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FOR HEALTHY LIVING
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ADVENTURE AWAITS

YMCA OF WESTERN NORTH CAROLINA
Summer Day Camp
2018 Parent Handbook

Updated 12/22/2017



YMCA of Western North Carolina

Summer Day Camp 2018 Parent Handbook

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Dear Parents/Guardians,

Camp is a time of tremendous personal growth for children as they attempt new challenges, build self-esteem, and make memories that will last a lifetime. Camp has been a tradition of the YMCA of Western North Carolina for many years, and we're excited to spend this summer with your family. We appreciate and respect your choice for the Y to provide care for your child(ren) this summer. We recognize the incredible responsibility you've placed on us, and will work tirelessly to meet your expectations.

This handbook will answer your questions, promote communication between our staff and your family, and help you understand our policies and procedures. By selecting a YMCA summer day camp for your child(ren), you're giving them the opportunity to benefit from a quality program with fun, experiential learning activities that develop new skills and help them feel successful.

We look forward to a summer of memories and friendships.

Sincerely,

Paul Vest
President and CEO
YMCA of Western North Carolina

Registration Process and Fees

A child cannot attend the program until all documents are accurately completed and submitted to the Y Business Center at least one week before the child's start date. Henderson County and McDowell County registrants will submit all paperwork to the Y Business Center by email to ymcawnc.org.

What's Needed for Registration

- Completed online registration
- Copy of child's immunization record
- Current color photo of child
- Valid child care subsidy voucher, if applicable
- Y child care financial assistance form, if applicable plus all required documentation
- Non-refundable, non-transferable registration fee
- Non-refundable/non-transferable deposit or payment in full for each weekly camp session.

Late Payment: The YMCA will assess a fee for all late payments.

Late Pick-Up: See page 6.

Please note: The YMCA accepts state subsidy vouchers for Discovery Camps held in Buncombe County schools and McDowell County schools, and for the Glen Arden Explorer Camp in Buncombe County.

Financial Assistance

Contact the Buncombe County Child Care Services Subsidy Unit at 828 250 5500 or the McDowell County Child Care Services Subsidy Unit at 828 659 6204 for voucher services.

The Y-Access financial assistance program provides funds based on available resources. Assistance is awarded on a first-come, first-served basis. Applications are available at the Y Business Center, 40 N. Merrimon Ave., Suite 301, Asheville, or on our website at ymcawnc.org. Applicants must first apply for the subsidy/voucher program through the Buncombe or McDowell County Child Care Services Subsidy Unit if applicable.

Payment Policies

Payment Due Date: The Wednesday before each week's camp session, by 5 p.m. at the Y Business Center or by 11:59 p.m. online.

Payment Options

- Check, credit card, and cash at the Y Business Center
- Check or credit card via phone to the Y Business Center at 828 252 5910
- By credit card at ymcawnc.org
- **PAYMENTS CANNOT BE ACCEPTED AT CAMP LOCATIONS.**

Refunds and Cancellations: All deposits and payments are non-transferable and non-refundable.

Insufficient Funds: If a payment is not honored, you are still responsible for the payment, plus a \$25 service charge. Children will be unable to attend program until their account is paid in full.

Subsidy Voucher Participation: Participants are required to notify the Y of any changes in subsidy voucher status and to abide by the rules set forth by the issuing agency. Voucher termination by DSS does not automatically remove your child from program. You must contact the Y Business Center to do this. Two week notice is required to remove a child from program.

Making Changes to Registration Documents

The YMCA requires both Parent/Guardian #1 and #2 to be completed during the online registration process, unless there is a standing custody order or other legal document stating otherwise.

Both Parent/Guardian #1 and #2 have FULL access to the child's account including the ability to make any changes, unless there is a custody order or other legal document stating otherwise.

Custody orders or other legal documents can be emailed to the Y Business Center, ymcawnc.org with your child's registration

What to Bring to Camp

For detailed instructions on what to bring each day, please visit ymcawcnc.org and click on the name of the camp your child will be attending.

**PLEASE LABEL ALL ITEMS
SENT WITH YOUR CAMPER!**

Campers should bring a backpack with the following items each day:

Water bottle: We encourage you to send an inexpensive, labeled water bottle. Your camper will need to have this with them all day, every day.

Food from home: The YMCA strives to provide a healthy environment for all campers. If you send lunches or snacks from home, please comply with HEPA and federal standards. Lunches must include at least four of the following components: Milk, two fruits or vegetables, meat or meat alternative, and bread or bread alternative. No fried foods or sugar-sweetened beverages are allowed in YMCA programs. Food from home cannot be shared with other campers.

Please note: Camp is a time to learn new skills. Campers can learn responsibility by taking care of their own belongings. They do sometimes misplace things, and camp can involve a lot of messy good times, so **please do not send your child with expensive items or valuables of any kind.** The Y is not responsible for lost or stolen items.

What to Wear to Camp

For detailed instructions on what campers should wear (including footwear), please visit ymcawcnc.org and click on the name of the camp your child will be attending.

Daily Activities

Your camper is going to have a summer filled with memories! No matter which camp they attend, children will enjoy new experiences and have fun with peers and energetic counselors.

For more information about specific activities at your child's camp, please visit ymcawcnc.org and click on the name of the camp your child will be attending.

Activities Outside the Fenced Playground

By enrolling your child in this YMCA program, you give permission to the YMCA for your child to participate in developmentally appropriate supervised activities outside the fenced playground at Buncombe or McDowell County school locations. These locations are still on their respective schools' properties.

Staff Ratios

We strive to maintain a 1:15 staff to child ratio per the Y-USA School Age Program Guidelines and the North Carolina Enhanced Licensing Standards.

Character Development

The Y summer day camp program incorporates the YMCA's four core values:

Caring • Honesty • Respect • Responsibility

Parent/Guardian Involvement

We recognize that the support and involvement of parents and guardians is critical to the success of our summer day camps.

Our staff works closely with you to make sure they understand your child's needs and what we can do together to provide an enriched environment for them. We encourage and welcome all interested parents and guardians to actively participate in our program and visit anytime.

Parents/guardians can be involved by:

- Supplying items for projects (shoeboxes, cotton balls, baby food jars, etc.)
- Maintaining a positive relationship and open communication with all day camp staff
- Reading the weekly site newsletter and notes on the Family Table to stay updated on activities
- Supporting the YMCA as a donor or volunteer
- Attending Family Night events

Talk with the program coordinator at your child's site if you would like to be involved.

Family Table

Family Tables are located at many camps. At the Family Table parents/guardians are able to see updates from the Y Business Center, the weekly camp daily events and activity schedule, view the snack calendar, and sign their child in and out.

The Y emails camp newsletters to parents/guardians. Information about field trips will be posted at each site. **Please check the Family Table for updates and news.**

Attendance, Drop-Off, and Pick-up Policies

An adult (18+ years old) must sign campers in and out each day. Failure to sign your child(ren) in and out may result in removal from program. Before the child(ren) can leave the YMCA area, the adult must sign them out and provide picture identification.

Only those people listed on the registration form will be allowed to pick up the child(ren). Additions/deletions to the list can be made at any time by either parent No. 1 or No. 2 listed on the online registration. You must contact the Y Business Center at 828 251 5910 to make changes.

ID is required at pick-up time. This policy is for the safety of your child(ren). Come prepared EVERY AFTERNOON with ID.

The YMCA requires two additional emergency contacts to be listed on each child's registration. These emergency contacts can be someone out of town who can make decisions on your behalf or in your absence.

All emergency contacts are permitted to pick up your child from program.

Late Pick-up Policy

For camps at Buncombe County schools, in Henderson County, or at the Youth Services Center, the YMCA will assess a \$20 late fee from 5:35 p.m. to 5:45 p.m. A \$40 late fee will be assessed from 5:45 p.m. to 6 p.m. Camps in McDowell County charge \$5 for every five minutes after 6 p.m., per child.

Chronic lateness could result in removal from the program. For consistency, the program will use the clock at site for time reference. It is critical to always contact the site director if you are going to be late.

If a child has not been picked up by 6 p.m. and no authorized person has been reached, Y staff will notify local police. This may result in the child's removal from the program.

Field Trip Policies and Procedures

By enrolling your child in this YMCA program, you give permission for your child to leave the YMCA site on authorized trips under the supervision of Y staff. Further, you grant permission for your child to be transported in YMCA vehicles. Field trips occur weekly during summer camp and some field trips have an additional cost to attend.

Vehicle Requirements

All vehicles used to transport children will be insured and in good repair. All staff certified to drive YMCA vehicles will undergo annual training in defensive driving and preventive maintenance. YMCA staff will perform pre-trip maintenance checks before operating any YMCA vehicle.

Non-driving staff on the bus will carry a functioning cellphone for use in emergency. At no time may the driving staff use a cellphone while driving an association vehicle.

A first aid kit must be located and secured on every association vehicle used to transport children. If the first aid kit contains hazardous items, it must be locked.

Staffing and Supervision Requirements

Drivers must be at least 21 years of age and have the appropriate state-required license to operate the class of vehicle. Drivers must undergo a background check and have no convictions for impaired driving offenses.

Classroom staff-child ratios will be maintained on the bus. There must always be a staff member in addition to the driver on the vehicle to maintain adequate supervision. Staff members will be spaced throughout the bus to maintain supervision. Children may never be on the bus without direct adult supervision.

Association policies for signing in and signing out children will be maintained at all times.

Attendance will be checked and documented on the group roster when leaving the facility, every 30 minutes while off site, before loading the bus to return, and upon return to the site.

A bus seating chart with the names of all persons (children and staff) on the bus and where they are

sitting will be left on site before departure on any offsite activity. This documentation will be stored on site for the duration of the license in the field trip binder in the site director's office.

While off site, staff will maintain all general supervision policies. Staff will also ensure that non-program participants are cleared from any public restrooms before program participants are allowed to enter. All other restroom supervision policies apply.

Health and Safety Requirements

Children will be loaded and unloaded from the bus in a safe manner at curbside, out of the flow of traffic.

A staff member certified in CPR and first aid will be present for all offsite activities.

Each staff member will carry emergency and contact information forms for each child in the program on all offsite activities.

An adequate amount of drinking water to serve every child will be available on the bus.

Field Trip Paperwork and Posting Requirements

A schedule of all offsite activities will be posted and a copy of the schedule will be given to parents/guardians. Any alterations of plans due to weather or unforeseen circumstances will be communicated to parents/guardians through text alerts and will be documented on site in the activity plan in the field trip binder.

A transportation plan, including departure schedule and driving directions, will be available at site and submitted to the child care office before children are transported. This documentation will be stored on site in the field trip binder for the duration of the license.

Parents will sign all appropriate permission forms for offsite activities before their child is transported on a YMCA vehicle.

Aquatics Policies for Children

- Swimsuits must be worn in the pool. T-shirts and khaki/jean shorts are prohibited.
- Swimmers must shower before coming onto the pool deck to swim. Rinse off completely, don't just get wet.
- Pool rules will be discussed on every visit to the pool.
- The Youth Swim Test will be given after pool rules every day to those that have not taken and passed the test yet. The test may only be tried once a day. The swim test is: Swim the length of the pool—get out—jump back in and tread water for one minute.
- The stairs are for getting in and out of the pool, not for playing.
- Do not hang on lane lines because they can pinch the person hanging on them or break.
- No high-pitched screaming.
- No flipping or diving. Jumping is permitted only to those that pass the Youth Swim Test, and only in the 9' area.
- Arm swimmies and other inflatables are not allowed in the pool.
- Counselors must remain in the water and on the pool deck to assist campers and lifeguards.
- Lifeguards are at the pool to ensure the safety of all swimmers. Do not try to engage them in play or get their attention for anything other than swim dangers and emergencies.
- If a camper needs to use the restroom, please find a counselor.

Supervision

Aquatics policies are to be adhered to when at pools, oceans, lakes, rivers, creeks, water parks, and other bodies of water.

When 4 year olds are enrolled, a 1:10 staff-to-child ratio will be maintained, with staff always both in and out of the water to maintain adequate supervision at all times. If all children participating in aquatics activity are age 5 or older, a 1:13 staff-to-child ratio will be maintained, with staff always both in and out of the water to maintain adequate supervision at all times.

If a child needs to go to the restroom, an extra staff member on the pool deck will escort no fewer than two children at a time to the restroom. Staff will clear all restrooms and locker rooms before allowing program participants to enter. The staff member will

add children to the roster and check children out of their group roster.

Changing into Swimsuits

Summer: Children will change on site following all bathroom supervision requirements. Bathroom supervision requires that children are allowed in the bathroom by the number of stalls available. A staff member must be positioned outside the bathroom, able to hear all children in the bathroom. A bathroom monitor is stationed in the doorway able, to see all activity in the bathroom and to be seen by the staff member.

Winter: Children will change in and out of their bathing suits in the restrooms or family locker rooms located at the pool facility. Staff will clear all locker rooms and restrooms before allowing program participants to enter. Depending on the number of stalls, staff will send in either one child at a time or up to three children at a time when there are stalls to accommodate them.

Before entering the pool deck swimmers will shower in the family or youth locker rooms. Children will shower dressed in their swimsuits and staff will directly supervise children while they are showering.

Discipline Policies for Aquatic Activities

Should a child display challenging behaviors while in the pool, Y staff will ask that child to get out of the pool to take no more than five minutes of personal time. Staff who are not directly supervising children in the pool will sit with the child away from the water and work with the child to improve his/her behavior. No child will be left sitting on the side of the body of water without direct staff supervision within arms-length of the child.

Aquatics Participation

Your child's enrollment in this program constitutes your agreement that you have reviewed and understand the above aquatics policies and that your child may participate in developmentally appropriate aquatics activities.

Behavior Management Policy

Y staff will use positive behavior management techniques that are developmentally appropriate and that adhere to the Y's four core values of caring, honesty, respect, and responsibility.

It is important that staff maintain good order, high expectations, and appropriate discipline in all programming. Top objectives in all YMCA programs are safety and a positive atmosphere for learning and developing social skills. The YMCA makes every effort to help campers understand clear definitions of acceptable and unacceptable behavior. All campers must be able to follow behavior expectations and participate in all program activities.

Parents/guardians are required to inform the YMCA program staff in writing of any special circumstances that may affect the youth's ability to participate fully and to stay within the guidelines of acceptable behavior, including any behavioral problems and psychological, medical, or physical conditions. YMCA staff is not responsible for providing a one-on-one counselor. All students are expected to participate in all age-appropriate group activities.

Expectations for Children

Children are expected to:

- Cooperate with staff and follow directions
- Respect other students and staff, equipment, facilities, and themselves
- Maintain a positive attitude
- Stay in program areas and with designated group
- Use appropriate language

Behavior Management Techniques

Y staff will:

- Involve the children in the development of the "house rules."
- Maintain consistent behavior expectations and reinforce the Y's four core values.
- Guide children by setting clear, consistent, fair limits for program behavior.

Behavior Management Techniques, cont.

- Use natural and logical consequences.
- Redirect children to more acceptable behavior or an activity.
- Use positive reinforcement, including a positive behavior recognition program.
- Make eye contact and listen when children talk about their feelings and frustrations.
- Guide children to resolve their own conflicts through the use of conflict resolution skills.
- Use effective praise that is immediate, sincere, and specific.
- Modify and structure the environment to attempt to prevent problems before they occur.

Behavior Management Action Steps

Y staff will work with children and families in the following ways:

1. If the youth is unable to comply with the behavior expectations, staff will give one warning and attempt to redirect behavior by giving the child positive choices. Staff will never use any form of corporal punishment.
2. If after the first warning the youth is still unable to comply with the behavior expectations, staff will use logical consequences and positive discipline to develop a behavioral plan with the child.
3. If, after these interventions, the child is unable to comply with the YMCA behavior expectations, staff will call parents/guardians. They will be required to pick up the camper early from program and sign a write-up form.
4. If the youth's behavior continues to be disruptive and/or unsafe, the youth will be subject to suspension or dismissal.

All suspensions require a meeting with the program director. At this meeting a behavior contract will be established and signed by the child, parent, and staff before the child may return to the program.

Behavior Management Action Steps, cont.

Three behavior write-ups in any summer result in suspension for one week, or at the Youth Development Director's discretion, depending on the situation. The parent/guardian is responsible for contacting the Youth Development Director to set up an appointment to discuss the child's behavior before the child can return to the program.

Certain behaviors will result in an immediate parent call, suspension, or removal from the program:

- Any actions that threaten the physical/emotional safety of the child, other youth, or staff
- Possession of a weapon of any kind
- Vandalism, destruction, or theft of YMCA, Buncombe County Schools, or McDowell County Schools property
- Sexual misconduct
- Running away from designated group area
- Parent refusal to sign a discipline write-up form.

Suspension: Serious behavior problems will result in immediate suspension from the program. If the child is reinstated and then receives a fourth behavior write-up, the child will be suspended immediately. If necessary, the parent will be notified to pick-up immediately. Upon the fourth report, the child will be removed from the program without the right of reinstatement during the program year.

Termination: Y summer day camp programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity that may include, but is not limited to:

- behavior that requires constant attention from the staff
- behavior that inflicts physical or emotional harm on other children or self
- behavior that is abusive toward the staff and/or shows that a camper is ignoring or disobeying the rules.

If a child cannot adjust to the program and behave appropriately, the child may not be able to remain enrolled.

Reasonable efforts will be made to assist children in adjusting to the program setting.

School Success

The YMCA works with Buncombe County Schools and McDowell County Schools to help develop and deliver activities that engage and impact children. By enrolling your child in this YMCA program, you give permission for Youth Services program staff to contact the school your child attends to request progress reports, midterm grades, end-of-year grades, and test scores for the school years 2016–2017 and 2017–2018. You also give permission for information regarding absences, special needs, and behavior-related issues. You also give permission for Youth Services program staff to obtain the above information six months after your child's completion of the school year.

Removal of Child from Program

There are times when it is necessary for the YMCA to remove a child from the program. Reasons include:

- Non-payment of fees
- Child is unable or unwilling to conform to program rules and program guidelines and/or reasonable alternatives for behavior management have been exhausted
- Blatant disregard for rules or extreme disruptive behavior by child or parent/guardian
- Custody situations that involve parents who are unable to resolve differences as they relate to the YMCA program.

Staff Relationships with Children Outside YMCA Programs

Staff may not be alone with children they meet at the YMCA or in YMCA programs. This includes all forms of communication (phone calls, emails, instant messages, text messages, etc.).

Babysitting, hosting or attending sleepovers, and inviting staff members to a child's home are prohibited unless one of the following conditions exists:

- Staff and child's family have a relationship that predates the staff member's employment or volunteering with the Y.
- Staff and the child's family have a relationship that predates the child's enrollment in the Y program.
- Staff and the child or child's family are related.

If you have an existing relationship with a Y staffer, you must contact Melissa Wiedeman at mwiedman@ymcawnc.org or 828 210 2278 so to complete appropriate disclosures and documentation.

The Y recognizes that there are occasions when children ask a staff member to attend their sporting event, dance recital, etc. This is permitted only if it is a public event and the child and staff member are never alone together.

YMCA staff are NEVER allowed to transport children in their personal vehicles.

Children with Special Needs

The YMCA of Western North Carolina operates within the provisions of all applicable laws, including those that provide protection to individuals with disabilities as well as to providers who care for such individuals. Y programs welcome all children to the extent that it is reasonable to do so. A child who requires measures that constitute a fundamental alteration to the program or other undue hardship, or a child who poses a direct threat to the health and safety of others, will not be able to participate in Y programs.

Before a child's admittance to the program, it is crucial that a Youth Development Director make an individualized assessment of whether the program meets the particular needs of the child within the noted guidelines.

Children with Special Needs, cont.

After receiving the child's registration form, Y staff will contact parents/guardians for a preliminary intake interview to gather all necessary and pertinent information to serve the participant to the best of our abilities and within the parameters of our programs.

If Y staff and/or the parents/guardians feel it is necessary, a meeting will be scheduled to discuss the situation.

Once your child is enrolled in the program, the Youth Development Director will review the Individualized Care Plan (ICP) to ensure that Y staff understand the best ways to provide care for your child. The ICP will also note any special accommodations that are necessary to ensure your child's success in the program.

This information will be shared with site staff, and follow-up calls and/or meetings with program coordinators will be arranged on an as-needed basis.

Custody Issues

In the event of a difficult/dangerous custody situation where a court order is in place, please contact the Y Business Center to set up guidelines regarding the release of your child. You must have a copy of any court documents regarding the restriction of release of children in our care.

Parents/guardians are responsible for resolving any issues that may arise from their child's participation in our programs. The Y will not get involved in disputes. A child may be removed from the program until the parents/guardians are able to resolve the differences.

Children's Records

Requests for copies of children's records (attendance/payment history, etc.) can only be honored for the parent/guardian who registered the child for the program. All other circumstances require a court order.

Intoxicated Adult Policy

Y staff will encourage any adult who appears intoxicated to call an emergency contact or another adult authorized to pick up the child, or request a taxi to transport the adult and child home safely. Parents who arrive at the Y who appear to be intoxicated will be encouraged to stay with us and relax. If an adult chooses to leave, Y staff will call the police.

Tobacco Policy

The use of any product containing, made of, or derived from tobacco, including, but not limited to, e-cigarettes, cigars, little cigars, smokeless tobacco, and hookahs, is not permitted on the premises of the child care center, on vehicles used to transport children, or during any off-premises activities.

Medication Policy

The Y does not administer over-the-counter medications to children. Y staff will administer prescription medications in their original container with the child's name, accompanied by a Medication Release Authorization form that has been completed and signed by a parent/guardian and includes the following information:

- Child's name
- Type of medication
- Physician's name
- Instructions on amount of dosage (must match instructions on container)
- Time to be given (cannot write "as needed")
- Number of days to be administered (up to six months for ongoing medications)
- Possible side effects

Medication Policy, cont.

Please note that Y staff are NOT allowed to give the first dosage of any medication. If a child refuses medication, the incident will be documented and discussed with the child's parent/guardian.

All medication on site is to be checked in with the site director on duty so it can be properly locked for the safety of the children.

Insulin/Inhalers/EpiPens

Children are not allowed to keep insulin, inhalers, or EpiPens in their backpacks or with them while attending the program.

Should your child require insulin, an inhaler, or an EpiPen, Y staff will keep that medication on their person at all times. The same medication authorization release is required.

Such medications are to be given directly to the site director. **We recognize the need for immediate access** and therefore do not keep these medications locked as we do with all other forms of medication.

If a child needs his/her EpiPen, the child will insert the EpiPen and Y staff will contact 911 and the child's parent/guardian immediately.

Sunscreen and Hand Sanitizer

If you choose to send sunscreen, it must be noted on your child's registration form and be labeled appropriately in a zip-top bag with child's name and date. All sunscreen is kept out of reach of children.

The Y provides NO-AD sunscreen to children who do not bring their own. Sunscreen is applied multiple times throughout the day.

Germ-X hand sanitizer will be provided for hand cleaning when soap and water are not available.

Sick or Ill Children

To ensure the well-being of all children, please be considerate. If your child is too sick to go outside, he/she is too sick to be at camp.

Any child showing or developing symptoms such as fever, rash, diarrhea, or vomiting will be sent home. Y staff will contact parents/guardians for immediate pick up.

Contagious Illnesses/Conditions

If a child has a confirmed case of a contagious illness/condition, he/she must be kept at home and the condition reported to the site director. If a child exhibits symptoms of a contagious illness/condition, Y staff will contact the parent/guardian and require them to pick up their child immediately. At the discretion of the site director, parents/guardians may be asked to submit a doctor's statement before the child returns to the site.

Examples of contagious illnesses and conditions include:

- Strep throat
- Chicken pox
- Hand, foot, and mouth disease
- Impetigo
- Lice

Emergency Procedures

Y staff are trained and prepared to activate emergency procedures in the event of severe weather, fire, and/or other emergency conditions that require building evacuation or other immediate safety measures. In these situations, Y staff will contact parents/guardians about early release.

Health and Safety

The health and safety of the children in our care is our top priority. Even so, young children are often testing their physical limits, making injuries inevitable. **Y staff will verbally inform parents/guardians of any injuries.** Y staff will call parents/guardians should a child sustain a head injury.

In the event of a medical emergency or accident requiring a doctor's treatment, **we will contact parents/guardians immediately, and emergency personnel if necessary.**

The YMCA of Western North Carolina may authorize the physician of their choice to provide emergency care in the event that a parent/guardian cannot be contacted immediately. Parents/guardians authorize their child to be transported in the case of an emergency when medical attention by a physician is necessary. Y staff will not transport children in their personal vehicles at any time and will always contact a hospital or fire/emergency department.

We, as the operator, YMCA of Western North Carolina, do agree to secure transportation to an appropriate medical resource in the event of an emergency. In an emergency situation, other children in the facility will be supervised by a responsible adult. Provisions will be made for adequate and appropriate rest and outdoor play.

Signature of Operator/YMCA Representative:



Paul Vest
President and CEO
YMCA of Western North Carolina

Cleaning Schedule

Licensing regulations require that we inform you of our cleaning schedule.

Sample Cleaning Schedule

Daily: Sweep, disinfect/clean tables and chairs, inspect playground for harmful objects, and ensure that all areas used are left in proper/clean condition.

Weekly: Disinfect toys, inspect toys/games for broken parts/pieces, and maintain overall good cleanliness and organization.

Monthly: Clean/organize storage cabinets, wipe down cabinets, and dust surfaces.

Reporting Child Abuse

North Carolina law requires any person who suspects child abuse or neglect to report the case to the county Department of Social Services. Y staff will report all suspicions of child abuse or neglect.

How to Report a Problem

Open communication is vital. We are here to address and work through problems and concerns. We encourage you to report all problems and concerns to your child's site director.

You can also direct problems and concerns to:

Melissa Wiedeman
Vice President of Operations, K-12 Child Care
YMCA of Western North Carolina
828 210 2278
mwiedeman@ymcawnc.org

North Carolina law requires staff from the Division of Child Development to investigate a licensed child care center when a complaint has been made to the division. If you believe that a child care provider fails to meet the requirements outlined in the summary of North Carolina Child Care Law and Rules, or if you have questions, please call the Division of Child Development at 919 662 4499 or 800 859 0829.

USDA Non-Discrimination Statement

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

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