



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **WHITE ROCK YMCA STEM ENRICHEMENT PARENT HANDBOOK**

**Mission: To put Christian values into practice through programs that build healthy spirit, mind and body for all. Financial Assistance Available. 6/1/2018**



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## **WELCOME!**

**Dear Parent:**

**The YMCA is a mission driven organization that puts a strong emphasis on our core values of caring, respect, responsibility and honesty. We strive to provide every child with activities that encourage a healthy spirit, mind and body.**

**We are pleased that you have become part of our YMCA family and will enjoy the benefits of our STEM program. Our goal is to provide a safe, fun filled, engaging environment with warm and friendly staff members while you enjoy the other benefits of the YMCA.**

**Please read through our Parent Handbook and familiarize yourself with our policies and procedures. It will provide you with information about our services, programming and payment. I welcome you to contact me any time at 214-328-3849 or via email at [cletcher@ymcadallas.org](mailto:cletcher@ymcadallas.org) for more information.**

**Sincerely,  
Christina Fletcher**



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## **ABOUT**

**STEM Enrichment is a program offered to our community to provide a supervised environment for school-aged children while parents enjoy the YMCA facility, or other programs.. The program is available to children between 6 to 12 years old, and is unlicensed through DFPS. Our programs follow all Texas State minimum standards but are not licensed or monitored through the state.**

**All staff undergo thorough screening and selection including behavioral interview, reference checks, criminal history and sex offender registry check. YMCA staff are required to go through CPR, First Aid, AED certification, as well as training in the recognition of child abuse.**

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

**Our Focus - Nurturing Youth Development, Energizing Healthy Living, Inspiring Social Responsibility**

**Our Values - Respect, Responsibility, Honesty and Caring**

## **EXAMPLE SCHEDULE:**

**Monday, Wednesday & Thursday 3:30-5:30PM**

**3:30-3:45: Sign in and healthy snack**

**3:45-5:15: Various STEM activities (see calendar for specific curriculum)**

**5:15-5:30: Parent sign out and clean up**

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## WHITE ROCK YMCA STEM ENRICHMENT POLICIES YMCA of Metropolitan Dallas

### **Drop-off**

Parent must sign their child in on a roster during drop-off between 3:30pm-3:45pm. Drop-off after 3:45pm must be arranged in advance with the Coordinator.

### **Punchcard**

All punchcard participants are required to RSVP to Christina at [cfletcher@ymcadallas.org](mailto:cfletcher@ymcadallas.org) to be added to the roster at least 24 hours in advance to ensure proper staffing. If notified less than 24 hours in advance, your child may not be permitted to attend to maintain proper ratios. Punchcards are nonrefundable and not eligible for discounts. Punchcards can only be used within the program time they are purchased in and expire the last day of programming. Parent(s)/Guardian(s) are responsible for tracking and renewing the punchcard when all punches (or days) have been exhausted. We recommend a family renew the punchcard when they reach 80% punches or days used. If a punchcard is exhausted and a child continues to attend past their original punches or days, the original purchasers account will automatically be charged for a new card and the Parent(s)/Guardian(s) will be responsible for paying the balance on their account. Punchcards can be used for more than one child.

### **Daily Rate**

All daily rate drop-ins must be registered the day of if room is available. No daily rates will be sold in advance. Receipts must be presented to the Site Director in order to be added to the roster.

### **Sign-Out/Release of Children**

Children will only be released to authorized people who are listed on the child's enrollment form. Authorized person **must** present a valid photo ID in order for a child to be released from the program. A child will not be released to anyone who is not listed on the enrollment form unless the YMCA is notified in writing by the parent or guardian that an additional person is picking up the child with driver's license number provided. The only person authorized to make changes to an enrollment form is the person who signs the enrollment form. In the event a parent, guardian, or individual listed on enrollment form cannot be reached, a child may be released to the police department or CPS. Persons picking up children must be 18 years of age or older and have a valid ID. Persons under the age of 18 can pick up if a notarized Release of Child to Minor Form will be required. Forms are available at the front desk, online, or from the Coordinator. Minors must be 14 years old with proper identification to pick up participants.

### **Cancellations**

Cancellations for weekly rate that need to be made must be made in advance. The following rules apply to cancellations concerning refunds:

- 100% refund- Cancellations made in writing at least 7 days in advance



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- 50% refund- Cancellations made in writing 3-6 days in advance
- 0% refund- Cancellations made in writing in less than 3 days will not receive a refund
- Cancellations cannot be made by voicemail or phone call. Requests must be received in person with a member service representative and will be processed within 5 business days.
- Punchcards cannot be refunded
- Daily rates cannot be refunded

### **Personal Belongings**

Please mark all belongings with your child's name. The program is equipped with age appropriate materials: children are not permitted to bring any electronic equipment, cell phones, tablets, etc. Please do not send valuables or toys with your child to the program. The YMCA cannot be responsible for lost or stolen items.

### **Late Pick Up Fees**

The program runs until 5:30pm. Late Pick-up invoices will be completed by the Coordinator or Supervisor and given to Parent and the Office Manager. If you are late picking up your child, a late fee of **\$1.00 per minute per child** will be charged and must be paid at pick-up. Late fees apply to participants picked up after 5:30pm.

### **Parent Intoxication**

At times, we are required to make decisions concerning a child's safety. If a YMCA member has reason to believe that a pick up person is under the influence of drugs or alcohol, then we will not release the child until an alternate form of pick-up has been arranged. We will first attempt to reach an emergency contact person. If they cannot be reached we will contact an authorized pick-up person. If no one can be reached to pick up the child, a cab will be called for the family, at the parent's expense. If a pick-up person in this situation becomes unruly, uncooperative or violent, the police will be contacted. In extreme cases this behavior may prohibit the child's further enrollment in our program.

### **Administration of Medication**

The White Rock YMCA does not administer non-rescue or emergency medications on site. Arrangements must be made for administration of medication with the parents prior to drop-off for a child to receive regular doses of any medication. For emergency medications, each parent is required to complete an Authorization for Dispensing Medication form. You may obtain this form through the front desk or by contacting the Coordinator. Any emergency medication brought to the program must be prescribed by a physician, be in its original container, and be clearly labeled with the following information:

- Child's first and last name
- Legible dosage instructions for administering the medication
- Date of prescription
- Name of pharmacist and/or physician





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- Expiration date
- Legible storage instructions
- All treatments such as breathing treatment, diabetes equipment monitoring, etc. must be approved by our Administration and include written instructions from a physician. Over the counter medication can never be administered at our program. Program staff does not administer shots or any therapy or treatment requiring physical contact or insertion into a body cavity. At the YMCA we try our best to accommodate the needs of every child. Proactive communication is needed to ensure we can safely accommodate children requiring special or unique care.

### **Medical Emergencies and Illnesses**

In the event of a medical emergency, the parent or guardian will be notified. A certified person will administer First Aid if appropriate. If an injury or illness requires more than basic First Aid the YMCA staff are authorized and instructed to call 911. If the child needs to go to the hospital, staff will take the health history and emergency authorization with the child to the hospital or send it with the paramedics. A YMCA staff member will accompany the injured child to the hospital if a parent cannot be located.

Children who are identified as having lice will not be allowed to return until they are 100% nit (unhatched eggs) free. Our staff will be required to do a head check at drop off the first day the child returns to the program.

### **Parent Conferences**

Parent conferences are available if needed and strongly encouraged for children with special needs before the program begins. Conferences may also be required to problem solve and share strategies for dealing with spirited behaviors. Please contact the Coordinator to arrange for a conference if needed.

### **Food Allergies**

Our programs are nut free (including tree nuts), meaning that we do not serve or allow products containing or made with any type of nuts or nut byproducts, to be present in our program areas. The YMCA of Metropolitan Dallas makes every attempt to identify other ingredients that may cause allergic reactions for those with food allergies. Every effort is made to educate our staff on the severity of food allergies. Though we make these efforts to educate our staff and families of possible allergen-containing ingredients in foods served in our programs; there is always a risk of contamination. There is also a possibility that manufacturers of the commercial foods we use could change the formulation at any time, without notice. Parents or Guardians concerned with food allergies need to be aware of this risk and assist our staff when possible to ensure the safest environment possible for all participants. Each parent or guardian is responsible for notifying our staff of all food related allergies, possible symptoms and



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treatments their children requires and if necessary, provide alternative snacks on days when our menus may include items that their child may not eat. If a parent chooses to send snacks with their child, they may not contain nuts or nut byproducts.

### **Healthy Snacks**

We are committed to offering healthy options. This includes whole grain, fruits and vegetable selections weekly. We strive to select options that are trans-fat free and include no hydrogenated oils. We serve primarily water and 100% fruit juices.

### **Positive Guidance and Behavior Policy**

#### **YMCA House Rules**

##### **Caring**

I show caring by using kind words and helping others.

##### **Honesty**

I show honesty by telling the truth and talking to my counselors about how I am feeling.

##### **Respect**

I show respect by keeping my hands and feet to myself, walking inside, using an inside voice, and listening to my counselors.

##### **Responsibility**

I show responsibility by picking up messes and taking care of my environment.

#### **YMCA Behavior Policy**

STEP 1 – Re-direction to another activity

STEP 2 – Verbal warning

STEP 3 – Parent notification at the time of sign out

STEP 4 – Conference with the Program Coordinator, Parent and Child

Suspension from the program

STEP 5 – Removal or suspension from future events. Based on the severity of the behavior, steps may be passed over.

#### **Zero Tolerance**

The YMCA reserves the right to suspend or dismiss a child immediately for violating any of the following behaviors. Refunds are not issued if a child is removed from the program due to behavior.

- Inflicting physical harm to oneself or another individual including staff
- Threats which may cause physical harm to another individual
- Destruction of property
- Inappropriate touching of another individual



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### **YMCA of Metropolitan Dallas**

- Possession of a weapon, controlled substance or alcohol, use of foul or abusive language or
- Knowingly leaving YMCA program area without permission

#### **Parental Notification**

Parents will be notified either in person, over the phone, or in writing, of behavioral concerns occurring during the program. Behavioral concerns will also be reported to risk management department. Parents will be called to sign out participants for behavior problems during the program hours. If the parents are unable to be reached, the Coordinator will contact emergency contacts.

#### **Babysitting and contact with YMCA staff outside of the programs**

Staff are not to fraternize, babysit or have contact with children outside of the programs hours. Staff of the YMCA must notify Administration and Human Resources of any and all pre-existing relationships or with children that are related to them with whom they may come in contact with outside of YMCA programming hours. This policy is in place for the safety of your child(ren) and our staff.

#### **YMCA Member Discount**

There are a variety of membership options the YMCA of Metropolitan Dallas can offer you and your family. Not only do you get use of the YMCA facilities at your local branch, YMCA members receive discounts on programs such as sports, aquatics, summer camp and after school programs. If you purchase a Family Membership during the program please notify the Coordinator to receive the member discount.

#### **Financial Assistance**

Completed Financial Assistance applications and supporting documents may be submitted via:

- In-person at the White Rock YMCA at the member service desk. There, you will receive the application and list of supporting documents needed for the Financial Assistance verification.
- If all documents are available at the time of your FA appointment, your FA can be approved within five business days.

#### **Parent/Guardian site visitation**

Parents/Guardians, upon presentation of identification and listed as an authorized pickup, have the right to enter and visit the program in which their children are participating, without advance notice to the staff. Entry and inspection is limited to normal operation hours while their children are participating. The law prohibits



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discrimination or retaliation against any child or parent/guardian exercising their rights to visit. The law authorizes the person in charge of the child care facility to deny access to the parent/guardian if they are behaving in a way that poses a risk to the children and staff in the facility. Under no circumstances should a parent /guardian approach another child other than their own. A parent who behaves in this manner will be asked to leave the facility and their ability to be present on the premises in the future will fall under review of Administration.

#### **Parent/Guardian Code of Conduct**

The following guidelines have been created to meet the standards, policies and procedures of the YMCA, Minimum Standards for Child Care Centers and the Texas Family Code. All YMCA Staff and volunteers are knowledgeable of these standards, policies and procedures:

- Please communicate with the staff daily if possible.
- YMCA staff are not trained to review legal documents or court decrees. Decisions regarding who is authorized to pick up a child will be governed by the information listed on the enrollment form. People whose behavior and/or health status pose an immediate threat or danger to the health and safety of the children must not be present when children are participating.
- Please do not confront a child or staff in a threatening manner.
- Please do not confront children from other families.
- Using profanity in the presence of a minor is prohibited.
- Please report concerns to the Coordinator.
- 911 will be called if threatening behavior is displayed to YMCA staff or children.
- Consumption of alcohol or controlled substances without a prescription is prohibited.
- The YMCA is a gun free property and guns will not be present at our program events whether on or offsite.
- Use of tobacco products is prohibited at the Camp site, on campuses, on the playground, in transportation vehicles or during field trips.
- Parents have the right to discipline their children, however parents must refrain from using physical or corporal punishment while on YMCA property.

#### **Healthy Environment of Staff**

The YMCA of Metropolitan of Dallas does not track or verify if staff are current on adult immunizations where it is not required by a city government. However, all staff are required to complete First Aid and CPR training in which Blood Born Pathogen training is received. We do not permit any staff person to treat a child without the protective equipment and supplies appropriate for the incident or injury. Furthermore, staff are required to follow the same illness policy we require of participants and not to report to work if they are exhibiting signs of communicable disease or illness.



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#### **Healthy Environment**

We make every effort to make the program an illness free area. Please do not bring a child who has the following symptoms:

- Fever within the last 24 hours and/or a fever of 100.4
- Vomiting or diarrhea
- Any symptom of usual childhood disease: mumps, chicken pox
- Common cold, from onset through one week
- Sore throat
- Croup
- Any unexplained rash
- Any skin infection: Boils, ringworm, impetigo, mouth sores
- Pink eye or other infections
- Yellow or green discharge from the nose

For the safety and health of other children, if a child exhibits any of these symptoms we will ask that the child is removed from the program until symptom free.

Please notify us if your child contracts a communicable disease so that we may appropriately notify parents of children who may have been exposed. The YMCA reserves the right to request a note from a physician before the child returns to the program.

#### **Communication**

Communication is an essential element. Give staff any information about your child that may be valuable while he or she is in our care, such as eating and sleeping needs, medication, temperament, and so on.

- At pick-up, staff will share pertinent information with you about your child's time in Child Watch.
- The YMCA appreciates the opportunity to serve you and your child and we invite feedback from you. Feedback forms are available at the welcome center.

#### **Child Abuse Prevention**

The YMCA is committed to protecting children from any form of abuse. We ask that all parents partner with the YMCA in the protection of our youth but agreeing to comply and hold YMCA accountable to the following child safety rules.



**WHITE ROCK YMCA STEM ENRICHMENT POLICIES**  
**YMCA of Metropolitan Dallas**

<b>EDUCATION</b>	<b>APPROPRIATE</b>	<b>INAPPROPRIATE</b>
<b>PHYSICAL INTERACTIONS</b>	Side hugs, pats on the back, handshakes, high-fives, pats on the head, pats on hand/shoulder/arm, hand holding when escorting young children.	Tickling, wrestling, lap-sitting, rubbing or massaging, kissing, piggy back rides, full frontal hugs, areas covered by a swim-suit, isolated affection, leg clinging, giving gifts.
<b>VERBAL INTERACTIONS</b>	Praise, clean jokes, encouragement, discussing sports or ways to improve skills, communicating through parents and/or YMCA approved sites for team information.	Telling secrets, cursing, inappropriate jokes, name calling, belittling, shaming, humiliating, discussing sexuality, body compliments, communicating via personal electronic or social media outlets with a child.

- Cell phone use in the Child Watch area is not permitted by staff or parents.
- YMCA staff is not allowed to babysit or develop outside relationships with the children in our programs. This rule is in place to protect your child and YMCA staff. Staff violation of this rule is grounds for immediate dismissal.
- The YMCA Child Watch staff will notify a YMCA Supervisor if they have concerns or suspicions of child abuse or neglect. All suspected child abuse or neglect is reported to the Department of Family and Protective Services as required by Texas state law.
- If you have any concerns or observe a staff violating policies, please inform the Coordinator or Branch Executive Director or report it anonymously on our Values Line 888-475-8376. If there is a suspicion of child abuse a report must be made according to state law. The YMCA takes all allegations or suspicions of abuse seriously and will cooperate fully with any resulting investigations. CPS 1-800-252-5400 or [www.txabusehotline.org](http://www.txabusehotline.org)



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# **WHITE ROCK YMCA**

# **STEM**

# **ENRICHEMENT**

## **PARENT HANDBOOK**

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