

# **KID'S KLUB**

*SCHOOL AGE CHILD CARE  
PARENT HANDBOOK*



*EAST SHORE YMCA  
BEFORE/AFTER SCHOOL and SUMMER CAMP*

## INTRODUCTION

Welcome to the East Shore YMCA's School Age Child Care Program better known as Kid's Klub. This handbook is a guide for you as a parent and explains the policies of our program. We ask that you take some time to introduce yourself to the staff at your child's center and we encourage you to ask questions and express any concerns that may come up during the year. All of our child care programs are licensed by the Pennsylvania OCDEL (Office of Child Development and Early Learning), Central Region and any questions regarding licensure can be answered by calling 1-800-222-2117. Further information can be obtained from the staff at the YMCA by contacting the child care office at:

East Shore YMCA  
Lower Paxton Child Care Center  
4618 Linglestown Road  
Harrisburg, PA 17112  
Telephone: 652-3681

## MISSION STATEMENT

The East Shore YMCA strives to provide a safe, educational and nurturing environment for all children enrolled in our child development, school age child care and summer programs. Keeping developmentally appropriate practices and collaborative communication with families in mind, we consider the individual child when our qualified, well trained staff members plan activities. The East Shore YMCA provides family activities and encourages participation when possible. Our programs are based on the four core values of the YMCA: caring, honesty, respect and responsibility.

## GENERAL INFORMATION

**HOURS OF OPERATION:** 7:00 AM to the start of the school day and again at the end of the school day until 6:00 PM. Please keep in mind that although staff may be in the building a few minutes before 7:00 AM, they are not permitted to accept children until the Kid's Klub program officially begins.

**ARRIVAL AND PICK UP:** Every child entering and exiting the child care facility must be accompanied by a parent or guardian. Parents or guardians are **REQUIRED** to sign their children in and/or out each day. Children are not permitted to use the attendance sheets. Should your child participate in a school-related activity in the morning or afternoon, an adult will be required to escort your child to and/or from our program. Please contact our office at 652-3681 to find out more about this policy. This is essential for the safety of the children and failure to do so may result in dismissal from the program.

**AUTHORIZATION TO RELEASE CHILDREN:** As part of the enrollment process you will be asked to complete a variety of forms including the "EMERGENCY CONTACT/PARENTAL CONSENT FORM". There is space on this form to list any additional persons to whom your child may be released. Please be advised that anyone you list on the form is authorized to pick up your child unless you inform the YMCA in writing that you wish to make changes to that list. A court order must be on file with the YMCA if a biological parent is **NOT** permitted to pick up your child. If you would like the YMCA to release your child to someone who is not on your list, we will need that request in writing or by phone. Should you call us with such a request, we reserve the right to call you back to verify the

information for your child's protection. As an added measure of security, you will be asked for a "family code word" when you enroll. Should you need to call the center and inform us that a person unknown to us will be picking up your child, we will ask you to give us this code word for security and voice verification. **PROPER IDENTIFICATION (with picture I.D.)** is required of any person picking up your child who is not known to our staff and no one under the age of 18 can be considered an authorized release person.

**EMERGENCY INFORMATION:** Please be sure that the staff at your child's center is kept informed of any changes in your home or work phone numbers and/or addresses. This information is extremely important so that we can contact you when necessary. The emergency contact people listed on your forms are also important. Please keep us aware of any changes in that information as well. The staff will be asked to up-date this information after six months in order to comply with DHS regulations. Failure to provide updated contact information may result in dismissal from the program.

**SPECIAL NEEDS AND REQUESTS:** The East Shore YMCA is very willing to work with families when a child has special needs or requests. Please keep us informed of any food allergies, asthma, etc. If your child has an IEP, please consider giving us a copy. The more information we have about your child, the better able we are to assist in appropriate care.

## **PROGRAM SCHEDULE**

### **MORNING KIDS KLUB HOURS**

**7:00 AM – 8:30 AM – Quiet activities: Table games, Arts/Crafts**

**8:30 AM – 8:45 AM – Cleanup, Organized Game**

Although we do not serve breakfast, we do allow children to bring food into the center to eat before school; however, it must be easily cleaned up. We also request that the adult accompanying the child into the center specify any breakfast foods, as we are concerned about children eating from their lunch box before school. We have over the years, learned that children who are involved in heavy physical activity before the start of the school day can become overly tired or overly excited. Therefore, all of our before school activities are kept to a low physical level.

### **AFTERNOON KIDS KLUB HOURS**

**3:30 PM – 4:00 PM – Snack**

**4:00 PM – 5:00 PM – Indoor/Outdoor games**

**5:00 PM – 6:00 PM – Table games, Quiet activities, Homework time.**

While we do not discourage children from taking homework outdoors or doing it during organized game time, we cannot guarantee that homework will be completed as we do not have staff to supervise individual children.

**LATE PICK UP POLICY:** Our centers are open until 6:00 P.M. and we are only permitted to use our designated space until that hour. Many of our staff members have families or other obligations after 6:00 P.M. If you know that you will be late, it is your responsibility to make arrangements for someone to pick up your child. All of our centers have a cell phone so that you can contact the staff to let them know of any problems that arise. If the staff cannot reach you and it is 6:00 or later, they are instructed to call the emergency contact person listed on your forms.

While the YMCA attempts to be understanding of family emergencies, we do reserve the right to charge a \$1.00 late fee for each minute that you are late (according to the site clock). This fee goes directly to the staff at your child's site and must be paid in cash. If payment is not made within three school days, you will be billed for the fee plus a \$10.00 service charge. Being late on a consistent basis may result in dismissal from the program

## **ENROLLMENT**

**CHANGES TO ENROLLMENT:** Any changes in your child's enrollment must be done by contacting Nicole Trianosky at the Linglestown office 2 weeks prior to the scheduled change. For example, if your child is currently attending the morning session and you need to add afternoons, spaces may not be available to do this, but you must make the change 2 weeks before you need care. Please contact the office to check on the availability of openings.

**TERMINATION:** If you are terminating your child's enrollment in the program, a two-week written notice must be mailed to Nicole Trianosky at the Linglestown office. Please do not leave a termination letter at your child's site. If you would like any part of your child's YMCA records to be transferred to another child care location, please add that information to your two-week written notice. We would be happy to fulfill any such request.

## **PAYMENT INFORMATION**

**TUITION:** Payment for childcare services is due **NO LATER THAN FRIDAY AT 6:00 P.M.** for the following week. Any payment not received by that time will prevent your child from future attendance in the program unless and until payment is made. There is a \$20 late fee for any payments not received by 8am Monday. Payment is required regardless of attendance for every day that school is open and your child is registered to attend the program.

**THE YMCA RESERVES THE RIGHT TO CHANGE TUITION PRICES WITH A 30 DAY NOTICE TO PARTICIPANTS.**

### **Payment Options:**

1. Call in a credit/debit card to the office-652-3681 before 4pm.
2. Authorize the Y to automatically apply tuition payments every Friday to a credit/debit card.
3. Register for online payments
4. Mail or drop off a check/money order to: 4618 Linlestown Rd. Hbg, Pa 17112.
5. Cash payments may **ONLY** be made at the downtown YMCA located at 701 N. Front St., Hbg., PA 17101.

Please note there is a \$30.00 service fee for all returned checks. Should you have two checks returned, all future payments will need to be made by money order, cash or credit/debit card. Any child whose fees are not paid on a timely basis will be terminated from the program and may not re-enroll.

No payment is necessary for any scheduled day in which school is closed and you choose not to take advantage of our all day care service. If you enroll your child five days a week, and wish to calculate a weekly payment which includes a holiday, simply use the following formula:

IN THE EVENT THAT WE ARE REQUIRED TO TAKE YOUR ACCOUNT TO A COLLECTION AGENT, YOU WILL BE FULLY RESPONSIBLE FOR ALL COLLECTION COSTS, COURT COSTS, AND Attorney's FEES. IN ADDITION YOU WILL NOT BE PERMITTED TO RE-ENROLL IN THE FUTURE.

RECEIPTS: Monthly receipts will be issued UPON REQUEST. Receipts will be mailed directly to you. No receipts will be issued at your child's site. Year-end tax statements will be available UPON REQUEST after January 2<sup>nd</sup>.

SNOW DAYS AND SCHOOL DELAYS: Because most of our programs are in elementary school buildings and we cannot be in the building without a school staff person on duty, we cannot provide care when school is closed due to inclement weather. There will be no morning care on any day in which the district announces a delayed opening or afternoon care on any day in which the district announces an early dismissal. Credit will be given to your account if your child is scheduled to attend on any such day. Should your child attend the program before and after school, you will be credited \$5.00 per day for an early dismissal or delayed opening and for the full day in case of closure.

ALL DAY CARE: Child care service can be provided on many school holidays or in-service days in which the YMCA is open. The cost for this care is \$33.00 per day. We are not permitted to be in the school buildings on these days, so care is provided at the Downtown YMCA. Activities include organized games, movies, swimming and crafts. Children must bring a packed lunch, something to drink and swim suit and towel. The space for such days is limited and reservations must be made in advance by calling the school age child care office at 652-3681. Fees for full day care must be paid at least one full week in advance. If you register your child for full day care, you will be charged the \$33.00 fee unless you cancel at least five working days prior to the scheduled date. WE REQUIRE A MINIMUM OF 12 CHILDREN TO PROVIDE FULL DAY CARE.

A complete list of dates for All Day Care will be available in mid-September.

The following is a list of days in which the YMCA Kid's Klub Program does not operate:

Labor Day	Friday after Thanksgiving	New Year's Day
Columbus Day	Christmas Eve	Presidents Day
Thanksgiving Day	Christmas Day	Memorial Day
	New Year's Eve	

## HEALTH INFORMATION

According OCDEL licensing regulations, every child enrolled must have a complete health form on file. Forms are included in the registration packet or you can submit the form that is required for entrance into public school. The form must include a physician's signature AND an updated immunization record. A printout of the immunization record alone is not acceptable. Forms must be received 30 days after the initial start date or the child will be suspended from care until a form is submitted. Please make a copy and retain the original form for yourself.

We would greatly appreciate advance notice of any health problems, behavior disorders or dietary needs.

The health of the children enrolled in the program is of major importance to all of us. Please be aware that according to OCDEL regulations, we cannot care for children that have or show any signs of contagious illness. The following is a list of the symptoms that will most likely indicate contagion:

- ❖ Fever of 100 degrees or higher
- ❖ Constant runny nose that is yellow or green in color
- ❖ Inflamed eyes
- ❖ Persistent cough
- ❖ Rash
- ❖ Diarrhea
- ❖ Vomiting
- ❖ Uncomfortable, needs constant attention

Due to the limited hours that care is provided, we do not dispense any medications unless special, written arrangements have been made. Please call 652-3681 for more information on this policy.

## **DISCIPLINE POLICY**

Physical punishment and withholding of food cannot and will not be used as forms of discipline. Time out is used, not as a punishment, but as a means of removing a child from a situation that is causing a negative behavior. Any child separated from the group is spoken with and is encouraged to exhibit appropriate behavior. Continued behavior problems will be documented and discussed with the parent(s) and with the administrative staff at the YMCA. All of our childcare staff are offered and encouraged to receive training on appropriate discipline practices. Please see the enclosed "Harrisburg Area YMCA Behavior/Discipline Policy" which you will be asked to sign and return as a part of this packet.

## **POLICY FOR INTOXICATED PARENTS**

The East Shore YMCA staff members do not want to release a child to any parent that appears to be intoxicated or under the influence of a chemical substance. For the safety of the child, staff members will contact another authorized person to come and get the child if the parent is willing. If the parent is not willing to abide by this policy, the staff will have no recourse but to call the police. Please do not put the staff in a position where they have to make this decision.

## **STAFF**

All of our child care staff must have a high school diploma and a minimum of two years experience working with children. Staff members must have an up-to-date physical on file, a state police clearance, a child line clearance, an FBI fingerprint clearance, two letters of reference indicating their suitability to work with children, and pass a drug test. Furthermore, all staff members are trained in first aid and child abuse prevention. Due to the hours and nature of our program, many of our staff members are college students. We have found through experience that these employees have a special ability to bond and relate with school age children as they too are in school. Please be aware that as child care staff members, all YMCA employees are mandated to report any suspected child abuse.

## **ADDRESSING PARENTAL CONCERNS**

During the first week of school, or shortly after your child's enrollment in the program, you will receive a business card from your child's site director. On the back of this business card is a cellular phone number for your child's program. If you need to contact the staff at your child's site, please use this number. In addition to an office phone number, your child's site director has a cellular phone number. Should you have any questions or concerns about the program do not hesitate to call him or her. The site director will address any issues that you may have. Please do not express your concerns to, or approach someone else's child in the program in an attempt to resolve a conflict yourself. Should any parent become involved in an altercation with a child or staff member, termination from the program may result.

## **SPECIAL NEEDS AND REQUESTS**

The East Shore YMCA is very willing to work with families when a child has special needs or requests. Please keep us informed of any food allergies asthma, etc. If your child has an IEP, please consider giving us a copy. The more information we have about your child, the better able we are to assist in appropriate care. The following is a list of agencies that can assist you with specific services:

CHIP (Children's Health Insurance Program):	1-800-543-7101
Early Intervention Services:	717-732-8400
Child Care Network (Federal Funding for Child Care):	1-877-474-5437

## **ADDITIONAL INFORMATION**

- ❖ Please be sure that all items your child brings to the program such as backpacks, lunch boxes, etc. are properly labeled. We prohibit all electronics or toys from home.
- ❖ There is an agreement between the YMCA and the school principals that the children in our programs are NOT allowed to return to their classrooms after school hours to retrieve anything left behind, as other children are not permitted to do this.
- ❖ If your child is scheduled to come to our program after school, but is not going to attend on any given day, YOU MUST CALL THE YMCA AND INFORM US. For the protection of the children in our care, we look for all children who are scheduled to come to the program after school and valuable staff time can be wasted looking for children who went home on the bus or did not attend school.
- ❖ Please note: it is an OCDEL requirement that every child in our program receive a "CHILD SERVICES REPORT" every six months. It is a form designed by OCDEL which is a tool used to measure a child's development. We are required to complete it and have you sign it.

If your child is terminated from the before/after school care or summer camp programs for any reason, he/she will be ineligible to reenroll in any East Shore YMCA child care program in the future.

I have read the East Shore YMCA Child Care Handbook. I understand the policies contained within it and I am willing to enroll my child based on this information.

Your child's growth and development is measured with developmental assessments. If your child currently has an IEP/IFSP, it would be beneficial to share a copy of this plan with us so we can work together to ensure that the guidelines are put into practice. You do not have to provide this information if you do not wish to do so.

- My child does not currently have an IEP or IFSP.
- I am providing a copy of my child's IEP or IFSP.
- I am not providing a copy of my child's IEP or IFSP.

Parent's Signature: \_\_\_\_\_

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

School Child Attends: \_\_\_\_\_

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

Please detach this page from the book and return it with your enrollment forms.