



THE PLACE TO BUILD CHARACTER, CONFIDENCE & CREATIVITY



YMCA Before & After School Program



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WELCOME TO THE Y!

Thank you for choosing the Y for your childcare needs! We believe the values and skills learned in our program are vital building blocks for quality of life. We provide a safe, nurturing environment for children to learn, grow and develop social skills. That makes for confident children today and contributing and engaged adults tomorrow.

The Y offers Before and After School Education Programs at multiple locations throughout the Milwaukee area serving children 4 years to 16 years depending on location. These programs are supported in part through contributions to the Annual Campaign.

As an organization, the Y has made a commitment to quality and safety at each of our childcare facilities by striving to surpass State of Wisconsin Licensing Standards.

If you have any questions after reading through your Parent Handbook, please direct your questions to your regional director.

Thank you,

April Greenman, Executive Director

PROGRAM OVERVIEW

OUR MISSION

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

OUR CAUSE

We are a powerful association of men, women and children, joined together by a shared commitment to nurturing the potential of children, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our children, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors in 10,000 communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

PURPOSE

Our YMCA School Age Education Program focuses on nurturing child development by providing a safe and healthy place to learn foundational skills and develop healthy, trusting relationships. We strive to educate children in a hands-on, curriculum rich, and safe learning environment with a focus on healthy lifestyle choices.

PHILOSOPHY

The YMCA School Age Education Program is designed to help and encourage children to build healthy habits, positive attitudes and to acquire competencies and skills through a variety of work and play experiences.

PROGRAM GOALS

A positive program experience can help shape a child's interests, spark a passion, increase academic performance, and boost a child's self-esteem. We strive to provide a safe, secure, and supportive environment. All YMCA School-Age staff strive to instill the Y's four core values of honesty, caring, respect, and responsibility through activities, conversations, and special recognition:

Caring: Considerate to the needs and feeling of other

Honesty: Being trustworthy and truthful

Respect: Treating others, the environment and yourself with dignity

Responsibility: Accepting accountability for your actions and role in the community

Coordinated Approach To Child Health (CATCH)

- CATCH stands for Coordinated Approach To Child Health. CATCH is a physical activity and nutrition education program designed for elementary and middle school children (grades K-8) in an after-school or summer program setting.

Social Emotional Learning (SEL)

- The YMCA School-Age programs implements a variety Social Emotional Learning (SEL) Curriculums. In our programs we use SEL to help children learn, understand, control, and manage their own emotions and strengthen their social skills.

OUR AREAS OF FOCUS

- **Youth Development: Nurturing the potential of every child and teen**
We believe that all children deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youths today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.
- **Healthy Living: Improving the nation's health and well-being**
In communities across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youths, adults and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.
- **Social Responsibility: Giving back and providing support to our neighbors** The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country are empowering millions of people in the US and around the world to be healthy, connected and secure.

ADMISSION & ENROLLMENT

The YMCA provides safe, quality care for children at various sites throughout the Milwaukee area.

- Any child aged 4 years to 16 years are welcome dependent on program location.
- YMCA of Metropolitan Milwaukee programs do not discriminate by race, color, sex, national origin, creed or special needs.
- The YMCA will make all reasonable accommodation for people with disabilities to participate in our programs. If you require special accommodation to participate in our program, please let us know when you register.
- The Y works side by side with our participants to make sure that everyone, regardless of income or background has the opportunity to learn and thrive in our programs.
- Registration materials are available online at [Before & After School Care - YMCA of Metropolitan Milwaukee](#).
- Additional registration materials may be requested by phone 414-274-0759 or email schoolage@ymcamke.org from our Billing and Registration Department.
- A minimum of 12 children are required to run program. Program availability is limited to the licensed capacity of the space.

Admission

- A confirmation email will be sent once the registration is processed. Registrations that are missing information will receive a pending email and will not be processed until all missing information is provided.

Fees & Payment

- Rates are based on a FLAT MONTHLY RATE. Rates are established based on schedule, not attendance. There are no credits for time off, holidays, vacations, or absences due to illness or behavior. August, June, and months containing a weeklong break will be prorated. Child may only attend the session(s) and day(s) selected on the registration form (i.e. registered for Mondays, then can only attend Mondays).
- FEE POLICY Payment: Credit card/debit card draft fees: All fees are due in advance. No cash will be accepted at any childcare site. AutoPay form must be submitted indicating banking source at time of registration.
- Payment: Options for 3rd Party Payments (EBT) – Refer to Child Care State Assistance Flier Declined Bank Charges: Should your payment not be honored by your financial institution for any reason, you will be responsible for that amount plus a \$30 decline/NSF fee being added to your account. Repeated NSF occurrences may result in discharge.
- Any changes to your drafted account need to be submitted at least 14 days prior to the effective date.
- LATE FEE: A \$1 per minute late fee will be added to the account balance. Late pick-up is only to be approved in emergency situations. Repeated late pick-up may result in the removal from the program.
- A registration fee will be added to your account at time of registration. Your child will not be registered until this fee has been processed. All fees must be paid the first of the month of service. Families will receive a 10% discount for each additional registered child. The 10% discount will be applied to the lower rate(s).
- Fees: Vary per site please see specific site information for cost. You will be billed based on your registration schedule. You are required to pay for the schedule you registered for, whether or not your child attends
- All fees are non-refundable.

If you have any questions regarding fees or payment, please contact the Billing and Registration Department by phone 414-274-0759 or email schoolage@ymcamke.org.

Financial Assistance

- YMCA financial assistance may be available upon request for families facing financial hardships. Financial assistance funds are limited and are on a first come, first serve basis. This assistance is based on several factors, including total household income and number of dependents. The process is confidential. Application Forms are available online [here](#).

WI Shares Parent Payment

- Families are able to apply for Wisconsin Shares Child Care Assistance through the Department of Children and Families, because our School-Age programs are licensed by the state of Wisconsin. Contact your Wisconsin Shares office for approval, as you must have authorization before we can register you using Wisconsin Shares. The YMCA provider number is **1000558721**. For location number, please check our site brochure or call 414-274-0759.

Program Location/Dates/Hours

- School-Age Programs take place at each school location. Program operates Monday through Friday when school is in session, but hours vary by location.
- School's Out Day is a program offered when there is no school. Visit our [YMCA website](#) for more information about this program.
- An email will be sent to you once the registration has been completed. Students may not attend until confirmation email has been received.
- Child may only attend the session(s) and day(s) selected on the registration form (i.e. registered for Mondays, then can only attend Mondays.)

Arrival and Departure

- Accurately sign your child in and out each day on the sheet provided by the program.
- If your child is not signed into AM program we will assume the child is in parental care and you will not be contacted by the program.
- Children must be escorted by an authorized adult age 16 or above, in and out of program. A list of people authorized to pick up your child must be noted on the registration form.
- Children may not arrive prior to the scheduled starting time and teacher must be present to accept the child.
- Alternate Arrival Departure form is available when your child needs to leave or come late/early to program without an adult supervision.
- Children may only attend days for which they are registered.
- We follow what is listed on your child's registration form. Child should only be attending at indicated times and dates.
- To best serve your child's need, please communicate any necessary/daily information about your child to the Y staff.
- If there is a custody agreement, the YMCA is legally bound to respect the wishes of the parent with legal custody. The program director may be asked for a certified copy of the most recent court order. If there is no court order, the YMCA will not accept responsibility for deciding which parent has legal custody.
- Impaired Pick Up: In the event that the authorized pick up appears to be impaired, Y staff will ask the adult to make an alternative arrangement. If the adult is unwilling to do so, the matter will be referred to local authorities. The Y recognizes that this is a stringent policy, but we are morally and legally responsible if we release a child to an impaired adult.

Absence Policy

- It is imperative that we are notified if your child will not be in attendance on a normally scheduled day.
- Each school site has a phone number that you can call and leave a voicemail. When leaving a voicemail, please make sure you state your full name, your child's full name, the program and reason on the message.

Schedule Changes

- If you wish to make a change to your child's schedule, a month written notice is required. Please email our office directly at schoolage@ymcamke.org for any schedule changes.

Late Pick-Up

- A fee of \$1 will be charged for every minute after your program end time that your child is not picked up.
- Chronic late pickups will be grounds for dismissal.
- If your child has not been picked up 30 minutes after the program he/she is in ends, the local authorities will be called.

Dismissal

The YMCA of Metropolitan Milwaukee reserves the right to withdraw a child from the program if, at the Y's discretion, the enrollment of the child negatively affects the integrity of the program and/or the Y's legal obligations through and under the Division of Children and Family Services (DCF-251).

- Notification period prior to withdrawal is not required if the withdrawal is requested by the Y program.
- The Y reserves the option to withdraw a child for any of the following reasons:
 - Non-payment of fees
 - Repeated failure of parents to pick up child on time
 - Failure to provide program with forms or current medical information as stipulated by state licensing and this handbook
 - Continuous disciplinary problems
 - Hostility by parents toward Y staff or volunteers
 - Failure to follow code of conduct
 - Failure to disclose medical or other special needs relating to the care of your child.
 - Director reserves ultimate authority for extreme circumstances

Health and Illness

ILLNESSES

Y does not provide sick care. Please do not bring a child that is ill to the program. Upon arrival at the program, each child will be observed for symptoms of illness which include but are not limited to:

- Suspected fever
- Congestion, nasal discharge or coughing serious enough to hinder the child from participating in normal routines
- Any rash or sore throat that is undiagnosed
- Eye inflammation
- Uncontrollable, inconsolable crying or lethargy
- Suspected lice or ringworm
- Stomach flu, vomiting or diarrhea
- Any other suspicious signs which might indicate the beginning of illness
- Covid

If a child is prescribed antibiotics, they cannot return to the program for at least 24 hours without a health professional's authorization. If a child has a fever, they cannot return to the program until they have a fever less than 100° F (taken orally) for 24 hours, without the use of fever-reducing medications.

ILLNESS ONSET DURING PROGRAMMING

If your child becomes ill while in the program, the child will be kept isolated, within sight and sound of an adult, and we will notify you and/or the emergency contact. Because we are not licensed to provide sick care, a parent or authorized pick up must pick up the child within one hour of being contacted. To ensure proper staff/child ratio, ill children

may not stay inside during outdoor play time. If your child leaves school early and they are enrolled in our after school programming, please follow our absent child policy.

Toileting Children enrolled in our program must be potty-trained. All children will be required to maintain all toilet cleanliness themselves. Reoccurring accidents will be reviewed with director and may be subject to dismissal.

Failure to disclose medical or other special needs relating to the care of your child will result in dismissal from the program.

- State of Wisconsin requires each child in the program to have a physical examination by a licensed physician not more than six months prior to admission to the center. Each child must also have all immunizations required by the state upon admission to the center. The health and immunization forms must be on file by the specified deadlines or your child will not be permitted to attend the center.
- Written permission from the parent to refer a child for medical care in case of an accident or emergency must be on file. This authorization shall be used only when the parent or the designated responsible person cannot be reached.
- First Aid supplies are kept at the center for minor cuts, scratches, etc.
- If your child contracts a communicable disease such as chicken pox, measles, mumps, rubella, polio, diphtheria, meningitis, hepatitis or tuberculosis, or COVID you must report it to the program director. Similarly, contagious skin diseases such as impetigo and parasitic infections such as lice and ringworm must also be reported. The public health authorities will provide you with the information about the disease or affliction and when your child no longer poses a health risk to others. They will issue a release which will be necessary for you to submit to the center for your child to return to program after contracting one of the above conditions.
- Health official also request the public to report cases of food poisoning. To make a report or obtain more information, call the Health Department.
- All communicable disease will be posted for parent information.

Medication

Medication that needs to be administered to a child must meet the following:

- Have a completed Authorization to Administer Medication Form completed by parent/guardian.
- Medications must be in original container with the child's name written/listed.
- Authorization to Administer Medication must contain written instruction as to quantity, time of dosage, date range for dosage to be administered, days for it to be administered, name and phone number of doctor and any other directions for use.
- All medications must be used according to instructions listed on the label unless written permission provided from physician; medication use must be consistent with physician instructions.
- Expired medication must be removed from the center by parents.

Snack

- An afternoon snack will be provided.
- All staff having direct contact with children will be informed of food and other allergies. Allergies must be communicated on the child's registration form and updated at least annually. We are not able to accommodate special diets. Snacks are labeled with ingredients to ensure safety for all participants with food allergies.
- Snack follows state guidelines and will include whole grains, fruit or vegetables, milk or water.
- We encourage family style dining and socialization during snack time.
- The YMCA implements [Healthy Eating and Physical Activity](#) (HEPA) Standards.

Homework Policy

- Children in our program will be given the opportunity to work on their homework assignments each day during homework time.
- Screen time will be limited to 30 minutes, this includes homework.
- Children without homework assignments will have reading, coloring, work sheets, and other quiet activities to do during homework time.
- Parents who do not wish their children to work on homework during program hours must give written notice to director.

Clothing

- Children should be dressed comfortably and be able to play freely. Clothing should reflect the season and climate temperatures. Outdoor boots, snowpants, hats, gloves, and jacket for outdoor play are highly encouraged.
- All belongings brought to the YMCA should be properly marked with the child's name. Please send extra change of clothes for k4 and kindergarten students.
- The YMCA is not responsible for lost or stolen items.

Nap Time - 4K Specific

- Children under the 5 years of age in care for more than 4 hours shall have a nap or rest period. After resting for 30 minutes a child does not sleep, they may do quiet activities which will not disturb other children.
- Before or After School Care may use a Quiet Time period instead.

Injury/Medical Emergency

- Our staff are certified in CPR, first aid, child abuse identification and prevention, abusive head trauma, and YMCA policies and procedures. Staffing is based on age-appropriate ratios, as directed by the State of Wisconsin Licensing (DCF 251).
- In the event of a serious life-threatening incident, 911 will be called.
- If your child is injured at the program center/site, the director/teacher will take whatever steps are necessary to obtain emergency medical care. These include, but are not limited to the following:
 - Attempts to contact parent or guardian directly/immediately
 - Attempt to contact parent or guardian through emergency contact listed on enrollment forms
- If we cannot contact you, we will do one or both of the following:
 - Call an ambulance or paramedic
 - Have the child taken to an emergency hospital

The written instructions provided by the parents on the child's enrollment form will be followed. If child is transported for emergency medical attention they will go to the hospital closest to the program.

Emergency Evacuation

- Plans for emergency evacuation are specific to each center/site. The plans specify the location to report to in case of a tornado and the exit to use in case of a fire. Fire/tornado drills are practiced monthly as required by Wisconsin State Licensing rules.
- If the Y Program receives information regarding a threatening situation from Y authorities, school administration or other credible source, the Site or Center Director will evacuate the premises based on the situation. Children will be safely escorted from the building, with a copy of the child's file and a first aid kit. 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 that there are many children in each program, and it will take time to contact each parent. A sign will also be placed on the door to notify parents of emergency information. Once the Site or Center Director had been given notice to return to the building, parents will be contacted again. Remember, if the program has evacuated the building, staff will not be present to answer the telephone.

Snow Emergency Policy

- Emergency closing of any school apply to the Y program within that school.
- In the case of late/delayed start, the before school portion of that program will not be open, but the after-school portion will run as usual.
- If school closes during the school day, the after-school program will close as well. In this situation, if there are any children already with a member of our staff at the time of closing, we will provide care for these children until their parents pick them up.
- If the school cancels all after school activities the after-school program will be closed.

CHILD ABUSE PREVENTION

The health and well-being of your child is essential to the Y. The Y has developed a policy on Child Abuse Prevention that includes the following provisions:

- Parents are encouraged to visit program sites at any time. Some centers have locked entrances and individual security codes are used to enter (site specific).
- Parents will be informed about their child's program participation.
- Staff and volunteers will be alert to the physical and emotional state of all children. When any sign of injury or suspected abuse is detected, the director will be notified immediately, and a report will be made to the appropriate authorities.
- The Y will offer information on Child Abuse and assistance to parents and children through workshops, counseling and resource materials upon request.
- Y staff will not release a child to anyone other than the authorized parents/guardians or other individuals authorized, in writing, by parents. Sign-in/out logs will be maintained on a daily basis and kept on file at the program site.
- Y staff and volunteers will not physically, verbally or emotionally abuse or punish children.
- Y staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care such as food and shelter.
- Reference checks on all prospective Y employees will be conducted, documented and filed prior to employment. Criminal record checks are conducted on all staff and volunteers working with children.
- Training on Abusive Head Trauma will be provided to all staff that provide care to children under age 5.
- Staff training will include information about the signs of Child Abuse and the appropriate procedures for responding to the suspicion of abuse.
- For more information on the Y's policy on the Prevention of Child Abuse and Child Abuse Reporting Procedures contact the program director.

PARENT INVOLVEMENT & COMMUNICATION

Parents are encouraged to be involved in their child's activities and to communicate openly with the Y team about the program and their children. The Y will try to communicate with parents or guardians on a daily basis on site during drop off and pick up times about upcoming activities, children's behavior, or any program changes or information. In addition, the Y has a board with information for parents. Other written communication are emails and newsletters. Each child will have a child file on site that will be kept confidential. It is the parent's responsibility to make sure the information on this file is correct. It is also the parent's responsibility to communicate with Y staff when a child will not be attending program.

- Program newsletters, special events, and will be regularly communicated.
- On-site Y staff are available to discuss any parent concerns. The site-specific delegation of administrative authority can be found inside the licensing binder.
- On-site Y staff are there to connect about your child's day in program and discuss and issues or behavior concerns.
- Parents wishing to observe their child's program will need approval from program director. Parents cannot show up unannounced to be part of programming.
- Conferences and meetings can be requested at any time by parents or guardians with Y staff and/or program director.
- All adult wishing to volunteer in program must have a completed volunteer application with supporting documents on site.
- All required state licensing materials, emergency numbers, and other important documents and information will be posted at each site and/or located at each site inside the licensing binder.
- As a parent or guardian of a YMCA participant, you will receive a program survey to let us know the program's strengths and areas of improvement. Please take time to complete. The surveys help us to do a better job. We also encourage regular informal conversations, phone calls, and emails with the program director.
- Parents are welcome to volunteer with the program in the following ways:
 - Donating toys, games, or books
 - Providing input and suggestions about our program
 - Completing parent surveys
 - Saving household items to be used as arts and craft supplies



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA School Age Education Student Behavior Contract

It is the YMCA's goal to provide a healthy, safe and secure environment for all participants. Children who attend the program are expected to follow the behavior guidelines based on the YMCA's four core values and to interact appropriately in a group setting. It is the role of the parent to guide their child's behavior both as a role model and in conversations at home regarding events that may occur at the YMCA.



Behavior Guidelines

We will care for ourselves and 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.

Violation Guidelines

Step One - Participant may be removed from activity for a short period of time and discuss incident with staff. Participant and staff will complete Goal Sheet prior to participant leaving program. Parents will be notified at pick up.

Step Two - Participant will be removed from activity and discuss incident with staff. A review of previous Goal Sheet will be conducted. Depending on behavior, participant may be suspended from program.

Step Three - Participant will be removed from program for up to 5 days. Parent contact will be made for immediate pick up from program. Participant will remain with staff until parent arrives. Parent conference will be required for participant to return to program.

Step Four - Participant will be removed from program and parent will be contacted for immediate pick up from program. Participant will be suspended indefinitely.

Behavior Expectations

1. I will follow directions the first time they are given.
2. I am always encouraged to make suggestions and ask questions.
3. I will care for and clean the spaces, materials and objects that I use.
4. I will not use my hands, feet or any other objects to touch anyone.
5. I will use words and attitudes that are courteous, respectful and kind.
6. I will stay in the classroom at all times and ask permission if I need to leave.

The YMCA reserves the right to dismiss any child from our program who is harmful or a threat to the well-being of the other children and staff. All children must comply with program rules and regulations. Parents will be informed if any behavior occurs. Repeated violations in behavior will lead to suspension and possible expulsion from the program at the discretion of the Director.