

# SUMMER POWER AND NATURE POWER

## Parent Handbook

## Welcome

Dear Parents / Guardians:

Thank you for enrolling your child into a Y Child Care program.

- ◆ Our Summer Power Pre-K Programs serve children ages 3 – 5 years old.
- ◆ Our Summer Power and Nature Power serve children entering grades K – 5 in the fall. The children must be 5 years of age to be in the program. Some programs are grade specific offerings. See registration form for more details.

The Y team members would like to welcome you to our program.

**Each of us hopes your child's experience with us is a positive one.**

We all share a common goal – to provide a safe, trusting atmosphere in which our children can grow, develop new interests and friendships and have FUN!

Within these pages is what you may expect from Y Summer Programs and what the team members expect from you in return. **In order for your child's experience to be rewarding, we all need to work together.** We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of Y Summer Programs. Failure to comply with any policies or procedures may result in dismissal from the Y program.

Thank you for registering your child for Y programs. We hope that this program is a wonderful experience for your child and family.

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YMCA OF THE NORTH

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[www.ymcanorth.org](http://www.ymcanorth.org)

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### What to Bring

- Non-perishable lunch
- Morning and Afternoon snack
- Water Bottle
- Tennis Shoes
- Sunscreen— apply before coming to program
- Insect repellent
- T-Shirt on field trip days
- Dress appropriately
- Swimsuit and towel

- Extra change of clothes

### What NOT to Bring

- Cell Phone
- Electronics
- Games
- Valuables
- Money—unless otherwise noted.

## Dress Appropriately

Please consider the weather before your child leaves home every morning and remember that the weather can change quickly. Appropriate footwear and clothing will help your child enjoy a more comfortable day. Clothing should **be identified with the child's first and last name on it.** A lost and found box will be kept near the Parent Communication Center and should be checked each week for **your child's belongings.**

## Planning For Each Day

On Monday you will receive a schedule of what your child will be doing for the rest of the week. You will also receive daily updates as needed.

**We will do our best to ensure the safety of your child's belongings; however,** we do ask that you please not send unnecessary items with them. The Y will not take responsibility or be held liable for lost, stolen or damaged items. Please **DO NOT** send items of value from home with your child.

Weapons, tobacco, illegal substances, and alcohol of any kind are not allowed in the Y summer programs. If a child is found to have any of these things, they will be removed from the program immediately. Our policy also means that toy guns, squirt guns, knives/weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

The Y provides the majority of supplies your child will need while in our care. Depending on your child care program, parents are responsible for providing supplemental items for their child. Examples of this would be change of clothes, appropriate outdoor apparel, meals/snacks/drinks, medical accessories, sunscreen etc.

Outdoor play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going outdoors every day, excluding times of inclement weather. Many field trips and activities will include outside play for a large portion of the day. All children who are well enough to be at the program are expected to participate in outdoor activities. Please apply sunscreen before children come to the program. Please send a labeled bottle of sunscreen with your child daily for reapplication and a water bottle.



### MY Y STORY

**"The importantest thing is to have lots and lots of fun and meet lots of friends."**

-Maisy  
Summer program  
participant

## Customer Service Center

The main responsibility of Customer Service staff is to provide service to families with inquiries, registration help, billing, statements, parent and child information, and account updates. Please feel free to contact Customer Service with any questions.

### [Contact us online](#)

with program, registration, or billing questions.

## Y CUSTOMER SERVICE CENTER

651 Nicollet Mall,  
Suite 500  
Minneapolis, MN  
55402  
(P) 612 230 9622  
(F) 612 223 6322  
Hours:  
Monday – Friday  
7am – 5pm  
Live Chat  
9:00 am - 4:00 pm

## Billing and Payment Information

### Registration and Contract Tuition Fee Agreement

Registration must be completed in full for each child so that appropriate information is obtained. In order to expedite processing, include the \$50.00 nonrefundable registration fee per child. Please note: online registration is available for the entire summer program and will expedite **your child's registration process.**

Please visit our [Summer Programs Web Page](#) to register. Once on the page, simply choose your program and location to register online.

### Changes to Registration

Any changes or cancellations made to the original registration may be made as long as it is completed by Monday, two weeks PRIOR to the week of care. Changes made after that time will result in parents being charged the original registered week plus any additions.

If you want to add additional days after your original registration, make those changes online through *My Childcare Calendar* on your My Account home page. You may add or reduce the days needed, however, you will be charged at least a minimum of 3 days. If you need assistance with your online account login information, please [contact Y Customer Service](#). Program changes are not accepted by phone.

### Late Payment and Return Fees

Your child may not be able to attend the program if payment has not been received the week before care. Payment is due prior to attending program. There will be a \$10 per child, per week late fee assessed on the Saturday one full week before care if full payment is not received either through the online system or in the Customer Service Center by Friday ten days before care week. Credit card auto billing (EFT) is pulled on Tuesday, two weeks prior to care. Days added after Monday, two weeks prior to program are billed at your original daily rate. Example: registered for 3 days at \$180 = \$60 a day. If you add a fourth day (this is a change to registration), the cost will be an additional \$60 for that day.

## Late Pickup Fees

Any violation of our posted hours of operation will result in a late pick-up charge of \$1.00 per minute per child for children in our care after program hours. Parents are held accountable for these additional fees. Late fees will be assessed with the next tuition payment. Habitual lateness or abuse of this policy could result in expulsion from the program.

## Non Payment and Termination

If payment is not received by the due date, your child's attendance may be stopped and you will have full responsibility for all registered days. There is a \$10 late payment fee added if payment is not made by end-of-day Friday ten days prior to your scheduled weekly program. We reserve the right to terminate a child's participation in our programming at any time. After two consecutive weeks of nonattendance and no communication with the site, program registration will be cancelled. If you wish to return to program, a new registration will need to be completed, dependent on capacity.

## Billing Adjustments

Any billing adjustments to your fees outside of normal tuition fees will be done on a periodic basis throughout the summer. Adjustment fees include back billing for additional days/sessions attended, NSF or EFT Return fees, etc.

## Multiple Party Payments

In cases where multiple parties are making payments to a childcare account, the Y is not responsible for determining which party has the financial responsibility for specific weeks/days. [A multiple party agreement form](#) must be completed and signed by both responsible parties prior to program start. Payments will be split by percentage only for each week of program. The Y will not bill by days attended. Billing will be completed based upon weekly program registration. Both parties must be set up on automatic billing through a valid credit/debit card. EFT authorization must be on file for both parties. Multi party billing is available for Summer Power Preschool, Summer Power Kindergarten, Summer Power and is not applicable to Summer Power Sports.



## Payment Options

- Automatic Electronic Funds Transfer (EFT)
- Personal Check sent to Customer Service
- [Online Payments](#)
- Credit/debit card by phone 612-230-9622
- Payment at a YMCA branch front desk

## Scholarships

The Y welcomes those who wish to participate and annually raises funds to help make the Scholarship Program possible. Scholarship applications must be submitted with registration forms and accompanying registration fees and/or deposits. Scholarships are supported in part by contributions from our Annual Support Campaign and other donors, and provide scholarships and subsidies for qualifying applicants within our available resources.

[Applications are available online](#)

## Mission of the YMCA

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



## Vision of the YMCA

We serve relentlessly with our community until all can thrive at each stage of life.

## County Subsidy and Third Party Payments

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their caseworker about their involvement in our program. Parents using State, County or third party payments must provide a caseworker name, phone number and case number at the time of registration. For county subsidy, a current *Authorization of Service* must be on file with the Y. Co-payments are due in full by due date. Co-payments can be set up for payment bi-weekly. Parents are responsible for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment. Claim forms, when applicable, must be signed and returned to Customer Service within 1 week of receipt.

## Mission and Goals

### Our Mission

Providing quality, affordable care for your children is not just a business to us. It is our mission – a vital part of our commitment to the community. It is an approach that includes unique programs to make sure kids stay motivated – intellectually, socially, emotionally and physically.

At the Y we're for Youth Development, Healthy Living, and Social Responsibility, the Y will be around to provide a great place for your child to grow.

The Y is driven by community need, guided by community volunteers and open to all. Subject to available resources, no person is denied participation in a Y program solely due to financial inability to pay the fee.

### Program Goals

Y Summer Power Programs will seek to:

- ◆ Create a safe atmosphere of learning that helps develop self-confidence and builds character through promoting the values of caring, honesty, respect, and responsibility.
- ◆ Help each child develop relationships with others and learn to work together in a cooperative manner.
- ◆ Involve and serve parents and families in significant ways that build upon their strengths.
- ◆ Use curriculum that supports child-centered and child-directed

Some of the popular things your kids will enjoy every week are:

- Arts and Humanities– creative projects and learning through the arts.
- Science Projects– fun and learning through hands-on exploration.
- Health and Fitness–staying fit, healthy and strong while having a blast.
- Large Group Games– playing Capture The Flag, Kickball, Scavenger Hunts and other popular kid’s games and sports.
- Values–strengthening Activities– projects, skits and more to help the YMCA Values come to life.

## Curriculum and Character Development

### Y Preschool Power Curriculum

Child care is designed around the philosophy of Creative Curriculum, using centers and the environment to help children direct their learning opportunities. This curriculum incorporates motor skills along with creative, social, intellectual and cognitive learning designed to be developmentally appropriate for the child.

### Y Summer Curriculum

As with any Y program, the Y Summer Curriculum is centered in the Y mission and program goals. Second only to relationships, a well-planned curriculum will help to define a child’s experience in a Y program. YMCA curriculum is developed from the following:

- ◆ Readiness for school and/or enhancement to school learning
- ◆ Talents and abilities of team members
- ◆ Creative and unique opportunities to play
- ◆ Resources within the Y and the surrounding community
- ◆ Introducing children to diversity and other cultures cultivating global awareness
- ◆ Indoor and outdoor physical wellness and healthy habits

Parents can expect to see a posted curriculum plan in your child’s program area. Parents will also receive feedback from Y team members on how their child is doing in the program. Parents are always welcome to observe their child’s program. To do so please speak with the site director.

## Y Character Development

At the Y, character development and values are a part of who we are. We reinforce the values you teach at home. The Y is committed to embracing and demonstrating character through the modeling and practicing of the four core values: caring, honesty, respect and responsibility. Our goal is to inspire the people we serve to believe in and act on these positive values.



A time for discovery, learning and enrichment– **that’s what the Y’s** summer programs are all about. Flexible, engaging activities where kids stay active.

## Program Access

The Y is committed to the policy that all persons should have equal access to programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. The Y will accommodate special needs into existing programs to the extent that financial and physical resources permit. So we may provide a positive experience, please contact the Y if your child has any special needs requiring any accommodations.

## Accommodation

Consideration is given to the individual needs of every child and the ability of the program to meet those needs. Please inform the Y during the enrollment process if you or your child requires special accommodation. It is helpful for a smooth program transition to have a conference prior to enrollment. This enables the Y to better meet your needs, within available resources and to the extent reasonable. All staff that will be working with a child with special needs will be informed of how to care for or meet those needs in a timely fashion through a meeting or written notification.

# General Program Information

## Team Member Selection and Training

Staff are selected based on their education and experience working with youth. Staff are expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment which reflects caring, respect, and safety for youth. All Y staff must complete a background check before working in the program. Our staff are experienced and caring, trained in working with youth and program safety including First Aid, CPR, and child abuse prevention.

## Parent and Volunteer Participation

There are many opportunities for parents to volunteer within the program, such as helping at a community service project, getting involved in a team building activity, sharing information about your career and educational background, and teaching life skills workshops with the children. Please see your Site Director for more details – volunteering will require prior planning and approval. Parent volunteers will not be allowed to supervise other youth in the program unless they have completed the volunteer process.

## USDA Child and Adult Care Food Program

Y Child Care Programs that provide meals and snacks follow the meal guidelines of the Child and Adult Care Food Program. In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) [found online](#) at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

## Safe Boundary Information

1. The Y restricts staff from providing child care services off site for families they meet through their employment at the Y. This includes nanny services and babysitting.
2. Your child should not receive personal gifts from individual staff members.
3. Staff and volunteers are not permitted to individually transport program participants in their personal vehicles.
4. One child will not be alone with one staff member outside the hearing or vision of others.
5. The Y limits outside contact between staff and program participants

## Data Privacy

The Y complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the Y team members.

## Parent Communication

Parents/guardians are encouraged to communicate openly with Y team members about the program and their child. Staff will make an effort to communicate with parents/guardians on a daily basis about upcoming activities, child's behavior, or any program changes. Some locations may have a communication file. It is the parent's responsibility to check this file on a regular basis for any written communication (i.e. newsletters, calendars, and notes) from the program team, the Site Director, or the Y. A parent may request a conference with the Site Director at a mutually convenient time to discuss his/her child's overall development. Y team members may also request a meeting with a parent.

## Program Surveys

As a parent or guardian of a Y participant, you will receive a program survey to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the Y team members.



## Parent Grievance Procedure

1. Immediately set up an appropriate time to discuss it with the Site Director.
2. If it is not resolved, discuss it with the Child Care Program Director/Manager.
3. If it is still not resolved, discuss it with the Child Care Executive Director.

We want to address any concerns or questions you or your child might have regarding the program. Please encourage your child to speak directly to any staff in the program about issues or areas they are uncomfortable with, so we can address them in a timely manner.



# Behavior Guidance and Non-Violence Policy

## Program Rules

All children, team members and parents should be following the four core values of the Y: caring, honesty, respect, equity and responsibility. In addition to following the values program rules are:

1. Follow directions
2. Respect self, others and property
3. Use appropriate verbal and body language
4. Keep hands and feet to yourself
5. Stay with the group

The overall safety of all children in the program is our highest priority. Please encourage your child to speak to a program staff if they are having any concerns with other participants or staff.

## To Encourage Positive Choices Staff Will:

- Protect the safety of the children and staff by establishing clear expectations and creating a safe environment
- Provide immediate and directly related consequences for a **child's unacceptable behavior**
- Anticipate problem situations and intervene by encouraging positive alternatives when possible
- Engage children in cooperative problem solving
- Model appropriate behaviors with children

## Philosophy

The Y strives to maintain a positive approach to managing children's behavior at all times. Team members establish and enforce clear and consistent limits and expectations for appropriate behavior. Team members deal with inappropriate behavior through various techniques including; modeling, distraction and redirection, adjusting the environment, cooperative problem solving and removal from the activity/area as a last resort.

## Process

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

**Reasoning:** Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff assisting/facilitating as needed.

**Redirection:** When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.

**Child/Y Team Member Conference:** When the program staff is not successful in correcting behavior, the Site Director/Coordinator is consulted and may decide on further appropriate action/consequences.

**Conferences:** If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished through the use of a Behavior Contract.

**Behavior Contract:** This form is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timelines are established.

**Suspension for Inappropriate Behavior:** In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Site Director/Coordinator and/or Program Director determine the length of suspension.

**Removal from the Program:** If the above process has not resulted in corrected behavior, the child will be removed from the program.

## Parent Code Of Conduct

To ensure that Y Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. It is our intent to have Y Programs represented in a positive manner at all times. In the event that parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

1. Parents/Guardians will conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect and responsibility.
2. Parents/Guardians must refrain from foul language at all times, while at a Y program location.
3. Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.

## Drop-off and Pick-up

### Required Sign-in/out Procedure

You must sign your child in every morning and out every afternoon. Parents or authorized individuals must accompany their child into the program. Our programs use Alaris for electronic sign in and sign out. You will utilize your phone number to electronically Check in and Check out your child. If you are new to this system, please ask site staff for assistance. If the electronic sign in and out system is not utilized by your location, the paper sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pickup. Any authorized person who is picking up a child from the Y program must have proper photo identification available which may be checked by Y staff. This procedure helps to ensure the safety of your child. We require that all parents/guardians follow this policy. Failure to comply will result in dismissal from the Y program. Staff may vary, please be prepared to show your photo ID daily.

#### Electronic Check-in/Check-out

Please ask the Y team members at your site for help in signing in and out. Please note: There will be no reduction of fees for days scheduled if your child does not attend program.

## Person Authorized to pick up your Child

At the time of enrollment, the Y must be provided with emergency contact names and phone numbers of persons authorized to pick up your child. For your protection, only persons authorized in writing by the parents and are 18 years of age or older may pick up your youth. If you have any questions or concerns about this please contact the Site Director.

You must inform the Y staff in advance, in writing, if someone OTHER THAN a parent/guardian or authorized person is to pick up your child. No phone authorizations will be accepted. In emergency situations, an exception may be made if the staff is able to call back to a previously provided number on the emergency forms to verify that it was the parent/guardian that made the call. If there is a court ordered custody agreement, the Y is legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide the Y with a certified copy of the most recent court order. This copy must be on file with the Y and updated by the custodial parent when necessary.

## Accident/Illness and Medication

### Exclusion of Sick Children

For the health and safety of all children in our programs, please do not send your child to Y summer programs if they are ill. Please notify us if she/he will not be attending. Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses and must be symptom-free for 24 hours:

Fever – If over 100 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting

Respiratory symptoms – Wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing

Signs/symptoms of severe illness (unusual fatigue, irritability, persistent crying, difficulty breathing, etc.)

Vomiting

Uncontrolled Diarrhea

Mouth sores with drooling

Rash- If cause of rash is not known

Eye drainage (Pink eye)

Unusual skin color

Bacterial infection (such as strep throat)

Contagious illness (such as chicken pox, scabies, ring worm, or other reportable diseases)

Head lice – presence of lice or lice eggs (“nits”)

## Accidents

If your child has a minor injury, the Y staff will perform First Aid if necessary and notify you when you pick up your child.

If a serious injury should occur, the Y staff will perform First Aid and notify you to pick up your child immediately and let you determine if you should take your child to the doctor or dentist.

In case of an emergency the Y staff will:

1. Call 911, perform immediate First Aid, and contact you.

After 911 have been called, it is then up to the emergency response team to decide what actions will be taken.

2. A staff will accompany (when allowed) the child to the hospital and stay until the parent/guardian arrives if emergency medical transportation is required.

If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

## Child's Basic Needs

In order to grow and learn, all children have basic needs including safety, good nutrition, shelter, medical attention, clean clothes, appropriate discipline, and love.

Parents/guardians who are having difficulty providing for a child's emotional or physical needs are encouraged to ask for help. Our staff can help parents/guardians find community resources.

If a parent/guardian is unable or unwilling to meet a child's needs or if there is suspicion of physical, emotional, or sexual abuse, team members are mandated by the State of Minnesota to file a report with the Child Protection Agency.

## Program Access

The Y is committed providing equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. We celebrate the presence of differences that make each person unique. We intentionally engage and develop all members of the Y community. And we strive to connect and serve populations at home and around the world.

The Y will make reasonable accommodations whenever possible to meet special needs. Please inform us during the enrollment process if you or a family member requires special accommodation.

## Sending Your Child Home Due to Illness

If a child exhibits any of these illnesses while in the program, the child will be separated from the group and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached; the emergency contacts will be called. Staff will continue to assess the child's condition. Because we are looking out for your child's best interests, you or another authorized adult must pick up your child within one hour of being contacted. If the staff feel that your child's condition warrants emergency medical attention, the local emergency resource will be notified.

## Administering Medication

Children are not allowed to have medication in their possession. The staff may only dispense prescribed medications in the original container that bears the original label displaying legible info stating the following:

- ◆ Name of medication and child's name
- ◆ Date of original issue
- ◆ Directions for use
- ◆ Prescription number and expiration date
- ◆ Name and address of licensed pharmacy issuing the medication
- ◆ Physician's name
- ◆ Dosage and duration

The Medication Permission form must be completed by the parent/guardian and on file at the Y before any medication is dispensed – including non-prescription. Please return the form to the Y before your first scheduled day or the start of medication.

For medical and safety reasons, YMCA team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child and the child's medical providers to explore other reasonable accommodations to permit the child to enjoy our programs to the fullest extent possible.

## Transportation of Children

By completing the registration process for Y summer child care programs you are giving written authorization from the parent/guardian to transport the child to and from the site, when transportation is provided for a field trip or off site programming. Some field trips may be walking trips. Field trip information is available at your site. Buses will not wait for late participants. Please watch for field trip information and departure times at your site.