



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BUILDING SKILLS CONFIDENCE & CHARACTER

School Age Child Care
Family Handbook
YMCA OF SILICON VALLEY



Thank you for choosing the Y for your School Age Child Care needs. This handbook serves as part of the admission agreement and is designed to help inform you of important details of our program. We look forward to providing your family with quality programming and exciting, rewarding experiences.



YMCA OF SILICON VALLEY

School Age Child Care Family Handbook

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Welcome to the YMCA of Silicon Valley School Age Child Care Program



OUR MISSION

To strengthen our community by improving the quality of life and inspiring individuals and families to develop their fullest potential in spirit, mind and body.

WHO WE ARE

Our Cause

The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility.

Our Approach

We believe that all children and youth should be given the opportunity to reach their full potential in spirit, mind and body. In our School Age Child Care programs licensed by the State of California, we engage young people in opportunities and experiences that stimulate their physical, intellectual, emotional and social development. We believe that each child develops at his or her own pace. Our programs focus on the needs of each child.

We help kids discover their unique talents and respect and appreciate the differences in others. We help children and their families discover ways to incorporate healthy habits at home. We integrate our values of caring, honesty, respect and responsibility in everything we do.

Our Impact

Through the Y, thousands of youth today are cultivating the values, social skills and relationships that lead to positive behaviors, better health and educational achievement. That creates confident kids today and healthier, caring and responsible adults tomorrow. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child, and when a community comes together for the common good.

Our Commitment

At the Y, we work side-by-side with our neighbors to make sure that everyone—regardless of age, income or background—has the opportunity to learn, grow and thrive. That's why we offer financial assistance to families who need help paying for membership or programs.

Our Annual Giving Campaign raises money for financial assistance to ensure that no one is turned away due to an inability to pay. To apply for financial assistance or to make a donation, go to www.ymcasv.org or visit the Y today. We handle all applications confidentially.

Our Principles

- We operate quality child care centers that meet and exceed state licensing regulations.
- We support and assist parents, strengthen parent-child relationships, and emphasize the importance of the family unit.
- We are child-focused with an emphasis on fun.
- We infuse opportunities and experiences that help kids learn, grow and thrive.
- We model our core values of caring, honesty, respect and responsibility.
- We partner with individuals and community groups, such as schools, faith-based organizations, social services and other nonprofits, which share our commitment to meeting the critical needs of children, adults and families.

OUR STAFF

YMCA hiring practices meet and exceed licensing requirements. We interview staff individually and check and document a minimum of three references. All experience working with children is referenced. We fingerprint and conduct background checks on all staff prior to employment.

All staff members meet state licensing education requirements for their positions. In addition to their formal education, YMCA child care staff have an additional 60 hours of in-service training their first year and more than 20 hours each consecutive year. All our staff are certified in CPR and First Aid.

In addition to our Child Care Center staff and Branch Child Care staff, the YMCA of Silicon Valley employs a nationally recognized Child Care Specialist to consult with and oversee all our child care programs. This person:

- Provides training
- Conducts Quality Check Visits at each child care center
- Consults with centers on safety and risk management procedures and licensing protocol
- Serves on boards and committees of local and state child care consortiums and advocacy groups



OUR CURRICULUM

At the Y, child care is more than looking after kids. We nurture their development by providing a safe place to learn foundational skills, develop healthy, trusting relationships and build confidence. We emphasize safety and fun and offer interesting, age-appropriate learning activities that helps kids discover their talents and aspire for healthy, happy lives.

We work with parents, schools and communities to create a balance of physical, intellectual, emotional and social opportunities to develop your child inside and out.

CURRICULUM COMPONENTS

- 21 Century Skills (critical thinking, collaboration, communication, creativity)
- Arts Education
- Parent Engagement
- College and Career Exploration
- Global Learning
- Homework Help/Tutoring
- Leadership Development
- Math/Literacy Enrichment
- Nutrition Education
- Physical Activity
- Service Learning

LICENSING

Our YMCA School Age Child Care program is licensed by the State of California Department of Social Services, Community Care Licensing Division, and operates according to its procedures and policies. If you have any questions regarding licensing, contact the local Department of Social Services office at:

2580 N. First Street, Suite 300
San Jose, CA 95131
408 324 2148

RIGHTS OF LICENSING AUTHORITY

The Department of Social Services (DSS) and Community Care Licensing (CCL) have the right to perform duties listed below (Child Day Care Licensing Requirements Regulations 101200):

“DSS or CCL shall have the authority to interview children or staff, and to inspect and audit child or facility records without prior consent. The YMCA School Age Child Care program shall make provisions for private interview with any child(ren), or any staff member; and for the examination of all records relating to the operation of the YMCA School Age Child Care program. DSS or CCL shall have the authority to observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect, or inappropriate placement, and to have a licensed medical professional physically examine the child(ren).”

Licensing Safety

To adhere to our state licensing and for the safety of each child, children enrolled in YMCA School Age Child Care cannot co-mingle with children who are not enrolled in our program during operating hours.

OPTIONAL SERVICES

At times, we will provide optional services to children enrolled in our child care centers. These services may take the form of a food program, youth sports league or enrichment activities. These services are optional. Fees, schedules and other details will be communicated separately.

CONSULTING SERVICES

The YMCA of Silicon Valley does not use or provide ongoing consulting services (i.e. access to a therapist, psychologist, etc).

YMCA MEMBERSHIP

YMCA of Silicon Valley is a nonprofit, membership-based organization. Everyone is welcome. Once you enroll in YMCA child care, you become a Program Member. If you wish to become a Facility Member, with privileges and access to a YMCA facility (with a fitness center, group exercise classes, swimming and other programs and services for people of all ages and abilities), visit any YMCA of Silicon Valley branch for details.

OTHER YMCA PROGRAMS

At the Y, we offer a variety of programs and services for youth, adults and families. As a program member, your child can participate in other programs, such as youth sports, swim lessons, summer day and overnight camps and other enriching fun. Ask your Center Director or stop by the Y for details.



ENROLLMENT

The YMCA School Age Child Care program is administered by your local YMCA branch.

All children must be registered before they attend. Applications for enrollment are accepted without regard to race, religion, sex or national origin.

Special Needs and Inclusion

Our School Age Child Care program operates with a staff-to-child ratio of 1:14. Many of our daily activities revolve around group interaction. If your child has special needs, please let us know during enrollment. We want to provide the best environment for everyone and will make reasonable accommodation to fully include every child in activities.

Registration

Pick up your child's registration packet at our child care center or at the Y. Current YMCA program and facility members, their siblings, and full-time program participants receive priority registration. Part-time registrations are limited. To register your child, submit all of your completed registration forms and the first month's fee (and the annual program membership fee and registration fee, if not already paid) to your local YMCA branch or Member Support (see page 16).

The parent/guardian signing the admission agreement ("contracting parent") is responsible for all paperwork. The parent/guardian is the only person who can make changes on the registration forms, emergency form, and child release authorization.

YMCA of Silicon Valley does not provide copies of documents (e.g. sign-in/out sheets) to parents or guardians unless requested by the contracting parent or by subpoena. Some documents are internal documents and will not be released.

Change of Address/Phone Number/Email

If you experience a change of address, phone number or email, be sure to let your Center Director know in **writing** at least 24 hours in advance. In the event of an emergency, it is critical that we are able to reach you. We assume that your contact information is accurate at all times and assume no responsibility from hardships arising from missed communication due to inaccurate contact information.

Family/Caregiver Orientation

Upon enrollment, we recommend that you attend a Family/Caregiver Orientation to learn more about our program, the center, our staff, and our policies and procedures. Feel free to attend a group orientation or meet one-on-one with our Center Director.

REGULAR SCHOOL DAY

Enrollment can be on a full-time or part-time basis. Be sure to specify your child's days and times of attendance on your registration forms. Hours of operation and the availability of drop-in care vary from site to site.

IN-SERVICE/MINIMUM DAYS AND HOLIDAYS

When you enroll in YMCA School Age Child Care, your enrollment may include attendance on In-Service and Minimum Days and on school holidays.

At times, we may open enrollment for In-Service and Minimum Days and holidays to the entire school district. As a program participant, your child will receive priority registration for these days before open enrollment occurs. Due to limited space, after the open enrollment period, we cannot guarantee an open spot.

Availability, scheduling and fees vary from site to site. See your Center Director in advance for details.

SUMMER PROGRAM

Our summer YMCA School Age Child Care program is **not** part of the regular school-year program. If you want your child to participate in our summer program, you need to register and pay the summer fee for your child to participate.



FAMILY/CAREGIVER INVOLVEMENT

At the Y, we have an open door policy. Families and caregivers are invited and encouraged to visit your child's center at any time. Please be respectful of the children's routines and programmed activities, as well as our staff's need to be with the children. We encourage you to schedule time with your Center Director to discuss your child's progress.

Volunteers are always welcome. You can help us enrich your child and other children by volunteering for special projects, sharing your talents and hobbies, serving on our Parent Advisory Committee, chaperoning field trips, helping with events and tutoring, and raising funds during our Annual Giving Campaign. Ask your Center Director how you can help.

Information Center is an area used for announcements such as field trips, snack menus, program schedules, open houses and meetings. Be sure to check daily for important notices. This is the area where you will find the Sign In/Sign Out book.

Newsletters are distributed monthly, providing you with detailed information on the events and activities at your center and at your nearest Y.

Feedback is encouraged. Each center provides an evaluation tool for you to assess our program performance. We encourage you to **complete the evaluation once a year.** Email is one of the fastest, most cost-effective, and environmentally friendly ways for us to communicate with you. We would like to send you periodic emails and automated phone calls with Y news and special offers. We will never share or sell your email, phone number or address to any third party. You may unsubscribe at any time.



SIGN IN/SIGN OUT

Be sure to sign your child in and out each day, **using your full signature**, or designate a person 18 years of age or older to do so for you. If your child is to be picked up by a minor, you must sign the Walk Home Permission Slip. A person designated to sign in/out your child must be listed, in advance, on the emergency form.

If your child participates in extracurricular activities after school that are separate from our program, be sure to let us know in writing by giving us advance notice, so we will know when to anticipate your child at our center. If the activity is directly after school, your child will be expected in our child care center immediately after the activity is over. If the activity begins later in the afternoon, your child will be expected to sign in at our center before being dismissed for the activity. Our staff will sign out your child to the activity at the appropriate time. If your child is in kindergarten or 1st grade, please ask the program staff of the extracurricular activity to come to our center to accompany your child to/ from the activity.

ABSENCES

To ensure your child's safety, if your child is absent from school or will not be attending our program that day, or if your child will be arriving late to our center, be sure to call us before their scheduled arrival time to let us know.



BEFORE SCHOOL CARE: ARRIVAL AND CHECK IN

If your child participates in before-school care, be sure to sign him or her in each day.

AFTER SCHOOL CARE: SCHOOL DISMISSAL

If your child participates in after-school care, your child should go directly to our center immediately upon dismissal. For kindergartners, we will go to your child's classroom to accompany him or her to our program.

We will take roll to confirm attendance and sign children in five minutes after school dismissal. **For the safety of your child, please notify us in advance if your child will not be attending that day.** If your child is not at our center by the time roll is completed, we will contact the office to confirm your child's school attendance.

If your child was at school, we will contact your child's teacher and search the school grounds. If your child is not located, we will call you. If you expect your child to be in our care, we will call the police to initiate a neighborhood and community search.



PICKING UP YOUR CHILD

Parents must sign their child out each day. The sign out sheet is a record of your child's attendance. For your child's safety, only you or the person you designate in writing on the Child Release Authorization form may pick up your child from YMCA School Age Child Care. If someone other than you arrives to pick up your child, we will ask them to present a valid photo ID. We will deny access to anyone who is not on the Child Release Authorization forms. If you would like another adult to pick up your child, be sure to notify us in writing in advance.

Divorce/Separation

If the contracting parent wishes a divorced/separated spouse to pick up their child, the contracting parent must list that person on the Health History form. If the contracting parent chooses not to list the divorced/separated parent, pursuant to licensing regulations, we cannot release the child to the parent. However, without a court-signed order, we cannot deny access to a biological parent. If the non-custodial, biological parent arrives to pick up their child and they are not listed on the Health History form under Emergency Contacts, and whether or not a court order is on file with the Y, we will:

1. Call the contracting parent.
2. Explain to the non-custodial, biological parent that we can not release the child to them and explain the release procedure to the non-custodial parent.
3. Call the police to release the child to the police. The police will then confirm the identity of the non-custodial, biological parent.

This scenario can place all parties in a very difficult situation. Often times, the person who will have the most difficult time is the child. Please discuss these implications with the non-custodial parent, so that they will not show up at the center without prior arrangements.

Concerns for Safety

Safety is our number one priority. If we have reason for concern regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes:

1. Parent/adult suspected to be "under the influence"
2. Parent/adult is abusive or threatening to the child or our staff

TRANSPORTATION

Transportation to and from our center is the responsibility of each parent. We cannot transport children in our personal vehicles.

FIELD TRIPS

On occasion, we may schedule field trips during In-Service Days or during school holidays. We will notify you in advance. We arrange field trip transportation by chartered bus from and to our child care center. Staff cannot transport children in personal vehicles.

On field trip days, be sure to pack your child a lunch (unless otherwise noted), a jacket (if needed) and spending money (depending on fieldtrip). Children are responsible for their own possessions, including their money.

HEALTH AND SAFETY

Illness

Be sure to call us or leave a voice mail message if your child is ill and will be absent from our program that day. For the health and well-being of all our children and our staff, please do not allow your child to attend our program if he or she becomes ill during the regular school day. If your child becomes ill during our program hours, we will call you or an authorized person to pick up your child within one hour.

Communicable Diseases

If we notice a contagious illness affecting children in our center, we will notify you immediately and encourage you to consult your family doctor. We report major outbreaks to our local health authorities. If your child is absent due to a contagious illness or communicable disease, he or she can return to our program with a signed doctor's note indicating that your child is no longer contagious and is ready to return to activities.

Medication

If your child needs medication during our program, we can only administer medication prescribed by a doctor and in its originally labeled and dated packaging. If your child needs medication, be sure to complete the Medication Disbursement Authorization section on the Health History form authorizing us to administer medication and give it, with the medicine, to your Center Director or child care teacher. For your child's health and safety, children cannot administer their own medicines.

Accidents

We want to ensure a safe environment for your child; however, we understand that accidents sometimes happen. We have staff certified in pediatric First Aid and CPR on site at all times. For minor things such as scraped knees, a bump or scratch, we will treat the incident and record it in our injury log. You will be notified about the minor injury and the type of medical attention that was given. In case of a serious medical or dental emergency, we will first call 911 for medical assistance, then notify you. If we cannot reach you, we will notify the person designated on your emergency form.

Lice

In the event that your child has lice while at our center, we will call you to pick up your child within one hour. All lice and nits must be gone before your child can return.

Child Abuse Prevention

Licensed by the State of California Department of Social Services, Community Care Licensing Division, we are mandated to report suspicions of child abuse to Child Protective Services.



DISASTER PLAN

Each of our child care centers has a well-defined plan for earthquake and fire evacuation. We conduct drills each month. If an emergency arises at our center, we will post the relocation area at the center.

Each center has an operating phone for center business and emergency use.

Emergency Closing Procedures

In the event of natural disasters unforeseeable emergency, we may need to close. Unforeseeable circumstances include:

- Loss of power affecting lights and heat/air
- No lights after dark
- Temperature inside is below 68°F or above 85°F
- No running water
- Earthquake or other natural disaster
- Fire

If school is closed in the morning due to any of the above or other unforeseeable circumstances, and the same conditions exist at our YMCA School Age Child Care Center, we will also close. If the closure occurs during our program hours, you will need to pick your child up immediately.

YMCA of Silicon Valley reserves the right to close centers based on a concern for the safety of the children.

DISCIPLINE

Our first step of discipline is prevention. We provide clear, reasonable limits for children's behavior and maintain them. We reinforce positive behaviors and redirect negative behaviors. We help children recognize and identify their feelings as valid and acceptable. If a child's behavior is harmful to him/herself or to others, we will intercede.

We make every effort to communicate and solve individual behavior challenges; however, if a problem persists, we reserve the right to suspend a child temporarily or permanently.

Disruptive or disrespectful behavior toward other program participants or Y staff is cause for suspension or removal from the program. We encourage you to discuss concerns about your child's behavior with our site director. Please also refer to the Student Behavior Management Procedures in your registration packet.

Safety is our number one priority. If severe safety issues arise, where children are harming themselves or others, this is grounds for dismissal from the program.

Suspension/Expulsion from School

If your child is expelled or suspended from school, he or she will not be able to attend the YMCA School Age Child Care program for the duration of the suspension/expulsion.



NUTRITION

We prepare menus and post them at our center. Snacks represent a minimum of two food groups with quantities appropriate for each age group. If your child has a food allergy or special nutritional needs, let us know.

Breakfast

If your child is enrolled in before-school care, he or she may bring breakfast from home to eat at our center before school starts. Depending on the center, location breakfast may be included. Please check with the site director.

Lunch

Kindergarten children may either bring a lunch from home or buy a hot lunch from the school cafeteria. Hot lunches, if desired and available, must be purchased through the school.

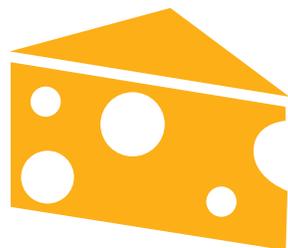
On In-Service or Minimum Days and school holidays, all children need to bring a lunch. Please avoid foods that need refrigeration or are low in nutritional value, as well as those that have excess sugar and fat.

Birthdays

We welcome you to bring in healthy treats to share with everyone to celebrate your child's birthday; however, we do not hold birthday parties. Please make arrangements with our staff in advance.

QUIET TIME

Kindergarten children who attend our program full day are encouraged to have a quiet time each day after lunch. Sleep is not mandatory but children do have an opportunity to rest if they want to. Children may sleep, rest, read, color or participate in other quiet activities during this time.



HOMEWORK

Each weekday, we provide a quiet area for children to do their homework. While we encourage children to do their homework, it is not mandatory. We are there to help, but we do not provide extensive tutoring. It is up to parents to encourage their child or impress upon them that homework must get done.

WHEEL DAYS

At some centers, we will schedule structured "wheels day" activities. On these days, your child may bring a bicycle, skates, a skateboard or other safe wheels to our center. Signed permission slips are required before your child participates. Helmets are required for all wheels. Wrist, elbow and kneepads are required for skates and skateboards. Your child may only use the wheels he or she has brought from home.

VIDEOS

At times, we may show documentary videos to support our curriculum. These videos will be quality programming.

STAFF BABYSITTING

Our staff cannot baby-sit program participants during non-program hours, according to the YMCA Child Abuse Prevention Policy and Code of Conduct.

TOYS AND ITEMS FROM HOME

We may schedule specific days for children to bring toys or games, if they choose to. Sharing days will be announced ahead of time, so please do not allow your child to bring items from home on a day that it is not scheduled. Items will be collected and kept in a safe area until it is time to share. After sharing time, all items will be put away until time to go home. Your child will be responsible for his or her item during sharing time. We are not responsible for any items that are lost or broken. Toys or items that resemble weapons or dangerous devices of any kind cannot be brought.



CELL PHONES

Youth in our YMCA School Age Child Care program may possess cell phones and electronic signaling devices, but to avoid disruption, the device must be turned off and unable to receive a signal during program hours. No child shall be prohibited from possessing or using a cell phone or electronic signaling device that is determined by a licensed physician or surgeon to be essential for the child's health.

The phone at our center is only for business and emergency use. We encourage parents to communicate all needs to their child prior to coming to our center.

Your child is solely responsible for the storage and safekeeping of devices, so that it is not visible during our program hours. We are not responsible for lost, stolen or damaged devices.

Taking pictures with cell phone is strictly prohibited.

If your child does not adhere to these guidelines, we will remove the electronic device from his or her possession and give it to the parent at the end of the program day. Repeated occurrences may result in taking away the privilege of bringing the device to our program.

OUR SHARED RESPONSIBILITY

We hope that your child will come to our center each day appropriately dressed for the weather and daily activities. For safety and fun, please see to it that your child wears shoes with rubber soles.

We incorporate our values of caring, honesty, respect and responsibility in all Y programs. Please help us by encouraging your child to help put away toys, supplies and equipment before leaving each day.

We reserve the right to end your child's enrollment for the following reasons:

1. If you fail to pick up your child by closing time on three consecutive days.
2. If you fail to pay your fees on a timely basis for two consecutive months.
3. If there are repeated occurrences of absences without notification.
4. If there are disciplinary problems with your child that put other children at risk physically and/or emotionally.
5. Parent/Guardian is abusive or threatening to staff and program participants.



OUR FEES

Fees

Child care fees have been divided into nine equal payments for the school year. Separate fees may be charged for holiday care. Please refer to your center for specific fees and other details. We must maintain a minimum enrollment in order to operate.

Refunds

When you enroll, you are reserving time, space, staff supervision and other provisions, whether or not your child attends. Refunds will be given for overpayment of fees. Refunds will not be given if your child is sick, suspended or terminated from the program or from school. Please refer to your child care agreement in your registration packet for more details.

Cancellations

We must have a minimum number of participants to operate our program and reserve the right to cancel any program due to low enrollment. To avoid cancellations, we will make every effort to accommodate parents wishing to enroll their child and may combine programs that are not full. If we cancel a program, we will contact you at least two weeks in advance to inform you. If no alternative can be arranged, we will fully refund your registration and monthly fee or you may choose to credit your registration and monthly fee toward another YMCA program.

Terms of Agreement

If you want to cancel your child's enrollment or change your child's scheduled attendance, please submit written notification using our change and cancellation forms at least two weeks in advance. You can get the forms at your center.

You are bound to the terms of the admissions agreement until we receive dated, written notification of any scheduling changes, including withdrawal from the program, in our YMCA Association Office. This written notice must be received a minimum of two weeks in advance of the desired change. The Center Directors will have change and cancellation forms for your use.



PAYMENT

If you currently are not a Facility Member at the Y with full access to our facility, then an annual YMCA Program Membership is required for enrollment in our program. In addition, a \$100 non-refundable registration fee is required for each child you are enrolling. Payments can be made at your local YMCA branch or in Member Support (see address below).

You can choose to pay your fees by:

1. Automatic bank draft
2. Automatic credit card payments
3. Check

If you choose to pay by check, mail your check to:

YMCA of Silicon Valley, Member Support
1922 The Alameda, 3rd Floor, San Jose CA 95126

Effective September 1, 2013, please send all payments to our new address:

YMCA of Silicon Valley, Member Support
80 Saratoga Avenue, Santa Clara CA 95051

Please make checks payable to the "YMCA" and be sure to note your child's name in the memo section of the check. If your check is returned for insufficient funds, a \$20 service charge will be added to your account.

If you choose to pay by bank draft (checking or savings) or credit card, we automatically draft your account on the 3rd or 20th prior to service. If your bank draft/credit card payment is rejected, a \$20 service charge will be added to your account. Please provide any changes to your bank draft/credit card in writing to our billing office 15 days in advance. Payments received after the 1st day of the month of service will be assessed a \$35 late fee. If payment is not received after the 5th day of the month of service, your enrollment may be suspended.

Fee Changes

We will give you a 30-day written notice in advance of any fee changes.

Late Pick-up Fees

All children must be picked up by closing time. Our staff members are required to remain with children until they are picked up by a designated adult. **If you arrive after closing time, you will be charged \$1 per minute per child.**

If your child remains at the center past 7:00 pm:

If you have not contacted the YMCA School Age Child Care staff to notify them of an unavoidable delay, and after all attempts are made to contact you and authorized adults, we will contact the police department and Child Protective Services to take further action.

FINANCIAL ASSISTANCE

At the Y, we welcome everyone. We offer financial assistance to families who cannot afford membership or programs. To apply for financial assistance or to make a donation to our Annual Giving Campaign, go to ymcasv.org or visit the Y or our child care center today. We handle all applications confidentially.

