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WELCOME LETTER/MISSION STATEMENT

Welcome to the YMCA School Age program, where we are dedicated to providing a high quality, positive experience for you and your child.

The Kettle Moraine YMCA provides:

- Before & After School care for children in Kindergarten through 5th grade (12 years old). Before & After School programs are located at the following sites:
  - Decorah Elementary School
  - On site care at the YMCA is offered for Holy Angels and Cabrini (after school only), Fair Park, McLane, Barton and Green Tree.
  - Holy Angels School (after school only)

- Kids Day Out for children enrolled in Kindergarten (K5) through 5th grade (12 years old). Kids Day Out is full day supervised care at the YMCA when there is a scheduled day off of school.

- Full day Summer Camp for children who have completed Kindergarten through 12 year olds. Summer Camp is located at the following sites:
  - Real Adventure Camp at the Y
  - Great Outdoor Camp at Cedar Lake
  - McLane Summer Camp at McLane Elementary (Will accept 5 yr olds – 12 yr olds)
  - Newburg Summer Camp at Holy Trinity Church

PHILOSOPHY AND GOALS

Our Child Care Programs:

- Provide a positive atmosphere that gives a child the opportunity to grow in a nurturing environment through a variety of learning experiences.
- Provide appropriate experiences that will contribute to the social, emotional, spiritual, physical, and intellectual development of each child.
- Provide a safe and nurturing environment where a child can develop a trust in their environment.
- Provide opportunities and experiences which will help each child develop at their own pace and to their fullest ability.
- Provide support to families through open communication and consultation with community resources.
- Emphasize the values of Caring, Honesty, Respect, and Responsibility.
- Provide guidance that helps children and families develop healthy behaviors including nutrition and physical activity.

The YMCA School Age Program does not permit discrimination because of race, color, sex, age, disability, or national origin.

KETTLE MORaine YMCA MISSION

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

ENROLLMENT/ADMISSION POLICIES

- Registration form with registration fee (First week’s payment is also required for camp)
- Immunizations
- Emergency Contacts/Health History Form
- Parent Handbook Acknowledgment
- Changes in address, telephone number and emergency contacts must be made at the time of change.
- Other forms may apply per program

The YMCA school age programs are licensed through the Department of Health and Family Services, Division of Children and Family Services for children K5-12 years of age. HFS 46-Licensing rules for Group Day Care Centers will be posted at the center for parent review. A copy will be available upon request at all School Age programs. We don’t discriminate on the basis of race, color, religious affiliation, creed, national origin, ancestry, sexual orientation or socio-economic status. Financial support is available based on both the individual’s ability to pay and the YMCA's ability to fund and provide services through our Annual Scholarship Campaign. Washington County Department of Human Services must be contacted prior to application for financial support with the YMCA.
**ACTIVITIES**

**Curriculum**
- Large/Small group activities
- Morning/Afternoon snack time
- Team building
- Self esteem/positive self image development
- Social Interaction
- Self expression/communication skills
- Creative expression
- Physical development

**Swimming Lessons (where applicable)**
- At the start of each session, new children will be tested by the Aquatics staff regardless of past swim experience.
- Progress reports will be provided by the Aquatics staff at the end of the session.
- Swimming suit and towel should be packed. Optional items to pack are comb or brush, plastic bag for wet items and sandals (if desired).
- Multiple absences may result in dismissal from the swim lesson program.

**Youth Fit for Life™**
- Appropriate clothing (shorts under skirts or dresses for girls) and tennis shoes are required.
- Information about skills and activities learned will be sent home for your knowledge.

**Field Trips (Kids Day Out and Summer Camp only)**
- Parents will receive advance notice of any field trips to be taken by the program.

**ATTENDANCE**

**Arrival**
- The center will open at 6 A.M.
- Parents MUST accompany children into the building in the morning and need to sign the children in on the appropriate form every day.

**Departure**
- Parents MUST come into the site to sign their child out by 6:00pm.
- Only authorized individuals listed on your child’s emergency contact forms may sign out your child.
- All individuals will be asked for identification until they are recognized by staff. This is for your protection and your child’s.

**Absenteeism**
- It is imperative that we are notified if your child will not be in attendance on a normally scheduled day. We will contact the families within 1 hour of the child’s expected time if they aren’t in attendance. Please call your child’s specific site to report an absence.
  - Before & After School:
    - Decorah (262-343-2174)
    - Holy Angels (262-343-2175)
    - West Washington (262-247-1046)
  - Summer Camp:
    - Great Outdoor Camp at Cedar Lake (262-343-2174)
    - YMCA Real Adventure Camp at the Y (262-247-1046)
    - McLane Camp at McLane Elementary (262-343-2175)
    - Newburg Camp at Holy Trinity Church (TBA)
Late Pick-up (after 6pm)

- If there is an emergency that will result in your late arrival, please let us know as soon as possible so that we may plan staffing accordingly and reassure your child.
- Chronic late pick-ups are grounds for dismissal from our program.
- LATE PICKUP FEES are as follows: $10.00 for the first 15 minutes and every minute after that will be an additional $1.00 per child.
- If your child is not picked up by 6:30 pm, the local authorities will be called.

Bus Pick-Up (YMCA location only)

- It is imperative that during Before & After School hours you are available at the phone number you list on the bus release form.
- If your child is not in the Before & After School bus line and you have not followed the policy of calling us, then we will take the following steps at the time of pick up:
  - We will call the phone number on the bus release form.
  - We will call any other emergency contacts.
  - We will contact the school office to see if your child was previously signed out.
- If we are unsuccessful on finding out the location of your child after following these steps the bus will then leave the school.

School Closing Due to Weather Advisories

- Childcare, for days when school closes due to weather, will only be available to children who are presently enrolled in our Before & After School program for an additional cost. Since care is offered, no credit for Before and After school fees will be given if your child does not attend.
- If school is cancelled before 6am because of weather advisory, there will only be a program at the YMCA West Washington location. Drop off will be located at the Discovery Center (small building on your way up to the YMCA) before 8 am. Please bring a bag lunch along with swimsuit and towel.
- If school is closed due to weather advisory after 6am (when children may already be in attendance), we will run our programs at your child’s specific site.

Days Off of School

- Our Before & After School program does not run when school is scheduled to be closed.
- Kids Days Out is the YMCA’s program that operates on these days at the YMCA West Washington location. It is a separate program from Before & After School and must be registered and paid for separately.
- Arrival & Departure Policies and Late Pick-up fees apply.

PROGRAM AND CURRICULUM

CHILD GUIDANCE

Positive Guidance for Children

- Staff will give children clear-cut guidelines and rules each day regarding activities.
- Rules will be flexible enough to consider individual children’s personality, needs and maturity levels.
- Staff will exemplify good models of behavior.
- Praise and positive reinforcement will be given to children who display patterns of appropriate behavior.

Redirection of Children

- Reminders will be given to children in a positive manner as to what is acceptable behavior.
- If a problem persists, the child will be excused from the area and the teacher will discuss the problem through the use of a “Stop and Think” slip with the child before he/she can re-enter the group.
- If a behavior problem persists, the parent will be asked to have a conference to discuss what may be helpful in motivating the child to behave in an acceptable way. A behavior plan is developed by all those involved, which may result in dismissal from the program.
WE ARE A BULLY-FREE ZONE

The Kettle Moraine YMCA is determined to provide a safe and fun environment for all participants, free from bullying and other possible negative behaviors that disrupt a positive school age care experience. In the event that a participant exhibits any of the following negative behavior(s), it may result in a behavior plan and/or dismissal from the program:

- Verbal bullying including but not limited to: derogatory comments, calling another child bad names, or teasing
- Bullying through social exclusion or isolation
- Physical bullying such as hitting, kicking, shoving, and spitting
- Bullying through lies and false rumors
- Having money or other things taken or damaged by students who bully
- Being threatened or being forced to do things by students who bully
- Racial bullying
- Sexual bullying
- Cyber bullying

Please contact your Site Director if you feel any bullying is occurring so that it may be addressed immediately.

Child Abuse Prevention

The health and well-being of your children is essential to the Y. The Y has developed a policy on Child Abuse Prevention that includes:

- Parents are encouraged to visit program sites at any time and do not need to make an appointment to do so. Please note, some centers have locked entrances and individual security codes are used to enter (site specific).
- Parents will be informed about child’s program participation.
- Staff and volunteers will be alert to the physical and emotional state of all children. When any sign of injury or suspected abuse is detected, the director will be notified immediately and a report will be made to the appropriate authorities.
- Y staff will not release a child to anyone other than the authorized parents/guardians or other individuals authorized, in writing, by parents. Sign-in/out logs will be maintained on a daily basis and kept on file.
- We do our very best to help children develop positive means to solve any issues. It is the policy of the Kettle Moraine YMCA Before and After School Program to prohibit the following types of punishment:
  - Spanking, hitting, pinching, shaking or inflicting any other form of corporal punishment.
  - Verbal abuse, threats or derogatory remarks about the child or his/her family.
  - Binding, trying to restrict movement, or enclosing in a confined space.
  - Withholding or forcing meals or snacks.
- Reference Checks on all prospective Y Employees will be conducted, documented and filed prior to employment. Criminal record checks are conducted on all staff and volunteers working with children.
- Staff training will include information about signs of Child Abuse and the appropriate procedures for responding to the suspicion of abuse.

Dangerous Items

Firearms, ammunition and other potentially dangerous items are prohibited in the center. Our premises are also drug, alcohol and tobacco free. We also request that you refrain from cell phone use while in the center.

Parent Involvement

Program sites are always open for visits and observations by parents. The staff is available to talk with parents about their child at pick up or drop off about concerns they may have about any aspect of the program. Additionally, parents and children will be given the opportunity to evaluate the program, staff and facility. If there is a problem at the site, please broach the subject with the appropriate staff person first. If further conversation is needed, please contact the School Age Director Cindy Bellon (cbellion@kmymca.org) at 262-247-1049. If you feel the problem is not solved at this level, please contact the Child Care Director Sue Lorenz (slorenz@kmymca.org) at 262-247-1007.
Snacks/Lunch

- Breakfast and an afternoon snack will be provided with a menu available for review in our Before & After School program and Kid’s Day Out program. Please send your child with a bag lunch during Kid’s Day Out and days that school is cancelled due to weather advisory as lunch will not be offered. Breakfast, lunch and an afternoon snack will be provided for Summer Camp. The nutritional value of the meals and snacks we provide will meet Wisconsin state guidelines as we participate in a Government Food Program.
- When sending bag lunches, they must meet Wisconsin state guidelines and contain one meat or meat alternative, at least two servings of vegetable and/or fruit, and a grain/bread. Milk will be provided by the YMCA during meal times.
- Due to the increasing number of nut allergies, please make sure that any food sent with your child containing nuts is labeled.
- Any food allergies should be reported on the Immunization and Health History form and should be verbalized to staff. A substitute snack will be provided or you may bring your own.
- “In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.” “To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free 866-632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.”

What Not to Bring

- Children should not bring toys from home as they could become lost, stolen, broken or mixed up with our equipment. We are not responsible for personal property that is lost, stolen or broken.
- If children need to bring something for school, they will be asked to keep the item in their backpack.

Clothing

- Please be sure that weather appropriate clothing is available for indoor and outdoor play (Coats, boots, snow pants, hat and mittens are required for winter play).
- If your child is prone to accidents, please send additional undergarments, pants and socks.
- Proper shoes for physical activity.

EMERGENCY & MEDICAL

Injury/Medical Emergency

- You will be notified at pick-up for minor injuries.
- If your child receives a severe injury at the program, the teacher will take the following steps to obtain emergency medical care. These include, but are not limited to, the following:
  - Attempt to contact the parents or guardian directly.
  - Attempt to contact emergency contacts on forms.
  - If we cannot contact you, we will call an ambulance.
  - In the event of a serious emergency, 911 will be called first.

Illness

- Parents MUST notify the center when a child will be absent from the program due to illness.
- The YMCA is not licensed to provide sick child care. Children who are displaying the following symptoms should be kept at home or will be asked to leave the program if symptoms occur after drop off:
  - fever over 101 degrees
  - diarrhea
  - vomiting
  - requiring too much one on one attention or can’t participate in physical activity
  - is clearly uncomfortable
  - unexplained rash appears
  - head lice – must be nit and egg free – child will be checked upon re-arrival
Illness Con’t

- If a child becomes ill at the program, a parent/guardian will be contacted to take him or her home. Until a parent/guardian arrives, the child will be isolated, within sight and hearing distance of an adult. If a parent/guardian cannot be reached, the staff will contact the emergency contact person listed on the child’s form. Because we are not licensed to provide sick care, a parent or emergency contact person must pick up the child within one hour after being contacted. Failure to do so will result in a $20 per hour charge.
- If a child has no apparent symptoms of illness but clearly displays significant behavior changes and is clearly uncomfortable and not able to participate in program activities, a parent will be called to pick up the child.
- To ensure proper child/staff ratio, children may not be able to stay inside during outdoor playtime. If your child needs to stay inside for a few days for health reasons, please keep him or her home.
- If a communicable disease is reported to the program, it will be posted to inform you of its presence and to allow you the opportunity to watch your child for symptoms.

Medication

- Medications (prescription and over the counter) will not be dispensed unless written authorization (state form provided by the YMCA) is filled out.
- Our authorization to administer medication state form must include written instructions as to medication quantity, administration times, name and phone number of doctor and any other directions for use. This form is available on the Kettle Moraine YMCA website (www.kymca.org) under Programs/ Youth Development/ Before & After School tab or for pick up at your specific childcare site.
- Medication cannot be given “as needed” unless a doctor’s note is attached to the Authorization to Administer Medication form.
- Medication must be in the original bottle or packaging, labeled with your child’s name.
- Medications must be handed to a teacher to be placed in a secure container. Please do not leave medications in backpacks. This includes inhalers, cough drops and Chap Stick.

Emergency Evacuation

- Plans for emergency evacuation are specific to each YMCA site. The plans specify escape routes and shelters in the event of fire or tornado.
- Tornado and fire drills will be held monthly in accordance with Wisconsin licensing regulations.

TUITION & PAYMENTS

Withdrawal or Schedule Change Request

At the Parent’s Request:

- Two weeks notice of withdrawal is required in writing to the School Age Child Care Director.
- Two weeks notice is required for a schedule change which affects the number of days your child attends.
- You must fill out an approved schedule change request form that can be obtained from your Site Coordinator to make any changes to your child’s schedule. (Families attending Before & After School care are entitled to 2 approved change requests per child each semester. Families attending Summer Camp 5-8 weeks receive 1 approved change request per child. Families attending Summer Camp 9-12 weeks receive 2 approved change requests per child.)

At YMCA’s Request:

- Notification period to withdrawal is not required if the withdrawal is required by the YMCA program.
- The YMCA reserves the option to withdraw a child for any of the following reasons:
  - Non-payment of fees as agreed upon.
  - Repeated late pick up of child(ren).
  - Failure to provide program with forms or current medical information as stipulated by state licensing and this handbook.
  - Continuous disciplinary problems.
  - Hostility by parents toward YMCA staff or volunteers.
Payment Policies

- All families are required to participate in automatic payment options, unless they receive state assistance.
- Schedule change request forms are to be used for changes in schedule or withdrawals. Notice in the form of a schedule change request is required two weeks prior to any change that would affect billing. Please put any changes to your child’s schedule that would not affect billing in the parent notebook. Extenuating circumstances do occur and we will do our best to help you with these if child care will be affected.
- Fees are based on your registration schedule. You are required to pay for the schedule you registered for, whether or not your child attends.
- Credits will be given only after five consecutive days of absence due to documented illness. All consecutive days absent after five days will receive full credit. If your child is ill five or fewer days before returning to the center, you will be charged for all days absent. After a prolonged illness you may need a physician’s release to return to the center.
- Full Credit will be given for in-patient hospitalization of a child. A written notice from the attending physician indicating which days the child was hospitalized may be required.
- Credit will be given for days absent due to death in the immediate family – father, mother, brother, sister or grandparent. A maximum credit of three days will be allowed.
- Late Pickup Fees are as follows: $10.00 for the first 15 minutes and every minute after that will be an additional $1.00 per child.
- No payment is required for the days that school is scheduled to be closed (holidays, teacher conferences or in-service days).
- Since care is offered, no credit for Before & After school fees will be given if your child does not attend on days that school is closed due to weather advisories.
- There is a $20 fee for NSF returned checks or when we are unable to draw funds through your elected automatic payment. The balance due and the $20 fee is due in cash before your return to the program.
- Financial support is available based on both the individual’s ability to pay and the YMCA’s ability to fund and provide services through our Annual Scholarship Campaign. Washington County Department of Human Services must be contacted prior to application for financial support with the YMCA.
- Failure to pay fees before care is provided may result in a $10 late payment fee and suspension or termination from our program. If you are having difficulty making payments, we want to help. If you have any questions or concerns regarding billing please contact the Childcare Billing Coordinator Chris Polster (cpolster@kmymca.org) @ 262-247-1056.