



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARENT HANDBOOK

**YMCA BEFORE & AFTER
AND SUMMER DAY CAMP**

**IMAGINE.
INVENT.
INSPIRE.**

THE Y. IT'S WHERE YOU BELONG.

YMCA OF THE PIKES PEAK REGION

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ABOUT THE Y

Since 1878, the YMCA of Pikes Peak Region has been committed to serving every member in our community, regardless of background, financial status, ethnicity or creed.

Our Mission

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

Our Core Values

Caring, honesty, respect and responsibility

Our Cause

The Y is a powerful association of men, women and children of all ages, from all walks of life, joined together by a shared passion to strengthen the foundation of our community. We focus our work in three key areas, because nurturing the potential of kids, helping people live healthier, and supporting our neighbors are fundamental to strengthening communities.

Our Areas of Focus

The Y is a cause-driven organization that is for youth development, healthy living and social responsibility. The Y is for everyone. Our programs, services and initiatives welcome and embrace newcomers, enable kids to realize their potential, help prepare teens for college, offer ways for families to connect and spend time together, and provide a broader community for seniors to be healthy in mind, body and spirit. And that's just the beginning of how the Y strengthens community. Nearly one in five of our members receives financial assistance. The YMCA provides more than \$1.5 million annually in financial assistance and subsidies to children; families and adults so that our facilities, classes and programs remain open to all.

Overall Program Philosophy

YMCA programs are all about fun, games, encouraging individuality and building strong, confident, healthy kids. During YMCA programs, Y staff members get to know participants, learn about their passions and personality, and work to celebrate who they are and who they will become. Seeing and acknowledging the differences and similarities that inform our kids' unique perspectives is a priority for us. Kids in YMCA youth programs are exposed to new experiences, different cultures, creative projects and tons of fun! We aim to create an inclusive environment that supports self-confidence, encourages creativity, emphasizes teamwork and develops future leaders.

Nondiscrimination Statement

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity. Our core values are caring, honesty, respect and responsibility—they guide everything we do.

HIGHLY TRAINED STAFF

All staff meet and often exceed qualifications established by the State of Colorado and YMCA of the USA. As part of the application process all staff are required to provide professional, personal/family and peer references, as recommended related to child abuse prevention in addition to completing a full CBI/FBI/TRAILS background check and fingerprint process. Our staff are trained and their skills are updated on a regular basis, from on-boarding to supervision to program specific certifications. Our Y works to have instructors on staff for all core programs so we can quickly train/certify our own staff. Y staff are required to keep their skills up-to-date at all times, and their training is regularly monitored. Trainings are updated often so staff stay current with the latest developments in their areas of expertise.

Trainings Required by Licensing:

- Standard Precautions
- Medication Administration
- FEMA (Disaster Preparedness)
- Playground Safety
- Injury Prevention
- Mandated Reporter
- Childcare and Preschool Immunization
- CPR/AED for the Professional Rescuer

Additional Trainings Required by YMCA:

- First Aid/Oxygen
- Child Sexual Abuse Prevention
- Unlawful Harassment Prevention
- Managing your risk to exposure to Bloodborne Pathogens
- Hazardous Communications and GHSStandards
- HIPAA

Staff also attend quarterly trainings that focus on program innovation, behavior management, safety and compliance and leadership. Our staff development initiatives provide opportunities for our site directors and group leads to initiate and implement specific practices throughout our programming that engage our youth in social and emotional learning that leads to successful futures.

GENERAL PROGRAM INFORMATION

Staffing Ratios

The YMCA strives for a 1:12 ratio whereas 1:15 is the state requirement. We base staffing off of registration numbers and adjust and mobilize staff when needed.

Financial Assistance

As a charitable organization, the YMCA of the Pikes Peak Region raises money in order to provide our families the opportunity to take part in our programs at a cost that suits their financial needs. We offer financial assistance and work with each family individually to ensure their financial needs are met. This includes assistance provided for the school year and also includes emergency assistance for families who experience a sudden hardship. Please contact our office to start the financial assistance process or please go into your nearest YMCA branch location.

The YMCA of the Pikes Peak Region partners with the Colorado Child Care Assistance Program (CCCAP) at specific school/day camp sites. Please contact our office for more information about authorizations and registering.

The YMCA of the Pikes Peak Region offers 50% tuition assistance to all individuals who are foster parents and are a part of the Colorado State Foster Parent Association (CSFPA). This applies to YMCA membership and programs as well.

Receipts and Tax Information

Receipts are available upon request after making a monthly payment. End of Year statements are available upon request after December 31st. YMCA of the Pikes Peak Region childcare payments may be a tax deduction.

Tax ID # is 84-0404266

Provision for Snacks

The YMCA of the Pikes Peak Region aligns with the more than 2,700 YMCAs across the country in adopting HEPA (Healthy Eating and Physical Activity) standards. In 2011, the YMCA of the USA made a commitment to Michelle Obama and the Partnership for a Healthier America (PHA) to become the healthiest childcare provider and to help end childhood obesity. The staff at the YMCA of the Pikes Peak Region are expected to model healthy eating and active living, while engaging children and their parents or guardians in the YMCA's effort. The YMCA provides snack that does not include the following: partially hydrogenated oils (trans fat), fried or pre-fried foods. Snacks served will be free of sugar within the first three ingredients or with less than eight grams of added sugar.

Participation in Activities

Opportunities for exercise and fitness are available daily. Our staff will never force children to participate; however, we ask that parents encourage their child to participate in all programs. Per our code of conduct (pg. 10), youth must willingly engage in 75% of program activities. Should you or your child have any questions in this regard, please contact the Association Child Care Office.

Personal Belongings

The YMCA is not responsible for lost, misplaced or stolen items. Please do not send your child to the program with electronics, expensive/sentimental items or money. Mark all personal belongings with your child's name. Lost and found items will be donated to charity if not picked up in a reasonable amount of time.

GENERAL PROGRAM INFORMATION

Electronics

Cell phones and electronics (including game players, iPods and e-readers) are not allowed in YMCA programs. We strive to create an opportunity for your child to unplug and take a break from the electronics.

Intoxicated Child Pick-up

For the safety of the children, the YMCA has established a procedure in the event of anyone attempting to pick up a child while under the influence of alcohol or drugs. If a staff person suspects intoxication, they will strongly encourage that someone else pick up the child. If the individual insists on leaving with the child, the staff will immediately contact law enforcement and advise them of the situation.

Location of Children

Children's whereabouts are monitored at all times. A note will be posted to notify parents of where the program is located in or outside the center. In the event that a child's whereabouts is unknown, a thorough search of the area will be conducted by YMCA staff. Parents and police will be notified within 30 minutes if the child is not located. At the end of each day all rooms are checked for children.

Check In/Out Procedures

Only persons listed on the registration form or authorized in writing by the child's parents may pick up or visit a child. For safety reasons, we will not release your child to anyone without authorization and all persons including yourself must have identification with them. All persons picking up your child will be asked for identification regardless of having a pick-up card during the summer months.

If you are more than 30 minutes late and the staff has not been able to reach you or anyone authorized to pick up your child, a YMCA staff member will contact Association Child Care Leadership. We will then notify the Department of Human Services and the local police.

Visitors

All visitors must sign in on the designated visitor log before entering any child care room. Staff members are required to verify the identity of individuals by checking identification.

Program Closure

In the event of a YMCA program closing for an extended amount of time due to extenuating circumstances, guardians will be notified with as much notice as possible. Any fees that are paid without care provided will be fully refunded or credited to the account.

Weather-Related Closures/Delays

School is delayed

The YMCA program will offer care starting at 8:30 a.m. at the school. The YMCA will open for After School Care at the regularly scheduled time and will close at 6:00 p.m.

GENERAL PROGRAM INFORMATION

Weather-Related Closures/Delays (continued)

School is canceled

The YMCA program will be open at a nearby YMCA from 8:00 a.m. to 6 p.m. Your child can be dropped off at any time. Registration is managed by the child care department. (If school is canceled while your child is in school, programming will not be offered). If a district cancels after school activities due to weather the YMCA after school program will also be canceled. In any of the above situations, the YMCA reserves the right to cancel the program due to hazardous conditions. The district and all families will be communicated with via phone and email prior to any cancellation and with as much notice as possible. Our main concern is for the safety of our children, our families and our staff.

If after-school programs are canceled by the district due to weather:

The YMCA program will not offer care.

In any of the above situations the YMCA reserves the right to cancel the program due to hazardous road conditions. Our main concern is for the safety of your children, your family, and our staff.

CHILD HEALTH INFORMATION

Immunizations

The YMCA aligns with state licensing requirements that a certificate of immunization is submitted annually on the Colorado State approved immunization form. Your child will not be able to attend without the correct form. Failure to follow this policy will result in a delay for your child starting the program. Immunization exemptions are accepted.

Medications and Medical Oversight Plan

In compliance with the licensing requirements, the YMCA is required to have a medication administration handling policy. The YMCA holds a contractual agreement with a nurse consultant certified in accordance with Colorado State Licensing requirements to oversee programs. No medication will be accepted without the approved forms and correct packaging (prescription bottle or box it came in). All medication MUST have a valid expiration date. Prescription and non-prescription medication will be administered to children only when the below standards are followed:

- A written health care plan from the Health Care Provider is uploaded to the registration site and must have Nurse and Program Director approval prior to acceptance into the program and attending.
- Medication must be provided to the YMCA in its original container with the prescription, dose and time to be administered attached.
- Medication must be current and does not expire in the next 30 days.
- Medication may only be administered to the child it is prescribed for.
- A written order is required from a prescribing health care provider if a child self-carries his/her own emergency medication and must be approved by the nurse consultant.

CHILD HEALTH INFORMATION

Injury

In the case of an injury on site, guardians will be notified immediately. A decision will be made between guardians and Y staff if a child needs to be transported for emergency attention. For any hospital or doctor required visits after an injury occurring in a Y program, it must be reported to the YMCA Child Care Administration.

Allergies

For our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, environmental or other substances. The YMCA is NOT a nut free zone. We cannot guarantee safety from exposure to foods that may cause allergic reactions.

Illness

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children who have had the following symptoms in the last 24 hours.

- Elevated temperature (over 101)
- Diarrhea or vomiting
- Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge.
- Diagnosed contagious disease such as strep throat or chicken pox

All children must be symptom free for 24 hours prior to returning to the program. In some cases, a doctor's note of release will be required.

If children become ill during program, parents will be notified to come and pick up their child within the hour. They will be provided with a place to rest comfortably until they go home.

Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles or hand, foot and mouth. It is a licensing requirement that signs be posted to notify families.

Mental Health

YMCA staff will refer any mental health concerns to all invested parties.

Sunscreen

During summer camp, the YMCA will provide SPF 30 or higher sunscreen for all participants. In the event that you would like to provide your child with their own sunscreen for summer camp or before and after school, the bottle must be labeled with the child's first and last name. Staff will supervise application of sunscreen. If your child burns easily, please send an extra shirt for him/her to wear while swimming outdoors. We strive to prevent sunburns.

SAFETY PLANNING

Accidents and Emergencies

YMCA staff are First Aid, Oxygen and CPR/AED certified and have been trained in FEMA disaster preparedness and emergency procedures. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site. We will call or contact an emergency contact person to notify of a minor accident or injury. When there is no question that a child must be taken to the doctor or the hospital, we will call to inform the contact of our course of action as soon as possible.

Natural Disaster

In the case of a natural disaster the YMCA will follow its emergency procedures and FEMA guidelines specific to the incident. The program follows the school district's guidelines set forth for evacuation and notification. If an emergency of this nature were to occur, parents would be asked to be available at the number they have listed.

The YMCA will notify the parents via phone or email immediately once the participants are safe and the location is secure. The onsite director is available through the YMCA site phone and parents can call the main child care office. In the case of a participant with a diverse ability, the emergency procedures will be followed and the buddy system with a staff will be followed to move them to a secure location where the parent/guardian will be notified.

SERVING ALL STUDENTS

We have partnered with the City of Colorado Springs Therapeutic Recreation Program (TRP) to provide support and accommodations as needed to the Americans with disabilities Act (ADA). TRP will be the liaison between the YMCA, our participants, and the community. TRP will work with each family on a case by case basis to determine if the YMCA can support the child to their fullest potential.

BEHAVIOR MANAGEMENT

Self-management skills and positive social interactions among children and adults are encouraged and maximize everyone's enjoyment of Y programs. We use positive guidance methods including reminders, distraction, logical consequences and redirection.

Child safety is the most important concern of the program; therefore, children whose behavior is dangerous or repeatedly disruptive must be immediately picked up from the program by someone designated through the departure and release procedures. Repeatedly disruptive or dangerous behavior will be discussed with the child's parent and will result in loss of privileges or activities, suspension or termination from the program.

Conduct Policies

As in any activity, inappropriate behavior of a few children can have a dramatic impact on the experience of the entire program. Therefore, the following conduct policies apply directly to each individual child and will be used in determining the child's eligibility to continue as a participant in the program.

A child may be suspended or released from the program, without refund, for the following behaviors while participating in program:

- Leaving the Y location without permission or going into unauthorized areas
- Using foul language, fighting, being rude or discourteous to staff and other children
- Verbal or written threats to staff or other children
- Defacing Y property, school property, field facilities, any property visited such as a school, park, or other special event location
- Engaging in fighting or intentionally injuring another child
- Bullying
- Bringing or using any illegal substances and/or weapons
- Stealing or defacing another child's property
- Refusing to remain with the group while at the program and during outings or field trips
- Refusing to participate in program activities (participant must willingly engage in 75% of program activities)

Disciplinary Policy

In the event that a child within our programs makes a decision that is in violation of our conduct policies, the following guidelines will be observed:

- First incident: Parent notified by director
- Second incident: Disciplinary write-up
- Third incident: The action taken at this point is at the discretion of the director after appropriate consultation with the parent. (Range of discipline: one-day suspension to removal from the program.)

Please note that the severity of the incident may result in immediate suspension or removal from program.

DOCUMENTATION OF ACCIDENTS/INJURY REPORTS

Y Staff are not allowed to provide documents such as incident or accident reports. Any issues related to the child will be expressed to the parent or guardian at pick up. Communication about accidents/incidents will be made between the both parents and will not involve YMCA staff. The YMCA will only provide documentation through a formal court process by receiving a subpoena. Separated or divorced parents will need to come up with their own method of sharing information.

BEFORE AND AFTER SCHOOL PROGRAM

School Districts

The YMCA of the Pikes Peak Region's Before & After School Child Care program aims to improve confidence and leadership skills, as well as celebrate the uniqueness of each child. Today the Y serves children at 31 Before & After School sites in districts 2, 8, 11, 12, 14, 20, 38, 49 & charter schools in El Paso County.

Curriculum

Imagine. Invent. Inspire. The YMCA of the Pikes Peak Region's Before & After School Child Care program expands learning beyond the classroom. Children are celebrated for their uniqueness and provided with multiple opportunities for growth and development through a variety of activities. Children are natural-born engineers, who tend to be fascinated by building things and taking things apart to see how they work. Though often affiliated with just science and math, the engineering design process can be applied to meet a variety of child interests. The following nine exploratory components will be integrated into the program throughout the school year: STEM, Arts, College and Career Readiness, Family and Parent Engagement, Global Learning and Inclusion, Health and Wellness, Academic Enrichment, Leadership Development and Service Learning. Homework assistance, snack and physical activity are provided daily.

Typical Day for Students

The Before & After School program offers a constructive balance of child-led activities and child exploration each day. Youth make meaningful and intentional choices with hands-on activities focusing on physical activity, arts and humanities, STEM, nutrition education, service learning and leadership opportunities. In addition, activity schedules include the following components:

- Core Values and Character Development
- SPARK Physical Education Curriculum
- Y HEPA (Healthy Eating and Physical Activity) Standards
- Homework Enrichment
- Social Responsibility

Homework and School Day Interfaces

The YMCA will allot at least 30 minutes per day for homework completion and assistance. If any child requests more time to complete their homework, YMCA staff will provide space for that child. If a child completes their homework prior to the session commencing, they will be provided quiet activities or an option to read while the other children finish their homework.

BEFORE AND AFTER SCHOOL PROGRAM

Program Offerings

Registration paperwork is required to be completed, submitted and approved by the YMCA prior to your child attending the program, including school year registration fee payment. Please Note: Colorado Child Care licensing rules require all participants to disclose immunizations on the appropriate form (Colorado State Required Form) before your child can attend the program. You do have the option to sign for personal exemption if you choose not to have your children immunized.

For current pricing: ppymca.org/beforeandafter

Plans

Choose the plan that best fits your needs. All plans require payment of the annual registration fee and completion of full registration paperwork. Written 30 day notice is required for any plan changes, including part-time plan day changes.

- **Standard Plan**

The standard plan includes 3-5 days of care per week when school is in session. This plan includes early release days. This plan does not include school out days, snow days or school breaks, however discounted fees apply.

- **Part-Time Plan**

The Part-Time plan includes 1-2 days of care per week when school is in session – You are required to the choice of the specific days your child will be attending. Drop-in fees apply when care is required beyond set amount of registered days. This plan includes early release days or testing days if the day of scheduled care lands according to the planned schedule. Drop-in fees apply in other instances. This plan does not include school out days, snow days or school breaks; however discounted fees apply.

- **Drop-In Option**

Pick and choose your days throughout the month. Reservations must be made at least 2 weeks in advance to guarantee space availability; however you can request a reservation up to 24 hours in advance. Same day requests will be accommodated on a limited basis. All drop-in fees apply. Payment is required at time of confirmed registration. Families who only utilize the drop-in option will not be eligible for the discounted snow day and school out day rates.

Out of School Days

The YMCA supports families by offering programming at a nearby YMCA all day from 6:30 a.m. to 6:00 p.m. Programming will be offered for teacher work days, testing days, most holidays, and other potential days when school is not in session. Programming is not provided on the following days: Thanksgiving Day and the Friday after, Christmas Day, New Year's Day, Memorial Day, Fourth of July and Labor Day. Days are subject to increase based on where certain Holidays land within the week.

- **Testing Days**

During testing days, the YMCA will offer onsite programming from 6:30 a.m. – 6:00 p.m. and will work with the school to ensure the participants get to their test on time. Fees will apply for Drop In's.

- **Late Start or Early Release**

The YMCA will offer extended onsite programming in the event of a late start or early release. Fees will apply for Drop In's.

BEFORE AND AFTER SCHOOL PROGRAM

Additional Offerings

The YMCA offers programming outside of traditional before and after school. You are able to join us for the following programs without being enrolled at a school we currently serve. The school year registration fee applies.

- **Adventure Days including School Breaks**

Full payment and 24-hour reservation is required prior to attending an Adventure Day. Adventure Days may be canceled due to low enrollment.

- **Snow Day**

If the district has not been put on a delay or has not been canceled before 6:00 a.m. we will open for our Before School program. Our website will be updated at ppymca.org with location and time information. If the following situations occur, the procedure below will be followed:

If **School is canceled**, the YMCA program will be open at a nearby YMCA from 8:30 a.m. – 6:00 p.m. Location information will be provided via email and the YMCA website and Facebook page.

School Out Day Information

When School is out, The Y is in! Join us for fun adventures as we explore through art, science, group games, and more!

Registration

Registration is available via email and phone. Registration is required at least 24 hours in advance to ensure appropriate staffing (Snow day registration will be on-site the day of).

Cost

School out day programming is available at a reduced cost for those before & after school families on a part time or standard plan. Families on a drop-in plan or those only needing school out day care will pay full price.

What to bring

- Weather appropriate play clothes
- Closed toe shoes
- Refillable water bottle
- Lunch
- Swimsuit
- Towel

SUMMER DAY CAMP OVERVIEW

Curriculum

The day camp program offers a constructive balance of counselor-led activities and time for child exploration each day. Youth make meaningful and intentional choices with hands-on activities focusing on physical activity, arts and humanities, STEM, teambuilding, service learning and leadership opportunities. All day camp activities are based on our weekly themes which create a fun-filled experience that encourages friendships and skill building.

In addition, activity schedules include the following components:

- Core Values and Character Development
- SPARK Physical Education Curriculum
- Y HEPA (Healthy Eating and Physical Activity) Standards
- Teambuilding
- Field Trips
- Songs & Skits
- Swimming

Achievement. Belonging. Relationships.

The Y's summer day camp is one of the oldest and most trusted camping programs in the country. Our day camps provide fun, child-centered activities and opportunities for learning through discovery, and challenge children to grow in imagination, creativity, self-directed initiative and leadership. Y Day Camp is much more than a summer activity for kids. It's a place for values, learning, skill building, self-confidence, diversity and fulfilling dreams. Through organized activities and play, our caring and fun camp counselors provide campers with experiences to not only challenge their minds, but strengthen their bodies as well. Children will be encouraged to have fun, be active and, let's face it, it's camp – they are bound to get a little messy!

Program Hours: Monday-Friday, 6:30 a.m. – 6 p.m.

Field Trips

All children participate in field trips unless otherwise notified by parents. Attendance is taken before departure, at the destination and continuously during the field trip. Transportation permission slips are part of registration paperwork. Transportation is provided by school district busses with qualified district staff drivers. Emergency evacuation drills are performed periodically.

Late Arrival

If a child arrives late at a site and the remainder of the group is away, we will work with you individually as needed.

Lunches

Please provide a refillable water bottle and a nonperishable, nutritional lunch daily unless otherwise notified by the day camp site director. Please note we cannot refrigerate or microwave any lunches.

FINANCIAL PROCESSING

Registration and Fee

Registration paperwork is required to be completed, submitted and approved by the YMCA prior to your child attending the program. Please Note: Colorado Child Care licensing rules require all participants to disclose immunizations annually on the appropriate form (Colorado State Required Form). This form is part of our online registration process. You do have the option to sign for personal exemption if you choose not to have your children immunized.

There is a one-time registration fee required for each season of programming due before being able to attend the program. Discounts and financial assistance do not apply to either of the registration fees. Registration fees are non-refundable.

School Year Registration Fee: \$50 per child

Summer Day Camp Registration Fee: \$50 per child

All accounts are required to have a stored billing method (credit/debit) to schedule and make payments. It is the responsibility of the participant to ensure that all payments are made in a timely manner in order to avoid an interruption of care.

School Year Drop-Ins

Payment is required at time of registration.

Before and After School Program Plans

Before and after school dues for the year are determined by the number of days that care is provided throughout the school year. This annual cost is then evenly divided between each month. School breaks and school out days are taken into account when calculating these fees. Payments are scheduled and due on the 5th of each month. Monthly fees are due regardless of attendance.

Month of Care:	Payment Due Date:
August	August 5
September	September 5
November	November 5
December	December 5
January	January 5
February	February 5
March	March 5
April	April 5
May	May 5

If payment declines the YMCA will attempt to reprocess the payment the Friday after draft date. The YMCA will make a final attempt to reprocess the payment on the 15th of each month or following business day.

- If full payment is not received by the 15th of the month a \$15 late fee will apply and the child will no longer be able to attend the program starting on the 16th of the month.

Full payment and late fee must be paid prior to the child being able to attend or register for any YMCA programs.

FINANCIAL PROCESSING

Summer Day Camp

A non-refundable deposit fee of \$20 per week is due at time of registration. Payments for the remaining balance are scheduled and due 2 weeks prior to the start date of each weekly session of camp. Weekly fees are due in full regardless of attendance.

Example pay schedule below for 2020:

Week of Camp:	Payment Schedule:
Mon June 15	Mon June 1
Mon June 22	Mon June 8

If the payment declines the YMCA will attempt to reprocess the payment the Friday following the declination.

- If full payment is not received the Friday prior to the start date of camp, the participant will be removed from the program roster and will not be permitted to attend.

For Families Making Split Household Payments

Please contact the Child Care Department prior to registering for any programs. In most cases the YMCA will create two separate accounts for the child. Each account is required to store a billing method and have payments scheduled according to the charts above. However if either account defaults, the participant will no longer be able to attend, according to the payment declination policy above. Late fees will apply and will be split between the two parties.

The YMCA cannot and will not get involved in personal matters as it relates to custody of your children. Please do not share personal information with the onsite staff.

Communication about your custody agreement and child registrations will only involve Child Care Administration Office staff if deemed necessary by the YMCA.

Withdrawal & Change Policy

Before and After plan withdrawal It is the YMCA's policy that written notice must be given 30 days in advance of your child's withdrawal to receive a full refund through the online form located at ppymca.org/beforeandafter. Any outstanding balance must be paid at the time of withdrawal. **If cancellation is received after draft - no refund.**

Before and After plan change It is the YMCA's policy that written notice must be given 30 days in advance of a change to your child's plan through the online form located at ppymca.org/beforeandafter. This allows for accurate planning for staff to participant ratios. Fees may apply if upgrading plan option.

Summer Day Camp withdrawal It is the YMCA's policy that written notice must be given at least 3 weeks in advance of withdrawal from the summer camp program through the online form located at ppymca.org/day-camp.

Summer Day Camp change It is the YMCA's policy that written notice must be given at least 3 weeks to change camp weeks through the online form located at ppymca.org/day-camp. Fees may apply.

The YMCA reserves the right to dismiss a child from the program upon notifying the parent. Refunds or credits will not be issued for dismissal from the program due to behavior.

FINANCIAL PROCESSING

Refunds/Credits

Please note that refunds/credits will not be provided due to participant non-attendance or closures due to inclement weather.

All refunds/credits are requested through online forms via our website:
ppymca.org/beforeandafter or ppymca.org/day-camp

Please note that cancellations and refunds will not be automatically processed. It is up to the participant to initiate contact with the child care department through the online form. Any bank account or credit/debit changes must be made at least 5 days prior to the draft date of the scheduled payment.

Late Pick-Up

Contact the Site Director by calling the site phone if you are going to be late picking your child up. A \$10 per 10 minute late fee will be charged for all late pick-ups after 6:01 p.m. If you are more than 30 minutes late and the staff has not been able to reach you or anyone authorized to pick up your child, a YMCA staff member will contact Association Child Care Leadership. We will then notify the Department of Human Services and the local police.

COMMUNICATIONS DISPUTE RESOLUTION PLAN AND PROCESS

Open communication is essential in resolving conflict, whether it's among children, staff, parents or the school. The YMCA aims to create a streamlined experience for each individual child between our program, their school and their home. Parents, staff and the school are encouraged to address any concerns or questions with the onsite staff as soon as possible. If the onsite staff feels they cannot appropriately handle the concern or question, they will refer the participant to their Program Director, who will reach out directly to the family within 24 business hours of receiving their information.

In most cases the Program Director is well equipped to handle most questions or concerns; however, if the Program Director requires further assistance, the Executive Director or Senior Director will be communicated with and will work together with the Program Director and the family to address the concern or questions.

In some instances, the YMCA will alert the school leadership of concerns or issues, when deemed necessary by YMCA Leadership.

The YMCA will address all questions or concerns on a personal and case by case basis. This will be over the phone or through face to face interaction. The YMCA feels that resolving conflict through email is not the most appropriate avenue of communication to support the family.

Please contact us with questions:

Monday–Thursday

8:00 a.m. – 6:00 p.m.

Friday

8:00 a.m. – 5:00 p.m.

Child Care Office: 719.329.7289

Child Care Email: childcare@ppymca.org

MANDATED CHILD ABUSE REPORTING

YMCA child care programs are licensed programs through the state of Colorado. The YMCA is mandated to report any suspicion of child abuse to Social Services. The license indicates that the program has met the required standards for the operation of a childcare facility. If you have not done so, please ask to see the license.

If you believe that your child has been abused, you should seek immediate assistance from your County Department of Social Services. Colorado law requires that childcare providers report all known or suspected cases of child abuse or neglect.

The Telephone Number to Report Abuse:

1.844.CO4KIDS

1.844.264.5437

Child care services play a key role in supporting families, and strong families are the basis of a thriving community. Your child's education, physical, emotional, and social development will be nurtured in a well-planned and run program. Remember to observe the program regularly, especially regarding children's health and safety, equipment and play materials, and staff. For additional information regarding licensing, or if you have concerns about a child care facility, please consult the Colorado Department of Human Services, Child Care Licensing, at 303.866.5958.



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FOR SOCIAL RESPONSIBILITY**

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