

afterschool THE YWCA WAY

Afterschool Care Handbook
2011 - 2012



eliminating racism
empowering women

ywca

greater triangle

(919) 834-7386
www.ywcatriangle.org



**GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED.**



Our Goals

To promote a sense of self-worth

A positive concept of self is the bedrock of all learning and growth.

To foster independence and self-discipline

These two ingredients are necessary for problem solving and achievement.

To provide opportunities for success

This encourages healthy risk-taking and decision-making.

To meet each child's individual needs

This concept is vital in building a child's trust and respect for others.

Child Care Philosophy Statement:

YWCA Youth Programs will provide a warm, caring environment where your child is loved and accepted unconditionally. We are inclusive of all children regardless of race, ethnicity, economic status, religious background or family composition. Staff members strive to create a place of both reliable security and the stimulation that fosters exploration and growth. We believe in praise and positive reinforcement in our dealings with children. Healthy interactions with adults and peers will help develop good self-concepts, problem-solving abilities and self-discipline.

YWCA Mission

The YWCA of the USA is a women's movement nourished by its roots in the Christian faith and sustained by the richness of many beliefs and values. Strengthened by diversity, the Association draws together members who strive to create opportunities for women's growth, leadership and power in order to attain a common vision: Peace, justice, freedom and dignity for all people.

The YWCA will thrust its collective power toward the elimination of racism wherever it exists and by any means necessary.

YWCA Zero Tolerance Policy

The YWCA, in adherence to its mission, will not tolerate any discriminatory behavior and/or acts, whether on or off the YWCA premises, from staff, members, volunteers, donors or participants. It is the expectation of the YWCA that all people will be treated with dignity and respect and that their actions will reflect sincerity and integrity. Any violation of this policy or actions that are not in adherence to the policy can lead up to and may include termination of employment and/or association with the YWCA.

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Introduction to the YWCA Greater Triangle, Inc.

Thank you for choosing the YWCA Greater Triangle, Inc. as the provider of your child's afterschool care. We look forward to working in partnership with you as we strive to meet the needs of our most important resource -- our community's children. Each of our programs, led by a youth services coordinator, selects and trains staff to work with your child(ren). YWCA program staff serve as role models and support systems, in order to create an accepting and inclusive environment that:

- Allows children to develop healthy behaviors.
- Leads to improved academic performance.
- Expands their social and emotional capacities.
- Creates opportunities for appreciation of themselves and others.

Program staff receive training and active supervision for their roles. As the YWCA's Mission and values indicate, we do expect all staff and program participants to treat all people with dignity and respect and we will honor that expectation by taking immediate measures to address instances in which this does not occur.

We value your input and insight into our programs and provide opportunities to ensure you have adequate opportunities to provide feedback and information. Program evaluations are done twice a year, requesting input from both your child and yourself. Program staff are also available, at any time, to talk with you regarding your child or the program.

Ages and Hours

The program serves children ages 5-13 years. If your child is younger than five years, please see a youth services coordinator for State of North Carolina approved exceptions. Services are provided from the time school is dismissed until 6:00 p.m. on school days, and 7:30 a.m. – 6:00 p.m. at the Hargett Street location on teacher workdays and school holidays.

Admission Requirements and Forms

Children are officially enrolled after completion of the required forms. At registration, an afterschool program packet is given to each family. This packet includes a welcome letter, enrollment form, afterschool program policies and procedures, behavior management and discipline policy, registration and payment policies and this afterschool care handbook.

Calendar/School Closings

The YWCA afterschool program follows the Wake County Public School System calendar. The YWCA offers full-day programming on teacher workdays and during the modified year-round track out periods. There is an additional fee and reservations must be made in advance. YWCA afterschool program fees include care on early release days.

Emergency school closings due to inclement weather are observed. Although we cannot ask staff to report to work when road conditions are hazardous, we will make every effort to reopen the Hargett site as soon as conditions have improved. Offsite programs will resume when the Wake County Public School System resumes service. Announcement of YWCA program closings will be made on local radio and television stations. If in doubt of our operational status, please call for confirmation. Please try to pick up your child(ren) early when inclement weather occurs.

YWCA Holidays (no care provided)

New Year's Day (New Year's Eve – close at 3:00 p.m.), Martin Luther King's Birthday, Good Friday, Memorial Day, July 3rd, Labor Day, Thanksgiving (Thurs. & Fri.), Christmas Eve and Christmas Day

The YWCA of the Greater Triangle will notify families at least 3 weeks in advance of other closings, such as staff training days.

Fees

Monthly afterschool care costs are based on 180 days of school and divided into 9 equal payments. Payment can be made by payment in full, credit card or bank draft. For bank draft, accounts are drafted on the first of each month, beginning in September and ending in May.

Hargett and Powell	Monthly Rate	Monthly Rate	Daily Rate
	First Child	Second Child	Per Child
Afterschool Care (5 Days)	\$160	\$150	\$25
Afterschool Care (3 Days)	\$120	\$100	\$25
School Holidays, Teacher Workdays, and Track Out			\$25

Availability of Financial Assistance

The YWCA Greater Triangle makes every effort to support families in need of financial assistance; however, financial assistance is awarded based on availability of funds. Please pick up an application from the youth services department or at the reception desk.

The YWCA cannot prorate fees due to vacation, illness or any other absences.

Activities

The YWCA afterschool program offers a wide variety of activities that engage children. Activities may include: homework, cooking, creative arts, indoor and outdoor games, multi-cultural activities, science and nature, and computers.

An important feature of the YWCA's afterschool program is child activity selection. This feature is regularly structured into the program with "kid's choice." By exercising their choices, children not only get to do the activities they find interesting, but they also learn decision-making and time management skills.

Communication

We encourage open communication between staff and parents in order to meet the needs of the children we serve and invite you to visit the program at your convenience. A monthly newsletter provides information about specific activities, items that need to be brought from home, and upcoming events. We will also hold quarterly parent meetings/special family events so that we can continue to build relationships with the families we serve. Information is also made available next to the sign-out sheets and through notes sent home. Please feel free to contact a youth services coordinator about any concerns or questions you may have.

Each participant has a file that contains his/her registration form along with signed copies of incident and injury reports and other materials specific to the child. Please let a youth services coordinator know when information changes during the year (address, phone numbers, etc.) Parents are welcome to see their child's folder at any time.

Parent Involvement

Parents are always welcome to observe their children in the program. Our staff reserves the right to refer the parent to the youth services coordinator if his/her presence is disruptive to the group.

If you are interested in volunteering with the YWCA afterschool program, please notify a youth services coordinator. There also is an effort to collect clean and functional items such as toys, games, puzzles and books. Craft items are always welcome as well. Items include:

Beads, yarn, cloth scraps, buttons, ribbons, coffee cans, corks, sponges, paint brushes, straws, strings, crayons, thimbles, magazines, baby food jars, egg cartons and stamps.

Behavior Management and Discipline Standards

The YWCA Greater Triangle, Inc. is committed to ensuring that program participants are provided quality program services in a safe and well-supervised environment. In order to maintain an atmosphere conducive to quality service delivery, behavior and discipline management standards have been adopted to encourage appropriate participant behavior. Based on this belief, the following behavior and discipline standards are practiced:

We the Staff and Volunteers of the YWCA:

1. Do praise, reward and encourage the children.
2. Do reason with and set limits for the children.
3. Do model appropriate behavior for the children.
4. Do modify the children's environment to prevent problems before they occur.
5. Do listen to the children.
6. Do provide alternatives for inappropriate behavior to the children.
7. Do provide the children with natural and logical consequences of their behaviors.
8. Do treat the children as people and respect their needs, desires and feelings.
9. Do ignore minor misbehaviors.
10. Do explain things to children on their levels.
11. Do use short supervised periods of time-out.
12. Do stay consistent in our behavior management program.

You the Participant of YWCA Afterschool Programs:

1. Will speak nicely.
2. Will walk in the building.
3. Will keep hands, feet and objects to yourself.
4. Will put things away neatly after each activity.
5. Will be courteous to everyone.
6. Will stay in your area.
7. Will stay involved with your activity.
8. Will wash hands before eating and after using the bathroom.

9. Will respect the property of others.
10. Will follow transportation rules.
11. Will follow staff directions.

We the Staff and Volunteers of the YWCA:

1. Do Not spank, bite, punch, push, slap or otherwise physically punish the children.
2. Do Not make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse children.
3. Do Not shame or punish the children when bathroom accidents occur.
4. Do Not deny food or rest as punishment.
5. Do Not relate discipline to eating, resting or sleeping.
6. Do Not leave the children alone, unattended or without supervision.
7. Do Not place the children in locked rooms, closets or boxes as punishment.
8. Do Not allow discipline of children by children.
9. Do Not criticize, make fun of, or belittle children's families, any ethnic groups or individuals with disabilities.

You the Participant of YWCA Afterschool Programs:

1. Will Not dress in a manner that is provocative, indecent, or obscene.
2. Will Not verbally abuse and/or disrespect others.
3. Will Not engage in sexually harassing behavior towards others.
4. Will Not fight.
5. Will Not assault you or others.
6. Will Not engage in disruptive behavior.
7. Will Not possess or use any weapons or other objects that can be considered dangerous instruments.
8. Will Not steal, attempt to steal or knowingly possess stolen property.
9. Will Not intentionally damage, attempt to damage or deface the property of others.
10. Will Not possess or use any illegal substances.
11. Will Not violate established transportation safety rules and regulations.

Rationale

Praise and positive reinforcement are effective methods in the behavior management of children. When children receive positive, non-violent, understanding interactions from adults and others they develop good self-concepts, problem solving abilities and self-discipline. If child(ren) demonstrate unacceptable behavior, conferences will be held, as appropriate, with a youth services coordinator, senior staff and parents. Your cooperation in supporting the YWCA's expectations of program participants will greatly enhance your child's experience. The YWCA reserves the right to dismiss program participants.

Health and Safety

The YWCA strives to ensure a safe environment for all children; however, accidents do occur. When an accident or incident occurs, the child(ren) are treated with the proper care, the parent is notified as quickly as possible, and an incident report is completed. Please note: parents are responsible for payment of any medical bills related to accidents and injuries incurred during a YWCA program.

Medications: YWCA afterschool staff will administer prescription medications with written permission from the parents. All medications must be in the original prescription container with pharmacy label.

Illness: Children who become ill may not remain in the program. A youth services coordinator will contact a parent to pick up the child. As a courtesy to the staff, please call if your child will be absent due to illness.

Snacks

Each day the YWCA will serve a nutritious snack at no additional cost to the family. If your child has any special dietary needs or allergies, please inform the youth services coordinator. Please note: The YWCA does not provide lunch or snacks on Teacher Workdays and School Holidays. Lunch and two snacks are the responsibility of the participant's family.

Child Accountability

A YWCA program staff member checks in each child as he/she arrives to the program.

Child Pick-up and Drop-off Procedures

Children will be released only to individuals listed on the registration form under the release authorization section. Be sure to notify us in writing if there are any changes in your child's release authorization. If there is a person (other than a stranger) that may not pick up your child under any circumstances, please notify a youth services coordinator. As an added safety precaution, whoever picks up your child may be asked to provide a picture I.D. and sign the sign-out roster located in the lobby. *Parents may pick up a child at any time after she/he arrives until 6:00 PM. Children are not allowed anywhere in the building without adult supervision.

Arrival (Teacher Workdays and School Holidays)

- Bring your child into the building.
- Sign your child in.
- Escort your child to the cubby to place belongings.
- Escort your child to the restroom if needed.
- Drop off your child to his/her assigned activity area.
- **Please DO NOT drop off your child at the entrance or the parking area**

Departure (Each Day of Service)

- Come inside the building.
- Identify yourself and your child's name
- Sign your child out while a YWCA program staff person pages your child.
- You and your child should leave the building and grounds together.

Withdrawal from the Program

To discontinue participation in the program written notification must be received 30 days in advance of the month dropping. Failure to provide documentation or forward the documentation within the designated time frame will result in the parent being responsible for payment of the full monthly fee for that month. The Director of Youth Services or the Accounting Manager must approve all other changes or refunds.

The YWCA Greater Triangle may immediately terminate a child's enrollment for the following conditions:

- If, in the judgment of the YWCA, the child's behavior threatens the physical or mental health of the other children in the program.
- Program, late or other fees are not paid when due.

If enrollment is terminated due to behavior, you will receive a refund of the program fee, prorated on a daily basis, for the period remaining.

Fees for Late Pick-up

Parents are expected to pick up their children by 6:00 p.m. each day at YWCA Youth site.

A Late fee of one dollar (\$1) per minute starting at 6:01 p.m. will be assessed, based on the site your child attends. Late fees must be paid at the time of pick up.

When you are running late, please call in order to relieve your child of any "I've been left" anxiety, and to give an estimate of when you will arrive at the YWCA. Your promptness and courtesy will be greatly appreciated. Chronic tardiness will not be tolerated. After the first late pick-up of more than 10 minutes, your child will be suspended from the program for the following day. On the third incident, the child will be suspended from the program indefinitely. Parents who have not made contact with the YWCA Youth Department Staff, and children who have not been signed out or picked up by 6:30 p.m., will be in the custody of the Wake County Police Department.

Lost Items

Children should have all personal items marked with their names. The YWCA of the Greater Triangle is not responsible for the loss of personal items. Please do not allow your child to bring toys or games to the program. A lost and found box is kept at each site. Any items turned in or found will be placed in this box; however, please note that the box is emptied periodically.

Other Information

Be sure to get a copy of the YWCA Programs and Services Guide to learn about other activities available to your family as members of the YWCA.

Afterschool the YWCA Way

Thank you for choosing to participate in the YWCA Afterschool Program. Our goal is to help youth achieve academic success, while developing positive values, a healthy self-esteem, good habits and a sense of purpose. We believe you and your child will find Afterschool the YWCA Way to be a truly rewarding experience.