosta, GA 31603

Or call 229-244-4646.

No Release of Information to Third Parties

Personal information will not be released to third parties except if release is required by law or is pertinent to judicial or governmental investigations or proceedings. There are no other circumstances under which we will provide or sell personal information to third parties.

Review of Children's Files

Your child's file is available for review by the Department of Family and Children Services (DFCS) and Bright from the Start Georgia Department of Early Care and Learning.

No Computer Tracking of Identifiable Information

Our computer does not track collect or distribute personal information about its visitors.

In addition, our web sites track information about the visits to our web sites. For example, we compile statistics that show the daily number of visitors to our sites, the daily requests we receive for files on our web sites, and what countries those requests come from. These aggregated statistics are used internally to better provide services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information. The YMCA is not responsible for the privacy practices or policies of vendors or partners. The YMCA never shares personal data of any kind with vendors or partners.

Parent/ Required Postings

Each site will have the following items posted for parent review:

- License
- Copy of Rules and Regulations
- Review of evaluation report
- Communicable disease chart
- Statement of parental access
- Names of persons in charge
- Current weekly snack menu
- Emergency plans for severe weather and fire
- Visitor policy

Parent Commitment and Communication

We encourage parents to actively commit to our program to insure its success in the following ways:

- Donating used toys, games, or books
- Providing input and suggestions about our program
- Completing and returning parent evaluations
- Presenting special program using hobbies or careers as topics
- Saving household items to be used as arts and crafts supplies

Cooperation with all policies and procedures, effective communication and partnerships between staff and parents are crucial to the well-being of each child. We appreciate when parents keep the PrimeTime staff informed of any changes or special events in their child's schedule. Also, please let us know of any transitions in your child's home life (divorce, birth of a new child, death, etc.). This communication helps the PrimeTime staff remain sensitive to your child's needs.

We encourage you to share your concerns and/or suggestions as well as your positive comments either in writing at the site or by calling the Director so we can strive for further improvements in the quality of our staff and programming and recognize excellence among our staff as well.

Parents are always welcome to visit the program during operating hours.

We ask for parent emails in order to send out information to the parents. We also compile a monthly newsletter with upcoming events, what we have done that month and any special news.

Behavior Guidelines for Participants: Discipline the "Y Way"

Our philosophy is positive discipline. We do not engage in any practices that are physically or psychologically damaging to a child. We

have aligned a proactive approach to behavior management by incorporating the National YMCA's four Core Values: Honesty, Caring, Respect and Responsibility, which encourage positive behavior in all of our participants.

Children are taught to consider the effect that their actions may have on others. Our four Core Values, Honesty, Caring, Respect and Responsibility, are guidelines that every program participant must follow to assure that our program runs smoothly, protects the safety of all, promotes cooperation and assists our children in taking responsibility for their actions.

Positive Discipline Measures, Behavior & Safety Guidelines

Our goal is for counselors, children, and parents to work together toward cooperative behavior and a cohesive atmosphere. Staff will always notify parents of emerging difficulties and ask for assistance in behavior management. All participants and parents are required to read and sign behavior management contracts.

Staff will provide clear, reasonable limits for children's behavior. Each child is expected to maintain proper behaviors while in PrimeTime. Positive behaviors will be reinforced; negative behaviors will be identified and redirected. Children will be taught to recognize and identify their feelings as valid and acceptable, but emphasis will be put on appropriate ways of dealing with those feelings.

Your child will be disciplined as follows:

1. **Redirection** - The child will be redirected in the most respectable way, from a disruptive behavior to an acceptable behavior.
2. **Reflection** - If the child does not respond to encouragement from the staff to stop inappropriate behavior, the child will be asked to take a short reflection time to think about more appropriate behavior.
3. **Removal from Activity** - If the behavior continues, or a child continues to be disruptive and not showing responsibility for their behavior, the child will be removed from the group or activity and be given something to do individually. Depending upon the severity of the action, a parent may be called for immediate pick-up. The staff will discuss with the parent what occurred and what further actions may be taken.
4. **Conference** - If a child continues to be disruptive or exhibits inappropriate behavior/attitude over a series of days, then a

conference will be set up between the parent, staff, and Program Director.

5. Should a child's behavior/attitude continue to disrupt PrimeTime, and progress is not being made to correct the behavior/attitude, the parent will be asked to pick up the child.
6. The YMCA will not tolerate bullying, swearing, hitting, name calling, or any type of abuse or disrespect towards authority or other YMCA participants. This follows one of our core values of showing respect to others and self.
7. If your child is on scholarship and they continuously misbehave, their scholarship will be revoked before we totally remove the child from the program.

STATEMENT REGARDING INVOLUNTARY DISENROLLMENT:

The YMCA reserves the right to remove a participant from the PrimeTime program for the reasons detailed in this handbook. Participants may also be removed for other circumstances during the school year that are deemed to be pertinent and relevant to the safety and well-being of all. The Director will make these decisions on an individual basis.

The following are some reasons we may have to terminate or suspend a child from the PrimeTime Program:

Parental Actions for child's suspension/expulsion

- Failure to pay/ habitual lateness in payments
- Failure to complete required forms
- Habitual tardiness when picking up child
- Physical or verbal abuse to participants or staff

Child's Actions for suspension/expulsion

- Uncontrollable tantrums/angry outbursts
- Ongoing physical or verbal abuse to staff or other children

Child Abuse Policy

Child care personnel having reasonable cause to believe that a child under the age of 18 has had physical injury inflicted upon him/her by other than accidental means by a parent or a guardian, or has been neglected or exploited by a parent/guardian, or has been sexually assaulted or sexually exploited, **MUST** be reported or cause reports to be made to the Department of Human Resources, Child Protection Agency.

Keeping Kids Safe

In order to keep your child safe, our staff adheres to the following code of conduct:

To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person be alone with a single child where he or she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.

In following our core value of **caring**, no staff shall ever leave a child unsupervised.

1. **Rest-room supervision:** Staff will make sure the rest room is not occupied before allowing children to use the facilities.
 - a. If children are washing hands only, small groups may be sent in while staff observes.
 - b. If child needs to use the facility, only 1 child will be allowed in the rest room at a time. This is to prevent any child from inappropriately looking or crawling under a stall wall into another stall. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at other off-site location. Children will always be accompanied by a staff member to and from the restroom when on or off -site. NOTE: Any staff member caught sending a child to the restroom unaccompanied will be terminated immediately.
2. Staff will conduct or supervise private activities in pairs—putting on bathing suits, taking showers, and so on. When this is not feasible, staff will be positioned so that they are visible to others.
3. Staff shall show **respect** for all members of the program and will not abuse children in any way, including
 - a. physical abuse—striking, spanking, shaking, slapping, and so on;
 - b. verbal abuse—humiliating, degrading, threatening, and so on;
 - c. sexual abuse—touching or speaking inappropriately;
 - d. mental abuse—shaming, withholding kindness, being cruel, and so on;

e. neglect—withholding food, water, or basic care.

Zero tolerance for abuse is our policy. Abuse results in immediate dismissal.

4. Staff will use positive techniques of guidance including: redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
5. Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, and so on. Questions or comments will be **honestly** addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses.
6. Staff will respond to children with **respect** and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
7. Staff will respect children's rights not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
8. Staff will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
9. Staff is not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
10. Staff must appear clean, neat, and appropriately attired.
11. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited. The YMCA is an advocate of the Drugs Don't Work program.
12. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
13. Possession or use of any type of weapon or explosive device is prohibited.
14. Using YMCA computers to access inappropriate sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is not allowed.

15. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
16. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
17. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
18. Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, **honesty, caring, respect, responsibility** and maturity.
19. Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
20. Staff may not date program participants who are under the age of 18.
21. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
22. Staff is to maintain the **honesty** of the program and report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
23. Staff is required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
24. Staff will act in a **caring, honest, respectful, and responsible** manner consistent with the mission of the YMCA.

Grievance Policy

For the purposes of this policy a grievance is a complaint/conflict over an alleged violation of an approved personnel policy, procedure or practice, or applicable local, state or federal law. Any grievance procedure from a child or youth must begin with the site counselors or the Site Leader, if the grievance is with the Site Leader the youth or child can contact, or have their parent/guardian contact the Child Care Director. The Child Care Director has an open-door policy if you ever have a grievance or need to talk; you are welcomed and encouraged to do so. If not successfully resolved, the grievance may be appealed,

without fear of retaliation or interference, through a chain of command with the final authority resting with the CEO. There is a review of grievances by an uninvolved party. All grievances must be made in writing within 30 days of the alleged violation. A response, at each step, is required within 5 working days.

Photo Release

The Valdosta-Lowndes County Family YMCA takes photos throughout the PrimeTime program. Some of these photos may be used in marketing material. Please be aware that by registering your child, you grant permission for their image to be used by the Valdosta-Lowndes County Family YMCA.

Parent Acknowledgement Form

As the parent or legal guardian of _____,
I understand, agree to and/or acknowledge the following:

1. The YMCA agrees to provide child care for my child Monday through Friday (or on a weekly basis, at the discretion of the parent(s)/guardian) from 2:45PM to 6:30PM during the school months of August through May.
2. I understand that program fees are payable through bank or credit card draft only. Weekly drafts are done every Monday for the entire school year unless there is a full-week break.
3. If there is an emergency shutdown of the program there will not be a pro-rated amount for that week.
4. My child must be picked up no later than 6:30 PM. I also understand that I will be charged \$5 late fee for the first fifteen minutes and plus an additional \$20 after that. I also understand that if I am habitually late, my child will no longer be allowed to participate in the program.
5. Only medications that deal with life threatening instances will be dispensed (epi-pen and asthma inhaler). I will provide a written authorization form provided by the YMCA which includes name of child, date, name of medication, prescription number (if any), dosage, dates and time of day medication is to be given. Medicine will be in the original container and child's name will be marked on the bottle. Over the Counter medications cannot be dispensed.

6. My child will not be allowed to enter or leave the facility without being escorted by me or the person I designate. ID's must be checked when your child is being picked up from the program.
7. It is my responsibility to keep my child's records current to reflect changes as they occur, e.g. telephone numbers, work location, emergency contact, child's physician, child's health status, immunization records, etc. If I do not keep all information up to date this could lead to withdraw of my child from the program.
8. The YMCA agrees to keep me informed of my child's progress and any incidents, including illness, injuries, adverse reactions to medications, etc. which involve my child.
9. If my child's behavior becomes a danger to other children and cannot be corrected or if my child is habitually unruly or disobedient, he/she will no longer be allowed to attend the program.
10. I have received a copy of this agreement and the parent handbook and agree to abide by the policies set forth in them.
11. My child will be provided with a USDA approved snack or meal each day.
12. I understand that my child(ren) may be photographed while at PrimeTime & the photographs may appear in Y Publications.
13. That YMCA staff and volunteers are not allowed to baby-sit or transport children at any time outside of the YMCA program. (The YMCA will take immediate staff and volunteer disciplinary action if a violation occurs.)
14. Should a person arrive to pick up my child 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. (Please do not put staff in a position where they must make this judgment call.)
15. The YMCA is mandated by state law to report any suspected child abuse or neglect to the appropriate authorities for investigation.
16. Per state regulations, my child's file is available for review by the Department of Family and Children Services and their representatives. In addition, Law Enforcement personnel may request the information listed in your file. A copy of official request for information will be kept in the child's record you may request a copy from the YMCA.
17. The YMCA may terminate my child's enrollment for any of the following reasons:
 - Emergency names and phone numbers are incorrect
 - Parent is late picking up child after Program Center closes
 - Non/late/NSF payment of fees
 - Failure to adhere to the sign-in/sign-out policies
 - Child leaving the Program Center without authorized written permission
 - Behavior that is continually disruptive or dangerous to others

and/or self

Behavior that is destructive to property and/or refusal to replace said property

Any single incident that is deemed by the Program Center Director to be dangerous, harmful or disruptive

Harassment, violent behavior or threat of such behaviors against a staff person or other member by parent/guardian or persons associated to the child (family member, family friend etc.)

18. The YMCA and the staff employed by the YMCA will not become involved in any custodial disputes between parent/guardian. If YMCA documents are requested, the court must request them. The staff's responsibility is to provide a safe environment for children.
19. Registration fees are Non-Refundable.

Thank you for taking your time to read the YMCA PrimeTime handbook, for entrusting your child with us and for allowing us this opportunity to make a positive difference in the life of your child.