



PARENT HANDBOOK



Family YMCA of Black Hawk County 319.233.3531

TABLE OF CONTENTS

Thank you for choosing the FAMILY YMCA as your child care provider!

Introduction	01
Rights	02
Responsibilities	03
Registration	04
Rates & Refunds	05
School's Out Fun Days	06
Behavior Policies	07
Bullying Policy	08
Dismissal Policy	09
Drop Off & Pick Up Policy	10
Late Pick Up Policy	11
Access Policy	12
Inclement Weather Policy	13
Health Policies	14
Medication Policies	15
Emergency Procedures	16
Additional Information	

INTRODUCTION



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Welcome to the Family YMCA of Black Hawk County Child Care Program! Our child care programs are based upon our mission of putting “Christian principles into practice through programs which build a healthy spirit, mind, and body for all.”

The Y works to ensure that youth not only have access to affordable, quality programming, but are also in a safe and nurturing environment around caring staff, where they can learn, play, and grow. The YMCA Child Care programs provide a practical child care option for working parents.

Please review this copy of your Parent Handbook for future reference as it will help assist you in understanding the program policies and guidelines. We look forward to an exciting year and appreciate you choosing the Grundy Family YMCA as your child care provider!

Brandon Bennett
Executive Director of Programs
319.233.3531
bbennett@blackhawkymca.org

Joseph Espinosa
Youth and Community Engagement
Coordinator
319.233.3531
Jespinosa@blackhawkymca.org

CHILDREN, PARENT, & STAFF RIGHTS



- a. To be cared for in a safe, nurturing environment.
- b. To use all the equipment and space on an equal basis.
- c. To have their ideas and feelings respected.
- d. To have discipline that is fair, consistent, equal and respectful of them.
- e. To have knowledgeable, well trained staff members that care about them, enjoy being with them, and are focused on positive development.
- f. To have fun and develop their greatest potential.



- a. To know their children are in a safe, respectful environment.
- b. To share concerns with the staff at any time, about anything they feel is in the best interest of their child.
- c. To be fully involved in the childcare program, particularly any problem-solving process.
- d. To know if their child is misbehaving and to talk and work with YMCA staff concerning a solution.



- a. To feel respected and heard when talking with the parents regarding their child.
- b. To be treated as someone in charge.
- c. To be respected by all the children regarding programming, field trips, drills, etc.
- d. To be heard by all children when giving directions.
- e. To be heard by other staff when giving feedback or stating concerns.
- f. To be respected when declining giving information to parents asking for information not pertinent to their child.

CHILDREN, PARENT, & STAFF RESPONSIBILITIES



- a. To learn to be accountable for their actions.
- b. To be respectful citizens. Not using words, actions, or violence to harm or intimidate another individual.
- c. To respect and acknowledge the feelings and ideas of other participants.
- d. To remain with the group and supervisor always.
- e. To know and follow all childcare program safety rules.
- f. To respect all YMCA participants and property.



- a. To notify the YMCA if their child will not attend.
- b. To notify the YMCA in writing when another authorized person is picking up their child.
- c. To inform staff if the child has been exposed to a communicable illness.
- d. To pay fees on time.
- e. To keep the child's records up-to-date with changes in phone numbers and emergency information.
- f. To sign their child in/out each day and to pick up their child before 6:00 PM closing time.



- a. To show up to their scheduled shift on time and with a positive attitude.
- b. To be certified in required trainings as assigned.
- c. To maintain the safety of all children always.
- d. To fill out the Accident/Incident and Unacceptable Behavior Forms as appropriate and follow up with parents either by phone at the time of the incident or at pick up.
- e. To clock in/out of all scheduled shifts.
- f. To dress appropriately and come prepared to work.
- g. To provide a fun and engaging environment for all participants.

REGISTRATION

DROP OFF BEGINS: 6:30AM
PICK UP ENDS: 6:00 PM



PAYMENT POLICIES



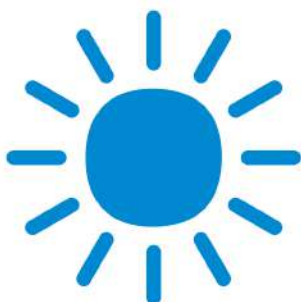
The only form of payment will be automatic withdrawal from a checking/savings account or credit/debit card. Payment of cash will be accepted for registration fees only. Payment will be withdrawn through Electronic Funds Transfer every Monday on the week prior of care.

CANCELLATION OF CARE



If a change in schedule needs to occur you **must provide a two week** notice to the Programs Director to avoid getting charged your already scheduled weekly rate. If you do not provide a proper two week notice you will be charged regardless whether your child is there or not.

FINANCIAL ASSISTANCE



Financial assistance is available to those who qualify. The YMCA strives to provide care to all, regardless of ability to pay. If you need more information about the *Open Door program*, please contact the Blackhawk Branch at tel: (319) 233-3531

We accept DHS state child care assistance for those who qualify. A certificate of enrollment must be received by the YMCA by any 3rd party assistance agencies before your child may begin care. All balances not covered by 3rd party assistance (Family Fees) are the family's responsibility along with any registration fee for programs.

RATES & REFUND POLICY

WEEKLY RATES

MEMBER

NON-MEMBER

**WATERLOO
BEFORE**

\$53

\$61

**WATERLOO
AFTER**

\$58

\$64

**CEDAR
FALLS
BEFORE**

\$58

\$63

**CEDAR
FALLS
AFTER**

\$63

\$69

CHILD CARE REFUNDS:

No refund will be granted for unexpected absences. Must request a refund 10 days prior to attending child care programming in order to be granted by YMCA. A refund processing fee will be applied as follows: \$30 for a credit card refund, or refund to your YMCA account. \$25 for a cash payment refund.

FINANCIAL POLICY

Payment Methods: The only form of payment will be Automatic Withdrawal from a checking or savings account or credit/debit card. Payment of cash will be accepted for registration fees only. Payment will be withdrawn through Electronic Funds Transfer every Sunday night/Monday morning for the following week of care. You will be charged one week ahead of time.

EFT/Credit Withdrawal: All recurring child care enrollments require a payment methods to be kept on file which will be used for weekly payments. For School-Age Care programs including before and after school and camp, EFT withdrawals or credit card charges will occur on the Monday, 7 days prior to the week for which the payment will be applied.

Insufficient Funds: If a payment is returned from your bank account, the YMCA has the right to discontinue services or suspend care until payment is received. A \$10.00 per week, per child late fee applies to all fees paid more than one week late.

Prorating (school year programs): Program fees will only be prorated in the event there are 4 or more scheduled school out days, otherwise billing will be the normal weekly rate. The only exceptions to weeks being prorated are for weeks that have scheduled days off of school such as Thanksgiving, Christmas vacation, Spring Break, etc. or in the event that 4 or more days of care are cancelled due to severe weather.

Refunds/Change Notice: If a change in schedule needs to occur or if you are withdrawing a youth from program, you must provide a 10 day notice to a staff member of the Youth Development Department to avoid getting charged your already scheduled weekly rate. If you do not provide an advance 10 day notice you will be charged regardless whether your child is there or not. This is also true for DHS families, we need to be notified to delete these out of the system.

SCHOOL'S OUT FUN DAYS

1. What is it?

School's Out Fun Days occur when there are no scheduled school days during the week or when school has been canceled. The program fees are in addition to the already scheduled weekly payments for Before and After School Care.

2. What to bring?

Parents must send with a backpack, water bottle, extra set of clothes, and anything else they feel their child will need for a full day of fun.

3. Activities Include

During School's Out Fun Days the kids will have opportunities for structured activities, reading time, recess, possible field trips, water play, and community service projects.



BEHAVIOR POLICIES

Physical Fighting

Depending on severity, an Unacceptable Behavior Form will be completed for each instance, and a parent may be asked to pick a child up immediately from the activity site. If the behavior continues, a conference will be scheduled with the child and his/her parents/guardians. A third incident will result in suspension and/or dismissal from the program

Defacing Policy

Depending on severity, an Unacceptable Behavior Form will be completed for each instance. If the behavior continues, a conference will be scheduled with the child and his/her parents/guardians. A third incident will result in suspension and/or dismissal from the program. **Depending on the severity of each instance, the child and family will be asked to pay for repairs of the property.**

All participants are entitled to a fun and safe environment while enrolled in the program. A system of positive reinforcement is used, and we hope that we can spend most of our time rewarding through our Character Development program that encourages, Caring, Honesty, Respect and Responsibility. It is our intent that each child enjoys the activities planned by understanding that he/she is responsible for their own actions.



BULLYING POLICY

An Unacceptable Behavior Form will be completed for each instance of bullying, and if the behavior continues, a conference will be scheduled with the child and his/her parents/guardians. A third incident will result in suspension and/or dismissal from the program.

In accordance to the severity of the bullying and the number of occurrences, a child may; lose the privilege to participate in a specific activity, be asked to be picked up immediately, be suspended, or be dismissed from the program. In instances of suspension or dismissal from the program mid-week, there will be no refunds for fees that week.

YMCA staff are not allowed to use any form of corporal punishment (including spanking, shaking, or slapping), mechanical restraints, or any form of punishment that is humiliating or frightening. Staff shall not use or threaten to use punishment associated with illness, toilet training, or food or rest; staff are also not allowed to use any verbal abuse, threats or derogatory remarks about the child or the child's family.

These disciplinary procedures are in place to keep the Child Care Program safe and fun for everyone. We ask for parent support and cooperation. We also ask for understanding that the unacceptable behaviors listed above are not limited to the rest of the examples listed on the Unacceptable Behavior form.

- An Unacceptable Behavior Form will be completed for each instance of the examples listed on the form. If the behavior continues, a conference will be scheduled with the child and his/her parents/guardians. A third incident will result in suspension and/or dismissal from the program. A parent or guardian is required to sign these forms as acknowledgement of their child's behavior. A copy will be given and the original form will stay on file with the YMCA.

- Most often, the order of offenses are as follows:
 - o First Major: Unacceptable Behavior Form is filled out by staff and discussed with parents at pick up.
 - o Second Major: Conference is scheduled with the child and his/her parents/guardians with the Program Director or Branch Director.
 - o Third Major: Suspension and/or dismissal from the program.

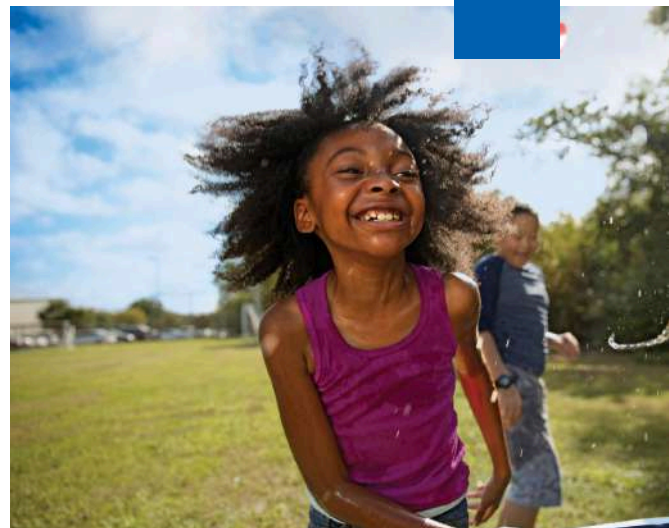
- Refunds/credits will not be made for behavior-based suspension.

If your child has chronic behavior problems, you may expect to receive calls at home or work. Any suggestions in dealing and correcting unacceptable behavior from your child are welcome.

DISMISSAL POLICIES

Suspension Policy

A 24 hour suspension will take place for any child in our program whose parents have met with the Programs Director in regard to concerns yet the child continues to have unacceptable behaviors that are but not limited to: bullying, fighting, swearing, endangering others, leaving the premises without permission, possessing a dangerous item or controlled substance, engaging in improper behavior in any vehicle transport, etc. When behavior reports are issued, the names of the other children involved will remain confidential.



Dismissal Policy

We reserve the right to dismiss a child from our program for such things as continued unacceptable behavior, lack of required documents, or non-payment of weekly fees.

DROP OFF & PICK UP POLICIES

Drop Off: Adult guardians are required to escort the child into the hands of the program staff and follow the sign in procedure. This must be followed for off site locations as well.

Parents/Guardians must accompany and sign children in to the site each day. Under no circumstances should a child enrolled in the program enter or leave this facility without authorized supervision or signature. Please never leave your child unless a staff member is present.

Pick Up: Upon pick up, children must be signed out. We use an online system to track attendance and ensure the safety of your child. Also, if someone new is picking up your child, please contact the Program Director to authorize the pick-up and inform staff. Parents need to inform the person picking up their child to bring a government issued photo id to show staff to verify themselves. Only authorized adults whose names appear on the pick-up authorization form will be allowed to take a child from the program unless we have been advised differently in writing for that specific day. A government issued picture ID will be requested when picking up a child. If a name needs to be added or removed from the authorization form, please contact the Youth Programs Director to do this.

In the case of separation, both parents will be allowed to visit and meet with their child during program hours. Both parents will also be allowed to sign their child out. We must have a copy of a court order to show any changes to or denial of those rights.

A person who appears to be under the influence of alcohol and/or drugs will be encouraged not to take the child from the program. In case of this event, a staff member will contact a different person on that child's pick-up authorization form for them to come pick up the child. If the parent or guardian refuses, and leaves with the child, both the Department of Human Services and the proper authorities will be notified.

LATE PICK UP POLICY

If your child is picked up after closing time (6:00 PM), you will be charged \$5.00 for every five minutes you are late (This same policy is in effect if you drop your child off before 6:30 AM). If your child has not been picked up by 15 minutes after closing and you have not contacted Y Care, the staff will begin calling your emergency contacts to pick up your child.

If you are 30 minutes late, and no contact has been made with you or the emergency contact persons, the police will be notified so they can assist in locating you.

Note: Any child who has not been picked up by 7:00 PM, without notice to the YMCA from a parent or guardian, will be turned over to the proper authorities. The Grundy Family YMCA has the policy that both police and the Department of Human Services will be notified. Late fees will be billed to your account and must be paid to continue enrollment in the program.

ACCESS POLICY

The Black Hawk County Family YMCA is responsible for ensuring the safety of children in the program and preventing harm by supervising not only the children, but other people present at the facility.

1. Any person in the program who is not a staff member, substitute, or volunteer who has had a record check and approval to be involved with child care shall not have “unrestricted access” to children for whom that person is not the parent, guardian, or custodian, not be counted in the staff to child ratio.
2. Persons who do not have unrestricted access will always be under direct supervision of a paid staff member and will not be allowed to assume any child care responsibilities.
3. Program staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason, they will contact the Program Director or Executive Program Director to get approval for the person to be on site. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by program staff and will not be allowed to interact with the children on premise.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is a parent, guardian, or custodian) who is required to register with the Iowa Sex Offender Registry (Iowa Code 692A):
 - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer within the YMCA program.
 - b. Shall not be on property of the YMCA program without the written permission of the Program Director or Executive Program Director, except for the time reasonably necessary to transport the offender’s own minor child to and from the program.
 - c. The Program Director and Executive Program Director are not obligated to provide written permission and must consult with their DHS licensing consultant first.
 - d. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
 - e. The precise location in the program where the sex offender may be present.
 - f. The reason for the sex offender’s presence at the facility.
 - g. The duration of the sex offender’s presence.
 - h. Description of how the program staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
 - i. The written permission shall be signed and dated by the Program Director or Executive Program Director and sex offender and kept on file for review by the center licensing consultant.

INCLEMENT WEATHER POLICY

1. If school has a delayed start, the YMCA will not offer child care that morning.

2. If school has an early dismissal due to weather or other safety hazards, the YMCA will not offer care at the schools. We reserve the right to open later or close early due to weather conditions, for the safety of our staff members.

3. If school has a weather-related cancellation, Before and After Care will be open from 7:00 AM - 5:30 PM and will serve as a Fun Day. These are held at The Family YMCA of Black Hawk County. These will be weather permitting. If the weather is bad enough to cancel school, we may not be able to host.

5. We will post updates on our Family YMCA Facebook page, along with sending out Reminds for cancellations.

6. Please download the Remind App, and text the number 81010. Here are the Remind App numbers for our SAC Programs: ALRDICH-yaldrich, SOUTHDALE ysouthdale, CEDAR HEIGHTS ycheights, ORCHARD HILL yorchardhill, BECKER ybecker, POYNER ypoyner, and ORANGE yorange.



HEALTH POLICIES

01

It is a state regulation that if a child is suspected of being contagious with any illness or other contagious diseases such as pink eye, head lice, etc., while in attendance; the parent must be notified and the child needs to be isolated until the parent or authorized person is able to pick the child up. A sign will be posted by the sign-in table and an email will be sent about any contagious diseases or illness that children have been exposed to. You will be contacted to come pick your child up if they become ill while in our program. Please keep your emergency number updated in case we need to reach you. The YMCA does not have the facilities or staff to provide one-on-one care for your child. Please make Program Director aware of such diseases and illnesses as soon as possible.

02

ILLNESS GUIDELINES

For the protection of all the children and program staff, the following guidelines for the exclusion of sick children are:

1. Has had a fever of 100 degrees or more during the last 24 hours
2. Has vomited twice during the last 24 hours
3. Has had three loose stools during the last 24 hours
4. Has a rash
5. Has a puffy, red eye with yellow drainage
6. Has a sore throat with fever of 100 degree or more and swollen glands
7. Has a severe cough – child gets red or blue in the face or makes high pitched whooping sound after coughing

Please do not bring them to the YMCA program. These are symptoms of a contagious illness and need to be evaluated by your healthcare provider. You will need to make other arrangements for your child's care; we suggest that you have such a caregiver lined up before illness occurs. Your child is welcome to return to the program after symptoms have been gone for 24 hours or your child has been on antibiotics for at least 24 hours.

A doctor's note may be requested.

MEDICATION POLICIES

01

If your child is on any medication that the YMCA staff must administer while in our care, you must complete a Medical Dispensation Authorization form that you received in the enrollment packet. Please contact the Program Director if you need an additional form.

02

MEDICATION GUIDELINES

The medication must:

1. Be in its original container
2. Labeled with the name of the medication
3. Needs the dosage and child's name
4. *If the medicine is not a prescription, it must be in its original container and labelled with your child's name.

03

FIRST AID GUIDELINES

1. A staff member will administer immediate First Aid
2. In severe cases such as a child hitting their head, breaking a limb, etc. a staff member will notify the parent or guardian.
3. If the parent/guardian cannot be reached, or the situation warrants immediate emergency assistance, staff will notify the designated physician and/or hospital and stay until the parent/guardian arrives.
 - a. An Accident/Incident report will be completed for any and all first aid administered. A copy will be given to the parent and the original will be kept on file at the YMCA after required signatures are obtained.

EMERGENCY PROCEDURES

01

FIRE

1. Staff will evacuate the building with the attendance sheet and take roll call once they are in a secured and safe location. Locations are:
 - a. Trees by the basketball court
 - b. Playground next to the Elementary school

02

TORNADO

1. staff will gather all children and lead them to the approved tornado safe locations
2. Staff will take attendance to verify all children are accounted for
3. Staff will keep children in the secure area until all clear is given by Site Lead

03

BUILDING EMERGENCY

If the YMCA program receives information from YMCA authorities, school administration, or another credible source, the YMCA staff will evacuate the premises based on the situation. Children will be safely escorted by staff from the building. If the need arises, the children will be transported to safety as soon as possible.

Parents will be notified as soon as possible with the location of their child. Please note there are many children in the program, and it will take time to contact each parent. A sign will be placed on the door to notify parents of emergency information. If the Program Director has been given notice to return to the building, parents will be contacted again.

ADDITIONAL INFORMATION

SNACKS & NUTRITION

We offer nutritious snacks each day at the YMCA. Each day, the kids will receive a snack that includes two major food groups (i.e. fresh fruit and milk, cheese and crackers, etc.)

1. We ask that children do not bring their own snacks to our Before & After School Care program unless it is necessary to avoid food allergies.

2. A second option will be given if children refuse the first option. Should the second option also be refused, then children are making the decision to not eat the provided snacks. According to DHS, we are not required to offer a second option, it is in kindness that we do so.



ACCIDENT & INCIDENT FORMS

This form will be filled out when any first aid is administered, a child hits their head, medicine is administered (with approval), etc. in detail by staff. Both staff and a parent/guardian are required to sign this form at the time of pick up. A copy will be given to the parent and the original will stay on file at the YMCA. If a parent denies a copy, a staff member will make note of this on the form and initial their name. A copy must always be offered.

PICTURES

Pictures and/or videos may be taken of the children for promotional purposes. All parents/guardians must sign off on the photo release section in the enrollment forms for both Before & After School Care and Summer Day Camp.

IMPORTANT CONTACTS

Do you have a question? Are you unsure who to ask?
Here is a list of contacts for you to reach out to!

Name	Position	?s Regarding	Email
Austin Gilmore	Site Lead Aldrich	Site Specific Questions	aldrichsac@blackhawkymca.org
Caroline Loveless	Site Lead Becker	Site Specific Questions	beckersac@blackhawkymca.org
Miles Fitzgerald	Site Lead Cedar Heights	Site Specific Questions	cedarheightssac@blackhawkymca.org
Myles Eick	Site Lead Orange	Site Specific Questions	orangesac@blackhawkymca.org
Ashlee Hirsch	Site Lead Orchard Hill	Site Specific Questions	orchardhillsac@blackhawkymca.org
Joseph Espinosa	Site Lead Poyner	Site Specific Questions	Poynersac@blackhawkymca.org
John Ronan	Site Lead Southdale	Site Specific Questions	Southdalesac@blackhawkymca.org
Joseph Espinosa	Youth and Community Engagement Coordinator	STEM and Activities/Programming	jespinos@blackhawkymca.org
	Youth Programs Coordinator	Policies and Procedures	
Brandon Bennett	Executive Director of Programs	Policies & Procedures	bbennett@blackhawkymca.org
Norm Johnson	CEO	YMCA Questions	njohnson@blackhawkymca.org



THANK YOU

Phone call
319.233.3531



Email Address
bbennett@ blackhawkymca.org



Website
blackhawkymca.org



Office Address
669 South Hackett Rd. Waterloo, IA

