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**WHERE  
EXCITEMENT  
GROWS**

# PARENT HANDBOOK

**BEST OF THE SPRINGS**  
The Gazette



**AFTER SCHOOL  
PROGRAM**

**Best of the Springs Silver Winner  
Before & After School Program**

2017 - 2018

**Before & After School Program**  
School Age Child Care, Ages 5 - 12  
YMCA OF THE PIKES PEAK REGION

## ABOUT YMCA BEFORE & AFTER SCHOOL

YMCA Before & After School is about learning skills, developing character and making new friends. The Before & After School Program, like many Y programs, is about being part of a community and developing character through the Y's four core values: Caring, Honesty, Respect and Responsibility. Our Before & After School program teaches self-reliance and fosters a love for physical, social and educational activities. Through their participation, children learn how to be more independent as well as how to contribute to a group.

**PURPOSE AND GOALS** The purpose of YMCA Before & After School is to support families in our community by providing a quality, safe, and enriching experience for their children. We structure our program to help children develop positive self-esteem with an emphasis on a healthy spirit, mind, and body.

### YMCA GOALS FOR BEFORE & AFTER SCHOOL

- Support and strengthen the family unit.
- Help children develop to their fullest potential.
- Provide a positive YMCA environment of safety, support, and care.

**PHILOSOPHY** To support the growth of children and families. We have designed a fun curriculum that encourages children to explore their world under the supervision of caring, professional staff. To accomplish our program goals, we offer diverse choices for children when they attend The Before & After School Program. Program diversity means offering activities that meet the needs of different age groups in addition to different personalities. The more choices we provide, the better we are able to engage all children.

## ADMISSION AND ENROLLMENT

### ADMISSION TO THE PROGRAM

Applications for admission are accepted pending space availability. YMCA Before & After School programs are open to all school-age children, 5–12 years old, regardless of race, color, national origin, religion, sex, or physical ability.

**CHILDREN WITH SPECIAL NEEDS** We will work with families to meet the needs of every child on a case-by-case basis. Please contact the Association Child Care Services Office to make an appointment to discuss the specific needs of your child. We are willing to make reasonable adjustments in our program to meet the needs of all children, their families, and program employees.

**WITHDRAWAL FROM PROGRAM** Before & After school cancellations must be received one week prior to the Before & After school program start date. To cancel your registration for any session, complete a Before & After School Cancellation / Change Form and submit to your local Y. Vouchers will be given for

refunds, less original deposit amount and a \$10 processing fee. Deposits are non-refundable and non-transferable. For those paying in full at the time of registration, your paid in full amount includes the deposit required for that particular Before & After School program. When requesting a refund, the deposit is non-refundable.

**FORMS** Parents are responsible for completing and returning the registration form and providing records of immunization to the Association Child Care Services Office prior to participation in the YMCA Before & After School Program.

**RECEIPTS (TAX)** We are happy to supply you with receipts for your payments. Tax letters will be available beginning February 1, 2015 and will be released to the responsible party listed on registration paperwork. Please contact the Business Office by calling 719.329.7292 or email [businessoffice@ppymca.org](mailto:businessoffice@ppymca.org) if you would like a copy of these documents.

Our EIN number is 84-0404266.



## PROGRAM PROCEDURES

### HOURS OF OPERATION Monday–Friday

#### Before School

6:00 a.m. or 6:30 a.m. thru beginning of School

#### After School

End of School thru 6:00 p.m.

### DAYS WHEN CARE WILL NOT BE PROVIDED

- Labor Day, Columbus Day, Presidents Day, Thanksgiving, day after Thanksgiving, Christmas Eve, Christmas, New Year's Day or Memorial Day

**RATIOS** The Colorado Department of Human Services Guidelines, and the YMCA, require a staff to child ratio of 1:15.

**PARTICIPATION IN ACTIVITIES** Children are encouraged to participate in all program activities. Opportunities for exercise and fitness are available daily. Our staff will never force children to participate; however, we ask that parents encourage their child to participate in all programs. Should you or your child have any questions in this regard, please contact the Association Child Care Services Office.

**PERSONAL BELONGINGS** The YMCA cannot be responsible for lost, misplaced, or stolen items. Please do not send your child to The Before & After School Program with expensive, sentimental items or money. Mark all personal belongings with your child's name. Lost and found items will be kept for one month and then donated to charity.

**SNACKS** A healthy snack is provided daily. If your child has special dietary or allergy consideration, please make sure this is noted on their health forms. It is also very helpful to update site staff of any dietary restrictions or changes to your child's diet. If your child brings their own snack, please send them with a healthy snack. We prohibit fried foods.

**LUNCHESES** Please provide a non-perishable, nutritional lunch daily unless otherwise notified by the Before & After School site director. Please note we cannot refrigerate or microwave any lunches.

**FIELD TRIPS** All children participate in field trips unless otherwise notified by parents. Attendance is taken before departure, at the destination and continuously during the field trip.

- **Transportation** Signed permission slips authorizing transportation are kept on file at the Association Child Care Services Office and Before & After School site. Transportation is provided by school district busses with qualified district staff drivers. Emergency evacuation drills are performed periodically.

- **Late Arrival** If a child arrives late at a site and the remainder of the group is away, a note will be posted stating the location of the field trip. It is the parent's responsibility to make other arrangements for care that day or transport the child to the field trip site.

**LOCATION OF CHILDREN** Children's whereabouts are monitored at all times. A note will be posted to notify parents of where the program is located in or outside the center. In the event that a child's whereabouts is unknown, a thorough search of the area will be conducted by YMCA staff. Parents and police will be notified within 15 minutes, if the child is not located. At the end of each day all rooms are checked for children.

**SIGN IN/SIGN OUT** Only persons listed on the registration form or authorized in writing by the child's parents may pick up or visit a child. For safety reasons, we will not release your child to anyone without authorization. All persons picking up a child will be asked for identification.

**VISITORS** All visitors must sign in on the designated visitor log before entering any child care room. Staff members are required to verify the identity of individuals by checking identification.

**LATE PICK UP** If you are more than 30 minutes late and the staff has not been able to reach you or anyone authorized to pick up your child, a YMCA staff member will contact the Operations Director for Association Child Care Services Office. We will then notify the Department of Human Services and the local police.

**INTOXICATED PARENT PICK UP** For the safety of the children, the YMCA has established a procedure in the event of anyone attempting to pick up a child while under the influence of alcohol or drugs. If a staff person suspects intoxication, they will strongly encourage that someone else pick up the child. If the individual insists on leaving with the child, the staff will immediately contact law enforcement and advise them of the situation.

## PARENT COMMUNICATION

**ABSENCES** Please notify the Child Care site or Association Child Care Office regarding illness or absences. This will help staff make sure all children are accounted for. We will not credit your account for short term absences.

**MEDICATIONS** Please note that Colorado State law requires that we have written permission from the child's physician to dispense over the counter as well as prescription medications. All medications, prescriptions and over the counter medications, must be turned into the staff person on duty by the parent or guardian. Exact directions for administering the medicine, along with the time that it needs to be taken, should be given to the staff on a medication release form. All medications must be sent in their original container with the original pharmacy label. Medications will be stored in a locked container. If any portion of this policy is not followed, we will not be able to administer the medication. This may result in a call to a parent to come and administer the medication or pick up the child.

**ILLNESS** If a child becomes ill, parents will be contacted to pick up their child. If necessary, children will rest in an isolated area until pick up. Fever, diarrhea and vomiting are indicators that your child should not come to the Before & After School Program and may need to see a physician.

Children with communicable diseases will not be allowed to attend the Before & After School Program until they are free of disease or until they are no longer contagious, as determined by a doctor's note. Parents should use discretion when deciding whether to send their child to The Before & After School Program when they are not well. Parents will be notified when their children have been exposed to a communicable disease.

**IMMUNIZATION** There may be children enrolled in The Before & After School Program that are not immunized.

**NEWSLETTER** A newsletter detailing program activities is published weekly for Before & After School. This newsletter is available for pick up at the parent table. Please retain a copy to refer to so that your child will be prepared to participate.

**CHILD ABUSE** An important factor in providing quality care to young children is ensuring their health and safety by protecting them from abuse and neglect. We take an active effort to prevent child abuse. Some examples may include, but are not limited to:

- A thorough background check of potential employees, including but not limited to references of past employers, personal references, military, educational institutions, volunteer organizations, personal character and activities, CBI, FBI, and local police checks and the Central Registry.
- Programs are structured so that no staff member is ever left alone with a child.
- Staff will not fraternize with children outside the program, including baby-sitting or inviting children home.
- Allegations or suspicions of child abuse are taken seriously and will be reported to the state for investigation. All caregivers must report to the proper authorities, any suspected physical abuse, sexual abuse, emotional abuse or neglect.

**To report suspected child abuse or neglect, parents may contact the County Department of Human Services at: Human Services Department, 1675 West Garden of the Gods Road, Colorado Springs, CO 80907, Day: 719.444.5700 or Night: 719.475.9593.**





## DISCIPLINE POLICIES

**PHILOSOPHY** Our primary form of discipline is “conflict resolution”. Our staff will help children resolve their conflicts or concerns through discussion and consequences. Sometimes it is necessary to have a child collect their thoughts and calm down. If we have special concerns regarding your child’s behavior, the site director will contact you to discuss the situation.

**ELECTRONICS** Cell phones and electronics (including game players, iPods and e-readers) are not allowed during Before & After School. We strive to create an opportunity for your child to unplug and take a break from the electronics.

**CONSISTENT DISCIPLINE PROBLEMS** When it becomes evident that a child is in danger of hurting them self or others, has problems with staying with the group and/or continues use of inappropriate language or comments, we reserve the right to terminate the child from the program.

### REASONS FOR TERMINATION

- Failure to observe arrival/pick up times
- Disrespect to staff by parent or child
- Consistent failure to observe any policy
- Failure to pay fees
- Parents will be notified immediately if a child is terminated from the program in writing and/or by phone

You may request a copy of our discipline policy at anytime.

**PARENT CONFERENCES** Our staff is always available to meet with you when you have concerns regarding your child or the program. Parent conferences may be requested at any time by a site director or parent. Please speak to the site director or call the Association Child Care Services Office if you wish to schedule a private conference.

## EMERGENCY PROCEDURES

**ACCIDENTS AND INJURIES** In the event that a child has an accident, is injured or receives medical attention, parents will be notified by phone or when the child is picked up. An injury report will be completed by staff and will be kept on file in our Human Resources Department.

**EMERGENCIES** In case of an emergency, parents will be contacted immediately. Emergency files are kept in vehicles, during field trips. When necessary our staff will access the 911 system. It is the parent’s responsibility to keep files up-to-date in regard to all phone numbers, emergency contact names, and names of people permitted to pick up your child.

**INCLEMENT WEATHER POLICY** During inclement weather children will be kept inside the building. Alternate activities are planned for these times and include games, crafts, etc. In the event of excessively hot weather, children will be kept inside the

building in a well-ventilated area or in the shade outside. All children are required to have a water bottle with them and apply sunscreen regularly. Physical activity will be limited during this time.

**FIRE DRILL** Fire drills are conducted once a month to familiarize children with all exits and procedures. In the case of fire, children will be evacuated immediately and parents will be contacted.

**TORNADO** In the event of a tornado or severe storm warnings in the city, the site director will make the determination as to whether staff should assist in directing all children to building hallways. In such a case the following announcement will be made, “Due to severe weather and tornado warnings, children in the building are to go immediately to the hallway.” After danger has passed, the site director will give permission for an “all clear” announcement to be made.

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**CHILD CARE LICENSING INFORMATION** If any parent would like to express a concern regarding the YMCA Before & After School Program, State Licensing may be contacted at:

**Colorado Department of Human Services  
Division of Child Care**  
1575 Sherman Street, 1st Floor  
Denver, CO 80203-1747  
P 303.866.5958

**YMCA of the Pikes Peak Region  
Association Child Care Services Office**  
2380 Montebello Drive West  
Colorado Springs, CO 80918  
P 719.593.9622  
F 719.329.7258

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