



Parent Handbook

YMCA of Riverside City & County
Childcare Business Office
9254 Galena Street
Riverside, CA 92509
(951) 685-5241

Welcome to the YMCA of Riverside City & County

School Age Childcare Program!

Thank you for choosing the YMCA Riverside City & County for your childcare needs. We know there are many different facilities you have to choose from and are honored you have chosen our facility.

For the times you can't be there yourself, the YMCA supports your efforts to nurture your child's healthy development. Well trained staff provides safe, affordable, high-quality licensed care so you can have peace of mind while you work to help your family succeed.

YMCA school age care makes sure that the time gaps before and after school are filled creatively and constructively. Time is set aside for tackling homework, with adult help available. YMCA staff know how to challenge children academically, provide fun and safe activities and be positive role models for the future leaders of our community.

No matter how many hours children spend in child care, family is the most important structure in their lives. At the YMCA, good child care is good family care. Like all Y programs, child care is open to all, with financial aid available for those who qualify. Staff members are partners with parents and other caregivers, working together to help kids grow up healthy, happy and strong.

The YMCA was one of the first national organizations to take a stand in the critical area of child abuse prevention. When parents drop off their children at a YMCA, they are entrusting the Y with their greatest treasures. YMCA's take that responsibility very seriously, and we encourage parents to visit at any time and to provide feedback to ensure the safety of all children.

This handbook has been designed to inform you of the operating procedures and policies of our facility. If you have any questions regarding the program please contact the Site Director, Program Director or Director of Childcare at any time.

Once again thank you for choosing the YMCA of Riverside City & County for your childcare needs!

The YMCA of Riverside City & County

The YMCA of Riverside City & County was formed in 1884 and has provided a variety of youth and family programs since that time, expanding membership and services into all of the surrounding communities.

Currently over 12,000 members and participants participate in YMCA programs. The YMCA Childcare Programs are run through cooperative agreement with the Moreno Valley, Riverside, Jurupa, and Romoland School Districts.

Board of Directors

The YMCA is governed by a Board of Directors made up of concerned and interested local community leaders and YMCA members. The Board of Directors is responsible for all policies and planning for the Association. Through regular meetings, as well as an extensive committee structure, the Board monitors on-going operations, seeks out needs in the community, insures the proper funding for the organization and provides leadership to the long range planning process for the YMCA in the Riverside area. The Board employs a Chief Executive Officer who, with other staff, supervises the on-going operation of YMCA programs and services.

The YMCA Mission Statement

The official Mission Statement for YMCA's is "To put Christian principles into practice through programs that build healthy spirit, mind and body for all." The official motto of the YMCA's is "We build strong kids, strong families, strong communities." The YMCA of Riverside City & County strives to do this by providing quality programs that are affordable. Our programs strive to strengthen families, build confident kids, promote healthy lifestyles and develop caring leaders. Our YMCA works to strengthen the individual in spirit, mind and body by offering challenging youth and adult programs.

The YMCA of Riverside City and County prohibits discrimination or harassment of any person on the basis of race, color, national origin, religion, sex, gender identity, pregnancy (including childbirth, and medical conditions related to pregnancy or childbirth), physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services in any of its programs or activities.

Participation Requirements

The YMCA school age program is designed as a group care, childcare program. Participants must meet the licensing criteria at the site in which they attend. Each "base site" has designated elementary schools which they serve, and only certain sites are equipped for non-ambulatory students, based upon their license. Please keep in mind that the YMCA is designed to serve large groups of children and is not staffed or equipped to handle students with special needs that require one on one or small group supervision. If you are not sure if our program can meet your child's needs, please ask to visit the facility before enrolling or ask the program director about reasonable accommodations that can be made at the site to meet your child's needs. Children and families are asked to follow all YMCA rules in order to continue participation in the YMCA program.

Written Policies

Written policies found in this handbook and other authorized materials can not be negated by verbal information given by Site Directors, YMCA of Riverside City & County staff, etc.

Operating Locations, State License Numbers and Phone Numbers -As of June 2011

Riverside Sites

- Jackson Elementary Site
4585 Jackson Street
Riverside, CA 92503
(951) 801-1783
License # 33480240
- Hope Lutheran Site
2882 Arlington Avenue
Riverside, CA 92506
(951) 907-7416
License # 330909065
- Longfellow Elementary Site
3610 Eucalyptus Avenue
Riverside, CA 92507
(951) 742-0882
License # 330909011

Moreno Valley

- North Ridge Elementary Site
25101 Kalmia Avenue
Moreno Valley, CA 92557
(951) 907-7455
License # 33091030
- Sugar Hill Elementary Site
24455 Old Country Road
Moreno Valley, CA 92557
(951) 756-8806
License #33090856

- Sunnymeadows Elementary Site
23200 Eucalyptus Avenue
Moreno Valley, CA 92553
(951) 801-0319
License # 330909323

Jurupa Site

- Childcare Business Office and Childcare Facility
9254 Galena Street
Riverside, CA 92509
(951) 685-5241
School Age License #334804612
Preschool License #334801334

Romoland

- Mesa View Elementary Site
27227 Heritage Lake Drive
Romoland, CA 92585
License#334840578
- Romoland Elementary Site
25890 Anelope Road
Romoland, CA 92585
License#334841088
- Harvest Valley Elementary Site
29955 Watson Road
Romoland, CA 92585
License#334841087
- Boulder Ridge Middle School Site
27327 Junipero Road
Romoland, CA 92585
License#334841072

Site Assignments

Each child is assigned to a “base site,” meaning this is the site that they receive the majority of their childcare. Children will not always receive their care at the same facility. Children receive care at different facilities for a variety of reasons, such as: non-school days, spring/summer/winter camp, etc. You will be notified by your site director when your child will be receiving care at another facility and where the other facility is located. In most cases you will have a small distance to travel for this care.

The Volunteer/Staff Partnership

The community based member oriented ownership of the YMCA provides for a unique relationship between the staff hired to implement programs and those members participating. Members and volunteers play a key role in providing program leadership and in providing the input necessary for the Board of Directors to make sound policy and future planning decisions. Those wishing to become more involved are encouraged to contact their Program Center Director. Volunteers must be 18 years or older and for those volunteering 4 or more hours per week the YMCA must have on file a fingerprint clearance and negative TB reading.

Other Program Opportunities

In the YMCA of Riverside City & County alone over 12,000 individuals participate in programs each year! You will receive information throughout the year on other programs that the YMCA has to offer, including but not limited to:

- | | |
|---|---|
| ✓ Swimming Lessons | ✓ Pre-School |
| ✓ Health and Fitness Center | ✓ Day Camps |
| ✓ Youth Sports including Basketball and Flag Football | ✓ Resident Camps |
| ✓ Dance | ✓ Junior High and High School Leadership Programs |
| ✓ Bitty Sports | ✓ Senior Citizen Programs |
| ✓ Parent and Child Swimming Lessons | ✓ Martial Arts |
| ✓ Adventure Guides | ✓ Aerobics |

YMCA Childcare Program Goals

Specific goals include, but are not limited to:

- ✓ Developing the inner-strength of young people.
- ✓ Focusing on increasing self-confidence and feelings of self-worth.
- ✓ Developing the interpersonal skills of young people, while focusing on learning to be effective members of a group.
- ✓ Improving the ability of parents and children to communicate with and understand each other.

Daily Schedules

While school is in session, each day is divided into activity times. For a specific schedule please see your site, the information is posted on the parent board.

Kindergarteners

Please note that the YMCA of Riverside City and County only accepts kindergartners who attend school in the morning or those who attend school on a full day schedule (meaning that they start and end at the same times as the upper grades levels).

Middle School

The YMCA school age program services children until they reach middle school. In some school districts middle school doesn't begin until 7th grade, in others it is 6th grade. Unfortunately, we cannot service every school and so we do not provide services to the middle schools at this time.

Full Day Schedules

On days when school is not in session childcare is offered from 6:30 a.m. until 6:30 p.m. at most locations (some locations may charge an additional fee for Full Day Care see you Site/Program Director for details). Full day program schedules vary with field trips and other activities planned. Parents are notified of schedules/plans in advance. When a trip is planned all children are expected to attend and childcare is **not** provided for children who do not go on the field trip. **On field trip days children may be required to arrive at the facility by a required time.**

Holiday Schedule

The program does not operate on the following days:

- | | | |
|--------------------------|------------------------------|---------------------|
| New Year's Day* | Labor Day* | Christmas Eve* |
| Memorial Day* | Thanksgiving* | Christmas Day* |
| 4 th of July* | Day After Thanksgiving | Day After Christmas |
| | (* denotes "legal holidays") | |

Curriculum

We plan our curriculum to coordinate around weekly themes. Themes are chosen based on individual and overall program population needs. Curriculum is then planned to meet the individual needs of children enrolled, in accordance with the results of the Desired Results Developmental Profile-Revised (DRDP-R). Children will have “hands-on” science, and math experiences; learn language through group time, stories and creative art; develop their motor skills both fine and gross through a variety of activities planned daily; social and emotional development will be encouraged and fostered by caring staff and teachers providing teachable moments for children to learn and develop. All curriculum plans are designed to be modified for skill levels of all children. A monthly calendar is posted at the site so that parents can follow along with what is being done in the program.

Assessment

Upon enrollment your child’s teacher(s) will begin documenting their daily progress and will keep records of the activities your child engages in. After being in the program for 60 days, your child will have a Desired Results Developmental Profile-Revised completed based on the observations and anecdotal records kept by your child’s teacher over time, and in the natural classroom setting. You will be invited to talk to your child’s teacher at a parent conference, and will receive vital information regarding your child’s developmental progress and strengths, areas your child is working on, what we are doing in the afterschool program to help your child develop and what you can do at home to build upon that foundation. A DRDP-R on your child is completed two times per year, as are parent/teacher conferences.

Our staff observe the abilities of our students, take notes and save work samples in order to plan individualized activities for each child. Parents can review observations and plans during conference periods or schedule an appointment with a staff at anytime they feel a formal conference is necessary.

Required Sign In and Out

Participants in YMCA childcare programs **MUST BE SIGNED IN UPON ARRIVAL BY A PARENT/GUARDIAN OR ANOTHER AUTHORIZED PERSON AT THE PROGRAM CENTER EACH DAY.** Participants **MUST BE SIGNED OUT WITH DEPARTURE TIME BY A PARENT/GUARDIAN OR ANOTHER AUTHORIZED PERSON.** A full legal signature **IN BLACK OR BLUE INK** is required. This procedure helps to ensure the safety of your child and allows the staff to determine which children are present at any given time. Only authorized persons over the age of eighteen (18) are permitted to sign children out of the program. We request that should your child miss a day you write the reason why on the sign in sheet and sign it. We are required to maintain this documentation for state licensing and reporting purposes and appreciate your cooperation in maintaining a complete sign in and out sheet.

The statement below pertains only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook

On non-school days all children are requested to **ARRIVE BY 9:00 A.M.** If your child is going to be late (past 9:00 a.m.) please call the site to notify them. Children who arrive after 9:00 a.m. **MAY** not be accepted into the program, so it is extremely important that you contact the site staff prior to 9:00a.m. if your child will be attending program and arriving after 9:00 a.m. This is to ensure proper child to staff ratios to supervise all children in the program. On Field trip days the time may be different, such as 8:00am in order to allow time for field trip preparation.

Only Authorized Individuals May Pick Up Children

For your protection and your child(ren)’s protection, only persons authorized in writing by the parents may pick up your child. All authorized individuals must be at least eighteen (18) years of age. The staff will question anyone who is unfamiliar to them and ask for identification. Anyone without proper authorization and identification will not be allowed to take the child.

Late Pick Up

The fees in this section pertain only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook

Any pick up after 6:30 p.m. is considered a late pick up. **Beginning at closing time there will be an additional charge of \$5.00 and \$1.00 per minute or fraction thereof for every minute after five minutes past closing. All times are determined by the YMCA site clock. All charges will be due and payable to the YMCA at the time of pick up; children may not return to the program until payment is made.** If you anticipate being late for pick up please contact the site so they may be aware of your whereabouts; this will **not** prevent you from being charged the late fee; however, it does ease the stress of your child worrying about you. ***If you are late after 6:30 p.m. more than three times, your child may be removed from the childcare program.*** Parents who arrive late and have not notified the program center can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA staff members:

6:30 p.m.	Program closes
6:35 p.m.	Staff member in charge attempts to call the parent/guardian work number(s) to check for problems or miscommunications. If contact is not made alternative contacts listed on the registration form will be called.
7:15 p.m.	Staff member in charge contacts local authorities to determine if any problem relating to the parent/guardian has been reported. The Site Director or closest Director available is contacted and apprised of the situation.
8:00 p.m.	If there is no contact from the parent/guardian or emergency contact the child will be turned over to the Riverside County Sheriff's Department (or local police).

It is the Parent/Guardians responsibility to keep the YMCA office and Program Center notified of phone number changes for work, home and emergency contacts.

Ill Children

For the sake of your child(ren) and others, sick children are to be kept home. However, please notify your YMCA Site Director regarding the nature of the illness. Call your YMCA Program Site or Main Office by 10:00 a.m. to report that your child will be absent. We need to know where your child is every day for his/her safety and our accountability. The school does **not** notify the YMCA when your child is not in school.

The statement below pertains only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook.

Please note: **THERE IS A \$10.00 CHARGE FOR "NO CALL, NO SHOW" IF YOUR CHILD IS ABSENT AND THE YMCA IS NOT NOTIFIED BY 10 A.M.** If your child is ill or goes home from school early please call and notify your transportation line as soon as possible; failure to notify the YMCA will result in being charged the \$10.00 "No Call, No Show" fee.

Medication During Program Hours

Any medication that needs to be administered during program hours must:

- Be prescribed medication, no over the counter medication can/will be given (unless prescribed by your child's doctor). If your child's doctor has prescribed the medication then it must also comply with the below:
 - o Be accompanied by a "Parent's Consent to Medicate" form, available at your site.
 - o Be brought directly to Site Director in the original prescription container.
 - o Have specific Doctor's instructions written on the bottle regarding dosage, times, etc.

- Be accompanied by a note from the Doctor stating it is okay for the child to receive the medication at the YMCA.
- Be prescribed to the individual child **only**, not to other/additional family members.
- Be a current prescription with a current date on the bottle.

Any medication, or suspected medication, found on the child's person or belongings not logged into the YMCA will be confiscated.

Definition of Medication

For the safety of all children in our programs and in accordance with licensing guidelines the YMCA of Riverside City and County defines "medication" as the following:

- Any items prescribed by a licensed physician, dentist or other medical professional including but not limited to: inhalers, antibiotics, medicated ear drops, medicated eye drops, etc.
- Any items termed "over-the-counter" medication including but not limited to: aspirin, vitamins, cough drops, swimmers ear drops, eye drops, sore throat spray, throat lozenges, "Kids" cold and sore throat medications, medicated or suspected medicated bubblegum, lollipops, and/or gummies, etc.
- Any items that indicates "*keep out of the reach of children*" on the packaging and/or manufactures information sheet or materials for the product including but not limited to: chap-stick, sunscreen (see section on sunscreen below), lotion, sanitizing hand gel, etc.

Sunscreen

Sunscreen will be considered as a non-prescription medication for which the YMCA of Riverside City and County will not require a doctor's prescription and authorization to treat. The YMCA will require parent's to provide written approval for their child to be administered sunscreen while under the care and supervision of the YMCA.

Sunscreen will be administered in accordance with the directions on the label. All sunscreen will be collected at the time of enrollment, or upon receipt of parent/guardian authorization. Parents are responsible for labeling their child's sunscreen with their first and last name. Children will be issued sunscreen by the staff. Children will be responsible for applying the sunscreen to him/her self, as staff is unable to assist them in the application of sunscreen. The YMCA of Riverside City and County recommends parents provide their children with spray on sunscreen; as staff can assist smaller children with its application without making physical contact. Staff will collect the sunscreen for proper storage and it will only be available in accordance with the directions on the label. Should parents have special requests for the application it must be provided to staff in writing when turning in sunscreen. Sunscreen will be returned at the request of the parent.

Illness Occurring During Program Hours

If your child becomes ill, he/she will be isolated from other children and you will be contacted to pick up your child. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Please be sure to keep your site director informed of any changes in your work and/or emergency phone numbers. If you cannot be reached we will contact someone you have authorized on the emergency forms. Please note that we will call all numbers until we reach someone.

Illness includes: a fever above 99 degrees, rash (with fever), diarrhea, vomiting, drainage from the eyes/nose that is yellowish or greenish in color, and other signs of illness as defined by the American Red Cross, State Law and/or Licensing. Child must be picked up within a reasonable time period or further action may be taken by the Site/Program Director.

Injuries Occurring During Program Hours

If your child is injured during program hours, the staff member in charge will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Provide immediate first aid.
- Attempt to contact a parent or guardian.
- Attempt to contact the child's physician.
- Attempt to contact others listed on the child's registration materials.
- In case of a serious injury, contact the appropriate emergency medical assistance (911)

A YMCA staff member will remain with a child until a parent/guardian or another authorized adult arrives. YMCA staff may **not** transport a program participant unless no other means of transportation are available. In the event of a serious injury emergency medical assistance (911) will be contact first then the parent or guardian

Snacks and Lunches

A daily snack will be provided to all participants. On full-day schedules two snacks will be provided (morning and afternoon) and all children must bring a sack lunch each day, unless otherwise noted. **If a child comes without a sack lunch they will not be accepted into the program that day.** Please plan your child's lunch appropriately; children do not have access to microwaves, ovens or refrigerators to store or prepare their lunch.

Absences

The fees below pertain only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook.

If your child is going to be absent from the program, you must call the YMCA and let Site Director and/or van drivers be aware of your absence by 10:00 a.m. **If you do not call in your absence to the YMCA by 10:00 a.m. you will be charged a \$10.00 "No Call, No Show" fee.** If your child becomes ill and goes home from school after 10:00 a.m. please call the YMCA so that we may be aware of their illness. For your child's safety in the program the YMCA needs to be aware of any day your child is not attending. Our van drivers transport children all day long and if your child is absent and has been called in after 10:00 a.m. the van driver may not receive the message. Drivers must locate all children and verify their absence before leaving the school campus. When your child is absent and the drivers are not aware ahead of time this causes them to search for the child and possibly be late for the next school on their route schedule. Please for the safety of your children and others, call in your absences to the phone number listed below according to the site your child attends, and be prepared to give the following information:

- **Name of person making the request for no pick up**
- **Child's Name**
- **School child attends**
- **Site child attends**
- **The date(s) your child will not need to be transported**

Jurupa 951-685-5241 Extension 210

Riverside 951-689-9622 Extension 209

Children attending programs located in Moreno Valley are to call the site and leave a voicemail or a message with the staff on duty:

Sunnymeadows 951- 801 - 0319

Northridge 951- 907 - 7455

Sugar Hill 951- 756 - 8806

All drivers are on a schedule. When a driver has to search for a child, it puts our van driver's routes behind. Your help is needed to avoid this situation. Please call the YMCA each and every time your child will not need

transportation. Parents, please discuss this information with your child. Point out their responsibility as a passenger. Your child's safety is the YMCA's first priority.

Vehicle Release

The YMCA of Riverside City and County provides transportation to and from school, as well as during field trips and as a result of any type of emergency that would cause for the evacuation of the facility. As a parent, family member or legal guardian enrolling a child into our school age program the YMCA is hereby informing you that as a participant in our program your child will be transported in a YMCA insured vehicle, by qualified YMCA staff members. Enrollment in the child care program acts as your signature for approval and release for permission to provide transportation.

Vehicle Transportation Rules

The following rules must be followed by ALL passengers being transported in our vans and or buses. These rules are issued by the State of California and are taken seriously by the YMCA. Failure to follow these rules may result in a formal write-up and or suspension from being transported by the YMCA:

1. **Seatbelts are to be worn AT ALL TIMES.**
2. **One person per seatbelt.**
3. **No standing in the moving vehicle at anytime**
4. **No horseplay or throwing items in the vehicle at anytime.**
5. **No eating and/or drinking allowed in the vehicle at anytime. (Except for bottled water).**
6. **No foul language or excessive noise.**

Belongings

Please mark all your child's belongings (i.e. lunch boxes, jackets, coats, backpacks) and be sure to take belongings home with your child each day. Toys from home, weapons, or any others items that are deemed inappropriate by YMCA standards (i.e. GameBoys, iPods, collector cards, cells phones, knives, etc.) are not allowed. **THE YMCA IS NOT RESPONSIBLE FOR LOST AND/OR STOLEN ITEMS.** Children may not use cell phones during program hours. You entrust your children to our care and therefore your child should not need to check in after school. If you want to make sure that your child has arrived at the site or otherwise check in with them, please call the site and speak with the staff. The YMCA is not responsible for lost or stolen cell phones, pagers, or other communication devices, electronics or other items brought from home. We recommend that if you would be disappointed that the item did not return home that you do not allow your child to bring it to program.

Parent Board

When you sign out your child each day, please check for any up to date information or notices at the Parent Board. Please check any posters and/or brochures for information pertaining to YMCA activities. Ask staff questions about upcoming events to further clarify any questions you may have.

Parent/Staff Communication

The exchange of information about a child from the parent's perspective and the staff's perspective can be very helpful to both the family and the program staff. Parent conferences can be either formal or informal. We cannot emphasize enough that it is important that you share changes at home or at school that affect your child's life (i.e. changes at the home such as moving, sibling or parent hospitalization, or a change in parent/guardians relationship). These family changes can influence the way your child relates to others. Staff can better provide for your child's needs if we are aware of these changes. Daily or weekly conversations with program staff will help the family and YMCA to best understand your child's needs.

Chain of Command

Your Site Director will be able to assist you with most any questions related to the program, including:

Behavior Concerns

Schedule Changes
Program IdeasProgram Concerns
Transportation Issues

Vacation

The Site Director is your link to the YMCA; he/she will be able to work closely with you to ensure a positive YMCA experience for both you and your child. If, after working with your Site Director, you are unable to reach a satisfactory resolution to a concern please contact the Program Director for your site. If you are still unable to reach a satisfactory resolution to a concern please contact the Director of Childcare Operations who oversees the operation of all Riverside YMCA childcare centers.

Your Child's File

Your child's file is available for review by Department of Social Services, Child Protective Services, Law Enforcement Personnel, Community Care Licensing evaluators, California Department of Education staff members, and/or authorized YMCA of Riverside City and County Personnel upon request or need. Typically, this is done in response to a concern or issue that arises while your child is under our care and supervision. We value your privacy and confidentiality and will restrict access to your child's file to only those necessary to ensure the quality and safety of the program and your child. In the event of an investigation, the above listed agencies also have the right to interview your child regarding specific incidents or allegations.

Homework

The YMCA of Riverside City & County is a homework-help facility, and each day we set aside quiet time for children to work on their homework, during which time our staff are available to provide assistance. We understand that some families do not want their child to complete homework during program hours, which is okay too, just let the staff know what works for your family. As a licensed childcare facility we have to be respectful of the children's rights, and therefore our staff cannot search for homework, force completion of homework or withhold activities for failure to participate during this time.

Photo Release

All children in the program may, at some time, be photographed participating in program activities; not all children will be photographed during their time at the YMCA. The YMCA of Riverside City & County reserves the right to use any photographs, videos, images, audio recordings or likenesses of children in their programs whether it be in electronic, print, digital or electronic publishing via the Internet mediums for publicity, advertisement, education, mass media (public newspapers/broadcasting) or other purposes as they deem necessary. Your signature when registering your child(ren) for the childcare program acknowledges and accepts the above.

If you do not wish for your child to be photographed or videotaped you must submit a letter in writing to your site director immediately

Release and Waiver of Liability and Indemnity Agreement

Upon enrollment you signed a release and waiver of liability and agreement, if you have any questions please contact the Program Director

Establishing Childcare Fees

The statement below pertains only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook.

At the YMCA of Riverside City and County childcare fees are established to offset the costs of operation for the program within the following framework:

- Base fees are established on a monthly-payment-basis. Additional fees may be charged for all day care during school holidays and/or breaks.

- All children in the program share equally in the cost of providing for the fixed costs for the program, regardless of time usage. Fixed costs include facilities, insurance, directing staff and administrative costs.
- Direct costs such as snacks, program supplies and program leadership are considered when establishing fees.

Childcare Payment Arrangements

In order to simplify the payment process there are a variety of methods accepted for payment:

-Electronic Fund Transfer (EFT) –Funds are automatically debited from a bank or credit card account each month. Parents have the opportunity to split payments and pay on the 10th and 25th of the month.

-Check or Money Order—Parent may leave a check or money order at the program site. Checks are to be made out to the YMCA and should include in the memo line: the child’s name, site and month payment is for.

Payment is due on the 1st of the month. Payments received after the 5th of the month will be assessed a \$10.00 late fee. If payment is not received by the 5th of the month childcare services will be frozen until payment is received.

In the event that a payment made by check or EFT is returned to the YMCA by the bank a \$25.00 returned check fee will be assessed to the account. The YMCA reserves the right to request that families with payments returned make all future payments by cash or money order.

Cash is not accepted at any of the childcare sites. To make cash payment please go to our childcare administrative office in Jurupa or our Riverside facility located on Jefferson Street during regular business hours.

Families enrolled in alternative payment programs are responsible to pay their family fees and/or co-pays by the 5th of the month.

Fee Credits

There are no adjustments to the monthly childcare fees for absence or non-participation. If your child enters the program after the fifteenth of the month, your payment will be pro-rated for that month. There are no fee credits or adjustment made for vacation or illness of participants. There are no fee credits or adjustments made for days which the provider is closed. The school age program begins on the first day of school and ends on the last day of school. Traditionally the first and last months of the year are pro-rated to reflect the amount of care provided for the month.

Leaving the Program

Participants leaving the program are asked to notify the YMCA Childcare Administrative Office in writing, two weeks in advance, so that others may be enrolled in the program. Considerations for prorating the last month of service will only be made if a two week notice is submitted in writing to the childcare administrative office.

Removal from Program for Non-Payment of Childcare Fees

The statement below pertains only to parents not currently enrolled in our California Department of Education Subsidized Childcare Program. For parents who are enrolled in the subsidized program please refer to your supplemental handbook.

In order to be fair to all childcare program members, those who do not pay program fees in a timely manner will be removed from the program until the account is brought current.

Fees are due on the 1st of each month. Any balance outstanding by the 5th of the month will result in the child being removed from the program roster effective the following day. No further participation in YMCA childcare or other activities is allowed until the balance is paid in full.

Parents are encouraged to discuss any questions or concerns in regards to the payment process with the Childcare Administrative Director located in our Jurupa office. The site director and program director do not have the authority to allow for any alternative payment options. The only payment arrangements that will be authorized are via our EFT program, from which payments can be made in two parts, on the 10th and 25th.

A late fee of \$10.00 is assessed to all accounts past due.

Financial Assistance

Those families unable to pay full cost of participation may apply for YMCA Financial Assistance made available through generous contributions from friends of the YMCA. Other forms of financial assistance are available from various state and local agencies. If you would like more information please contact the Jurupa office.

YMCA Behavior Expectations

It is our intent that each child enjoys the activities planned by understanding that he/she is responsible for his/her actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline. We are here to assist him/her and to know that we expect him/her to succeed. YMCA rules and discipline policy are posted at every YMCA site. Character development is an important part of our program. We also use positive reinforcement by consistently acknowledging good behavior. The expectations listed below are the general expectations we have for all our program participants:

- Respect for yourself, for others and for property.
- Safety first.
- Speak for yourself/listen attentively.
- Be responsible for your words and actions.

When positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:

1. Reasoning and Redirection: Every effort will be made to help the child understand the inappropriateness of her/his action and agree to an alternate form of behavior. Children may be redirected to alternative activities. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. Removal from Specific Activity: When reasoning has been pursued and has not changed behavior, removing the child from the activity involved for an appropriate amount of time may become necessary. The denied activity should be related to the misbehavior and the removal should not exceed 15 minutes.
3. Child/Director Conference: When the program leader is not successful in correcting behavior, the Program Director is consulted and may decide on a longer or stricter consequence if necessary. At this point it may become necessary to write an incident report.
4. Parent Conference: After a documented incident report is given the staff will speak with the child's parent/guardian about the incident and child's behavior. After three documented incidents the child will receive a suspension for a minimum of one day, maximum of three days. After a suspension, a fourth incident will result in removal from program.

If the above steps have not resulted in correct behavior, the parents will be asked to remove the child from the program, at their expense. No staff member will allow a child to strike, swear at, abuse or physically intimidate anyone else in the program. **If any child has behavior that endangers the safety of him/herself, other children or the staff that child will be removed from the program immediately without incident or further incident reports being necessary.** The YMCA may terminate a child's enrollment for any of the following reasons: 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 and/or any single incident that is deemed by the Program Director to be dangerous, harmful or disruptive.

When positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:

1. Reasoning: Every effort will be made to help the child understand the inappropriateness of his/her action and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. Removal from specific activity: When reasoning has been pursued and has not changed behavior, removing the child from the activity involved for an appropriate amount of time is necessary. The denied activity should be related to the misbehavior and the removal should not exceed 10 minutes. Other duty oriented consequences "suitable to the inappropriate behavior" may also be utilized at this stage.
3. Child/Director Conferences: When the site staff are not successful in correcting behavior, the Program Director is consulted and may decide on longer or stricter consequences if necessary. At this point it may become necessary for an incident report to be written to the parent.
4. After a document incident report is given the staff will speak with the child's parent/guardian about the incident and the child's behavior. After three documented incident reports a child will receive a suspension for a minimum of one day, maximum of three days at the discretion of the Program/Branch Director. After suspension, a fourth documented incident will result in removal from the program.

Physical restraint may be used only if the child is posing an immediate and real danger to themselves and/or others. Physical restraint may only be used when all other means of calming the child have failed, when the situation demands immediate intervention to prevent harm to the child or others, and when the physical restraint only last long enough to remove the child from the unsafe environment or to keep him/her from hurting others or him/herself. Physical restraint may not restrict the breathing of the child or inflict pain on the child as a means of calming/controlling the child.

Removal from Program for Inappropriate Behavior

After three documented incident reports and one suspension, a fourth documented incident report (fourth within the current program year) will result in child's permanent removal from the program. **If any child has behavior that endangers the safety of him/herself, other children or the staff that child will be removed from the program immediately without incident or further incident reports being necessary.** The YMCA is a group childcare facility; we are not equipped to handle children with behavior problems that require one on one or small group supervision. If you feel or the YMCA staff feel that your child cannot be cared for in a group setting, your childcare will be terminated. There will be no refunds and/or credits if a child is terminated from the childcare program.

Suspension from Public and/or Private School

The YMCA works cooperatively with the local school district in many ways and suspension from school is a serious offense. In an instance when a child is suspended from his/her school the YMCA is unable to provide care for the child during the time they are suspended. The child may continue to attend any other YMCA programs (such as basketball, swimming lessons, etc) he/she is involved in during that time; other than childcare. We will gladly resume care once the suspension has ended and no negative action will be taken towards the child (unless an extreme circumstance has occurred).

Behavior Related Issues

In addition to the behavior management procedures outlined above, we want you to be assured that:

- No staff member will ever strike, swear at, abuse or threaten with physical intimidation either a child or a parent
- No staff member will allow a child to be stricken, sworn at, abused or physically intimidated by anyone else in the program.
- No child will be allowed to continue in the program that becomes a safety hazard to themselves or others.
- No staff member will ever solicit or accept gratuities in consideration for any treatment of a child.

YMCA Child Abuse Prevention

The YMCA maintains a policy of Child Abuse Prevention practices which include procedures related to:

- Employee reference checking, hiring criteria, background checks and fingerprinting
- Training and supervision requirements for staff
- Staff relationships with children

- Unscheduled site visitation by YMCA supervisory staff and Board of Director volunteers

These Policies are enacted to protect parents, children and YMCA staff members from actual occurrences of child abuse as well as allegations of abuse. For more information, contact your Program Center Director.

Child Abuse Reporting

Section 11166 of the Penal Code requires any Child Care custodian, medical practitioner or employee to a child protective agency who has knowledge of or observes a child in his or her professional capacity or within the scope of his or her employment who he or she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident. "Child Care Custodian" includes teachers, licensed day care workers, administrators or community care facilities licensed to care for children, foster parents and group home personnel.

Official Personnel Interviewing and Speaking With Your Child

While enrolled in programs with the YMCA of Riverside City and County it may be necessary for representatives of the Department of Social Services, Child Protective Services, Law Enforcement Personnel (Sheriff, Police, etc), Community Care Licensing Personnel, California Department of Education staff members, and/or authorized YMCA of Riverside City and County Personnel to speak with and/or interview your child. Typically, this is done in response to a concern or issue that arises while your child is under our care and supervision.

The State of California requires all parents enrolling their child(ren) in a licensed childcare center to be provided with information regarding parent and child rights, in addition to the definitions and signs of child abuse. That information is provided in your registration materials. Should you have further questions or concerns in regards to these or any other matters, please do not hesitate to speak with the site staff, program director or the Director of Childcare Operations.

We want your child to enjoy their participation in our program and to feel a sense of belonging as a member of the YMCA. Please do not hesitate to stop by the site, ask questions, get involved and let us know how we can best meet the needs of your family.

Thank you for taking the time to review this material we hope your experience in our childcare program is a great one!

School-Age Childcare Programs Parent Handbook

I have received and read a copy of the School-Age Childcare Programs Parent Handbook for the YMCA of Riverside City and County. I understand that I am responsible to follow all guidelines as listed in the handbook in order to remain in program.

Parent's Name Printed/Child's Name Printed

Date

Parent's Signature

