



DOW BAY AREA FAMILY YMCA

Afterschool/Camp Parent Handbook

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Our Mission:

The Y mission is to provide programs and services that build a healthy spirit, mind, and body for all. YMCA afterschool and camp programs offer a fun and unique experience that gives children the opportunity to discover their full potential, meet new friends, and create memories that last a lifetime. YMCA after-school and camp programs also give children the opportunity to discover new interests, be more physically active, and develop confidence, independence, leadership, and social skills.

‘Putting Christian principles into practice that build a healthy mind, body and spirit for all.’

Program Philosophy

The YMCA Child Development Center is geared to the individual needs of children. Each room provides a play-centered environment with a wide range of materials and developmentally appropriate activities, which allow children to manipulate, discover, explore, make choices, and create according to their interests. Each child is recognized and valued as a unique individual with a capacity for growth and development. Through group and individual activities, each child is encouraged to develop emotionally, socially, creatively, and intellectually, at his/her own rate.

Our definition of quality is formed for the YMCA using standards established by the YMCA of the USA, the National Association for the Education of Young Children, and most importantly the needs of the individual children and parents/guardians we serve.

The essential component of our childcare program is our staff. Staff are trained in growth and development and set age-appropriate expectations. Staff guide and direct children with warmth, concern, acceptance, approval, and respect enabling children to develop a strong, positive self-concept. A warm responsive atmosphere is provided to foster a sense of trust and autonomy, as well as to encourage cooperation, communication, and respect for others.

Another component of our philosophy is that families should not be turned away due to an inability to pay for quality childcare. To this end, there is an established a scholarship fund (through United Way and our own Financial Assistance program) to assist parents/guardians in affording YMCA childcare. Donations are also welcome. Additionally, we accept DHS payments for childcare.

The YMCA believes strongly that quality childcare is only possible when parents/guardians are involved in the makeup of the program, directly or indirectly. A variety of options are available for parents/guardians to participate in some way.

Cultural Competency Plan

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure that everyone, regardless of gender, income, faith, sexual orientation, or cultural background, has the opportunity to live life to its fullest. We share the values of caring, honesty, respect, and responsibility – everything we do stems from it. We recognize that there is diversity within our afterschool/camp programs and the larger community.

We strive to provide a culturally competent classroom and embrace the unique aspects of each child and their family. As such, our care area uses items in the classroom to show differences and promote equity to our kids. Some examples: trying ethnic foods that represent different cultures, illustrative books, singing songs, learning Spanish, etc.

In Afterschool & Summer Camp, we seek to create and promote innovative opportunities that reveal the natural potential in each and every child. We desire to help them gain a better understanding and admire the cultural differences in their relationships with one another. Our staff aim to lead by example as they continue to work effectively in cross-cultural situations to promote respect for all.

Registration & Fees

Weekly & Morning Care Registration & Fees

Afterschool registration opens August 1st of the current year. Parents/Guardians of children previously enrolled will receive an email that registration is open. We are a licensed childcare program; the required paperwork must be complete or updated before we register your child/children for after school or morning care. Transportation from morning care is only available for students of Washington Elementary.

Parents/Guardians must register through either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org)

The Afterschool program rates are as follows.

- Morning care: \$10/wk
- Afterschool Weekly Care (Members Rate): \$70/wk
- Afterschool Weekly Care (Non-Member Rate): \$85/wk

Morning Care & Weekly Care is billed the Friday before the upcoming week of care. If you do not need care for the upcoming week you must let either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) by email no later than the Wednesday before the next week of care.

Non School Day & Snow Day Registration & Fees

Non-School Day & Snow Day Registration opens August 1st of the current year. Parents/Guardians of children previously enrolled will email that registration is open. We are a licensed childcare program; The required paperwork must be complete before we register your child for non-school day care or snow day care.

Non-School Day Care & Snow Day Care follows the Bay City Public Schools calendar and operates during the scheduled days off in the Bay City Public Schools. All Afterschool participants are given spots automatically on Non-School Days & Snow Days

Parents/Guardians must register through either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org)

Non School Day & Snow Day Insurance rates are as follows:

- Non-School Day Care (Members Rate): \$45/day
- Non-School Day Care (Non-Member Rate): \$55/day
- Snow Day Care: \$150 One-time fee

Non-School Day Care is billed day of for participants of a non-school day. Parents must email either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) the day before a scheduled non-school day to let us know your child/children will be in attendance. In case of snow days or unexpected school closures children registered for non-school day care may attend care at the Dow Bay Area Family YMCA at the rate charged for scheduled non-school days.

Snow Day Insurance is billed as a one-time fee of 150 dollars and that covers six snow days. Parents who pay for snow day insurance are choosing to opt out of scheduled Non-School Day Care. Snow Day Insurance only guarantees your child will have a spot secured in care in the event of an unexpected school closure.

Care on non-school days is a first come first service basis, should the room hit capacity we will have to turn you away.

Break Camp Registration & Fees

Dow Bay Area Family YMCA offers two camps during the school year, a winter break camp, and a spring break camp. These camps follow the Bay City Public Schools calendar and operate during the scheduled breaks of the Bay City Public Schools. Registration will open two (2) months before camps are scheduled to run. These are licensed camps, and **ALL** families must register for them independently. Spaces will **NOT** be reserved for families already enrolled in childcare or after-school care through the Dow Bay Area Family YMCA.

Registration for Break Camps must be done online through the YMCA operating system.

Break Camp rates are as follows:

- Break Camp (Member Rates): \$175/wk
- Break Camp (Non-Member Rate): \$185/wk

Payments for any camp will be charged the Friday before the camp week. If you need to cancel your camp for the upcoming week you must let either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) by email no later than the Wednesday before the next week of care.

Summer Camp Registration and Fees

Summer Camp Registration opens February 1st of the current year. Two weeks will be given for all returning families to register. Once the two weeks are up camp will open to all new registrations. Priority will NOT be given to families currently enrolled in care. Families enrolled in after-school will receive the same two-week early enrollment opportunity that returning campers receive.

Dow Bay Area Family YMCA will send an email to previously registered families when it opens. It is up to parents to register for a spot or contact either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) about registering for camp. Spots fill up quickly so please try to register early. Registration for Summer Camps must be done online through the YMCA's operating system. A 20-dollar deposit per registered camp week is needed to reserve a spot for your child/children in the Dow Bay Area Family YMCA Day Camp.

Summer Camp rates are as follows:

- Summer Camp (Member Rate): \$180/wk
- Summer Camp (Non-Member Rate): \$195/wk

Payments for any camp will be charged the Friday before the camp week. If you need to cancel your camp for the upcoming week you must inform either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) by email no later than the Wednesday before the next week of care.

Enrollment Paperwork

All afterschool programs on site at the Dow Bay Area Family YMCA are licensed childcare. Along with registering parents must fill out all required licensing paperwork before the child's first day in a school age care program.

You are not fully enrolled and cannot participate until all of the following are completed and returned to either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org)

- Signed Enrollment & Payment Agreement
- Child Information Record with Emergency Contact and Release Information.
 - **This form must be filled out in its entirety, including phone numbers, addresses, emergency contacts and pick-up release.**
- Child Licensing Form
- Written Information Packet Documentation
- Video and Audio Release
- Swimming Release
- Child's Health Information with Parent Signature
- Field Trip/Sunscreen Form

Payments, Discounts & Financial Assistance

Payments are due by 8:00 pm the Friday prior to the week your child attends either camps or morning/afterschool care. Payments can be made by: Cash, Check, Mastercard, or Visa.

Ratios and supplies are planned according to enrollment: therefore, there are no refunds of credits given should you fail to inform us that you will not be in attendance by the Wednesday before the upcoming camp/care week. The YMCA uses Electronic Funds Transfer (EFT). This allows us to automatically withdraw payments directly from your credit/debit cards or savings account. Weekly payments will be automatically withdrawn the Thursday prior to each camp/care week registered for. This draft will occur for each week of care/camp unless written notification is provided by Wednesday the week prior.

Parents/guardians will receive a 15% discount for each additionally enrolled child after the first child enrolled in any afterschool or camp program.

Dow Bay Area Family YMCA offers financial assistance for families who wish to apply. The Financial Assistance Application can be found at the front desk. Our Financial Assistance is based on income and is handled by our Membership & Marketing Director, Joslyn Jamrog (jjamrog@ymcabaycity.org). Financial Assistance can cover up to 50% of your costs, if approved it may be used to offset the cost of either your YMCA membership or your childcare. It cannot be used for both. You may not apply for Financial Assistance if you are already receiving DHS.

Dow Bay Area Family YMCA accepts DHS to cover families' childcare cost. Parents who are interested in receiving DHS must provide either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) with the Child Development and Care (CDC) Provider Verification Paperwork. Our site will complete the provider portion of the paperwork and return it to the parent/guardian. The paperwork must be submitted to your caseworker for completion and

approval. We ask parents to allow for a 48-hour turnaround time for DHS paperwork to be returned to them.

Care may start before DHS approval is granted, but parents/guardians will be responsible for costs should DHS not cover childcare costs. Parents receiving DHS funding for childcare are responsible for any outstanding care balance not covered by DHS. Dow Bay Area Family YMCA bills DHS by the hours your child is in care, it is the responsibility of parents/guardians to manage their hours of care allotted by DHS.

Families receiving DHS must speak to either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) should you wish to sign up for additional programs as DHS accrues a balance and outstanding balances prevent families for signing up for camps and other fee-based programs. Families receiving DHS are not responsible for the deposits on camps and the full camp week cost will be billed to DHS.

Past Due Accounts/ Outstanding Balances

Dow Bay Area Family YMCA reserves the right to remove a child from afterschool/camp programs with outstanding balances or past due accounts.

Once an account reaches an outstanding or overdue balance of more than \$300, a formal email will be sent with the included invoice as well as the date, we will stop providing care for the child should the outstanding balance not be paid. Families will also not be allowed to register for any fee-based program such as camps or sports programs until the balance is paid off or the family is in a repayment plan.

Payments and repayment plans are handled by Anna Fortier, Assistant Director–Membership & Billing (afortier@ymcabaycity.org).

Absences, Refunds, and Cancellations

When you enroll in the Afterschool Care Program or the Camp programs, each week you reserve the time, space, staff, and provisions (which are purchased in advance) for your child whether they attend or not. All camps are charged at a weekly flat rate and no daily rate is allotted should your child only attend one day you are still responsible for the full cost of camp.

All camps are charged at a weekly flat rate and no daily rate is allotted should your child only attend one day you are still responsible for the full cost of camp.

Our YMCA Afterschool program is charged at a weekly flat rate and no daily rate is allotted. Should your child only attend one day you will still be responsible for the full cost of the care week.

Absences will not be deducted from your fee- unless in the event of a family emergency or serious illness where refunds or credits for fees (excluding deposits) may be issued.

Parents/guardians must notify in writing either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) that your child will not be attending, and you would like a refund. Refunds take anywhere from 2-3 weeks to process once submitted to billing.

All cancelations must be made by Wednesday, the week before your upcoming camp or care week. This prevents us from charging your account.

Due to the demand for participating in our summer camp program, should your child be registered and not attend their registered camp week, we will confirm if they plan to attend. Failure to attend two registered weeks of camp without communication from the parent or guardian will result in your spot being given up to another child. Your child will be removed from all upcoming registered camps unless we receive communication.

Program Information and Procedures

Drop off & Pick Up School Year Care

When it comes to morning care parents/guardians are expected to sign their child/children in with the appropriate drop off time and sign that they drop off. ID is not needed for drop off to afterschool/morning care programs.

If your child/children ride the bus to our site, our staff will check them in as they get off the bus. Staff will check with the bus driver to make a final call for YMCA drop off before bus leaves. If your child does not get off the bus, we will assume they are not coming to care today.

Dow Bay Area Family YMCA is not responsible for your child/children before they come into care. Should they fail to get off the bus, it will be up to the parents to collect them from the school.

We ask all parents notify us when their child will not be coming to morning or afterschool care at minimum day of service.

When picking up your child/children the adult picking up must have the following

- A Picture ID
- Be listed on the release portion of licensing paperwork.

It is the expectation that the individual picking up your child comes into the building to pick up and must present proper ID to the staff on duty. Regardless of how familiar our staff is with the person picking up, your child/children will not be released without a valid picture ID.

It is up to the parents/guardians to inform either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) that a person needs to be added or removed from your child pick up list.

Drop Off & Pick up Non-School Days & Camps

When it comes to all day care during non-school days and camps, we ask parents please drop off their child between 7am-9am and pick up will be between 4pm-6pm. Please contact either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) If you need to drop off or pick up your child/children outside the allotted times.

Due to the nature of Non-School Days & Camps schedules your child may be forced to sit out of activities if dropped off late or picked up early.

When picking up your child/children the adult picking up must have the following

- A Picture ID
- Be listed on the release portion of licensing paperwork.

It is the expectation that the individual picking up your child comes into the building to pick up and must present a picture ID to the staff on duty. Regardless of how familiar our staff is with the person picking up, your child/children will not be released without a valid picture ID. Camp staff will check the picture ID then have you initial the sign out sheet.

It is the Parent/Guardian's responsibility to inform all adults picking up their child that a valid picture ID is needed.

YOUR CHILD WILL ONLY BE RELEASED TO THOSE ADULTS TO WHOM YOU HAVE AUTHORIZED IN WRITING ON YOUR CHILD/CHILDREN'S LICENSING PAPERWORK.

Late Pick-Up Fees

All School-Age Care programs (Summer camp, After-School Care, etc.) end at 6pm. It is your responsibility to have your child picked up by this time. If your child/children have not been picked up by 6pm and you have not contacted us:

- YMCA staff will attempt to contact all the contacts on the child's emergency card/file to come pick up the child.
- You will be expected to pay \$2 per minute for the time the child remains in care after 6pm. The fee will be added to the next draft.
- If we have tried to contact you and all emergency contacts listed, and no plan has been made to pick up your child/children by 6:45pm, then local police or a children's service agency will be called.

Required Contact Information:

A telephone number must be on file where parents/guardians can be reached during the day, and an emergency number of at least three alternate people who can be reached if parent/guardian is unavailable.

Parent Custody & Visitation

Any custodial parent, or guardian of a child/children enrolled in our programs shall be permitted access to our Afterschool, Non School Days, & Camp programs during its hours of operation for the purpose of contacting their child, evaluating care provided, or evaluating the care site. Upon entering the site, the custodial parent or guardian must notify the camp director of his/her presence.

If you, as the Custodial Parent/Guardian wish to visit for an extended period (more than 10 minutes) and sit in the classroom with your child, you must complete our background check process before you are allowed to stay for an extended period. This is to ensure the safety of the children in our care.

Separated Parents

If parents are separated, but not legally divorced the YMCA cannot deny access to a child by either parent. If one parent is concerned about the safety of the child when the child is with the non-custodial parent, action must be taken through the court system. Without legal documentation, the YMCA staff will not prevent access to the child by either parent.

Divorced parent

In the cases of divorce, either parent may pick up a child unless a court order indicates limited visitation or no visitation. If parents are in the process of separation or divorce while the child is in YMCA care, every attempt should be made to keep camp staff members updated on issues affecting child's custody or emotional wellbeing.

We require parents or guardians provide either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org) with custody agreement paperwork in cases where parents are no longer together. Custody agreements must be kept on file in the director's office.

Guardianship

If a legal guardian (outside those enrolling with parent permission) rather than a parent enrolls the child, a copy of all appropriate legal paperwork must be on file with the directors. This is especially critical if natural parents have no custodial or visitation rights.

School-Age & Summer Camp Orientation & Surveys

All parents upon registration for camp will be invited to a camp orientation meeting hosted near the end of May. All parents with children registered for summer camp will receive an email invite to this meeting. The meeting will go over the handbook (drop off/pick up, food & menus, camp themes, paperwork, etc.) giving parents the opportunity to ask questions, meet staff and see the spaces their children will be using during the summer.

During the school year all parents who enroll their children in afterschool care at the Dow Bay Area Family YMCA are given the handbook and an opportunity to bring their child in before care starts to tour the room, meet staff, and ask any questions. We also keep an open line of communication with parents by providing them with a link to our ClassDojo page, providing them with our emails and our direct line to call us with questions.

Throughout the year we will periodically email surveys out to families participating in our program requesting feedback. The goal of these surveys is to help guide us in improving our programs. Youth who participate will be surveyed at the start and end of a programs session to provide feedback on the program they participated in.

Licensing Notebook

All childcare centers must maintain a licensing notebook which includes all licensing inspections, special investigations, and all related Corrective Action Plans (CAP). The notebook must include all reports issued and CAPs developed on and after May 27, 2010, until the license has ended.

The notebook is made available to all parents for review during regular business hours. Licensing inspections and special investigation reports from the past 2 years are available to view in the classroom parent notebook (located in each classroom), and on the Bureau of Children and Adult Licensing website at www.michigan.gov/michildcare.

- Notice of the availability of the center's licensing notebook. **(CENTER MUST CHECK ONE)**

The center keeps a licensing notebook containing a summary sheet, all licensing inspections and special investigation reports, and related corrective action plans for the last 5 years. The licensing notebook is available to parents/guardians during regular business hours. Reports from at least the past three years are available at www.michigan.gov/michildcare.

The center does not keep a licensing notebook, but internet is available onsite. Reports from at least the last three years are available at www.michigan.gov/michildcare.

What to Bring from Home

- Be sure to dress for the weather and label all your child's belongings. A sturdy backpack is recommended for belongings.
- Closed toed shoes are mandatory. For safety reasons, open toed shoes, sandals, or flip flops are not permitted.
- During camps and all day care we ask parents or guardians pack 1-2 additional healthy snacks for your child/children
- Lunch will be provided during camps and non-school day care, but parents are welcome to pack a lunch for their child/children. We ask parents to pack nonperishable lunches with sugar free beverages. No glass containers are allowed. Participants do not have access to a microwave. Please do not pack items that need to be heated. This is in guidelines with the requirements of licensing.
- Swimsuits and towels that are labeled with the child's first and last name. Failure to send your child with appropriate swim wear and towel will result in them sitting out from all

water and swimming activities. Dow Bay Area Family YMCA does not provide swimsuits or towels.

- Extra clothes are highly recommended especially for children six and under.
- Leak proof, non-breakable water bottle labeled with child's first and last name.
- Sunscreen with your child's name on it (must be in date).

What to Leave at Home

- Gum/Candy/Sugar-sweetened beverages
- Personal Toys and Items
- Electronics of any kind (smart watches, phones, MP3 players, tablets, etc.). Dow Bay Area Family YMCA is not responsible for any lost/stolen personal items (see Phones and Electronics policy below).
- Trading cards of any kind
- Weapons of any kind
- Expensive items
- Clothing deemed inappropriate.

Sample Schedules

Morning Care Schedule (Washington & Bay City Academy students only)

- 6:30am-Morning Drop off/sign in
- 7:00am-Creative stations
- 7:30am- Line up and wait for the bus.
- 8:00am-Bus pick up.

After School Schedule

- 3:30pm-bus drop off.
- 3:45pm Wash hands/restroom/Snack
- 4:15pm- Physical Activity
- 4:45pm-Restroom/Wash Hands
- 5:00pm-Themed Activities/ Stations
- 5:30pm-Restroom/Clean Up/ Wash Hands/ Second Snack
- 6:00-Final Pick Up

Non School Day/ Camp Schedule

- 7:00am-Drop Off/Quiet Activities
- 8:00am- Restroom/Wash Hands/Break out into Camp Groups
- 8:15am-Morning Huddle
- 8:30am-Breakfast

- 9:00am-Restroom/Wash Hands/Break out.
- 9:15am-Themed Activities/Physical Activities
- 10:00am- Restroom/Wash Hands/Clean Up
- 10:15am- Themed Activities/Physical Activities
- 11:00am- Restroom/Wash Hands/Clean Up
- 11:30am-lunch
- 12:15pm- Restroom/Wash Hands/Clean Up
- 12:30pm- Themed Activities/Physical Activities
- 1:15pm- Restroom/Wash Hands/Clean Up
- 1:30pm- Themed Activities/Physical Activities
- 2:15pm- Restroom/Wash Hands/Clean Up
- 2:30pm- Themed Activities/Physical Activities
- 3:15pm- Restroom/Wash Hands/Clean Up
- 3:30pm- Themed Activities/Physical Activities
- 4:15pm- Prepare for closing/Hand washing/Restrooms.
- 4:30pm- interest stations
- 5:15pm-Clean-up/Wash Hands/Restroom
- 5:30pm-Quiet activities/Pick Up

Schools & Transportation

Dow Bay Area Family YMCA does not provide transportation to or from the facility unless it is for an offsite field trip. Parents/Guardians are responsible for dropping off and picking up their child/children from the Dow Bay Area Family YMCA.

During the school year we have a working relationship with the following schools

- Washington Elementary
- MacGregor Elementary
- Bay City Academy

Washington Elementary & Bay City Academy provides bussing to school from the facility in the morning and provides drop off services to the Afterschool program from the school in the afternoon.

MacGregor Elementary provides drop off services to the Afterschool Program from the school in the afternoon.

Bussing services are provided during the current school year, Monday – Friday. They are subject to change based on bus availability. The schools can cancel bussing to and from the YMCA anytime during the school year. Buses do not operate when schools are not in session, Dow Bay Area Family YMCA follows the Bay City Public Schools Calendar for all School Closures.

Summer Camp Field Trips

Dow Bay Area Family YMCA will send home a list of the Summer Field Trips with parents/guardians as well as a calendar that will be posted in the classroom for parents to review.

Dow Bay Area Family YMCA offers two types of field trips during summer camp weeks. Walking field trips will consist of visiting local sites such as the library, local ice cream shops, and other local businesses in the downtown area. These field trips will be done with their group and will be scheduled throughout the summer camp weeks. We will let parents know if any of these trips will cost additional funds.

The other type of field trip we offer our youth is our offsite camp field trips. These larger field trips often will involve taking a bus for most of them. Entry fees are covered by the Dow Bay Area Family YMCA. Any additional things your child may want to do such as on-site gift shops, arcades, etc. parents/guardians will need to provide money for.

Camp T-shirts must be worn on all camp field trips. T-Shirts will be provided to your child at the start of camp.

Guidelines for Supervising Transportation Activities & Transporting Participants

General guidelines:

- Require written parent/guardian permission from all participants on the trip. Employees take these permission forms and medical releases with them on the trip.
- Supervisors should provide advance approval for any long-distance or overnight trips.
- Use the “rule of three” when transporting participants: At least two employees must transport a single participant, or at least two participants must be present if transported by a single employee.
- Require employees to have a list of the participants on the trip. The employees take a roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- Specify employee-to-participant ratios. When possible, do not count the driver in the supervision ratio.
- Require employees to sit in seats that permit maximum supervision. If possible, employees should not share seats with participants.
- Consider structures around seating assignments such as age, staff separation, and gender. Discourage mixed age groups or developmental levels from sitting together.
- When possible, high-risk participants are seated by themselves or near an employee.
- Prohibit drivers from making unauthorized stops.
- Participants may not be brought to the employee’s home or the home of any employee’s family member.

- Where applicable, require employees to document the beginning and ending time of the trip and the mileage, names of the participants being transported, other employees and volunteers who are involved in transportation, purpose of the transportation, and the destination.
- Require documentation of any unusual occurrences.

When public transportation is used (in addition to the transportation procedures listed above):

- Participants should remain in one area of the bus/train, if possible.
- Employees and volunteers that are assigned to a group should remain with that group.
- When transporting participants, employees must remain awake. Transporting participants in employee personal vehicles is strongly discouraged. If an emergency requires transportation in personal vehicles, then follow these guidelines (in addition to procedures listed above):
 - Employees must notify supervisors of all transportation activities.
 - Employees must follow established organization policies on physical interactions with participants while in vehicles.
 - When possible, employees should avoid engaging in sensitive conversations with participants.

Guidelines for Supervising Off-Site Activities

Off-site activities, field trips, and outings present unique risks for the safety of participants and are among the most common settings where adult-to-participant and participant-to-participant sexual misconduct occurs. Some of the special circumstances which cause these to be high-risk environments are that large groups are difficult to monitor, participants may be more likely to act out in a less structured environment, and organizations cannot screen all other adults who may have access to participants off-site. It is important that employees and volunteers are aware of these risks and take measures to minimize them.

Special guidelines for off-site activities, field trips, and outings include:

Visit the destination in advance, when possible, to assist with planning.

- Require prior supervisor approval for all off-site activities.
- Require written parental/guardian approval by disseminating permission slips, including rules for participants to follow, prior to each off-site activity. Employees and volunteers should keep permission slips on hand during the activity.
- Determine appropriate employee/volunteer-to-participant ratios before the activity and schedule employees and volunteers accordingly. Considerations for ratios should include:
 - age and number of participants involved.
 - special or unique participant needs
 - the nature of the activity

- Require employees, volunteers, and participants to be easily identifiable (using lanyards, badges, shirts, etc.).
- Review rules and boundaries with participants prior to the activity, including how to report concerns.
- Assign each employee or volunteer to a specific group of participants to supervise. Groups should be separated according to age, gender, and/or behavior of participants.
- Train employees and volunteers on active supervision techniques:
 - Position themselves to be able to see and hear all participants to whom they are assigned.
 - Anticipate what participants will do and redirect when necessary.
 - Listen and notice changes in sound or absence of sound.
 - Remain engaged with participants rather than socializing with other employees or volunteers.
- Each employee or volunteer must maintain a roll sheet listing all the participants in his or her group. Name-to-face roll checks should be conducted routinely and whenever moving from one activity or space to another.
- Specific bathroom and locker room procedures for employees and volunteers to follow, as applicable to the outing, ensuring minimum ratios can be maintained at all times.
- A means for employees and volunteers to communicate with each other while off-site.
- Prohibit employees and volunteers from using cell phones for personal business while supervising participants.
- An emergency plan for responding to incidents.
- Instructions for documentation including the purpose of the activity, duration, location, and other critical information.
- Instructions for a supervisor to observe the off-site activities at scheduled times and random intervals.
- Consider utilizing a shared calendar for awareness among teams for various community or home-based service deliveries.
- Consider specific recommendations based on the location and type of activity (for example, amusement parks, water parks, arcades, etc.). If the trip is to a location where participants will be interacting in a large space and/or it is not possible to assign specific employees and volunteers to specific groups of participants, then:
 - Set boundaries at the location. Tell participants where they may and may not go. Then post employees and volunteers around the boundaries and at the entrance and exit points.
 - Assign remaining employees and volunteers to monitor specific areas. Post at least one employee or volunteer near the bathrooms.
 - Participants should check in at designated meeting points at least once every hour.

Swimming Policies

During the school year, Dow Bay Area Family YMCA offers swimming once every other week. During non-school days we will always swim and during camps we will swim two to three times a week.

Parents will receive a swim form upon registration for any YMCA school age program. This form will ask if your child has had swimming lessons, can swim or is a non-swimmer. If you check your child is a non-swimmer it lets us know they cannot be in an area past where they can touch bottom if your child is not to swim please make arrangements with either Randi Dalton Assistant Youth & Family Director (rdalton@ymcabaycity.org) or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org)

Parents are responsible for providing swimsuits, swim gear and a towel. Swimsuits and towels will not be provided. Should your child not have one, they will have to sit out from swimming activities.

Pool safety is important to Dow Bay Area Family YMCA. Should your child become unsafe in the pool they will be removed from the pool and a call home will be made. If behavior happens again in the pool, we will suspend their swimming privileges.

Food Program

Throughout the school year, Dow Bay Area Family YMCA offers a free meal and snack to all kids 18 and under. These meals and snacks follow USDA and MiLEAP guidelines, all meals contain five components fruit, vegetable, whole grain, meat/meat alternative, and milk. Children must take all five components of the meal regardless of whether they will eat it or not.

During Summer Camp we offer breakfast and lunch for all campers along with an additional snack in the afternoon.

School Year Service Time

- 3:30pm to 4:30pm-Lunch
- 5:30pm to 6:30pm-Snack

Non-school Days and School Break Camps Service Time

- 11:30am-12:30pm-Lunch
- 3:00pm-4:00pm-Snack

Summer Camp Service Time

- 8:30am-9:30am-Breakfast
- 11:30am-12:30pm-Lunch

Monthly we will send out menus to families regarding what will be served. Menus will also be posted in classrooms. If you see that your child will not like something, we ask that you please pack them a lunch or snack.

We encourage lunches to be healthy and filling. If you know your child is a big eater, we ask you to send additional snacks, should they get hungry throughout the day.

All sites are nut free. If parents send their child with peanut butter/Nutella, etc. Due to the nature of nut allergies, we will need to provide your child with a free lunch. Should your child have a lunch that contains nuts we will call and make you aware that we must provide an alternative or have you come and bring an alternative.

Items that need microwaving will not be allowed, as we cannot send staff and children to heat up meals under licensing. We ask parents to pack hot foods in heat retaining thermoses and insulated bags that can keep food warm until lunch.

Weather Policy

All school age programs run a mix of both inside and outside activities weather permitting. In case of light rain outside activities will continue as normal. However, if we get hard rain or severe weather conditions, all camp activities will move inside.

Should severe weather impact field trips we will return to the YMCA early.

In case of excessive heat outdoor activities may be moved indoors or modified to be less vigorous to limit physical activity.

Lost & Found

Dow Bay Area Family YMCA assumes no responsibility for lost articles or items. We will make all attempts to return lost articles/items by the end of the camp day. Please try to check your child's classrooms lost and found area at the end of each day. Anything left behind or not claimed by the end of the camp week will be donated due to the large amount of items camp accumulates. Please remember to write your child's first and last names on all their belongings.

Phones & Electronics

Dow Bay Area Family YMCA does not allow for the use of personal cell phones, tablets, and electronic devices. We allow for technology only during field trips to take pictures or during the movie activity time that takes place on Fridays.

Should you need to get ahold of your child we ask that you call the Dow Bay Area Family YMCA front desk, and we can inform your child.

If your child uses or brings technology and it is not a tech day, then staff will ask if they put it away in their assigned cubbies or locker. Should staff see it again then it will be confiscated and

turned over to either Randi Dalton Assistant Youth & Family Director (or Melissa Preston Youth & Family Director (mpreston@ymcabaycity.org)). Technology will also be confiscated automatically should the child be on anything deemed inappropriate by staff.

These items will be returned to the parent upon pick up, and we will ask your child not to bring them in again.

This also applies to all smart watches. The child will be warned the first time should they be caught texting or accessing the internet on the watch the second time it will be confiscated, and we will ask the child not to be sent back with it.

Dow Bay Area Family YMCA is not responsible for any lost, stolen, or broken technology.

Discipline Policy

Dow Bay Area Family YMCA teaches the core values of caring, honesty, respect, responsibility & inclusion to promote a healthy, safe, and secure environment for all participants. Participants are expected to follow behavior guidelines and interact appropriately in a group setting. Ground rules are built around respect for self, others, and YMCA property. We value mistakes as learning opportunities; we patiently remind children of the rules and why they are important. We will guide children to resolve conflicts and model problem solving skills that will encourage eventual internalization of self-control. Additionally, children will be given the opportunity to share their feelings and frustrations with an attentive adult.

In the event of repeated inappropriate behavior by a child, any of the following actions may be taken.

- An FYI Report will be completed and shared with Parent/Guardian.
- The For Your Information Form is designed to give parents/guardians a brief and general description written report of an incident experienced by their child. A phone call home and the FYI form will be completed for the parent and will be put out for the parent to read sign and take a copy home.
- A conference is held with the parent/guardian to discuss how the parent/guardian can participate in resolving the situation.
- Behavioral contract/report created and signed by the parent /guardian, director & child (when appropriate with specific expectations and consequences).
- Temporary Suspension from the Program
- Permanent withdrawal from the program.

Conscious Discipline Strategy

The YMCA Afterschool Programs & Camps strive to teach and encourage children to use “conflict resolution” techniques to work problems out themselves, with us as facilitators. However, there are times when they are not able to work it out themselves and other discipline problems may occur.

Our staff will always use positive methods of discipline (Conscious Discipline techniques) which will encourage self-control, self-direction, increased self-esteem, and cooperation. The staff will explain to the child why certain behaviors may be inappropriate and help the child know and understand what he/she should be saying or doing. We will also employ the following steps to reach a resolution:

Six Steps in Resolving Conflicts

- Approach calmly, stopping any hurtful actions. Place yourself between the children, on their level.
- Acknowledge children's feelings. Say something simple such as "You look really upset."
- Gather information. Ask "What's the problem?" Do not ask "Why" questions.
- Restate the problem. "So, the problem is..." Ask for ideas for solutions and choose one together. "What can we do to solve this problem?"
- Be prepared to give follow-up support. Acknowledge their accomplishments (e.g., "You solved the problem!") Stay nearby in case anyone is not happy with the solution and the process needs repeating.

These steps will be followed until the discipline problem is followed through to a satisfactory resolution. We feel that each child has the right to work out a discipline issue with us, the staff, to the best of their ability before parents/guardians get a phone call.

Bullying Policy

The Dow Bay Area Family YMCA defines bullying as:

A harmful pattern of behavior, typically including an imbalance of power, that is purposeful and intentionally threatening to another. This includes verbal and physical behavior, which interferes with the school-age programs' ability to facilitate activities. Bullying will not be tolerated at any afterschool/camp program of the Dow Bay Area Family YMCA.

Bullying Action Plan- If bullying occurs, staff will:

- Intervene immediately and contact either Melissa Preston or Randi Dalton
- Kids involved will be separated to make sure everyone is safe.
- Staff will address any immediate medical health needs.
- Stay calm and reassure all kids involved, including bystanders.
- Model the 5 core values when intervening.
- Communicate the situation with guardians of all campers.
- Follow the steps of our discipline policy.

Suspension Policy

If, in our judgment, any child's behavior places the well-being of others at risk of injury we will act quickly and decisively to resolve situations.

- Closer supervision
- Redirect to more appropriate activities.
- Removal from tense situation
- Firm and consistent limit setting
- Provision of alternative outlets for the expression of feelings

A behavioral contract will be implemented to address how best to keep all children and teachers safe while working toward improvements, if we are unable to achieve positive change and the behavioral contract is not successful and unsafe behavior has not resolved within a reasonable amount of time despite our efforts, suspension of enrollment may be appropriate.

For some examples of situations when it may be necessary to remove a child or suspend a child's enrollment are.

- A child is unable to participate safely in our program without a dedicated 1:1 aide.
- A child appears to be a danger to themselves or others attending program or program staff.
- Director staff determines that continued care in our programs could be harmful to or not in the best interest of the child or their continued participation would risk the safety of the other participants.
- The family is unwilling to follow behavioral contract, meet with staff or unwilling to address child support needs to improve the behavior and reduce the safety risks.

Removal from program

The Dow Bay Area Family YMCA works as a team with parents/guardians for the best care plan for your child. A teamwork approach is the only way to correct repeated inappropriate behavior. Parents/guardians patience, support and follow-through are not only appreciated but also necessary. Expulsion from the program will be considered in situations including but not limited to, physical altercations, discriminatory language, and failure to follow YMCA policies and procedures.

Immediate Suspension

In extreme situations, the immediate removal of the child from care/camp may be necessary. Reasons may include health and safety issues for the child or the larger group of children as well as the following.

- Failure of parent/guardian to pay weekly fees as outlined in the handbook.
- A parent/guardian is physically or verbally abusive or intimidating to staff, children, or anyone else at the Dow Bay area family YMCA.
- The child is a safety threat to themselves, other children or YMCA staff, volunteers, or members. This includes behaviors such as fighting, striking others, biting, and eloping from the program (Running away from staff or YMCA).

- The parent/guardian fails to abide by policy or requirements imposed by our state licensing agency.
- A parent/guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program.
- The child's needs are not being met in the program setting.
- Using profanity, vulgarity, or obscenity frequently
- Acting in a lewd manner
- Inappropriate dress
- Possession of and/or using tobacco, illegal drugs, firecrackers, firearms, or explosives
- Inappropriate touching of self or others
- Frequently using discriminatory language
- Any additional behavior deemed by the YMCA to, after attempts to redirect, disrupts the day-to-day operations of afterschool/camp programs.

Possession of a Weapon

A weapon includes guns, pellet guns, knives, pocketknives, or club type implements. It may also include a toy that is presented as a real weapon, or reacted to as a real weapon, any object converted from its original use to an object used to threaten or injure another person. If a child brings a weapon to or uses a weapon at any YMCA camp the following will happen.

- The appropriate YMCA staff will take the weapon away from the child.
- The assistant director and director will be notified, and disciplinary action will follow.
- Child can/will be suspended or permanently removed from program.

Caring for a Child with Special Needs

Afterschool childcare programs and camps provide public accommodation and therefore must comply with the Americans with Disabilities Act. Childcare programs should be committed to meeting the needs of all children, regardless of special health care needs or disabilities. As the number of children with chronic health conditions such as asthma, allergies, and diabetes increases, as well as the number of children with emotional or behavioral issues, the ability of programs to plan for and include all children is critical.

Inclusion of children with special needs has been shown to enrich the childcare experience for all staff, and children and families of enrolled children. Dow Bay Area Family YMCA is committed to serving parents and helping young children with special needs achieve success in our childcare and preschool programs. Our programs provide opportunities for children with special needs to interact with peers, develop self-esteem, learn in the least restrictive environment and, most importantly, be a child first.

Children with special needs will be accepted into our program under the guidelines of the Americans with Disabilities Act (ADA).

All families will be treated with dignity and with respect for their individual needs and/or differences.

Dow Bay Area Family YMCA will be responsible for ensuring that confidentiality about special needs is maintained for all families and staff in the program.

Dow Bay Area Family YMCA will ensure that when a child with a special need is identified they will be given a Getting to Know Me form to be filled out by the family collaboratively with a member of the childcare program staff.

Children with special needs will be given the opportunity to participate in the program to the fullest extent possible. To accomplish this, the YMCA may consult with the local Intermediate School District, Community Mental Health, Catholic Charities, and the Department of Human Services as needed, provided parental permission is granted. Inclusion of program staff on IFSP and IEP case conferences is desired to ensure the YMCA childcare program provides the most supportive environment possible.

All staff will receive general training on the benefits of inclusion of children with special needs and training on specific accommodation that any child in their classroom may need.

The individual written plan of care for children with special care needs will be followed in all emergency situations.

Child Protection Laws

The YMCA is mandated by the Child Protection Law of Michigan to report to the Department of Human Services any “suspected cases of abuse, neglect, child sexual abuse or sexual exploitation.”

In all staffing decisions every attempt will be made to hire the most competent and qualified people to work with children. Thorough screening and interviewing procedures will be consistently followed. All childcare staff will be required to submit to a comprehensive background check prior to offering of employment being made, which includes in and out of state felony and misdemeanor checks, sex offender clearance, and reference checks. Staff will also be required to submit a negative TB test.

In addition, all new staff will complete an online Health and Safety training/refresher. All staff are trained in infant/child/adult CPR/AED and First Aid. Staff will be trained and complete 16 hours of professional development yearly in early childhood development so that they are knowledgeable and able to intervene in situations involving safety using a developmental approach. It is also very important to us and also for the best care of your children that we maintain the same consistent caregivers in each of the classrooms.

This helps to foster a deeper relationship between the staff and your children so children feel very comfortable, safe, and secure that the same caregivers will always be in their room every day. There may be occasions when we need to call in a sub for one of the regular caregivers, but our goal is to always have the same caregivers with your children.

Seclusion & Restraint Policy

While at the YMCA or participating in YMCA programs, all participants are expected to always exhibit appropriate behavior. The following guidelines have been developed to help ensure youth programs are safe and enjoyable for all participants.

These guidelines are intended to provide the framework for organizational support that results in effective interventions. The Association is committed to investing in prevention efforts and to teach, practice and reinforce behaviors that result in positive outcomes for participants. In the event that staff members need to restrain and/or seclude participants, it must be done in accordance with this policy, which is intended to promote the care, safety, welfare and security of the program and the dignity of each participant; encourage the use of proactive, effective strategies and best practices to reduce the occurrence of challenging behaviors, and increase meaningful interactions for all participants; and ensure that seclusion and restraint are used only as a last resort in an emergency situation and are subject to diligent monitoring, documentation and reporting by trained staff.

The following practices are prohibited under all circumstances, including emergency situations:

- confinement of participants who are severely self-injurious or suicidal.
- corporal punishment (i.e., a punishment which is intended to cause physical pain to a person, such as hitting, spanking, shaking, biting, pinching, etc.)
- placing any substance in a participant's mouth, including but not limited to soap, hot sauce or vinegar
- the deprivation of basic needs, such as food, water, shelter, sleep, etc.
- anything constituting child abuse including mental or emotional punishment, such as humiliation, shaming or threatening a participant.
- seclusion of pre-school children
- seclusion or restraint that is used for the convenience of program staff.
- seclusion or restraint as a form of discipline or punishment
- seclusion or restraint as a substitute for less restrictive alternatives
- when contraindicated based on (as documented in a record or records made available to the Association) a participant's disability, health care needs, or medical or psychiatric condition
- restraint as a substitute for less restrictive alternatives or adequate staffing
- any restraint that negatively impacts breathing, including any positions, whether on the floor, facedown, seated or kneeling, in which the participant's physical position (e.g., bent over) is such that it is difficult to breathe, including situations that involve sitting or lying across an individual's back or stomach.
- prone restraint (the restraint of a person faces down) NOTE: Staff who find themselves involved in the use of a prone restraint as the result of responding to an emergency must take immediate steps to end the prone restraint.
- physical restraint, other than emergency physical restraint
- chemical or mechanical restraints
- Any other type of restraint is not expressly allowed.

Use of Emergency Seclusion or Restraint

Seclusion/restraint must be used only in emergency situations and if essential. Emergency means a situation in which a participant's behavior poses imminent risk to the safety of the individual participant or to the safety of others. An emergency situation requires immediate intervention. An emergency seclusion/restraint may not be used in place of appropriate, less restrictive interventions.

- Emergency seclusion/restraint shall be performed in a manner that is safe, appropriate, and proportionate to and sensitive to the participant's severity of behavior; chronological and developmental age; physical size; gender; physical condition; medical condition; psychiatric condition; and personal history, including any history of physical or sexual abuse or other trauma.
- Staff shall call additional personnel for help from within the program or building either immediately at the onset of an emergency situation or, if it is reasonable under the particular circumstances for staff to believe that diverting their attention to calling for help would increase the risk to the safety of the participant or to the safety of others, as soon as possible once the circumstances no longer support such a belief.
- While using emergency seclusion/restraint, staff must do all the following:
 - involve additional staff to protect the care, welfare, dignity, and safety of the participant.
 - continually observe the participant in emergency seclusion for indications of physical distress and seek medical assistance if there is a concern document observation.
 - ensure to the extent practicable, in light of the ongoing emergency situation, that the emergency seclusion/restraint does not interfere with the participant's ability to communicate.
- Each use of an emergency seclusion/restraint and the reason for each use shall be documented and reported (does not need to be in this order)
 - 1) a message sent to you the parent in ClassDojo
 - 2) a call to the Director immediately and
 - 3) a report in writing and/or verbally to the parent or guardian immediately.
- After any use of an emergency seclusion/restraint, leadership staff must make reasonable efforts to debrief and consult with the parent or guardian regarding the determination of future actions.

Participants Exhibiting a Pattern of Behavior

If a participant exhibits a pattern of behavior that poses a substantial risk of creating an emergency in the future that could result in the use of emergency seclusion/restraint, staff should conduct an assessment and develop/revise a behavior management plan to facilitate behavior modification. The development of an assessment and behavior management plan should be conducted by a team knowledgeable about the participant and must include the participant's parent or guardian.

Accommodation may be made to better aid the participant in exhibiting safe behaviors with the contingency that YMCA staff are not altering program offerings or providing one on one care for the participant.

The YMCA reserves the right to remove a child from our program for behavior that does not fit within our Mission.

First Aid & Medical Emergencies

YMCA afterschool and camp staff are certified in CPR and First Aid. To treat children, the YMCA may only use soap, water, ice, and bandages.

In the event that a child is injured, sick or in need of emergency medical attention, the parent or guardian will be notified immediately. If he or she cannot be reached, the YMCA will notify the contact person on the emergency card.

Insect and Sunscreen Policy

Sunscreen and/or bug repellent should be applied to your child in the morning, prior to his/her arrival. Our staff will ensure that children have proper sunscreen protection (provided by the parent); however, they may not apply such lotion to children over the age of six years.

For participants 7 years and older, sunscreen will be applied by the camper with or without the help of a buddy and supervised by staff. For the safety of all, Staff will be unable to apply sunscreen to children 7 and older.

Dispensing Child's Medication

All YMCAs are required to receive, in writing, parental authorization to dispense prescribed medicine to campers. A Medication Dispense Form must be filled out prior to medicine being dispensed to children. These forms can be picked up at the sign-in. Parents must give medication to the staff at the sign-in. Medication must be in a prescription bottle with pharmacy directions.

The YMCA is not permitted to dispense non-prescribed medicine such as Tylenol, cough medicine, aspirin, and other over the counter medications without a written doctors note. The Director or Assistant Director must be informed of children needing an inhalant for asthma or allergies. Please include this information on the Health Information Form.

Illness/Injury Policy

If a child has any of the following signs or symptoms of illness, he/she shall be immediately isolated and discharged to his/her parent/guardian:

- Diarrhea
- Severe Coughing
- Difficult or rapid breathing

- Yellowish skin or eyes
- Temperature of 100°F or higher
- Untreated infected skin patches
- Unusually dark urine and/or gray or white stool
- Stiff neck
- Vomiting
- Evidence of lice, scabies, or other parasitic infestation
- Severe stomach or head pain

If any of these symptoms occur prior to dropping off at after-school care/camp, please do not send your child to care for the well-being of all children. The child will be isolated from the group and will be supervised by an adult, and the parents will be called immediately and asked to promptly pick up their child.

If the child has a communicable disease, a return note from the physician may be requested. Upon departure from the care/camp, parents/guardians will be notified verbally or by a written statement that a child is exhibiting signs or symptoms of illness or has been exposed to a communicable disease.

In the event of a injury or accident staff will call 911, if needed, and parents will be notified immediately, by phone call, for serious or potentially serious accidents/injuries (exp. head injury, excessive bleeding, broken limb, visible bruising, scratch, bite mark seizure or incidents, (i.e. inappropriate discipline, lost child or unsupervised child, inappropriate touching by another child or staff).

We will also notify our licensing consultant, if applicable, and verbally report the incident/serious injury/accident and fill out the appropriate licensing form and submit. Any minor injuries/incidents (exp. scraped knee, fall with no mark that does not involve the head, etc.) will be logged in our communication binder and verbally reported to parent at pick up.

Summer Camp Requirements

Day Camp is a service provided by the YMCA to children between the ages 5 and 12. The YMCA provides its programs to all people without regard to race, sex, religion, disability, or other protected characteristic. The general guidelines for Summer Day Camp are as follows:

Camp groups are divided into three age groups, and the size is based on what the state has licensed those rooms for. State ratios for school age are 18:1. With each room we have a set number of staff.

- 5–6-Year-olds group will be three staff
- 7–9-year-olds group will be three staff
- 10- 12 group will be two staff

Summer Camp General Guidelines

All campers must meet the designated age requirements of the camp for which they wish to register, as the program is designed for age-appropriate activities.

All participants must arrive for scheduled activities on time or miss the given activity. Field trips will not be "made up" and alternate care back-at-camp is not available. Camp activities will begin as scheduled. Campers must also be picked up in a timely manner.

All participants must be toilet trained. Participants must be able to feed and dress themselves. Assistance will be given to younger children (or children with special needs) for tying shoes, and handling buttons, and other more difficult tasks.

Campers are expected to participate in camp activities and field trips.

Campers must be able to communicate effectively with YMCA staff, so questions and problems can be adequately addressed: i.e. restroom breaks. Campers must also respond by their given name, for their own safety.

If a child does not meet the established guidelines and needs an exception or has special needs, on a case-by-case basis, the YMCA will review whether it can accommodate the exception or request.

Grievance Policy for Parent/Guardians

This organization believes parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, this organization encourages parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions for school age programs is Melissa Preston, Youth & Family Director. However, to the extent the concerns relate to Melissa Preston, Youth & Family Director, or to the extent a participant or parent/guardian believes Melissa Preston, Youth & Family Director, did not fully address a matter, parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the CEO.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough, and objective investigation of the following concerns:

_____ Inappropriate Behavior by Employees/Volunteers.

_____ Inappropriate Behavior by Participants.

_____ Retaliation; and/or.

_____ Whistleblower complaints.

Written Complaint Required for Formal Process

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process.

To ensure a timely and effective response, complaints should include the following information to the extent possible:

- 1) The name(s) of individuals(s) involved.
- 2) The date(s) the behavior occurred.
- 3) The name(s) of any known witness(es).
- 4) A summary of the conduct meriting the grievance including:
 - a. The behavior complained of and/or the alleged policy or legal violation(s).
 - b. Direct quotes when relevant and available; and
 - c. Any relevant documentation.
- 5) The remedy sought by the individual making the complaint.

Timeline

Parents/guardians who themselves have a complaint or who are aware of behavior meriting a complaint, must provide the above described written complaint via email to Melissa Preston, Youth & Family Director, at mpreston@ymcabaycity.org within 10 business days as the purpose of this policy is to timely and objectively resolve complaints. Melissa Preston will meet with the parent/guardian to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, Melissa Preston, Youth & Family Director, a Dow Bay Area Family YMCA Director, and/or the CEO will provide a brief written response to the parent/guardian who brought the complaint no later than 10 business days, which will include brief written findings on the issues raised and relief sought.

If the parent/guardian is not satisfied with the written response, the individual who brought the complaint may submit an appeal to the CEO, Steve Krankota, at skrankota@ymcabaycity.org no later than 10 business days. The CEO will meet with the parent/guardian to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the CEO will provide a written response to the parent/guardian who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

The CEO is the final arbiter of grievance matters at this organization.

Investigation

Melissa Preston, Youth & Family Director, a Dow Bay Area Family YMCA Director, and/or the CEO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation.

If the organization determines a violation of policy or law has occurred, the organization will take appropriate action, up to and including termination and notification of external authorities.

Retaliation

This organization strictly prohibits retaliation against participants and/or parents/guardians for reporting, filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Participants and/or parents/guardians should report any suspected retaliation to Melissa Preston, Youth & Family Director, a Dow Bay Area Family YMCA Director, and/or the CEO immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. This organization will not retaliate against any participant or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

Publication and Communication to Parents/Guardians

This Grievance Policy must be shared with parents/guardians annually and must be included in any organization handbook or manual. Any changes to this policy will be communicated in writing to parents/guardians via email on file.

Emergency Procedures/Evacuation

To assure you of our concern for the safety and welfare of children attending the YMCA's school age childcare programs, our staff is trained in basic emergency procedures. Depending on the circumstance or the emergency, we will use the following protective actions:

Immediate evacuation: Children are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.

In-place sheltering: Sudden occurrences, weather or hazardous material related, may dictate that taking cover inside the building is the best immediate response.

Evacuation: Total evacuation of the facility may become necessary if there is a danger in the area.

Modified operation: These actions are usually taken in case of a summer storm, flooding, or building problems that make it unsafe for children but may be necessary in a variety of situations and may include calculation/postponement or rescheduling of normal activities.

Contact Us

If you have any questions regarding any of this information, please feel free to contact the

Youth & Family Assistant Director – Randi Dalton at rdalton@ymcabaycity.org

Address: 225 Washington Ave, Bay City, MI 48708

Dow Bay Area Family YMCA Phone: (989) 895-8596.

Youth & Family Director- Melissa Preston at mpreston@ymcabaycity.org

Address: 225 Washington Ave, Bay City, MI 48708

Dow Bay Area Family YMCA Phone: (989) 895-8596.

Acknowledgement

This Portion must be signed and turned into staff upon the first day of participating in an afterschool/camp program.

I have read and reviewed the content included in the Dow Bay Area Family YMCA Afterschool & Camp Parent Handbook. I understand and acknowledge all of the information included in this document and the guidelines set forth by the Dow Bay Area Family YMCA Afterschool/Camp Program.

(Parent/Guardian Signature)

(Date)

(Director Signature)

(Date)