



# PLAY LEARN GROW WITH US



## Licensed School Age Program Parent Handbook

### Family YMCA of the Desert

43-930 San Pablo Ave  
Palm Desert, Ca 92260  
760-341-9622

#### Proudly Serving Families at the Following Locations:

Amelia Earhart (760) 902-1746 License # 334810126	Carter Elementary (760) 346-7171 License # 334803331	Ford Elementary (760) 902-1754 License # 334800967
La Quinta Child Development Center (760) 564-2848 License # 334803769	Reagan Elementary (760) 902-9127 License # 334817831	

Dear Parents,

We welcome you and your family to the YMCA of the Desert Licensed School Age Program. We are delighted that you have chosen our program for your child. We would like to extend an open invitation for you to visit our center. We want you to feel free to be part of our school age program, offering suggestions, comments and moral support. We are committed to working with families to provide a loving, nurturing, and fun experience for all children.

The child care program is designed to meet the needs of working parents and their children by providing a safe, stimulating, and wholesome environment. Our mission is to help your children develop positive identities, values, social skills, and a commitment to life-long learning.

This handbook will assist you in understanding the philosophy, policies and procedures of our program. Please read the handbook carefully and retain it for future reference. If you have any questions about the policies and/or procedures in the handbook, please do not hesitate to ask.

Again, welcome to the YMCA Licensed School Age Program!

A handwritten signature in cursive script that reads "Candace Leonard".

Candace Leonard  
Director of Licensed Programs

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## WHAT THE YMCA IS ALL ABOUT

### **MISSION STATEMENT**

The mission of the Family YMCA of the Desert is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all.

### **PURPOSE & PHILOSOPHY**

The licensed school age program is designed to meet the developmental needs of school-aged students, as well as support, motivate, and nurture them. The program focuses on facilitating the child's sense of industry, promoting a sense of competence, creating an environment conducive to positive peer interaction, challenging children to grow in imagination, creativity, self-directed initiative and leadership, while keeping them safe under the guidance of a nurturing and caring staff.

We believe that all children are capable of learning. All children are unique individuals and deserve our respect. All children should be able to relate to and be proud of their own culture, as well as respect and relate to other cultures around them. Instilling and nurturing these qualities within each individual child will enable them to become outstanding citizens of tomorrow.

### **PROGRAM GOALS AND OBJECTIVES**

Our goals and objectives as child development providers are to contribute to the child's total development. We are sensitive to the fact that developmental ability and personalities can vary widely at any age. We help children to build self-control by learning to follow rules, sharing, taking turns, and working in a group. All in all, our goal is for each child to be able to grow physically, emotionally, socially and mentally.

In order to attain the above goals, the staff will help the child:

- Gain pride in their own cultural background
- Learn to work and play independently
- Learn to live and play effectively with other children and to value one's own rights and the rights of others
- Develop self-identity and a view of themselves as having competence and worth
- Realize opportunities to strive and succeed physically, intellectually and socially
- To wonder, seek answers, question, explore and to be curious while exploring their environment
- Strengthen physical skills, using large and small muscles
- Grow in ability to express feelings and to understand the difference between feeling angry and feeling empathy for others

### **CHARACTER DEVELOPMENT**

The Y of the USA has a commitment to character development. The YMCA maintains that families are the key to character development. Parents and other caring adults have the primary responsibility to teach their children the values they feel are important.

The Y will support families in character development by challenging children to accept and demonstrate positive values. We will do this by providing an environment, role models and activities conducive to character development. We will keep parents informed and involved as well as challenge all adults to be positive role models and valuable educators.

The Y has adopted the following four values: Honesty, Caring, Respect and Responsibility.

The Y challenges all parents/guardians to accept and demonstrate Honesty, Caring, Respect and Responsibility.

### **ENSURING PROGRAM ACCESS FOR ALL CHILDREN**

The Family YMCA of the Desert does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability in determining which

children are served. The program refrains from religious instruction or worship. Questions regarding this policy may be directed to the Palm Desert YMCA at 760-341-9622.

The Family YMCA of the Desert, in keeping with its mission to help all people realize their fullest potential, encourages and supports the participation of all children in YMCA child care programs. Consideration is given to the individual needs of every child and the reasonable accommodation of the program to meet those needs.

The Family YMCA of the Desert works together with Community Care Licensing to provide a safe and nurturing environment for the children served under the guideline of Title 22 regulations.

## **FINANCIAL POLICIES AND PROCEDURES**

### **REGISTRATION**

- You may choose one of the three plans we have to offer—before school, before & after school or after school. Each plan has the option of 3 or 5 days per week. We provide a full/part day drop in rate; however, we do not have an hourly rate. The 3 day option has limited space available.
- A non-refundable, non-transferable material/registration fee of \$135.00 is charged annually for the first child within the family, \$30 for the second child and no fee for the third or more enrolled. A re-enrollment fee of \$55.00 per child is charged if your child drops from the program for any length of time and re-enrolls within the registration year. *Fees cover the operation of the center, facility rental, staff salaries, supplies, curriculum materials, snacks, water, electricity, etc. We need everybody to be responsible for his or her childcare payment so that we can continue to give the quality child care our children deserve.*
- The registration packet must be completed before the first day of attendance prior to your child attending our program.

### **PAYMENT SCHEDULE**

- Monthly payments are due on the 25th of each month for the next month. If the 25th falls on a weekend or holiday, the payment is due on the last school day prior to the 25th. Any payments not paid by the 25th will be assessed a \$20.00 late fee. Available spaces in the child care program are opened to the wait list on the 1st of each month.
- Semi-monthly payments are due on the 25th for the 1st – 15th of the following month and on the 9th for the 16th – 31st of that month. Any payments not paid by the 25th and 9th for semi-monthly will be assessed a \$20.00 late fee. Available spaces in the child care program are opened to the wait list on the 1<sup>st</sup> and 16<sup>th</sup> of each month.
- Checks or money orders are to be made payable to the Family YMCA of the Desert.
- Cash payment must be for the exact amount. The sites cannot make change but they can apply any credit to your next payment.
- Visit our website at [www.ymcaofthedesert.org](http://www.ymcaofthedesert.org) to pay online and view other exciting programs.
- Parents/guardians receiving Third Party assistance through the state are responsible for all fees not paid by the Third Party Agency.
- Adjustments to child care fees will not be made.

### **FINANCIAL ASSISTANCE**

Applications are available to all participants in need of financial assistance for registration or program fees. Financial Assistance is valid for one year and it is the responsibility of the parent to resubmit the financial assistance forms. Individuals may be asked to provide the Y with current financial information during the term of their financial assistance agreement. Everybody receiving financial assistance must keep their payments current or their assistance will end. Financial Assistance is limited to funds available.

## **RETURNED CHECKS**

There is a \$25.00 service fee for all returned checks. The second time that a check is returned, all future fees must be paid with a money order or cash.

## **PAYMENTS FOR VACATION / SICK TIME**

There are no adjustments to the monthly/semi-monthly childcare fees for absence or non-participation. Payment is still required. There are no fee credits or adjustment made for vacations, illness of participants or days which the provider is closed.

## **REFUND POLICY**

Refunds are only given if the YMCA cancels a program.

## **CHILDCARE EXPENSE AND TAX REPORTING**

As a licensed childcare, expenses for the year can be claimed as a valid tax expense. Our tax ID number is 95-3673295.

## **ALTERNATIVE PAYMENT PARTICIPANTS**

The Y accepts alternative payments from third party agencies such as Riverside County Office of Education (RCOE), California Work Opportunities and Responsibility for Kids (CalWORKS), etc. These agencies may not cover the full tuition charged by the Y. Any difference between the amount paid by the third party agency and the Y's rate will result in a co-payment and is the sole responsibility of the parent. *All third party participants will be required to adhere to the payment schedule.*

## **ATTENDANCE POLICY- APPLICABLE TO THIRD PARTY ATTENDEES**

### **ABSENCES**

Call as soon as you know your child will be absent. It is imperative that Third Party participants monitor excused and unexcused absences and state the reason for the absence on the specified sign-in sheet. It is the parent's responsibility to review the accuracy of absences each month and sign off on the attendance sheet at the end of each month. This has a direct impact on the continuation of your approved services by the third party agency. Please talk to your Site Supervisor if you have specific questions or need assistance in filling out the attendance sheet.

### **EXCUSED ABSENCES INCLUDE THE FOLLOWING**

Court ordered visitations, illness or injury of the child or parent, doctor or dental appointment for the child or parent, funeral due to death in the immediate family.

### **UNEXCUSED ABSENCES INCLUDE THE FOLLOWING**

Didn't feel like coming to school, sleeping in, car problems, no transportation, suspension due to behavioral issues. After 3 unexcused absences your child may be terminated from the program

### **PROVIDING APPROVAL CERTIFICATES AND SIGN-IN AND OUT SHEETS**

It is the parent's responsibility to make sure that the site has current, approved certificates from their third party agency. Failure to provide appropriate certificates may lead to program termination and the responsibility to pay tuition not covered by your third party agency.

Some agencies provide the Provider Invoice / Sign-In Sheet directly to the parent. In this case, it is the parent's responsibility to give the invoice to the Site Supervisor in a timely manner. The Site Supervisor has the right to suspend care until the Provider Invoice / Sign-In Sheet is turned in to the site.

## OPERATIONAL POLICIES AND PROCEDURES

### **CENTER POLICY**

- Files are kept on each child for health and attendance purposes.
- Files pertaining to eligibility standards and family service records are kept confidential with limited access in secured files.
- Attendance is taken on a daily basis.
- Parents are able to a visit the site before their child's first day.
- Every child is treated with respect and dignity.
- The program refrains from religious worship or instruction.

### **CENTER HOURS / DAYS OF OPERATION**

Days of Operation - Monday - Friday

Hours vary per site, please see final page for site specific information.

### **VACATIONS / HOLIDAYS**

The centers will be closed in the observance of the following holidays:

Labor Day - September 4, 2017 (Monday)

Thanksgiving & Day after -November 23 & 24, 2017 (Thurs & Fri)

Christmas Day - December 25, 2017 (Monday)

New Year's Day - January 1, 2018 (Monday)

President's Day - February 19, 2018 (Monday)

Memorial Day - May 28, 2018 (Monday)

Centers may be subject to additional closures due to school holidays set by the school district. For a listing of these dates, please see your Site Supervisor. Care for these days are available at alternate locations in Palm Desert and La Quinta. See your Site Supervisor for more information.

### **ENROLLMENT PROCEDURES**

Parents are required to complete a registration packet upon enrollment. The child will not be permitted to start the program unless the packet is complete and accurate. Packets are required to be updated annually. It is the parent's responsibility to keep all information current and updated, such as change of address, emergency contacts, telephone numbers, etc. A Change of Information Form will be available for parents to update information.

### **SIGNING IN & OUT PROCEDURES**

A parent or designated person, who is at least 18 years of age, must sign the child in when brought to the center. SIGN IN INCLUDES FULL NAME, THE EXACT TIME, AND MUST BE LEGIBLE on the attendance sheets provided. This is in compliance with Title 22 Licensing Regulations 101226.1 (b) and 101229.1 (a.1). The same process must be completed when picking the child up.

### **AUTHORIZATION TO PICK UP CHILD (REN)/CHANGE INFORMATION**

No child will be released to a person not authorized by a parent to pick up the child. We must have written authorizations for persons picking up children who are not on the child's authorization list. Parents will be asked to list persons authorized when they register their child at the center.

Reminder: Only written authorization will be accepted along with verbal verification from the parent. Staff will require that the person picking up the child show proper (photograph) identification at time of pick up.

### **DIVORCE/SEPARATION**

In the case of separation/divorce, court documents must be provided to inform the site of custodial rights and days and if the non-custodial parent may pick up the child. No changes to the pick up authorization will be accepted by phone. Restraining orders must be on file with our office. In the event that custody of the children is shared jointly, children will be released to either parent and to any adult listed on the emergency card provided by



either parent. Should disagreements arise between the parents, related to issues of who may pick up the child; staff will follow any procedures outlined in the most recent court orders.

### **DAILY ABSENCES**

If a child is going to be absent the parent must call the appropriate center as soon as it is known that the child will not be attending. The program cannot be held responsible for any child who is not at the pick-up point from school or not arriving at the childcare sites after school. If your child does not attend school for a full day (no matter the reason), or goes home sick, they will not be allowed to participate at the Y for that day.

It is extremely important that your child go directly to the pick-up location / childcare facility after class.

Parents are to notify the center if a child is attending a school field trip. If the child returns late from a school field trip it is the parent's responsibility to provide transportation to the childcare site.

### **LATE PICK UPS**

Children need to be picked up on time everyday. Excessive late pick-ups will result in termination of all child care services. After the closing time there will be a late charge of \$1.00 for each minute until the child is picked up. This fee must be paid to the staff at the time of pick up. Should a parent not have the means to pay the fee, it is due the following day. Checks are to be made payable to the Family YMCA of the Desert. Should a parent fail to pick up their child (ren) by closing time the staff will attempt to call those listed on the emergency form. After ONE (1) HOUR, the proper authorities will be called and the child will be released to their care.

### **MANDATED CHILD ABUSE AND NEGLECT REPORTING**

Legislation (AB-2710, Chapter 1718, States of 1984) requires that any person who enters into employment in a capacity in which they are required by law to report known or suspected cases of child abuse must sign a statement, to be provided by the employer, indicating knowledge of an agreement to comply with child abuse reporting requirements. All employees of the Family YMCA of the Desert are mandated to report all suspected cases of child abuse. This law is a mandate not a choice. All suspected cases of child abuse or neglect will be reported to Child Protective Services.

In addition, if social workers or other designated employees from Child Protective Services wish to interview your child at our facility, we are required by law to allow them to do so. Notification to parents that such an interview took place is not required.

The child's file is available for review by the Department of Social Services, Child Protective Services, Law Enforcement Personnel, and Community Care Licensing, California Department of Education and/or authorized Y staff. We value your privacy and will restrict access to your child's file to only those necessary to ensure the safety of your child.

### **SCHEDULE CHANGES**

Although every effort will be made to accommodate schedule changes, any changes in a child's attendance at the Licensed School Age Program are subject to availability.

### **WITHDRAWING FROM THE PROGRAM**

To withdraw from the program, one week's written notice is required to be given to Site Supervisor specifying the last day of attendance by completing the *Change of Care Form*. If this is not done, you will be charged one week's tuition.

### **LICENSING AND REGULATIONS**

Child Development Centers of the Family YMCA of the Desert are licensed by the State Department of Social Services, Community Care Licensing and follow Title 22 regulations which establish health and safety standards for

child care centers. A licensing analyst has the authority to inspect the facility and interview children in care. The findings of each visit are posted on the parent bulletin board or a copy can be requested from Site Supervisors and/or the Director of Licensed Programs.

### **Photographic Release/Consent**

Family YMCA of the Desert will be taking photographs / videos of the children and families for instructional, training and promotional purposes. Children take pride in seeing their pictures of themselves engaged in classroom activities. This is a very powerful motivator for learning. These pictures / videos may be posted on our web site or social media sites and may also be used for publicity purposes.

If you do not wish for us to take and/or publish photographs / videos, a request in writing must be given to the Site Supervisor. However, the Family YMCA of the Desert is not responsible for any photographs / videos that may be taken / published by other program participants (i.e. parents, grandparents, etc).

### **QUESTIONS OR CONCERNS?**

Your Site Supervisor will be able to assist you with most questions related to the program, including:

Behavior Concerns	Program Concerns
Schedule Changes	Transportation Issues

The Site Supervisor will be able to work closely with you to ensure a positive Y experience for both you and your child. If, after working with your Site Supervisor, you are unable to reach a satisfactory resolution to a concern, please contact the Director of Licensed Programs.

## **CLASSROOM PROCEDURES**

### **SAMPLE OF A TYPICAL DAY (Schedules vary from Site to Site)**

7:00-8:30 a.m.	Indoor Games / Homework Help
3:00-3:15 p.m.	Afternoon Snack
3:15-4:00 p.m.	Homework/Academic Enrichment
4:00-4:30 p.m.	Outside Play/Organized Sports
4:30-5:15 p.m.	Arts and Crafts
5:15-6:00p.m.	Indoor Quiet Games

### **MEALS & SNACKS**

Daily nutrition plays a vital role in your child's day. Staff and children spend quality group time together in a relaxed atmosphere while they enjoy their snack. Your child's daily nutritional needs are met through planned snacks that follow USDA guidelines. Snack menus are posted monthly. Parents are asked to inform staff of any special dietary needs or food allergies. The Site Supervisor will discuss how / if we can meet the individual dietary needs for the child or if an alternative will need to be provided.

### **PERSONAL BELONGINGS**

Our sites are equipped with toys and games suited for each age group. Please do not allow your child to bring toys from home; this will help eliminate unnecessary problems. The YMCA is not responsible for personal property that is lost, stolen, or damaged.

### **TELEPHONE USE BY CHILDREN**

The staff will be happy to convey messages to children when necessary but it is not possible for children to make

or receive telephone calls. Parents are welcome to call the site at any time to speak to the Site Supervisor or staff about questions or concerns regarding their child. Children will also not be allowed to use their personal cellphones or other electronic devices during program hours.

## **CLOTHING**

Your child will actively participate in many activities. It is important that your child is dressed in a manner that is comfortable and allows the freedom to experiment and enjoy the many opportunities for learning and play. Comfortable, sturdy, closed toe shoes will make active play much safer and more enjoyable.

## **STAFF BABYSITTING**

All Y staff working directly with children is required to take training above their current education in child abuse prevention and positive guidance within the first 30 days of employment . As part of our policies on the protection of children, staff is not allowed to relate to members outside of Y programs. Please do not put staff in a difficult position by asking them to provide personal childcare.

## **PARENT CONFERENCES**

Parents may request a teacher/parent conference or a supervisor/parent conference to discuss their child's development or any other concerns. Upon request the staff will do a written observation of a child. We cannot emphasize enough the importance of parents sharing changes occurring in a child's life. Any changes a child may be experiencing at home will probably affect the child's behavior at school. If we are kept informed of any changes, we can be more sensitive to your child's needs. The staff's goal is to work as a team with the family to provide the best environment for the child's growth and development. Regular communication with the YMCA staff is advised.

## **PARENT BULLETIN BOARD**

A bulletin board is reserved for items that parents need to read. It has information and notices about the center and its activities. The bulletin board and the sign in/out table should be checked daily in order to keep up to date with the before and after school program.

## **SOCIAL MEDIA**

Each site has an active Facebook page where events, reminders and photographs are routinely posted. We encourage families to "like" their Center page to keep updated. Please see your Site Supervisor or Administrative Assistant for more information.

## **HOMEWORK**

Homework time will be provided Monday- Thursday. A quiet supervised environment will be provided during this time for children to begin their homework. Note: We encourage all children to do their homework and not all the children will complete their homework during this time. Children will receive assistance, but it's the parent's responsibility to check the accuracy and the completeness of their child's work. Staff members are available to supervise the homework area and to assist the children with their work, however, a child who needs individual help with his or her homework must ask. Because of the number of children who require assistance during homework time, the staff members are unable to check each child's homework for accuracy or provide the type of one-on-one homework help that is available from a private tutor. As a licensed childcare facility we have to be respectful of the children's rights, and therefore our staff cannot search for homework, force completion of homework or withhold activities for failure to participate during this time.

## **CURRICULUM**

The YMCA staff will prepare lesson plans based on weekly themes. Themes are chosen based on overall program and childrens' needs. The curriculum will cover social, cognitive and physical development. Interactions and activities are designed to develop children's sense of themselves and a positive attitude towards learning. Children will have hands-on science and math experiences, enhance creativity through the arts, develop motor skills, and encourage social and emotional development. A weekly calendar is posted at the site so that parents can follow

along with what activities are being provided in the program.

### **CHILDREN WITH SPECIAL NEEDS**

The Y school age staff strives to respond to the needs of each individual child in a group setting, with a ratio of one staff member to fourteen children. The Y provides opportunities for involvement in large and small groups. The Y is, however, unable to provide one-on-one care for any child except on an intermittent basis such as immediate disciplinary issues, injuries and certain personal care needs customarily provided to other children.

The Y School Age Program welcomes all children to the extent it is reasonably able to do so. The Y program will provide services to children with disabilities or any special needs in the same manner as services provided for other children of comparable age.

It is essential that all pertinent information about the child's needs be available to staff from enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. A parent has the obligation to disclose significant medical, physical and behavioral issues at the time of the child's enrollment and on an ongoing basis. If necessary, a meeting with the Director of Licensed Programs will take place prior to the start of the child participating in the program.

## **BEHAVIOR POLICY**

### **BEHAVIOR GUIDELINES**

The YMCA promotes four character values - Honesty, Caring, Respect and Responsibility, through modeling, praising and rewarding these behaviors.

Children are taught that HONESTY should be the basis for all relationships and interactions.

Children are taught CARING for themselves and those around them.

Children are taught to RESPECT each other and the environment.

Children are taught RESPONSIBILITY for their actions.

### **DISCIPLINE**

The YMCA uses only positive discipline that encourages acceptable behavior. Staff will use the following strategies for preventing behavior problems: know individual children and their responses to situations, plan and arrange materials and activities to motivate productive behavior, minimize stress and promote trust and cooperation and be alert to changes in the emotional environment and re-direct the child to another area or activity.

When discipline becomes necessary, we do it with care and understanding. The child becomes aware that they are cared for, but that certain behavior is not acceptable.

Safety of all children is the highest priority for setting the discipline policy.

If a child has a serious discipline problem, the parent may be called to pick up the child. Should the staff decide that a child poses a serious discipline problem, that child may be suspended from the program. A serious discipline problem may cause the child to be terminated from the program.

### **INCIDENT REPORTS**

Incident reports will be filled out, a copy given to the parent and a copy placed in the child's file, if the child displays behaviors which are concerning to staff which may include, but are not limited to:

- Hitting, kicking, or biting the staff or other children
- Running away from the program/teacher
- Damaging property belonging to the center, school and/or other children
- Abusive, foul or on-going unacceptable behavior
- Defiant, disruptive and / or out-of-control behavior

## **PARENT CONDUCT EXPECTATIONS**

Parents and families are always welcome and we enjoy their attendance in our program. However, parents and visitors are expected to be a positive presence and conduct themselves appropriately. The behaviors listed below are unacceptable and visitors will be asked to leave if they are being exhibited. We reserve the right to terminate the enrollment of the child of the offending parent/guardian if they engage in any of the following behaviors:

- Disciplining any child in front of the other children, either verbally or physically
- Talking “negatively” about a child in her/his presence
- Smoking is not allowed on the program site
- Custody and visitation disputes are not to be argued on site
- Rude and/or malicious actions toward program staff, other parents, or children, including the use of profanity
- Causing injury to another child or staff member, or threatening to do so
- Making slanderous, libelous or otherwise disparaging remarks about the YMCA and/or its programs
- Violations of California Education Code regarding firearms, alcohol, drugs, physical altercations, theft, and destruction of property, immoral conduct, etc.

## **SUSPENSION FROM PUBLIC AND/OR PRIVATE SCHOOLS**

The Y works cooperatively with the local school districts. Suspension from school is a serious offense. In any instance when a child is suspended from his/her school the Y is unable to provide care for the child during the time they are suspended.

## **COUNSELING CENTERS**

The YMCA cannot recommend the use of certain counseling centers. The choice and decision has to be made by the parents and or guardians of the child. We suggest using the yellow pages of the phone book under Marriage, Family and Child Counseling Services or call the Riverside County Office of Education at 760 863-3345 for a referral list.

## **IMMEDIATE DISMISSAL FROM THE PROGRAM**

If it is determined by the staff, Site Supervisor and Director, a child may be dismissed from the program effective immediately, if one or all of the following occur:

- A child is requiring constant one on one attention.
- A child is inflicting physical or emotional harm on other children.
- A child is physically abusing staff or is unable to conform to the rules of the program.
- A child has to be physically restrained from hurting other children, staff or themselves.
- A child is constantly disrupting and shows no attempt to listen or abide by the rules.

There is NO REFUND or CREDIT given if dismissal is necessary due to a serious discipline situation.

## **DAMAGE TO PROPERTY**

Should it be determined by collaboration between staff and parents that Y property damage was the fault of a child, the parents / legal guardians will be responsible for all expenses and loss incurred.

## **VEHICLE TRANSPORTATION**

The following rules must be followed by ALL passengers being transported in our vans. Failure to follow these rules may result in a behavioral report, suspension and/or termination from being transported by the Y:

- Seatbelts are to be worn at all times
- One person per seatbelt
- No standing in the moving vehicle at anytime
- No horseplay or throwing items in the vehicle at anytime
- No foul language or excessive noises

## **AT-WILL TERMINATION**

Unfortunately, from time to time, the Family YMCA of the Desert needs to terminate a child and/or family from our programs. Listed below, are some of the reasons a child may be terminated from YMCA programs.

- Three or more lock-outs on a family's account
- Three unexcused absences for an Alternative Payment Participant
- Failure to provide appropriate certificates for an Alternative Payment Participant
- Excessive late pick ups
- A serious discipline problem
- Violations of the Parent Conduct Expectations
- A child is requiring constant one on one attention
- A child is inflicting physical or emotional harm on other children
- A child is physically abusing staff or is unable to conform to the rules of the program
- A child has to be physically restrained from hurting other children, staff or themselves
- A child is constantly disrupting and shows no attempt to listen or abide by the rules
- Failure to follow the Vehicle Transportation rules

In addition to the above, The Family YMCA of the Desert reserves the right to terminate any child and/or family from any of its programs at-will for any reason.

## **HEALTH AND SAFETY PROCEDURES**

### **HEALTH**

The Centers for Disease Control and Prevention (the "CDC") recommends that children be vaccinated for certain preventable diseases. Children who are vaccinated generally will not catch these preventable diseases that can occur in school and child care settings. A child, who is not vaccinated as per the CDC's recommendations, may be exposed to and may catch an otherwise preventable disease.

All children must be in good health each day when they arrive at the site. We will not accept children who are ill. We must maintain a healthy environment for all of our children. If a child is ill, we expect the parents to make arrangements for their care. The Site Supervisor has the right to refuse admittance of any child if they have any signs of illness. These signs include, but are not limited to, runny nose and/or eyes, coughing or skin rashes. It is the parent's responsibility to call the Y site if the child is going to be absent. All contagious illnesses must be reported to the Y so that we may inform other parents if necessary. Other health problems such as pink eye, lice or ring-worm must be immediately reported to the Y so that we can check all children and take steps to halt the spread of the problem.

### **KEEP YOUR CHILD HOME IF THEY:**

- Have a fever or have had one during the previous 24-hour period
- Are taking an antibiotic (for the first 24 hours)
- Have head lice (A child may not return to the program until they are lice and nit free. A staff member will check the child before they are admitted back into the program)
- Have a heavy nasal discharge
- Have a constant cough
- Have vomited within the last 12 hours
- Have symptoms of a possible communicable disease. These are usually sniffles, reddened eyes, sore throat, headache and abdominal pain, plus a fever.

Children may be sent home for any illness or concern at the discretion of the site supervisor.

If any symptoms of illness appear during the day, the parent will be contacted to pick up their child immediately. A Physician's note may be required for any contagious disease. If a child is absent more than three days, a doctor's excuse and authorization to return to the center may be required.

## **MEDICATION**

Medication is given to a child only if the medication is in the original container with the child's name, drug name, dosage time to be given and length of time medication is to be given. Written consent from the parent is required. A "Medications Release Form" can be obtained from any staff member. Permission given by phone will not be accepted. No over-the-counter medications, including aspirin, cough medicine, etc. will be given without a doctor's note. A child may not administer medication to him/herself -*Except in the case of asthma inhalers. Parents are to send a doctor's note explaining dosage, time to be given and how the child uses his/her inhaler.*

## **SUNSCREEN**

Sunscreen will be considered as a non-prescription medication which will require a consent form from the parent. This consent form will give the staff permission to administer the sunscreen while under the care and supervision of the Family YMCA of the Desert.

## **BLACKOUTS / LOSS OF POWER**

If a blackout should occur, all children will be kept inside and will be given quiet activities to do such as reading, puzzles, board games, or they can use the time as a rest period. All sites will have plenty of water available and battery operated lighting. Do not call the YMCA if you suspect a blackout at your child's site, we must keep these lines clear. Cell phones will be available for emergency use. Y staff members are trained in CPR and heat exhaustion prevention. If the blackout exceeds 1 hour in length, you may be called to pick up your child.

## **EXCESSIVE HEAT AND OUTDOOR PLAY**

Safety is our first priority and for the protection of your child, if it is excessively hot, precautions including reducing or eliminating outside play time will occur.

## **DRILLS**

We practice fire, earthquake and lockdown drills monthly for all age groups. In the case of a real emergency, evacuation will follow the guidance of the Family YMCA of the Desert.

## **EMERGENCIES / INJURIES**

In case of serious accidental injury we will make an immediate attempt to contact a parent. If necessary we will also call the ambulance or the paramedics. Until the arrival of the parent, an ambulance or the paramedics, the Site Supervisor will be in charge and make all decisions about the care of the child. Parents will be expected to assume responsibility for any expenses. The Y will maintain a parent's signed consent form agreeing to this provision.

## **EMERGENCY INFORMATION**

If you or anyone on your authorization form changes jobs, moves, etc., you must notify the site and fill out a new Emergency Information form with up to date info ASAP. This information needs to be kept current in case of an emergency or if staff needs to contact you. A Change of Information Form is available at all childcare sites.

## **WHAT HAPPENS IF MY CHILD BECOMES INJURED AT THE SITE?**

If the injury is minor, such as a scraped knee, the staff will administer First Aid (wash area and use a Band-Aid), and may complete an "ouch report" to give to you when you pick up your child. If your child receives a more serious injury, the Supervisor or acting director will take whatever steps are necessary to obtain emergency medical care if warranted. These steps may include, but are not limited to the following: Attempt to contact a parent or guardian, to inform you and to give you the opportunity to take your child to a physician. Attempt to contact you through any persons listed on the emergency information card you completed for us. If we cannot contact you, or your child needs immediate attention, we will contact 911.



# 2017-2018 ADMISSION AGREEMENT

## FAMILY YMCA OF THE DESERT

Child's Name: \_\_\_\_\_

Enrollment Date: \_\_\_\_\_

Parent's Name: \_\_\_\_\_

Termination Date: \_\_\_\_\_

ECE/Preschool:

5 full days    5 half days (7AM-12)    3 full days    M T W T H F  
Part Day Wrap Around

School Age:

5 days    3 days    M T W T H F  
Before    After                      Before & After

Drop-In:

My child is a drop-in participant. Care is not guaranteed and I must check for availability before drop off. Payment is due at the time of drop-off. Parent Initials \_\_\_\_\_

MY CHILD'S RATE IS:
_____
MONTHLY or SEMI-MONTHLY

1. I understand that this Admission Agreement is for the 2017-2018 school year, which is scheduled to begin on August 24, 2017 and end on June 13, 2018. If the school district adjusts the school year dates, this agreement will follow the adjusted dates.
2. I understand that the program is **CLOSED** for the holidays listed in the parent handbook.
3. I understand that the signer of this admission agreement is the responsible payor.
4. I understand that all child care payments are to be made **prior to** receiving care.
 

Monthly payments are due on the 25th of each month for the next month. If the 25th falls on a weekend or holiday, the payment is due on the last school day prior to the 25th. Any payments not paid by the 25th will be assessed a \$20.00 late fee. Available spaces in the program are opened to the wait list on the 1st.

Semi-monthly payments are due on the 25th for the 1st – 15th of the following month and on the 9th for the 16th – 31st of the month. Any payments not paid by the 25th and 9th will be assessed a \$20.00 late fee. Available spaces in the program are opened to the wait list on the 1st and the 16th respectively.
5. I understand that if I make my payment late, I will have to pay the \$20 late fee and run the risk of losing my space to children on the wait list.
6. I understand my child CANNOT ATTEND the program if they are not fully paid.
7. I understand if I am receiving funding from CalWORKS, RCOE, etc., I am responsible to pay any portion of tuition that my alternative payment provider does not cover, including "Family Fees" by the 5th business day of the month.
8. I understand if I am receiving funding from CarWORKS, I am required to provide the sign in sheet by the fifth day of the month or my child's enrollment will be terminated and my spot filled.
9. I understand if I am receiving funding from RCOE, I am required to provide the "Master copy" of the sign in sheet or my child's enrollment will be terminated and my spot filled.
10. I understand that methods of payment include: cash, check, money order, credit card, or third party providers (with appropriate contract). Checks/money orders should be made payable to the YMCA.
11. I understand that I am responsible to pay a \$25.00 fee for all returned checks or autopay credit cards declined due to insufficient funds. Future payments may need to be paid in cash or money order.
12. I understand that there are no credits given for illness, vacation or other personal reasons. When I enroll, I am reserving the time, space and staffing whether or not my child attends.
13. I understand that refunds are given only if the YMCA cancels the program.
14. I understand that a non-refundable, non-transferable annual registration/membership fee of \$135 is due annually.

PARENT/GUARDIAN INITIALS – PAGE 1 - \_\_\_\_\_



15. I understand that the staff will assume responsibility for my child (ren) from the time I sign them in, to the time they are signed out by an authorized person. **ONLY WRITTEN AUTHORIZATION FROM THE PARENT/GUARDIAN WILL BE ACCEPTED AND VERIFIED BY THE SITE SUPERVISOR FOR PERSONS OTHER THAN THOSE LISTED BY THE SITE AUTHORIZATION LIST TO PICK UP MY CHILD. ONLY ADULTS WHO ARE 18 YEARS OF AGE OR OLDER MAY PICK UP A CHILD FROM THE CENTER.**
16. I understand that state licensing requires all signatures be in full name, be legible and have the exact time of drop off and pick up.
17. I understand if a medical emergency arises, the staff will first attempt to contact the parents/authorized guardians. The staff will be responsible for calling appropriate emergency personnel to attend to and transport my child.
18. I understand the importance of updating all information that is pertinent to the child's well being.
19. I understand that it is my responsibility to keep the child home if he/she is ill or has a fever.
20. I understand that I may pick up my child anytime until the center closes. After closing there will be a late charge of \$1.00 per minute/per child. I understand that this fee must be paid at the time of pick up. Should I not have the money, this is over due the following day. If I fail to pay the late fee the following day or if I am continually late in picking up my child (ren) I risk termination from the program.
21. I understand that if my child is not picked up by closing time, the staff will attempt to call those listed on the emergency form. After **ONE (1) HOUR**, the proper authorities will be called.
22. I understand should it be determined by collaboration between staff and parents that damage to the facility, properties herein, grounds or play equipment was the fault of the child, I am responsible for the cost of repair.
23. I understand it is my responsibility to meet with staff, Site Supervisor and/or directors when there are concerns with my child's overall development (speech, challenging behaviors, etc...)
24. I understand should it be determined by the staff, Site Supervisor and Program Director that my child poses a serious discipline problem; my child may be terminated from the program immediately. I understand there are no refund/credits given if the child is terminated from the program or is in the process of being terminated.
25. I understand that the Family YMCA of the Desert may terminate a child (ren) from programs at-will for any reason.
26. I understand that Community Care Licensing and Child Protective Services can interview my child (ren) at any given time.
27. I understand that I will be given at least 30 calendar days notice prior to any modifications to this agreement, including the changing of tuition rates.
28. I understand that I am responsible for and will abide by all the policies concerning admission, financial obligations and program operations set forth in the Parent Handbook.
29. I understand all financial, attendance, enrollment and other business documents will be provided only to parents and/or guardians who have the legal right to such documents.
30. I have received and read the following documents:
  - 2017-2018 Parent Handbook
  - 2017-2018 Rates
  - Personal Rights
  - Parent's Rights
  - Caregiver Background Check Process
  - Facing the Facts: A Parent's Guide to the Understanding of Child Sexual Abuse
31. I will be provided a copy of this signed admission agreement which takes effect on August 24, 2017.

\_\_\_\_\_  
Parent's / Guardian's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Site Supervisor's Signature

\_\_\_\_\_  
Date

## Facing the Facts of Child Abuse

### A Parent's Guide to the Understanding of Child Sexual Abuse

The State of California requires that parents of children enrolled in preschools receive information about child sexual abuse. At this time the official pamphlet is being revised and is unavailable. Schools have been instructed to provide the following information in this format until the new brochures are completed. Please return the tear-off to the school office after you have read the information.

#### What is Sexual Abuse?

The sexual abuse of a child occurs whenever any person forces, tricks, or threatens a child in order to have sexual contact with him or her. This contact can include such "non-touching" behavior, as in adult exposing himself or asking a child to look at pornographic material. It includes behavior ranging from the sexual handling of a child (fondling), to actual genital contact, to intercourse, to violent rape. In all instances of child sexual abuse, the child is being used as an object to satisfy the adult's sexual needs or desires.

*'Candy is my best friend. I play at her house a lot.  
Today her daddy asked us to look at some pictures.  
They were nasty pictures of people with no clothes on. He said, 'Doesn't that look like fun?'  
I didn't think so, but I said, 'Yes.'*

#### Who Gets Sexually Abused?

Any child of any age is a potential victim of sexual abuse. Some important facts to keep in mind:

- Although the majority of adults do not sexually assault children, most sexual abuse occurs with an adult the child knows and trusts.
- Most sexual abuse goes unreported and undetected.
- Although we do not have exact numbers, some studies have found that one out of every four girls and one of every ten boys become victims of child sexual abuse by the age of eighteen.
- Children often keep sexual abuse a secret.

*When Mommy goes to work, I stay at Mrs. Jenkin's house. I wish I didn't have to.  
Mommy says Mrs. Jenkins is a real nice lady, but Mrs. Jenkins' son Ralph  
sometimes makes me do bad things. Yesterday he made me take off my underwear,  
and he put his finger in my privates.' He said, "You better not tell."*

Children may keep a sexual assault a secret for many reasons. They may fear rejection, blame, punishment, or abandonment; they may think people won't believe them. Boys are less likely to report an abuse than girls. The closer the relationship of the offender to the child, the less likely it is that the child will report the incident.

#### How Can You Determine If Sexual Abuse Has Taken Place?

First and foremost, if your children confide that they have been sexually assaulted, believe them! Children very seldom lie about such a serious matter. Also be aware that most sexual abuse does not result in the child being violently attacked or hurt physically. Often there is no physical evidence a child has been molested. Fondling,

involvement in child pornography and oral sex usually present no physical signs of abuse. But, if a child has been physically harmed as a result of sexual abuse, the following may be signs of this occurrence.

- A discharge from the vaginal area or penis
- Injury to the genitals or anus
- Pain, itching, or bleeding in the genital or anal area
- Discomfort in walking or sitting
- The discovery of a sexually transmitted disease

Children, especially very young children, are many times unable to verbalize that they have been molested. The following are some indicators that sexual assault may have taken place:

- Nightmares and sleep disturbances
- Bedwetting
- Fear of certain places or certain people (such as a day care center or friend)
- Loss of appetite
- Clinging to a parent more than usual
- Behaving as a younger child (such as an older child sucking his or her thumb)
- Unexplained changes in behavior at school, day care, or in relations with peers
- Withdrawal
- Acting out the abuse with dolls, friends, or through drawings
- Excessive masturbation

While everyone should report child abuse and neglect, the California Penal Code provides that certain professionals and laypersons must report suspected abuse to the proper authorities. The mandated reporters include:

- Any Child Care Custodian (teachers, licensed day care workers, foster parents, social workers)
- Medical Practitioners (physicians, dentists, psychologists, nurses)
- Nonmedical Practitioners (public health employees, counselors, county welfare department employees)

Failures to report suspected abuse by a mandated reporter (listed above) within 36 hours is a misdemeanor punishable by 6 months in jail and/or a \$1,000 fine.

*(Please sign the Child Abuse Prevention Pamphlet Receipt in the Enrollment Packet)*

### CHILD ABUSE PREVENTION PAMPHLET RECEIPT

This will acknowledge that I/WE, the parents of \_\_\_\_\_, have received a copy of; *"Facing the Facts: A Parents Guide to the Understanding of Child Sexual Abuse"* from the licensee or authorized representative of The Family YMCA of the Desert.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

No need to sign, this is your copy for reference.  
You already signed this page in your registration packet.

## YMCA SEXUAL HARRASSMENT POLICY

Sexual Harassment Includes:

- Unwelcome or unwanted sexual advances
- Requests or demands for sexual favors

Engaging in sexually oriented contact that interferes with another's work performance.

Creating a work environment that is intimidating hostile, or offensive because of unwelcome or unwanted sexually oriented conversation, suggestions, requests, demands, physical contacts, attentions or the presence of sexually oriented materials.

Complaint Procedure:

Any parent, general public, or employee who believes he/she has been harassed by a co-worker, supervisor, member/participant, volunteer, vendor, teacher or any employee of the YMCA shall promptly report the facts of the incident to Human Resource Department or the Executive Director.

Rob Ballew, Executive Director

43-930 San Pablo Avenue

Palm Desert, CA 92260

(760) 341-9622

Alisa Williams , HR Director

43-930 San Pablo Avenue

Palm Desert, CA 92260

(760) 341-9622

Any employee who has knowledge of any harassment of employees, parents or the general public must immediately bring such information to the attention of Human Resource Department or the Executive Director.

Human Resource Department will promptly investigate all such claims and take appropriate corrective action. All complaints are investigated confidentially to the degree possible. The YMCA will not tolerate any type of retaliation against any person who, in good faith, brings forth information regarding alleged harassment.

## CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS

### PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit you, child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: Community Care Licensing-Imperial and Empire Regional Office  
 Licensing Office Address: 237 Main Street, Suite 710, Riverside, Ca 92501  
 Licensing Office Telephone: 951-782-4200

7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive from the licensee, the Caregiver Background Check Process form.

**NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.**

*For the Department of Justice "Registered Sex Offender" database, go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)*

LIC 995 (9/08)

(Detach Here - Give Upper Portion to Parents)

### ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS (Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of \_\_\_\_\_, have received a copy of the "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the CAREGIVER BACKGROUND CHECK PROCESS form from the licensee.

\_\_\_\_\_  
Name of Child Care Center

\_\_\_\_\_  
Signature (Parent/Authorized Representative)

\_\_\_\_\_  
Date

**NOTE: This Acknowledgement must be kept in child's file and a copy of the Notification given to parent/authorized representative.**

*For the Department of Justice "Registered Sex Offender" database go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)*

**Family YMCA of the Desert  
Licensed School Age Program Locations**

**Amelia Earhart Elementary**

760-902-1746  
45-250 Dune Palms Rd.  
Indio, Ca 92201  
7:00 am-6:00 pm  
Lic. #334810126

**Carter Elementary**

760-346-7171  
74-251 Hovley Ln  
Palm Desert, Ca 92260  
6:30 am-6:30 pm  
Lic. #334803331

**Ford Elementary**

760-902-1754  
44-210 Warner Trail  
Palm Desert, Ca 92260  
7:00 am-6:00 pm  
Lic. #334800967

**Ronald Reagan Elementary**

760-902-9127  
39-800 Liberty Dr.  
Palm Desert, Ca 92211  
After School-6:00 pm  
Lic. #334817831

**La Quinta Development Center**

760-564-2848  
49-955 Moon River Drive  
La Quinta, Ca 92253  
7:00 am-6:00 pm  
Lic. # 334803769