



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA VPK, Success After School & Summer Camp



Program Parent Handbook

YMCA of West Central Florida
CHILDCARE SERVICES
3620 Cleveland Hgts. Blvd.
863.644.3528 Fax
863.647.1733



WELCOME

Dear Parents,

Welcome to the YMCA. Our staff will welcome your child in a warm, safe and caring environment. With a wide range of activities to stimulate your child's creativity, self-esteem and independence, our values-based program will help young children learn essential social, physical and intellectual building blocks. Children are like sponges they watch and absorb knowledge, skills and values from everything and everyone around them. At the Y, we believe that values and skills learned early on are vital building blocks for their quality of life and future success. That is why our childcare programs are staffed with people who understand the cognitive, physical and social development of children, the need children have to feel connected and supported in trying new things and the caring and reinforcement families need to help each other. At the Y, your preschooler experiences early literacy and learns about the world and school age children make new friends, learn new skills and do their homework. Most importantly children learn how to be their best selves. That makes for a confident child today and a contributing and engaged adult tomorrow.

Thank you for choosing the YMCA,

Renee Camper
Director of Childcare Services

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REGISTRATION

In order to register or attend for any YMCA program, **all fees must be current with no outstanding balances.**

YMCA VPK, Success After School & Summer Camp Program

The child must be 4 years of age by September 1st of the school year attending and have completed a registration packet, paid registration fee, and paid a weekly fee 24 hours before they may begin attending any YMCA program.

School Holiday Programs

A completed registration packet and applicable rate must be completed prior to care beginning. We strongly encourage registration prior to the day care is needed. We follow the public school calendar. We will not pick up children from a non-public school or magnet school if public school is not in session.

Registration Packet Information

We encourage all parents to make copies of their child's registration packet prior to submitting it to the YMCA for registration. This will assist you with what phone numbers we have on file, the health information you provided, who is on your pick up list and what phone number we have for them, as well as other important information you have provided.

PAYMENT PROCEDURES

As the parent/guardian registering a child in the YMCA of West Central Florida, Inc. Early Enrichment Program or Success Afterschool Program you are responsible for abiding by the fee agreement and fee schedule. The parent/guardian registering the child is fully responsible for all fees incurred.

YMCA VPK & Success After School

To ensure enrollment each week after school fees are due the Friday prior to care beginning, no later than 6:00 PM. Fees paid after 6:00 PM Monday will include a late payment fee. Holidays that fall on a Monday are no exception and late fees will be applied Monday after 6:00pm. The grace period of the late fee being applied is provided for special or extenuating circumstances. Non-payment prior to care beginning will result in a disruption of child care services. Please do not send payment through your child. Payments will only be accepted from an adult and must be made directly to YMCA staff. The YMCA will not be responsible for lost or misguided payments if such payment is sent through your child. **The YMCA has the right to change the program fee at any time.** Holidays that fall on a Monday are no exception and late fees will be applied Monday after 6:00pm. Service will be disrupted for non-payment.

Success After School (School-based program - Campus Kidcare)

YMCA programs located at public elementary schools

Weekly fees are to be paid in the form of check or money order at your Kid Care site on Friday prior to care to ensure timely posting of your payment and to secure your child's space. Fees paid after Friday will need to be made at a YMCA branch location. A \$10.00 late fee will be applied to payments made after 6:00pm on Monday. Holidays that fall on a Monday are no exception and late fees will be applied Monday after 6:00pm. Service will be disrupted for non-payment.

Please do not send payment through your child. Payments will only be accepted from an adult and must be made directly to YMCA staff. The YMCA will not be responsible for lost or misguided payments if such payment is sent through your child.

Holiday Camp

Program fees for Holiday Camp are due prior to care beginning or care will not be provided. Holiday Camp fees must be paid at a YMCA Branch only. Holiday Camp fees will not be collected at school sites. All fees must be current to participate in other YMCA programs. The YMCA follows the public school calendar.

Summer Camp

Program fees for Summer Camp are due prior to care beginning each week

Receipts

Please keep your payment receipt. Receipts are given to you upon your request for each payment and should be kept for your records. Fee reports or copies of receipts may require an additional cost.

Document Request

One of the services your YMCA Child Care Services provides is copies of documents such as program fee reports showing the amount of fees paid for child care for tax preparation. Please request Document Request forms from your Site Manager, Assistant Director or Program Director. Request for copies of documents can be made on the Document Request form. There is a fee of \$3.00 per sheet due at time of request.

Refunds

Refunds must be requested prior to the start of the week for which the refund is being requested. Refunds are not provided for emergency closings due to weather or other unforeseen situations out of the control of the YMCA. Whenever possible alternate care locations will be provided. See Emergencies on page 12 for more information.

Refunds and credits are not provided for days missed. Program transfers are not available.

Registration fees are non-refundable.

Financial Assistance

No qualified person is denied YMCA services due to inability to pay established fees. Those not able to pay the full fee may receive financial assistance based on the ability to pay and the YMCA's ability to fund subsidy. Assistance is available because of the generosity of YMCA donors. For a financial assistance request packet please visit us at www.ymcawcf.org or at one of our YMCA locations.



YMCA VPK & SUCCESS AFTERSCHOOL LOCATIONS & HOURS OF CARE

YMCA VPK Program Location:

Lakeland Family YMCA

YMCA-based Success After School Program Locations:

Lakeland Family YMCA

Fontaine Gills Family YMCA

On School Campus (Kid Care):

At selected elementary school campuses.

Hours of Care:

VPK Program : 8am –12pm, Wrap Care 12pm-6pm

Before School Hours (at selected sites): 6:30am until school starts

After School Hours: School release until 6:00pm (Fontaine Gills Family YMCA until 6:30pm)

If your child will not be in attendance please notify your after school program by 10:30am at (863) 644-3528.

School Holiday Camp Hours: 7:00am – 6:00pm (South Lakeland Facility), 7:00am-6:30pm (Fontaine Gills Family YMCA) Summer Camp locations to be announced on flyer.

ATTENDANCE

Sign-In

Regarding children that attend additional after school activities (i.e. band practice, tutoring, clubs, etc.) prior to attending the YMCA Success after school program, the parent must inform the Site Manager in writing prior to child participating in that after school activity. Children attending Holiday Camp or Summer Camp must be signed in by an adult each day upon arrival.

Sign-Out

Children will only be signed out by and released to adults (18 years old or older) authorized by the parent/guardian as indicated on the emergency information/pick-up authorization form and are required to have a valid, current state issued picture ID.

Please be sure to include any adult that you may want or need to pick up your child on your emergency/authorized pick-up list. Any changes (deletions, additions, etc.) are the responsibility of the parent/guardian that completed the registration packet and must be done in person and in writing with the Site Manager, Child Care Coordinator, Associate Director or Director.

Additions to the authorized pick-up list will not be permitted over the phone, by fax, or note. Include anyone that you want, or may need to pick-up your child.

Changes to pick up list may only be completed at your child's child care site by the parent/guardian that signed the registration forms. Again, no changes will be accepted over the phone, by fax, or note.

A full signature is required when signing a child in or out, no initials or nicknames can be accepted.

Late Pick-up

All children must be picked up no later than 6:00pm (South Lakeland Facility) 6:30pm (Fontaine Gills Family YMCA). Pick-up after those times will result in a late fee of \$1.00 per minute, per child. Late pick-up fees must be paid at the time of pick-up. In the event a child is not picked up within a reasonable amount of time, law enforcement will be notified.

HEALTH

Health Requirements and Immunizations for 4 year olds not attending kindergarten:

By state law, all students must have a current certificate of Immunization DH form (blue card) and a current student health examination form (yellow card). Both of these forms are available from your pediatrician, family doctor or local health department.

Medication

The YMCA of West Central Florida, Inc. child care programs will not be responsible for administering medication. Exceptions will be made for medications that are life sustaining.

Approved Medication Administration

A Consent Form for administration of medication must be completed by parent/guardian and given to Child Care Director, Associate Director, Coordinator or Site Manager prior to administration. All medication must be in original packaging and labeled indicating dosage as prescribed by physician, this includes over the counter medications.

The YMCA reserves the right to refuse medication and/or refuse to administer medication. All medications must be submitted directly to the Site Manager, Coordinator, Associate Director or Child Care Director. No medications may be sent with the child.

The YMCA reserves the right to refuse medication and/or refuse to administer medication.

Illness

To ensure the health and well being of all children and staff in our programs, children that show signs of a communicable illness shall be removed from the program immediately and placed in an isolation area until the custodial parent or legal guardian picks up the child. The illness will be reported to the custodial parent or legal guardian once the child shows signs of illness.

Signs and symptoms of a suspected communicable illness include the following:

- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound
- Difficult or rapid breathing
- Stiff neck
- Diarrhea (more than one abnormally loose stool within a 24 hour period)
- Temperature of 100 degrees Fahrenheit or higher in conjunction with any other signs of illness
- Conjunctivitis (pink eye)
- Exposed, open skin lesions
- Any other unusual sign or symptom of illness

If your child has any of the above symptoms please keep them at home to recover for at least 24 hours. The child will not be able to return to the after school program without medical authorization, or until the signs and symptoms of the disease are no longer present. A doctor's written release may be required at the discretion of the Director.

Children that have become ill during the school day cannot attend YMCA Success After School programs. Please assist us with keeping your child(ren) safe from germs and talk to them about proper hand washing. Proper hand washing is the single most effective way to stop the spread of infection.

Head Lice

Children with head lice may not attend the YMCA child care programs until completely nit and louse free with written documentation by health official or physician.

SAFETY & INJURIES

The safety of your child is our most important concern at the YMCA of West Central Florida. In order to insure their safety our staff members have each agreed to follow the following rules:

Staff will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.

Staff may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, and inviting children to their home.

Staff is not to transport children in their own vehicles.

Staff is not to contact your child outside of YMCA business or exchange contact information, i.e. email address, social media, phone numbers, etc.

If, at any time, you become aware of any of our staff not observing these rules or if you have any questions relating to our safety procedures, please contact the Director of Child Care Services at (863) 644-3528. We appreciate your confidence in the YMCA to provide care for your child and your assistance in keeping them safe.

Dress Code

For the safety of your child appropriate dress is required. No sandals, open toed shoes, back-less shoes, shoes with wheels of any kind, or bare feet are permitted.

Swimmers are required to wear a one-piece swim suit only.

Personal Items

Children are not permitted to bring personal items. The YMCA staff reserve the right to inspect items, backpacks, and other personal effects to ensure the safety of all children and staff. YMCA staff will not be responsible for broken, lost, or missing items.

Injuries

In case of an injury our procedures are the following:

Administration of immediate first aid, if necessary

Injuries will be reported to parent/guardian

Notification to parent/guardian and if necessary, request Paramedic/Medical Professional

Please remind your child to report all injuries, no matter how small, to their counselor (YMCA staff) immediately. If child's emergency contact information changes you are required to update your child's registration forms immediately. This is to be done in writing at your child's after school location, and by the parent/guardian that signed the registration packet. **Changes cannot be made over the phone, by fax, or e-mail.**

Emergencies

Our schedule and/or program may be altered due to emergencies, such as severe weather. Typically, if the public school system closes we will also be closed. The YMCA will make reasonable efforts to provide child care in an emergency situation at select sites if it is safe to do so. Refunds are not provided for emergency closings. During threatening weather, please stay tuned to local radio or TV reports to ensure you or your emergency contacts are available. Emergency information regarding closing of programs, Relief Camp, or other pertinent information may be available on our web site www.ymcawcf.org, Yby calling your branch, and/or displayed on the YMCA marquee at 3620 Cleveland Hgts. Blvd. or 2125 Sleepy Hill Road, Lakeland.

ACTIVITIES

YMCA VPK, Success After School and Summer Camp programs provide a safe and fun environment for the enrichment of your child's spirit, mind, and body. Age appropriate activities are planned and prepared each week to support the physical development, academic enrichment, and social enrichment of your child. Please feel free to check our weekly lesson plans posted on the parent board.

YMCA Early Enrichment Program

Children have opportunities to participate in the following activities through hands-on, active exploration.

Music & Movement	Literacy
Character Development	Science
Arts & Crafts	Swimming
Sports & Physical Fitness	Born to Move
Board Games	Yoga
Gymnastics	Math Enrichment
Dramatic & Construction Play	Afternoon Snack

YMCA-based Success After School Programs

Children have opportunities to participate, for an extra fee, in the following activities through hands-on, active exploration:

Homework	Gymnastics
Literacy	Dramatic & Construction Play
Character Development	Enrichment Classes
Music & Movement	Science
Arts & Crafts	Swimming
Sports & Physical Fitness	Math Enrichment
Board Games	Afternoon Snack

School-based YMCA Success After School Programs

Children have opportunities to participate in the following activities through hands-on, active exploration:

Homework	Sports & Physical Fitness
Science	Music & Movement
Character Development	Board Games
Math Enrichment	Dramatic & Construction
Arts & Crafts	Enrichment Clubs
Literacy	Afternoon Snack

Summer Camp: See summer Camp flyer



CHARACTER DEVELOPMENT

YMCA VPK, After School & Summer Camp Program places a strong emphasis on character development and strives to provide a safe environment for all children. As children make inappropriate choices that conflict with our character values of caring, honesty, respect, and responsibility, or are unsafe to themselves or others, we work to enhance their skills.

Discipline Policy Statement

Age appropriate, constructive disciplinary practices are used with children in care.

- Discussion with the child about appropriate behavior.

- Removal from activity for a “cool down” period.

- Character Development Assistance form completed by staff consultation with parents to seek answers or understanding of behavior concerns.

- Suspension from program.

- At the discretion of the YMCA Director, we reserve the right to skip any of these steps.

Children are not subjected to discipline that is severe or frightening. Discipline is not associated with food, rest, or toileting. Spanking, or any other form of physical punishment, is prohibited. At the discretion of the Director, and after a reasonable effort on the part of the program staff to integrate a child into the program, a child’s participation may be terminated if the child is determined to be chronically disruptive or a danger to themselves, others, or to the functioning of the program. Communication between staff and parents is encouraged.

Anti-Bullying/Foul Language Policy

Under no circumstances will bullying and/or threatening behavior be tolerated by any person attending or associated with a program, activity or service provided by the YMCA. This includes physical, verbal and / or intimidation of any kind. Use of foul language is strictly prohibited and could result in an immediate 3-day suspension.

Guidance

Character Development Assistance Forms may be completed as the YMCA staff work with your child on enhancing caring, honesty, respect, and/or responsibility.

COMMUNITY SUPPORT CAMPAIGN

When registering your child for any childcare program at the YMCA, please consider a gift to the YMCA’s Helping Others, Community Support Campaign to share the wonderful YMCA experience with a deserving child. Your gift will make it possible for those less fortunate in our community to participate in programs at the YMCA .

“The YMCA Success Afterschool Programs is a safe place where children go during out-of-school time. It provides stability and supervision that they might not otherwise have because their parents are working two or three jobs to support the family. Both my children - Jacquelyn and Jamie - are enrolled in the YMCA’s Success Afterschool Program. Already they are demonstrating a better attitude toward school and higher educational aspirations.” - Dorothy Kandl, parent

Your gift amount can be paid at registration or dropped off anytime at a YMCA Reception Desk. Thank you for joining other YMCA members in building strong kids, strong families and strong communities.

Volunteer Opportunities:

Volunteers are the heart of every YMCA and we rely on them to enable us to serve the community. Volunteers assist in strategic planning, fundraising, facility maintenance, special events, and many other roles critical to the YMCA’s success. Volunteers can also participate in special projects outside the walls of the YMCA, including yard cleanups, outreach events, and other “hands on” activities that help the neediest members of our community. If you are interested in becoming a volunteer, please complete a volunteer application and speak to a YMCA staff member about your interests and talents.

FEES AGREEMENT

As the parent/guardian registering a child in the YMCA of West Central Florida, Inc. Success After School Program you are responsible for abiding by the following fee schedule. The parent/guardian registering the child is fully responsible for all fees incurred.

Registration Fees

YMCA Early Enrichment Program Annual Registration fee: \$55

Success After School Annual Registration fee: \$25, non-refundable.

Weekly Fees

Lakeland Family YMCA:

YMCA VPK Weekly Rates: \$69

Success After School Weekly Rate: \$60

Fontaine Gills Family YMCA

Weekly Rate: \$60

Weekly Rate: \$30 Before School Only (where available)

\$65 Before & After School (where available)

On-School Site

Weekly Rate: \$60

\$30 Before School Only (where available)

\$65 Before & After School (where available)

Weekly fees are due by 6:00 PM Friday prior to care being provided the following week. Fees paid after Friday will need to be made at a YMCA branch location. A \$10.00 late fee will be applied to payments made after 6:00 PM on Monday. The grace period of the late fee being applied is provided for special or extenuating circumstances. Non-payment prior to care may result in a disruption in child care services.

Holiday Camp: \$18

Summer Camp: See flyer for fees. Program fees for Summer Camp are due prior to care beginning each week.

No partial rates are available. Refunds and credits are not provided for days missed. Refunds must be requested prior to the week beginning. No refunds are provided for emergency closings.

Financial assistance is available to those that qualify.

Return Check Fee:

Non-sufficient funds check/closed account/returned check fee: \$15.00 minimum per check. There may be additional fees assessed by your financial institution and/or electronic transfer. Return check fee and balance is due within three business days in the form of a money order. Non-payment may result in a disruption of child care services.



FEES AGREEMENT CONT...

Late Pick Up Fee:

All children must be picked up no later than 6:00pm (Fontaine Gills Family YMCA until 6:30pm). Late pick-up will result in a late fee of \$1.00 per minute, per child. Late fees must be paid at the time of pick up.

Failure to abide by the above fee agreement will result in termination of child care services. All fees incurred are the full responsibility of the parent/guardian registering the child.

We appreciate your assistance in maintaining the quality of our after school child care services.

Document Request:

Copies of Documents: \$3.00 per sheet

MISSION AND VALUES

We have a strong commitment to quality. The guidelines outlined in your parent handbook assist us in achieving and maintaining quality standards. Thank you for your support and assistance. The mission of the YMCA is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all. The YMCA Childcare Programs are built on the YMCA purpose and commitment to nurture the potential of kids, promoting healthy living and fostering a sense of social responsibility. We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That is why we provide a safe, nurturing environment for children to learn, grow and develop social skills.

Come Visit! You are always welcome to visit. We also encourage you to talk with our counselors or the Summer Camp coordinators about the program and any needs your child is experiencing. Only individuals listed on the registration as authorized to pick up the child may visit during program hours. We ask that you limit your visit to 5 minutes. Please bring any concerns to the attention of the Program Director.

YMCA OF WEST CENTRAL FLORIDA BRANCHES

Lakeland Family YMCA:

3620 Cleveland Heights Blvd
Lakeland, FL 33803
Phone: 863-644-3528
Fax: 863-644-2517

Fontaine Gills Family YMCA

2125 Sleepy Hill Road
Lakeland, FL 33810
Phone: 863-859-7769
Fax: 863-859-6258

YMCA Par 3, Home of The First Tee of Lakeland

1740 George Jenkins Boulevard
Lakeland, FL 33815
Phone: 863-577-0236
Fax: 863-577-0239

Childcare Services

3620 Cleveland Heights Blvd
Lakeland, FL 33803
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