



YMCA

OF WEST CENTRAL FLORIDA

SUCCESS

AFTER SCHOOL

PARENT

HANDBOOK

WELCOME TO
SUCCESS
AFTER SCHOOL!

LEADERSHIP

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SCHOOL SITES

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WELCOME LETTER

Welcome Families,

Welcome to After School Youth Development! We are glad that you have chosen our quality program to meet your needs when school is not in session. We offer care before school, after school, and on select days when school is not in session.

Our program provides a safe, stimulating environment that encourages personal growth. We implement curriculum that has hands-on activities that focus on whole-youth development, building your youth's skills in social-emotional learning, physical activity, cognitive development, literacy, language, math, science, and the arts. Our instructors include opportunities for whole group activities, small group activities and individual activities. Our program also strives to partner with families to ensure each youth's needs are met by communicating through a variety of methods, including informal and formal conversations, electronic messaging, and newsletters.

Your youth's safety and well-being are the YMCA of West Central Florida's top priority. Please review our family handbook to learn more about our policies and procedures. It is our hope that you find this packet useful in answering any questions that you and your youth may have.

Sincerely,

YMCA of West Central Florida's Youth Development Team



LOCATIONS

BOB ADAMS



BOB ADAMS FAMILY COMMUNITY YMCA

3620 Cleveland Heights Blvd,
Lakeland, FL 33803

Serving:

- Cleveland Court Elementary
- Dixieland Elementary
- Highland City Elementary
- Highlands Grove Elementary
- Lakeland Montessori
- Lakeland Highlands Middle
- Lincoln Avenue Academy
- Roberts Academy
- Philip O'Brien Elementary
- R. Bruce Wagner
- Rochelle School of the Arts
- IDEA Lakeland
- South McKeel Elementary
- Southwest Elementary
- Southwest Middle School
- Lakes Church Academy

FONTAINE GILLS



Fontaine Gills Family YMCA

2125 Sleepy Hill Rd,
Lakeland, FL 33810

Serving:

- McKeel Central
- Griffin Elementary
- Lawton Chiles Middle Academy
- Lincoln Avenue Academy
- Dr. N.E. Roberts Elementary
- North Lakeland Elementary
- Edgar L. Padgett Elementary
- Lake Gibson Middle
- Rochelle School of the Arts
- Sleepy Hill Elementary
- Sleepy Hill Middle
- Rosabelle W. Blake Academy
- Victory Christian Academy
- IDEA Lakeland



SCHOOL SITE LOCATIONS

CHURCHWELL



R. Clem Churchwell Elementary

8201 Park-Byrd Rd,
Lakeland, FL 33810

MEDULLA



Medulla Elementary

850 School House Rd,
Lakeland, FL 33813

SCOTT LAKE



Scott Lake Elementary

1140 Co Rd 540A,
Lakeland, FL 33813

SPESSARD HOLLAND



Spessard Holland Elementary

2342 EF Griffin Rd,
Bartow, FL 33830

WINSTON



Winston Academy of Engineering

3415 Swindell Rd,
Lakeland, FL 33810

WENDALL WATSON



Wendall Watson Elementary

6800 Walt Williams Rd,
Lakeland, FL 33809

KATHLEEN



Kathleen Elementary

3515 Sherertz Rd,
Lakeland, FL 33810

ARRIVAL & DEPARTURE

Children must be escorted into our Morning Care programs, and for Aftercare, will be released after dismissal to the cafeteria or approved area.

Departure: We will only dismiss your child to adults 18 and older listed on your child's authorized pick-up list. A state-issued ID is required at pick-up. If an adult who is not on your authorized pick-up list attempts to pick up your child, they will be turned away and you will be contacted. If you need to update this list, please contact your program leader.

BEHAVIOR GUIDANCE POLICY

In promoting positive child behavior, staff will use positive guidance techniques such as redirection, positive reinforcement, and logical or natural consequences. Clear rules are developed and discussed regularly with children. When children display unusual or difficult-to-manage behaviors, instructors work with caregivers to seek a remedy that allows the child to succeed in the program setting, if possible. The first resource for addressing behavior problems is the child's primary care provider. For children to develop internal control of their actions, it is important that children be taught expectations for their behavior so that they can learn to manage their own behavior. **Children must be enrolled at least 24 hours prior to receiving care.**

We seek to build programming that highlights the 4 core values of the YMCA: Caring, Honesty, Responsibility and Respect. Instructors and program leaders will use activities and games to reenforce these concepts.

- We will **CARE** for ourselves and for those around us.
- **HONESTY** will be the basis for all relationships and interactions.
- People are **RESPONSIBLE** for their actions.
- We **RESPECT** each other and the environment.

BEHAVIOR GUIDANCE POLICY

Our top priority is to provide a safe and enriching experience for all children. We must work together in order to ensure this positive environment; we may not be able to serve children or parents/guardians who repeatedly display disruptive behavior. In keeping with the YMCA mission and character values of caring, honesty, respect and responsibility, appropriate behavior is expected of all program participants AND parent/guardians.

Disruptive behavior is defined as verbal or physical conduct which requires constant attention from the staff including, but is not limited to:

- Hitting
- Kicking
- Spitting
- Hostile Verbal Behavior
- Other behaviors which could hurt another child or staff member
- Attempting to leave the program space

In response to disruptive behaviors, we will not use:

- Threats or bribes
- Physical punishment, even if requested by the parent
- Deprivation of food or other basic needs
- Humiliation or isolation

YMCA Program Expectations:

- Speak for yourself
- Listen to others
- Care for other, the property, and yourself
- Stay with the group
- Fully toilet trained
- Be honest
- Show respect for all
- Be responsible for yourself

In response to misbehavior, we will:

- Respect your child
- Establish clear rules
- Be consistent in enforcing rules
- Use positive language to explain desired behavior
- Speak calmly while bending down to your child's eye level
- Redirect your child to a new activity

Our goal is to work together with the child and family, as well as the school personnel when deemed necessary, to address and modify any behavior concerns; however, if a child cannot display appropriate behavior, then they may be removed from the program. A child may receive up to three written behavior reports; after a third written report is received, the child may be removed from the program. The child may be allowed to return to the program after a parent conference and a behavior guidance plan is developed. If a child receives a fourth written warning we may ask the family to make alternative Youth Development arrangements for the remainder of the current school year. Please note that all behavior management plans are based on the individual child and situation and we reserve the right to adapt procedures accordingly.

Occasionally, despite program modifications and efforts to accommodate children, it may be determined that YMCA programs are unable to meet the needs of a child. If a child's participation poses a significant risk to the health or safety of self or others, which CANNOT be lessened by modifications in policies, practices or procedures or the provision of services, a child may be removed from the program.

As a parent/guardian, you may have some concerns or wish to offer suggestions on the lines below. If so, we may modify the plan below with agreed upon suggestions. Parents should provide any and/all information available to help create a clear picture of their child's needs. (Please attach more documentation if needed)

COMMUNICABLE DISEASE PROTOCOL

Health and safety are the utmost concerns at school all year. We practice several protocols to keep everyone healthy and safe while at school. Staff are required to sanitize before and after participants eat food. Program areas are cleaned and sanitized daily and toys multiple times a day.

At times, staff and program participants may be asked to participate in heightened health and safety measures.

COMMUNICATION EXPECTATIONS

You will receive a Welcome email once you register, that will have information regarding the program.

Regular communication between caregivers and program leaders is encouraged! Communications will come through email, phone call, or in-person interactions. Please ensure that you have a valid email and a good phone number on your account for staff to contact you.

ENROLLMENT PROCEDURES

Enrollment is open to all children without regard to sex, gender, race, color, creed, religious beliefs, financial status, or a child's abilities. Children must be enrolled at least 24 hours prior to attending care. The School Age Youth Development program staffs at a ratio of 1 staff to 25 children. Participants need to be able to follow directions and stay with their group. In many of our locations, participants are not in an enclosed area, but in gyms and cafeterias. Participants must be fully potty trained, as defined by the child's recognition of the need to use the bathroom, the ability to let an instructor know, the ability to remove and add back necessary clothing with little to no assistance, and the ability to handle their own hygiene needs, including wiping and washing hands.

*Enrollment can be handled through our online portal, by visiting the welcome desk at any branch, or by contacting the program leader for your program site.



EXPULSION POLICY

The YMCA of West Central Florida's School Age Youth Development department uses the expulsion process as a last resort. Social Emotional Learning is a priority in our programs. YMCA of West Central Florida's School Age Youth Development commits to the following regarding to student behavior:

1. Our instructors will provide a purposeful, engaging environment that represents and supports cultural diversity and the various stages of child development.
2. Our program space environments will encourage a child's sense of self. Our instructors will help teach self-regulation, conflict resolution and relationship building.
3. Our instructors will support the child's social and emotional development by helping them understand, express, and regulate their own emotions, build relationships and support positive interactions with others in the group setting.
4. The program leaders will provide coaching and professional development for instructors on positive social/emotional and behavioral development to ensure that the student's developmental needs are being met.
5. The program directors will promptly engage caregivers in a conference and develop a workable plan regarding the student's behavior. Solutions will focus on identifying student needs and developing an action plan to address those needs. Action plan items will be developed together with student caregivers and work at home as well as at school.
6. Our instructors will receive professional development training to be able to distinguish concerning behaviors from developmentally appropriate behaviors.
7. The program leaders will collect and analyze information on student write ups, incident reports, suspensions and expulsions that occur in the program in order to identify patterns of behavior for students and areas of growth for the program.
8. The program leaders will support the family by identifying agencies for services.
9. YMCA of West Central Florida's School Age Youth Development's goal will be to use the expulsion process as a last resort when a serious safety threat exists, and other behavior modification interventions have been exhausted.

ELC SUBSIDIZED CARE

Parents who work or go to school may qualify for government-subsidized care, called School Readiness, which is designated by the state through the Polk Early Learning Coalition. Parents will be responsible for payments that exceed the allotted amount and for any unexcused absences. Additional fees may be required. Once you have obtained an ELC certificate, please reach out to the Program Director to confirm the rate you will be paying.

***Parents must first apply for funding through the Early Learning Coalition (ELC). If the application is denied, a copy of the denial letter must be submitted with the Y Scholarship application for review. Parents will be responsible for any fees not covered by the ELC, including those resulting from excessive absences. Children are allowed up to three absences per month; any additional absences may result in charges to the parent.**

FINANCIAL ASSISTANCE

We feel strongly that all people, regardless of financial status, should have the opportunity to be healthy and foster a community with others. Thanks to the many generous donors who support the Y's Annual Campaign, this commitment is made possible year after year in the form of financial assistance for those in need.

Please complete an Income-Based Assistance Program Form, attach proof of financial situation and a letter of request. Applications may be picked up at one of our branches or downloaded from our website. All requests are kept confidential. Stop by a branch or call for more information. Find your membership rate here: ymcawcf.org

GOALS AND PURPOSE

The YMCA is recognized as the largest early Youth Development provider in the nation. The goals and purposes of YMCA youth development programs are as follows:

Help children achieve their potential through lessons of:

- o Self-awareness, confidence, and feelings of self-worth
- o Interpersonal relationships
- o The core values of caring, honesty, respect, and responsibility
- o Academic achievement
- o Physical skills
- o Health and nutrition

Deliver Youth Development programs for children in a positive YMCA environment by:

- o Providing a safe, supportive, and caring environment
- o Developing children to their fullest potential
- o Supporting and strengthening families
- o Providing opportunities for children to learn through socialization, exploration, choice, and discovery-based activities.

IMMUNIZATION REQUIREMENTS

As per Youth Development licensing requirements, participants should be up to date on immunizations in accordance with CDC guidelines.

By state law, all students must have a current Florida certificate of immunization form and a current Florida physical examination form. These forms are available from your child's pediatrician, a family doctor, or the Florida health department.

INJURY PROTOCOL

In the event of a small injury during the program session staff will provide basic first aid such as providing ice for bumps, minor insect stings or band-aids for small cuts and scrapes. In the event of a more severe injury, the parent/guardian will be contacted to take the participant for further medical attention and evaluation. If an injury is deemed needing more care than our staff can offer before a guardian can arrive, 911 will be contacted to ensure the safety and wellbeing of your participant. All staff are trained in First Aid and CPR. All program spaces contain a first aid kit and up to date first aid manual.

Parents will be notified via phone about participant injuries, on the date of the injury, regardless of the severity. The School Age Youth Development leader will follow up with parents/guardians within 48 hours of injury to check in on how the participant and family are doing.

Parents/guardians of all participants in our programs are required to submit a Medical Release Form, giving YMCA of West Central Florida School Age Youth Development permission to seek medical attention for your child in the event of an emergency. Parent/Guardians are required to update the program on any changes of home, work, and medical phone numbers.

In the event of a participant or staff death, a program wide announcement will be made and participants in direct impact (attending same class as participant/teacher) will be notified directly via phone.

MEDICAL EMERGENCY/ALLERGIC REACTION PLAN

If your child is at risk of having an allergic reaction or other medical emergency that requires specific action or medication, you must indicate this on your child's registration form. An Individual Care Plan developed together by participant caregivers and doctors which includes an Emergency Action Plan needs to be provided to the school in writing, signed by the child's physician on file.

MISSION STATEMENT

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

Each child in our community will have access to safe, high-quality care, and education that fosters their social, emotional, physical, cognitive, and creative development while promoting self-confidence and the love of learning.

The staff at the YMCA believe that each child is a unique individual with his/her own rate of development. Our goal is to introduce children to as many new experiences as possible and help each child feel confident and secure in a fun, safe environment. We are dedicated to molding the lives of our kids and creating friendships and memories that will last a lifetime.

NON-DISCRIMINATION POLICY

It is the policy of the YMCA of West Central Florida's School Age Youth Development that no person shall be subjected to discrimination because of race, color, national origin, sexual orientation, including gender identity, religion, creed, marital status, disabled or veteran status, or the presence of any physical, mental or sensory handicap.



PARTICIPANT HEALTH

ILLNESS POLICY

Children are not authorized to attend YMCA School Age Youth Development programming if they have an illness or other contagious symptoms. A custodial adult should contact the program leader via email to report an absence, including symptoms.

If a staff member suspects that a child may be sick or have symptoms similar to a contagious illness, staff may question children and parents about a child's condition in a non-threatening manner to learn more about the situation. Parent/ Guardians will be contacted to come and take their participant home for further medical evaluation, observation, and treatment if a participant displays a fever of 100 degrees or higher, is vomiting, has diarrhea, develops an unexplained rash, or appears visibly uncomfortable for a prolonged period due to a physical complaint. Please make sure all your participants' emergency contact information is up to date.

CRITERIA FOR PARTICIPANTS RETURNING TO PROGRAM AFTER BEING ILL

Temperature: Fever free for 48 hours, medication free.

Ear Infection: After the first dose of medication.

COVID-19: The YMCA of West Central Florida's School Age Youth Development follows Office of Early Childhood and Out of School Learning regarding COVID-19 exposure and isolation guidelines. Guidelines are ever evolving. Contact the School Age Youth Development leader of your program if your participant is exhibiting symptoms, tests positive for COVID-19, or comes in contact with an individual who tests positive for COVID-19.

Strep Throat: May return after 3 doses of medication: Fever free.

Rash: A physician determines that the rash is non-communicable; bring note from doctor.

Mouth Sores: Until a physician determines that the sores are non-communicable; bring note from doctor.

Vomiting: 48 hours after vomiting stops.

Head Lice: After medicated shampoo is applied and hair is free of all nits; Parent must notify Y immediately; inspection by staff is required.

Conjunctivitis: (Pink Eye) May return after two doses of medication.

Chicken Pox: May return 6 days after the onset of the disease.

Pertussis: 5 days after the first dose of medication.

Fifth's Disease: Once a physician determines the illness is non-communicable, bring a doctor's note.

Hand, Foot & Mouth: Blisters on hands, feet and mouth have healed over and are no longer puss filled.

***Refer to Sick Day Guidelines for references on when to keep your child at home and for how long.**

***Please keep Sick Day Guidelines handy for easy reference, as seen on the next page and on our website.**

SICK DAY GUIDELINES

PLEASE KEEP YOUR CHILD HOME IF:

							
Your child has a fever	Your child is vomiting	Your child has diarrhea	Your child has a sore throat	Your child has a rash	Your child has lice	Your child has an eye infection	I have been in the hospital/ ER
A tempature of 100 degrees or higher withing the last 48 hours, or is above 99 with other symptoms	One event of vomiting within the last 24 hours	One event of diarrhea within the last 24 hours	A severe sore throat especially if bright red or swelling or lesions on tonsils	A rash with fever or itching or blisters that are oozing with drainage	If live lice or nits are present	Redness, burning, drainage, crusty, matter, or swelling of eyelids	Hospital stay or ER visit

YOUR CHILD MAY RETURN TO YMCA PROGRAMS WHEN:

Your child is fever free for 48 hours without the use of medication	Your child is free from vomiting for 48 hours without the use of medication	Your child is free from diarrhea for 48 hours without the use of medication	Your child has been on antibiotics for at least 48 hours if diagnosed with strep or another bacterial infection	Any blisters are free from drainage, fever free for 48 hours and sometimes with permission from a healthcare provider	Your child does not have live lice, has recieved lice removal treatment and nits have been removed	Your child's eyes are no longer draining and has been on antibiotic drops or ointment for at least 48 hours	Has been released by medical provider
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PARTICIPANT SAFETY

EMERGENCY PROCEDURES

In the case of an evacuation emergency such as fire, bomb threat, or gas leak – participants will be kept in the nearest safe area and parent/guardians will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contacts will be called as soon as possible and informed of procedures.

SAFETY DRILLS

Participants will participate in monthly Safety Drills. Records of Safety Drills will be kept in accordance with child-care licensing regulations.

TOBACCO, ALCOHOL, & ILLEGAL SUBSTANCES

To promote good health, remain in accordance with state and local regulations and maintain a safe environment for our participants, YMCA of West Central Florida's does NOT allow tobacco products, alcohol and any illegal substances deemed by the State of Florida on its premises. That includes the use of all tobacco and smoking products, including chewing tobacco, pipes, cigars, vapes, and e-cigarettes. All tobacco, alcohol and illegal substances are banned from the YMCA, its program sites and its surrounding property (including parking lots). Individuals who bring illegal substances onto YMCA property will result in permanent termination of member and guest privileges from the YMCA and their participant's registration in the program forfeited.

FIREARMS

The YMCA of West Central Florida, program sites, and its surrounding property (including parking lots) are considered gun-free zones. Firearms are banned from all YMCA of West Central Florida sites, including those with a concealed carry license. Individuals who bring firearms onto YMCA property will result in permanent termination of member and guest privileges at the YMCA of West Central Florida branches and their participants' registration in the program forfeited.

CHILD ABUSE

YMCA of West Central Florida Youth Development takes seriously the importance of the protection and safety of the participants involved in its programs. Child abuse is a special concern of the YMCA, because of the organization's role in promoting the personal growth and development of children and families. The YMCA will document any incident of abuse in writing and report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.

PAYMENT INFORMATION

The YMCA of West Central Florida School Age registration fee and program fee is required the week before the student starts care. All payments are pre-scheduled for an auto withdrawal through an EFT draft or credit card payment. All payments are to be paid on the Thursday prior to the week of care. If payment is not received by Thursday at 11:59 PM, a \$30 late fee will be charged. Continued non-payment may result in a pause in services. A one-week notice is required for withdrawal from the program. Payments are not pro-rated or refunded due to illness, vacations, or other absences. All outstanding balances must be paid before any Youth Development service will be provided.

Return fees will be added to the account for non-sufficient funds or closed account returns. The return fee is a minimum of \$25. There may be additional fees assessed by your financial institution and/or electronic transfer. Return fees and balances are due within three business days. Non-payments may result in a disruption of care.

Late pick-up fees are \$1.00 per minute per child after 6pm. These fees will be added to the account and must be paid at the time of the next weekly payment. Failure to abide by the above fee agreement will result in termination of care. If for some reason a child is not picked up and there has been no communication from the parents before 6:30pm, our staff will notify law enforcement.

Refunds are not provided for emergency closings due to weather or other unforeseen situations. If a child attends one day in a program, the full weekly fee will be assessed. Refunds and credits are not provided for days missed. Registration fees are non-refundable.

PRIVACY

The YMCA of West Central Florida staff will keep information about participants and families confidential and comply with all applicable privacy laws, such as the Health Insurance Portability and Accountability Act (HIPPA).

SCHEDULE

The YMCA of West Central Florida Youth Development program operates every regular school day. Programs coordinate for early dismissals days. Out of school camps (Holiday Camp) may be available for scheduled no-school days.

When schools are cancelled for weather-related events, your branch program leader will reach out regarding program adjustments.

Our Youth Development programs align with the school day and is designed to give children homework time, keep them active with indoor and outdoor games, and encourage their creativity with arts and crafts. The program believes that youths need to be up and moving around after the schedule of a full academic day, so we do not guarantee that all homework will be completed during the program.

HOLIDAY CAMP & CLOSURE DAYS

Holiday Camp:

- August 4th
- August 5th
- August 6th
- October 13th
- November 11th
- November 24th
- November 25th
- November 26th
- December 22nd
- December 23rd
- December 26th
- December 29th
- December 30th
- January 2nd
- January 5th
- January 6th
- January 19th
- February 16th
- March 16th–20th

Closure Days:

- August 7th
- August 8th
- September 1st
- November 27th
- November 28th
- December 24th
- December 25th
- December 31st
- January 1st
- April 3rd
- May 25th

