



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# THE PLACE TO BE AFTER THE BELL!

## AFTERSCHOOL PROGRAM MANUAL

YMCA OF METROPOLITAN CHATTANOOGA

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## WELCOME TO THE YMCA FAMILY

Welcome to the YMCA's Afterschool Program! We are pleased that you have chosen the YMCA to care for your children. Our staff provides activities that have a positive, life-long impact on your child.

This handbook is provided to help answer any questions regarding policies and procedures for the operation of our afterschool program sites. Your child's safety and well-being is our primary concern. If you should need further explanation or have any questions or concerns, our office and childcare staff will be happy to assist you. We look forward to having you as part of our Y family!

## PARTNERING WITH YOU

A great program requires a partnership between staff and parents. As a partner in your child's success in our program, you have free access at all times, to all areas of the classroom used by your child. We invite you to become familiar with the staff and encourage you to visit and to participate in the program as often as possible.

### Parent/Staff Communication

At the Y, we strive to provide you with timely and relevant information on our program that helps engage you as a partner in your child's success from satisfaction surveys and parent teacher conferences to other methods of communication as needed. Please feel free to provide suggestions for improvement of these communication tools to best support you and your family at the Y.



## YMCA CORE VALUES

The YMCA of Chattanooga is committed to a value-based character development curriculum. The following core values are incorporated into all youth activities:

**Honesty:** Fairness of conduct and adherence to facts. Other virtues that relate to this concept include sincerity, truthfulness, honor, tact, forgiveness, moderation, orderliness.

**Respect:** Special regard for others, including assertiveness, consideration, courtesy, gentleness, unity, tolerance, humility.

**Responsibility:** Moral, legal and mental accountability, including courage, determination, helpfulness, justice, reliability, loyalty, self-discipline, obedience, cleanliness.

**Caring:** Interest and concern, including compassion, friendliness, generosity, kindness, love, mercy.

## PHILOSOPHY & PURPOSE

To strengthen the foundations of community. We are for youth development, healthy living and social responsibility.

### YMCA of Metropolitan Chattanooga Mission:

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

In YMCA Afterschool Programs, your child will:

- Develop physically, emotionally and socially through a variety of safe, developmentally appropriate and challenging experiences.
- Support learning objectives: Social-Emotional, Physical, Language and Cognitive Development.
- Expand awareness and appreciation for the natural world.
- Learn and display the core values of the YMCA: Honesty, Respect, Responsibility and Caring.
- Increase appreciation for their own family, friends and surrounding community.
- Developing self-confidence and independence.
- Communicating core values of caring, honesty, respect and responsibility.
- Encouraging learning and exploration in a supportive environment.
- Infusing fun and good health into activities each day.

CORE  
VALUES

RESPONSIBILITY

RESPECT

HONESTY

CARING

A small ratio of children to staff enables Y teachers to engage in activities and conversations with each child every day. In our quality programs, staff is upbeat and interacts with children using warmth, patience, understanding and equality. In addition they:

- Are responsive to kid's feelings, needs, cultures, abilities and languages
- Encourage leadership skills by letting them offer ideas to expand or enrich an activity and suggest and initiate activities
- Allow children, as a key part of learning, to make and learn from their own mistakes

We also make sure that there are positive relationships among staff. We know the children look to Y staff as role models, watching and learning as they cooperate, communicate and solve problems with each other.

## **NONDISCRIMINATION STATEMENT**

All people are welcome at the YMCA regardless of race, sex, age, national origin, religion, marital status, sexual orientation, political ideology or abilities.

In our efforts to promote an awareness and understanding of the world around us, lessons about customs and celebrations of other cultures are a part of our curriculum. The YMCA Afterschool Program will reflect and respect the diversity in our community.

The YMCA of Metropolitan Chattanooga is committed to providing developmentally and culturally appropriate programming that respects, reflects, and supports children and families, cultivates an understanding among children and staff, and incorporates an anti-bias approach to curriculum. We are committed to a gender-balanced, non-stereotypical curriculum where all children are allowed and encouraged to participate in all activities, free from conflict and that are consistent with the YMCA values.

YMCA staff respect all cultures and belief systems and encourage children to talk about their thoughts in an open and honest way that promotes interactions. Our program encourages families, extended families and the community to share interests, hobbies, cultural information and activities. The YMCA is committed to inclusion of all people in our community.



## **ENROLLMENT & REGISTRATION**

The YMCA has an open enrollment policy on a first come first served basis during the initial enrollment period with priority to current participants, facility members and siblings to children currently enrolled. Inquiries and referrals are accepted over the phone and an appointment can be scheduled for a family to visit the center.

There is a \$50 registration fee to attend the YMCA Afterschool Program. A completed registration form is required, and additional documentation may be required based on site attended.

No child will be admitted to the YMCA Afterschool Program without completed forms on file. Immunizations need to be current and recorded on the appropriate form prior to enrollment (based on location). New registration forms must be completed by parents each year prior to the beginning of each school year (August) and updated if necessary.

If a child stops attendance in the YMCA Afterschool Program, re-enrollment/registration may be required before attendance can resume.

## **WAITING LIST**

The Afterschool Program Director will place families on the waiting list for enrollment in the program as requests are received. When a space becomes available, a family is offered an opportunity to enroll based on the date on which their child was placed on the waiting list. An available space can be held no longer than 7 days after notification of the opening. A parent wishing to guarantee enrollment is required to pay the registration fee to hold the child's space within 7 days of the space becoming available. The payment to secure the spot is non-refundable.

## **PAYMENTS, CREDITS & REFUND POLICY**

Payment for the YMCA Afterschool Program pays for all of the direct operating costs. Staff, food and supplies must be available for your child whether or not he/she attends. Therefore, days missed cannot be deducted from your fee.

Weekly tuition is due on the Friday before each week of care, through bank draft or recurring credit card. At the time of enrollment, you will be required to complete a payment authorization form. A late payment fee of \$20 is assessed on past due accounts. The YMCA reserves the right to terminate childcare due to lack of payment.

The YMCA offers several options for payments:

- Weekly Payments
- All payments are done through the YMCA Automatic Payment Plan (APP) or in-person payment via check. Cash will not be accepted.

### **Insufficient Funds**

Credit cards or bank drafts returned for insufficient funds or account closure will be assessed a \$20 processing fee. It is further understood that if payment is not honored by the bank (or credit institution), then the YMCA of Chattanooga, at its discretion, may resubmit the amount due for payment on a future date.

## **Cancellations**

Credit cards will be drafted every Friday for the upcoming week of service. For cancellations, we require notification in writing to the YMCA by 5:00 p.m. on the Wednesday prior to the weekly draft if any changes need to be made in the child's attendance for the upcoming week of service.

If your child has not attended the program for two consecutive weeks, without prior notice, it may result in the termination of your child's spot. Without notice, your bank draft will continue.

Balances will be due at the time of cancellation. Parents are liable for any fees the YMCA may incur in its effort to collect any remaining balance due.

Exceptions to this policy will only be made by the Program Director in extreme emergencies, and documentation must be provided to support the request.

## **Separated/ Divorced Parents**

The parent/guardian who registers the child for the YMCA Afterschool Program will be designated as the business contact responsible for payment. The YMCA may accept enrollment of a child from any parent/guardian or other adult who will make payment for care.

The YMCA will hold the parent/guardian with the business relationship responsible for full payment for care services. Separate bills apportioning payment between separated/divorced parents is not provided.

The YMCA will provide financial information only to the parent who has the business relationship. This information may include scholarship awards, payment records and attendance records. If the YMCA is presented with a valid subpoena or other court order, we will comply with the subpoena or court order and provide the information requested. There may be a fee to cover the costs of providing the requested information.

## **Subsidized Care**

Licensed sites accept children whose care is subsidized by the state. If your child receives subsidized care, a copy of your award letter must be available for the YMCA prior to your child beginning care. We are unable to accept children for care without authorization from the state. Please contact your caseworker to arrange childcare in sufficient time prior to your child starting at the YMCA.

**If you have a childcare subsidy and fail to pay your co-pay, it is reportable to the state. Failure to pay could have an impact on your childcare subsidy and could put you at risk of having your subsidy terminated.**

## **FINANCIAL ASSISTANCE**

In addition to subsidized assistance above, limited financial assistance and flexible payment plans are available through the YMCA for every program we offer. These funds are made possible through our Annual Campaign.

If you are interested in learning more about our financial assistance program or would like to apply for financial assistance, please contact the Program Director.

## **CUSTODY OF CHILDREN**

We realize that custody decisions and parenting plans are very important to both parents. However, we are not in a position to enforce parenting plans. If both parents are listed on the registration form, both parents may pick up regardless of the custody agreement. Any disagreements must be addressed by the parents away from the site. Please make sure you have established clear expectations between the parties.

We do honor restraining orders, anti-harassment orders, or other court orders created for the protection of the child. Please provide a copy to the Program Director. If these orders are not on file, the site can release the child to either parent. The custodial parent and proper authorities will be notified in case any issues or concerns relating to the arrangements on file arise.

## **CONFIDENTIALITY**

The YMCA considers personal information confidential and has policies and procedures in place to protect it against unlawful use and disclosure. By "personal information," we mean information that relates to your child and family. Personal information does not include publicly available information or information that is available or reported in a summarized or aggregate fashion but does not identify you.

All children and family personal information remains confidential and the YMCA does not share any information without parent/guardian permission unless required by law.



## HOURS OF OPERATION

The YMCA Afterschool Program is a school year program. Program sites are open Monday - Friday. See back cover for specific program hours and pickup times. The program follows the respective school calendar and will observe holidays accordingly.

## DAILY SIGN-IN/OUT PROCEDURES

- A sign in/out area will be available when you arrive at the site.
- Children must be signed out upon pickup.
- Your child will only be released to the parent/guardian or other authorized adult listed on the registration form.
- Identification will be checked daily.
- For the safety of your child, we will not release your child to anyone who appears under the influence of drugs and/or alcohol, but will assist in making other arrangements for transportation home.
- Pick up your child on time each day. If an emergency arises and you are unable to reach the site before closing, call the staff to inform them of your progress.

## LATE PICK-UP POLICY

### CHILDREN MUST BE PICKED UP BY SITE CLOSING TIME (SEE BACK PAGE)

If an emergency arises and you are unable to reach the site by close, please let us know when we can expect your child(ren) to be picked up. We will notify the Department of Children's Services or the police when children are left in a program without notification from families and when no contacts can be reached to pick up the child.

Each site follows these guidelines in response to a late pick-up:

1. If family is late for pick up, staff will immediately try to contact the parents to determine arrival time. If the parents are not reachable, staff will notify the child's emergency contacts to arrange pick up.
2. If the family and emergency contacts cannot be reached within 30 minutes, staff notifies the local police or children's services for assistance.
3. A late fee is charged. This fee is \$1 for every minute the parent is late that will be billed to your account and will be withdrawn in addition to your weekly fee.
4. If your child is picked up late on three occasions, your child's participation in the program may be suspended or terminated.



### **We will follow these steps:**

- **1st time late:**  
The Program Director reinforces the closing time, and documents in the child's file the late pick up. Staff reinforces late pick up policy, and gives the family a copy of Late Policy.
- **2nd time late:**  
Staff will provide written notification about being late, listing the 1st and 2nd time being late on the notification form. The Program Director will contact the family either by phone or in person to problem solve how to ensure that it does not happen again. A new program that will better suit family needs may be suggested.
- **3rd time late:**  
The Program Director will work on progressive discipline (may include suspension or termination of care).

The Late Pickup Policy is strictly followed and enforced.

## **TYPICAL DAILY SCHEDULE**

Schedules vary depending on the site and needs of the children.

The program is designed with care to develop each child's individual skills and personality while encouraging sharing and cooperation. Your child will experience a wide range of ideas and activities to stimulate his/her creativity, self-esteem and independence. The curriculum is also designed to spark your child's imagination and encourage lifelong, positive values. With this foundation, learning becomes a more natural process. Daily activities include:

- Snacktime
- Homework
- Academics/Enrichment
- Games/Centers
- Devotions/Character Development

## **MEALS AND SNACKS SERVED**

Mealtime is a very important part of the daily routine in the YMCA Afterschool Program. Mealtimes are educational opportunities and social occasions. All children enrolled in the program are offered a healthy afternoon snack/meal daily.



## PEANUT & NUT ALLERGIES

We make significant efforts to limit food with allergens. While foods containing nuts are strongly discouraged, we cannot guarantee a 100% nut-free or allergen-free environment and, therefore, cannot be labeled as an allergen-free or nut-free facility. If you have any questions, please speak with the Program Director.

## PARENT/STAFF COMMUNICATION

We know that through effective communication, and a mutual trust and respect, we can build stronger bonds between our staff and the families we serve. We believe that a high quality program focusing on the best interest of the child requires open and ongoing communication between parents/guardians and staff. We encourage you to become involved in your child's development and our enrichment programs. A schedule of activities and a newsletter is provided to you to keep you informed of program plans, special events and updates.

**Parent-Teacher Conferences** are scheduled as needed. Additional conferences may be scheduled when needed/requested by the teacher or parents/guardians.

**Parent Satisfaction Survey** is provided online for parent/guardian feedback. The YMCA respects the confidentiality of all sensitive information shared with us.

**Confidential Information** shared between children and families may be shared with other YMCA staff in order to provide a safe environment for your child. At no time will any information (names, addresses, phone numbers, e-mail address or health/behavior conditions) be shared with non YMCA staff.

### Grievances

Any individual grievance that the family may have regarding the care of their child or with the policies or practices of the Y should first be addressed with the Site Director. If the problem is not satisfactorily resolved, the family may request a meeting with the Program Director. If the problem is still not satisfactorily resolved, the family may request a meeting with Y Executive Director.



## STAFF/STUDENT CONTACT

To protect our staff and volunteers, we request that you do not ask a YMCA employee or volunteer to babysit for your child(ren). Our staff are not allowed to attend any functions with your child(ren) outside of YMCA programs, including sleepovers, birthday parties, etc.

## BATHROOM POLICY

Some centers have single person bathrooms in the classroom that are monitored by staff. If the bathroom is outside of the classroom, staff will accompany a group of children to the restroom. Staff will send children in one at a time, or go in as a group and the staff person will supervise from the doorway. Staff will not go with just one child, and groups of children are not allowed to go unaccompanied by an adult.

## CELL PHONE POLICY

Cell phone & smart watch usage are prohibited during after school programming. Students must store cell phones and smartwatches in backpacks. If a student has an emergency and needs to make a phone call, they are required inform staff, who will make the phone call for the student. Failure to comply with this policy may result in parent communication, requested pickup and/or removal from program (repeated offenses), subject to the discretion of the Afterschool Program Site Director.

## PARENT/GUARDIAN ACCESS

We invite you to become familiar with the staff. If during your visit, you wish to discuss an individual matter, please schedule a meeting with the classroom teacher at a time when he/she is not involved with children.

### Alternative Pick Up

Any individual listed on the enrollment form will be allowed to pick up the child(ren). Occasionally, parents may wish to send someone to pick up their child who is not on the list.

A parent or guardian must provide written permission for anyone not listed on the pick-up list to take the child home. The center staff will verify authorization and this person must present a valid driver's license before the release of the child.



## BEHAVIOR MANAGEMENT POLICY

The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. The YMCA of Chattanooga's Code of Conduct governs the actions and behavior of all people while in our facilities and while participating in YMCA programs.

### **Individuals are expected to:**

Uphold the YMCA core values of respect, responsibility, honesty and caring. Provide an atmosphere free of derogatory or unwelcome comments, conduct or actions of a sexual nature, or actions based on an individual's sex, race, ethnicity, age, religion, disability, sexual orientation or any other legally protected status. Be respectful and cooperative with YMCA staff and others.

### **Other behaviors that are NOT be tolerated in our childcare programs include:**

- Improper exposure
- Abusive, harassing and/or obscene language or gestures
- Threats of harm, physical aggression, violent acts or bullying
- Possessing weapons of any kind
- Damaging or defacing property
- Offensive conduct
- Purposely leaving the area of supervision without permission

YMCA believes all children should experience success. We strive for a group setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits; in such an atmosphere, most behavioral issues are prevented. Your child must be able to function in a group setting as we are not equipped to provide one on one care. However, if behavioral issues occur, our philosophy is to help children learn human values, problem solving skills and to take responsibility for their own choices. By using the following progressive guidance techniques, we strive to minimize inappropriate behavior while creating a positive environment for all our children.

### **Group Management**

Our teachers will manage individual classrooms by:

- Modeling and reinforcing appropriate behavior
- Maintaining consistent supervision
- Setting reasonable expectations for children's behavior based on their development levels and individual differences
- Becoming familiar with an individual child's personal needs
- Providing interesting, challenging, age-appropriate activities to do in a timely manner



### **Redirection/Distraction**

We will offer alternatives to children engaged in undesirable behavior by offering a different toy, suggesting a new activity, engaging the child in an activity with a teacher or another child, or by suggesting independent play.

### **Ignoring Negative Behavior**

Some negative behavior is exhibited by a child to seek attention; however, it can be stopped when it does not get the attention desired. We will utilize this technique unless a safety issue is involved.

### **Verbal Intervention**

The teacher explains to the child the inappropriate behavior, and shows him/her the appropriate way to handle the situation. For example, a teacher might say, "Instead of hitting Sarah, say 'I am angry because you took my truck'".

### **Logical Consequences**

Here, the teacher helps the child understand the logical consequences of his/her actions by removing the object, activity etc. that is causing the problem. For example, if a child uses blocks to hit other children, the consequence is to remove the blocks from the child.

### **Take a Break**

The child is separated from the group, to allow him/her to relax and calm down, and to enable him/her to not be influenced by peers. The process used for "Take a Break" is:

- The child is assisted to an area in the room where he/she can be supervised always.
- The child will have access to activities and materials while in "Take a Break".
- If "Take a Break" occurs two or more times in one day, parents will be notified when the child is picked up at the end of the day.
- The child may return to the group as soon as the negative behavior stops or is significantly reduced.
- If "Take a Break" is not working effectively, the Persistent Inappropriate Behavior Procedure will be instituted.

Through our values based programs, we expect all of our participants to uphold the YMCA values of respect, responsibility, caring and honesty. Please help us in emphasizing the YMCA values and making this a safe environment for all.



### **Persistent Inappropriate Behavior**

Persistent Inappropriate Behavior is any inappropriate behavior which continues after the progressive guidance steps have been used; any behavior which threatens the health and safety of themselves, other children or staff; or a continuous inability to follow the rules and guidelines of our program.

**YMCA uses a progressive guidance system to address behavioral occurrences. This system may include a warning, parent communication, and/or program removal.**

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. We are committed to working with you in the best interest of your child and the rest of the children in our care. Confidential information is shared only with those who need to know.

Individuals who experience or observe inappropriate conduct are encouraged to promptly report their concern to YMCA staff. Every effort is made to ensure that reports are investigated and resolved promptly and effectively.

If you have concerns about the behavior of another child in our program, please discuss the matter with the classroom teacher or supervisor. It is inappropriate for a parent to confront a child or their parent or guardian.

### **Guidelines for Immediate Disenrollment**

Certain behavior may cause a significant risk of harm to the health and safety of themselves, and other children or staff. (For example, a physical assault which results in serious bodily injury, an attempted physical assault which if completed, would result in a serious bodily injury, setting or attempting to set fires, bringing weapons to the center, substantial damage to real or personal property, etc.)

YMCA will dis-enroll any child whose behavior creates a significant risk of harm to the health and safety of themselves, other children or staff, without following the guidance steps outlined above.

The YMCA of Metropolitan Chattanooga expects all adults to conduct themselves in a polite and respectful manner while present in our facilities. We reserve the right to remove adults from the YMCA premises if the adult is causing a disruption, is inappropriate in their language or actions, or is a threat to the safety of the staff. Children or families. We also hold the right to dis-enroll any child from the program if their parents, guardians or any other adult connected to them are exhibiting inappropriate or threatening behavior to any of the YMCA staff, property, children, and families. We will contact the appropriate authorities if we feel there is an immediate threat to the safety of our center by an adult whose child(ren) are enrolled in our center.

## FORMS OF UNACCEPTABLE DISCIPLINE

Our policy does not permit the use of the following forms of discipline: corporal punishment, emotional punishment (including ridicule, embarrassment, or humiliation), punishing a child for lapses in toilet training habits, withholding food, light, warmth, clothing or medical care, physical restraint, other than the restraint necessary to protect a child or others from harm.

## CHILD ABUSE REPORTING LAW REQUIREMENTS

The YMCA staff with Tennessee and Georgia State Laws mandate immediate reporting to the police and/or the Department of Children's Services, any instance when there is reason to suspect the occurrence of physical, sexual, or emotional abuse, or child neglect or exploitation. Notification of parents/ guardians if this occurs is based upon the recommendation of Child Protective Services or the police. Our staff has received training in the recognition and reporting of child abuse and neglect.

## STATEMENT FOR PREVENTION OF ABUSE

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the YMCA. Child abuse is the mistreatment or neglect of a child by parents or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of our concern for the welfare of children and youth, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all employees are screened, and background checks are conducted upon hiring or rehiring. Additionally, employees who have contact with children and youth receive training in recognizing, reporting, and preventing child abuse, which includes training in recognizing signs that a child is being groomed for abuse.



## MEDICATION MANAGEMENT

We will administer medication at licensed sites only if the medication requires that it be given during school hours. Written parental consent is required for us to administer any medication. All medication must be in its original container with dosage properly labeled including your child's full name, date the prescription was filled, medication's expiration date and legible instructions for administration on the prescription label.



## **MEDICAL EMERGENCIES**

The registration form completed to enroll your child in our program included a medical release giving us permission to seek medical attention for your child in case of an emergency. Please update this form in writing as necessary with any changes in home, work or medical emergency contact information.

In the case of life threatening emergencies, a member of our staff will immediately call 911, administer the appropriate First Aid and CPR and notify you as quickly as possible. If you cannot be reached, your designated emergency contact will be notified. If transportation to the hospital is needed, a staff member will accompany your child and will stay with him/her until you arrive.

For minor emergencies and injuries, a staff member will contact you to come and care for your child if additional care is needed. For minor injuries that do not require us to notify you immediately, staff will discuss the incident upon pickup.

Accident reports are completed for our records and recorded in our Injury Log. We are required to notify the Department of Human Services, by phone and in writing, of any serious injuries that require medical treatment, illnesses that require hospitalization, occurrence of food poisoning or communicable disease.

### **Insurance**

While in our program, every precaution is taken to assure your child has a safe and fun experience. If an accident should occur while your child is in the program, please note the YMCA does not furnish accident insurance. All medical bills are the responsibility of the child's parents or guardian.

## **CHILD SAFETY**

As a partner in your child's success, the YMCA of Metropolitan Chattanooga is committed to providing a safe environment for all participants and staff. We work hard to create an environment that is both physically and emotionally safe for children. If at any time you are concerned about the physical or emotional health of your child, please do not hesitate to speak to a staff member or call the Program Director.

## **NO SMOKING POLICY**

Program sites and grounds are smoke free.



## **POSSESSION OF A WEAPON**

Program sites have a zero tolerance policy for possession of a weapon in our programs. A weapon includes guns, pellet guns, knives, pocket knives or club type implements. It may also include a toy that is presented as a real weapon or reacted to as a real weapon or any object converted from its original use to an object used to threaten or injure another person.

## **REGISTERED SEX OFFENDER OF A CHILD ENROLLED IN A CENTER**

The YMCA of Metropolitan Chattanooga screens its members, guests, and program participants for registered sex offenders. If the YMCA of Metropolitan Chattanooga is made aware that a parent/guardian of a child is listed on a registered sex offender database, the site director will be notified and the director will inform the site staff of the situation. Parents who are registered sex offenders are able to enter the YMCA Afterschool Program site for the purpose of enrollment, conferences and to drop-off and pick-up their children from the program site. For the protection of the parent and the children, the parent/guardian must be under the direct supervision of a YMCA staff member at all times when they are at the site. The YMCA of Metropolitan Chattanooga reserves the right to limit or refuse admittance to any center to any registered sex offenders if they do not follow our policy for staff supervision.

## **SUPERVISION OF CHILDREN DURING TRANSITIONS**

YMCA staff are required to do face and name checks when transitions occur. Examples of transitions are moving from the classroom to the playground and back, changing activities, etc. Staff utilizes many different techniques for supervising children during transitions, including the buddy system, roster checks and additional staff to help with transitions.



## EMERGENCY PROCEDURES

The YMCA of Metropolitan Chattanooga regards the safety and protection of children entrusted into our care as top priority. The YMCA has a Crisis Communication Plan, as well as a Crisis Response Team to aid in crisis preparedness and trainings.

### Active Shooter

The YMCA works in conjunction with the schools where Afterschool Programming takes place for emergency protocol regarding active shooter. The YMCA organization follows and trains staff on the "Run, Hide, Fight" plan\* for active shooter scenarios. This approach is recommended by the FBI, DHS, and YMCA of the USA. Specific hide areas and/or protocol may vary by site, and as mentioned above, is subject to protocol in place by the school system. Preparedness for this, and other, emergency scenarios is extremely important the YMCA and we will continue working alongside our school systems regarding protocols.

**RESOURCE:** [https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

### Disaster Plan

A disaster plan has been designed for response to fire, natural disasters and other emergencies. In the event of such disaster, children will be evacuated from the building until it is deemed safe to return by officials. There will be one designated check point station that will be immediately identified after a major emergency for the release of children. All classrooms doors will be locked. Any person picking up a child must be listed on the child's registration form and bring their photo ID at time of pick-up.

- We will provide care for children in the program until parents/guardians can pick them up.
- We will be in contact with parents/guardians or other authorized persons to arrange for pick-up of children via the Site phone or via staff cell phones if necessary.
- It is extremely important that your child's registration form contain current information. To make changes you will need to submit the new information to the Program Director in writing.

## EMERGENCY CLOSURES/INCLEMENT WEATHER

In the event of inclement weather, we may have to close without prior notice. When possible, YMCA staff will use available means to contact parents regarding weather related closures.

Our program follows the school system in which your child attends. Parents will be notified if a site will be closed for inclement weather.

## **CULTURALLY RELEVANT/WELCOMING TO ALL**

The YMCA of Metropolitan Chattanooga Afterschool Programs are committed to providing developmentally and culturally appropriate services that respect, support and reflect children and families in our programs, cultivate understanding and caring among children, families and staff.

At the YMCA, we recruit diverse staff and are committed to providing career development opportunities that include training on culturally relevant practices and building stronger relationships among children, families and YMCA staff.

We are committed to a gender-balanced, non-stereotypical curriculum where all children will be allowed and encouraged to participate in all activities, free from conflict and consistent with the YMCA values. The YMCA staff respect all cultures and belief systems and encourage children to talk about their thoughts in an honest way that promotes positive interactions. Our program encourages families, extended families and the community to share interests, hobbies and cultural information and activities.

## **ADA COMPLIANCE AND SPECIAL ACCOMMODATIONS**

The YMCA of Metropolitan Chattanooga seeks to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical or mental impairment that substantially limits a major life activity, individuals with a record of such impairment or individuals who are regarded as having such impairment. We hope that many of the changes we make to accommodate disabled individuals also will provide us with facilities and services that will better serve all people, not just those with disabilities.

Despite our best efforts, it may not be possible in certain circumstances for the YMCA to accommodate the disability or special needs of a particular child. This occurs in two circumstances:

- The individual's disability or special needs present a significant risk to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; and
- The required accommodation would require a fundamental change to the YMCA's youth programs or otherwise would present an undue burden for the YMCA.

For some children, special accommodation needs may appear later, or may change over time. The YMCA will make ongoing assessments of your child's needs, and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations.

YMCA staff members are encouraging, patient and helpful in paving a pathway for children with mild to moderate disabilities to succeed at YMCA Programs. We are not equipped nor staffed to work with children who need significant assistance with personal care, constant one-on-one support or have great difficulty in managing their behavior in a group setting.

If your child has a significant health issue or a special need, please contact the Program Director to discuss appropriate accommodations.

### **Thank you for enrolling your children in our program!**

We hope this handbook has answered any questions you may have about our program. If you need further assistance, please call the Preschool Director/ Supervisor and we will be glad to answer any other questions you may have. We are glad to have you as a part of our Y family!



## CLEVELAND FAMILY YMCA SITES:

### BRADLEY COUNTY

2:45 – 5:45 p.m.

Black Fox Elementary  
Charleston Elementary  
Hopewell Elementary  
Michigan Ave. Elementary  
North Lee Elementary  
Oak Grove Elementary  
Parkview Elementary  
Prospect Elementary  
Taylor Elementary  
Valley View Elementary  
Waterville Elementary

### CLEVELAND CITY

3:15 – 6:15 p.m.

Arnold Elementary  
Bythe-Bower Elementary  
Candy's Creek Elementary  
Mayfield Elementary  
Ross Elementary  
Ross Elementary  
Stuart Elementary  
Yates Elementary

## NORTH GEORGIA COMMUNITY YMCA SITES:

SCHOOL DISMISSAL – 6:00 p.m.

Cherokee Ridge Elementary  
Rock Spring Elementary  
Rossville Elementary  
Saddle Ridge Elementary & Middle  
Tiger Creek Elementary  
West Side Elementary

SCAN FOR MORE YMCA  
AFTERSCHOOL INFO



### CLEVELAND FAMILY YMCA

220 Urbane Rd., Cleveland, TN 37312  
423.476.5573

### NORTH GEORGIA COMMUNITY YMCA

1735 Battlefield Pkwy., Fort Oglethorpe, GA 30742  
706.935.2226



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

[ymcachattanooga.org](http://ymcachattanooga.org) | [clevelandtnymca.org](http://clevelandtnymca.org)

## YMCA Agreement Form – Please read carefully and sign below. Please initial beside each number.

- |  |  |
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| <p>____ 1. The YMCA considers all registrations without regard to race, color, religion, sex, national origin and presence of medical condition or handicap. However, the YMCA does reserve the right to refuse admission to any child who may require a level of attention beyond that which YMCA programs are designed to accommodate or require specialized training that may prevent YMCA staff from adequately meeting the needs of the child.</p> <p>____ 2. I can provide evidence that my child has the age- appropriate immunizations or a signed affidavit against such immunizations.</p> <p>____ 3. I understand that the YMCA does not provide health insurance coverage for participants. I am responsible for my own coverage.</p> <p>____ 4. The YMCA agrees to provide after school care for my child's Monday-Friday when school is in session between the dismissal of school until 5:45 p.m. (county) or 6:15 p.m. (city). My child will be provided with an afternoon snack each day.</p> <p>____ 5. I understand that YMCA staff and volunteers are not allowed to babysit or transport children at any time outside of the YMCA program. Immediate disciplinary action will be taken by the YMCA toward staff and volunteers if a violation is discovered.</p> <p>____ 6. I understand that enrolling by child in the YMCA program that I have committed to the program for the program term and that I am charged regardless of my child's participation. I understand that in order to remove my child from the YMCA program, I must complete a YMCA exit form at least one week prior to my child's last day of attendance.</p> <p>____ 7. I understand that I am not to leave my child at the YMCA or program site unless a YMCA staff or volunteer is there to receive and supervise my child.</p> | <p>____ 8. I understand that I must escort my child to and from the facility. My child will not be allowed to enter or leave the program with an unauthorized person. Authorized persons must be listed with the YMCA; and arrangements must be made by emailing <a href="mailto:rmcgruder@ymcachattanooga.org">rmcgruder@ymcachattanooga.org</a> at the YMCA office to inform them of a change. I acknowledge it is my responsibility to keep my child's records current to reflect any significant changes as they occur (i.e. telephone numbers, work location, emergency contacts, child's physician, child's health status, and immunization records).</p> <p>____ 9. I understand that should a person arrive to pick up my child who appears to be under the influence of drugs or alcohol, for the child's safety, staff may have no recourse but to contact the police.</p> <p>____ 10. Use of cellphones and smartwatches by students is prohibited.</p> <p>____ 11. I give permission to the YMCA to transport my child to and from field trips, schools, and/or swimming.</p> <p>____ 12. <b>(ONLY APPLICABLE AT THE NORTH GA YMCA)</b><br/>Before any medication is dispensed to my child, I will provide written authorization, which includes: my child, date, name of medication, prescription number, dosage, date of day, &amp; time of day. Medicine will be in the original container with my child's name marked on it.</p> <p>____ 13. The YMCA agrees to keep me informed of any incidents.</p> <p>____ 14. The YMCA encourages parent participation in the program.</p> <p>____ 15. I understand my right to access the program any time my child is in care.</p> <p>____ 16. <b>AFTER SCHOOL CARE LATE PICKUP POLICY:</b><br/>A fee of \$1 per minute will be charged. If late pickup occurs more than once, it can result in termination of child in program for the school year</p> <p>____ 17. I understand the YMCA program will not operate when school is dismissed early.</p> <p>____ 18. I understand that there is an additional \$15.00 per day per child fee for my child to attend the program during teacher-in-service, staff development, parent conferences, etc.</p> |
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### AFTERSCHOOL CARE FAQ

*Weekly payments are by bank draft only. Accounts are drafted on Fridays prior to the week of attendance.*

#### What happens if my bank draft is returned?

You will be charged an additional \$20 Return Draft Fee. You are required to make a payment in full and update new credit card at the main YMCA or service will be terminated.

#### Will I automatically be charged for YMCA School Break Camps & other holidays the schools are scheduled to be closed?

On days that schools are closed for holidays or scheduled breaks, childcare will be held at the Cleveland Family YMCA. You must register and make a payment for your child to attend during breaks or holidays. Payments are not automatically drafted for breaks and holidays.

#### Can my child bring a snack? If so, are there any restrictions on what they can bring?

The YMCA receives after school refreshments from the YMCA Mobile Fit program and these refreshments are included with the program. We make significant efforts to limit food with allergens. While foods containing nuts are strongly discouraged, we cannot guarantee a 100% nut-free or allergen-free environment, and therefore, cannot be labeled as an allergen-free or nut-free facility. If you have questions, please speak with the Program Director. If you choose to send a snack for your child, do not send peanuts, peanut butter, or any product that contains peanuts/peanut oil included. The food program is not available at all sites. Check with your Site Director to see if site qualifies for food program under state regulations.

#### How do I change my list of authorized adults to pick up my child?

The parent or legal guardian can come to the YMCA front desk and make the change in person, or the parent/legal guardian can send an email to Ruby McGrunder at [rmcgruder@ymcachattanooga.org](mailto:rmcgruder@ymcachattanooga.org) stating who is being removed or added to your list of approved adults to pick up your child.

I HAVE READ AND UNDERSTAND THE STATEMENTS ABOVE.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_