

THE Y IN CENTRAL MARYLAND



Y Before & After School Enrichment Program



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This handbook is reviewed annually by a team of youth development professionals, including Program Directors, Executives and Vice Presidents.

Welcome

As working parents, you need to know that when you're not with your children, they are safe, happy and engaged in a healthy atmosphere among people who care about them. The Y Before & After School Enrichment program is designed with the needs of working parents and their children in mind.

Y Before & After School Enrichment gives children a fun, healthy balance to the school day with lots of choices and opportunities to discover new talents and interests. Children go home happy, ready to rest and prepared for the next day, while parents enjoy peace of mind knowing their children are safe while they are at work.

Our Mission Statement

The Y is a charitable organization in central Maryland dedicated to developing the full potential of every individual through programs that build a healthy spirit, mind, and body for all.

Our Values

Our programs and services are infused with our four positive character values: Caring, Honesty, Respect and Responsibility. We are committed to challenging our members, participants, associates, and volunteers to demonstrate these values.

Demographic Information

The Y receives financial grants, gifts, and donations from public and private sources. Many of these sources require us to provide an overview of the customers and communities we serve such as age, grade, sex, and number of children by school or community, as well as race and household income. Specific and individual information about you or your family is never isolated and shared. This information is helpful, but optional.

Our Commitment

At the Y, we are committed to providing family-oriented, affordable, high quality programs that lead to:

- every child and youth deepening positive values, their commitment to service and their motivation to learn
- every family building stronger bonds, achieving greater work/life balance and becoming more engaged with their community
- an enhanced quality of life in the communities in which we operate

Our Vision

Impacting over 350,000 central Marylanders, the Y will provide bold leadership in advancing a holistic approach to well-being that strengthens the community's commitment to healthy living, youth development and social responsibility. We will actively engage the community to measurably improve well-being and the value of the Y in the lives of families, individuals and communities throughout central Maryland.

Our Focus

YOUTH DEVELOPMENT: Nurturing the potential of every child and teen

HEALTHY LIVING: Improving Central Maryland's health & well-being

SOCIAL RESPONSIBILITY: Giving back and providing support to our neighbor

Our Associates

The Y in Central Maryland has more than 2,500 trained associates and volunteers working with children and youth in the many programs we offer.

Our Qualified Associates

The protection and safety of children is our first concern. All Y Before & After School Enrichment associates meet or exceed the specified requirements by the Maryland Office of Child Care (OCC) for School-Age Child Care.

The Y offers Before & After School Enrichment associates the opportunity to grow both personally and professionally through ongoing associate development and training. The Y offers a variety of progressive certification courses through the Y of the USA.

Our Screening

We take the following steps in our intensive screening of associates and volunteers:

- Detailed application forms
- Comprehensive interview process
- Reference checks
- Criminal background record checks
- Fingerprinting for all licensed youth development programs

Our Training

Y associates complete trainings in Child Abuse Prevention, Bloodborne Pathogens, First Aid and CPR. Supervisors and managers complete additional training to further promote a child-safe environment. All associates are mandated to report any suspected child abuse.

Our Policies

Associates are often asked to provide child care (babysitting) and other services on their own time to Y members and their families. The Y in Central Maryland does NOT permit employees to provide babysitting or other services to families or children they meet in Y programs. In addition, associates should not provide transportation in a personal vehicle or be in contact with your child outside of Y programs. This includes non-program related email, texting, phone calls, letters, and contact over the internet. Such policies are designed to protect children and associates from child abuse and/or false allegations. Parents are asked to report any violation of this policy to Y management.

Access for All

The Y in Central Maryland's licensed Before & After School Enrichment program is available to children entering kindergarten through 5th grade, ages 4-12 years. It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, gender, disability, veteran status and national/ ethnic origin or any other characteristic protected by law. We hope to serve all children who wish to enroll and will address each child's special needs per request.

Hours of Operation

Before School Enrichment:

7:00am to School Opening (exceptions may apply)

After School Enrichment:

School Dismissal to 6:00pm (exceptions may apply)

Our program operates Monday-Friday with the following exceptions:

- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day
- New Year's Day
- Dr. Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Professional Development Days

*Additional exceptions may be added per the school calendar and at the discretion of the Before & After School Enrichment Team.

Scheduled & Unscheduled Closings

You will receive the Y's inclement weather policy from Site Managers and a calendar of School's Out programming dates throughout the school year.

Part-time students whose regularly scheduled day is interrupted/impacted by a weather related or other school closing may be able to "swap" a day during the same week. Note: Confirmation and approval from the Site Manager is required.

Students who are not able to attend school, for whatever reason, they cannot attend Before and After School Enrichment.

To protect the health and safety of all children, parents and Y associates, all Y Before and After School Enrichment are strictly adhering to all health and safety protocols recommended by the Maryland State Department of Health. Programs may be required to close for the physical or health-related safety of the students and/or Y associates due to possible communicable diseases.

Closings and Early Dismissals

There will be no reduction of fees for holiday closings, early dismissals emergency closings, or if the site is forced to close due to circumstances beyond the Y's control (i.e. water main break, power outage, severe/inclement weather, etc). For sites located within the school system, the Y is unable to run programming on emergency early dismissal days. Programs or half-days, and extra days of programming may require advance registration and may have additional fees and separate credit/refund policies.

Registration and Required Paperwork

All parents must complete the online registration for Y Before & After School Enrichment. Each application must be accompanied by:

- Emergency Form (2 pages)
- Health Inventory I (filled out by the Parent)
- Health Inventory II (filled out by the Physician)
- Lead Test Form
- Immunization records (if program is held at a Y center)
- Allergy Form (if applicable and completed by the Physician)
- Medication Form (if applicable and completed by the Physician)
- Seizure Form (if applicable and completed by the Physician)
- Asthma Form (if applicable and completed by the Physician)

Student Forms and Account Information

It is the parent/guardian's responsibility to notify Y associates of any medical information or special accommodations pertinent to their child's health, safety and well-being; and to provide updated medical records as necessary. It is also the responsibility of the parent/guardian to keep telephone and emergency information updated on their child's emergency card and on account with the site director and the Customer Service Office.

Failure to submit the required paperwork listed above and all information required, may result in delay of the start of our program until paperwork is received and completed accurately.

*For registrations occurring mid-year, please send a note to your school notifying them of the start date of your participation in our program.

How We Communicate

In the Y's Before & After School Enrichment program, we strive to communicate effectively and efficiently with our families. Parents are welcome to visit our program at any time to participate in activities with their child. There are monthly newsletters created by our Site Managers to review what is happening at our schools and our Y centers during the current month. Family events may also be scheduled to promote community and quality family time.

Parent Communication

Two-way communication with families is important to our program because it helps us build strong relationships between our program and the families we serve. We want to better understand the children in our care as well as know any individual needs such as medical, behavioral, social or emotional. Knowing more about the children in our care allows us to develop activities that reflect their interests and talents. We communicate with families regarding their child's progress including strengths and concerns, as well as upcoming activities or programming.

We communicate with families in a variety of ways including written communication via email, monthly newsletters, and our online Before & After School Enrichment information and communication portal. Online portal is where you will complete all required health and medical forms. These forms are required in order to participate in the Y's Before & After School Enrichment program.

To access online portal, you must use the link in the email that will be sent to you as it will be customized to your Y account and your program enrollment selections. If you don't see the email in your inbox, please search your spam/junk/promotions folders as well. If further assistance is needed, please contact Customer Service at customerservice@ymaryland.org.

Email communication from your Site Manager and customer service are another way we communicate with families. Sometimes we use text messaging to reach families more quickly. We have a Parent Board where we post helpful information such as our snack menu, monthly newsletter, and activity schedule.

We also offer family conferences as a way to communicate with families. Families can arrange for associate-parent conferences any time they are needed by asking the Site Manager (via email or in-person) to meet at a mutually convenient time. Since we ensure that our communication is open and confidential, with specific authorization from the parent or legal guardian, we communicate with agencies working with our families including special education services, the school, and/or social services.

For immediate assistance and in case of emergency, the best mode of communication is to call the Site phone. A secondary contact is our Customer Service Team at 443-322-8000. If we must get in contact with you due to an emergency, we will begin to call the numbers listed on your emergency form. If we are unable to reach a parent or guardian, we will begin to call the emergency contacts. For weather-related early dismissals or closings, please refer to the inclement weather policy for your region.

We always encourage families to follow us on Facebook for updates, events and more!



Find us on Facebook - @yafterschoolcare

We ask parents to please let us know if anything exceptional or unusual is happening at home or in other aspects of the child's life. Having this information will help us in supporting your child's needs.

Y Family Membership

Membership is the unifying hub of Y community life. All families enrolled in Y Before & After School Enrichment receive a Y family membership as a part of their program enrollment! This membership benefit expands your family's engagement with the Y community.

Your Y family membership continues all year at no additional cost to you, even during school holidays and summer months, provided you re-enroll in Y Before & After School Enrichment (i.e. pay the registration fee) each year by June 1st.

What does this mean:

- If re-enrollment for the 2024/2025 school year is processed by June 1, 2024, your Y family membership will continue at no cost to you throughout the 2024 summer months.
- If re-enrollment for the 2024/2025 school year is not processed by June 1, 2024, your Y family membership will continue at the full Y family membership rate. You will automatically be charged the fee-based family membership rate until you re-enroll or opt out of the fee-based Y family membership. To opt out of the fee-based membership, please email CustomerService@ymaryland.org.

If your child is aging out of the Y Before & After School Enrichment program or you choose to withdraw, but would like to maintain your Y family membership, Y Open Doors Savings may help lower the cost of membership by up to 75%. Learn more at ymaryland.org/opendoors.

Your Y family membership includes:

- Unlimited access to all 11 Y family centers in Central Maryland (see list on next page)
- Free Stay & Play for your little ones while you use the Y
- State-of-the-art fitness centers, lap pools, family fun pools, rock walls, gymnasiums, and more
- Group exercise classes and water exercise classes
- Family game rooms, Familyhood activities, family events, Parents' Night Out (i.e. "Date Night")
- Exclusive member-only access to swim lessons, youth sports, Y Day Camp, and more
- Volunteer and mentoring opportunities and many other ways to get involved in your community

Visit any Y family center after the school year begins to get a tour, receive your membership key tag and start utilizing your Y family membership benefits!

Y Family Center Locations

Anne Arundel County

The Greater Annapolis Y in Arnold
410-544-2525

The Y in Pasadena
410-437-4242

Baltimore County

The Y in Parkville
410-663-1300

Y Swim Center in Dundalk
(Temporarily Closed)
410-285-7616

Y Swim Center in Randallstown
410-496-4272

The Y in Catonsville
410-747-9622

The Orokawa Y in Towson
410-823-8870

Baltimore City

The Weinberg Y in Waverly
410-889-9622

The Y in Druid Hill
410-728-1600

Carroll County

The Hill Y in Westminster
410-848-3660

Harford County

The Ward Y in Abingdon
410-679-9622

Howard County

The Dancel Y in Ellicott City
410-465-4334

Y in Central Maryland Customer Service Office

443-322-8000

What to Expect

Y Before & After School Enrichment programs support the following goals:

1. Help children develop to their fullest potential:
 - Build self-awareness, confidence and self-worth
 - Provide opportunities for interpersonal relationships
 - Encourage children to demonstrate the Y core values of caring, honesty, respect, and responsibility
 - Support academic achievement
 - Develop physical skills
 - Encourage healthy lifestyles and good nutrition
2. Deliver a program in a positive environment of safety, growth and support:
 - Provide an environment that fosters growth and development in children and peace of mind for parents
 - Advocate for children and parents in the community
 - Operate a program that meets the Y of the USA Quality Standards and the Maryland State Department of Education Office of Child Care standards (MSDE-OCC & Maryland EXCELS Quality Assurance System).
3. Support and strengthen the family unit:
 - Create opportunities to work and play together
 - Help families share values with one another
 - Increase a sense of community with other families
 - Provide financial assistance for families in need

Developmental Assets

Y Before & After School Enrichment is based on a model that helps youth build developmental assets - the positive building blocks that shape young people into caring, responsible adults. Research by the Search Institute show that the more assets a child has (40 possible assets in all), the more likely they are to have positive attitudes towards school, healthy lifestyles and leadership potential. The framework of the program teaches to, and embodies, the concept of developmental assets empowering children to know their self-worth and in turn make confident, positive choices and contributions to their community. Through a rich program of literacy, science, imaginative play, and the arts, your child's time in the Y Before & After School Enrichment program is fun, enriching, and supportive while also building confidence and character for life.

Activities and Materials

Materials for each site are selected to meet each participant's developmental needs. Activities, materials and supplies will reflect the following so that each participant is able to access and use whatever is provided.

- Learning style
- Developmental stage
- Age
- Special Need

Our activities provide academic and social enhancement and support across the four developmental domains (physical, cognitive, social-emotional, language development). Materials are chosen to reflect the children's interests as well as support children of all abilities. Information is gathered from families, observations, and student-input so that activities and materials are reflective of various cultures, ethnicities and native languages. Materials are organized in centers and are easily accessible on lower shelves, cabinets or on tables in the program space.

Enrichment Activities

We offer a variety of options so participants can self-select their own activities consistently throughout the week. Activities will be broken down into specific areas where participants can maneuver easily as they engage in various activities:

- **Literacy Lounge:** used for reading, quiet games, journaling, reflection time or extended homework assistance
- **Open Area:** used for large group activities
- **Construction Junction:** used for creative play using manipulatives like Legos, blocks, construction toys, etc. This area also has a variety of STEAM and science related materials and projects.
- **Games Galore:** provides ample space for children to play board games, puzzles, strategy games, etc.
- **Creative Station:** provides supplies and projects for children to develop their creative and artistic skills

Our philosophy is that children learn through both structured and unstructured play as they develop invaluable physical, intellectual, social, and interpersonal skills that will be useful into adulthood.

iDiscover Curriculum

iDiscover is a series of fun, age-appropriate enrichment choices that are centered around 21st Century Skills and College & Career Readiness. Hands-on activities are based on themes designed to promote discovery through STEAM (science, technology, engineering, art, math).

After surveying families, conducting observations, and when possible, connecting with school teams, lesson plans include activities reflective of each child's interests and skills. Multiple literacy, language, science, art, health and wellness, physical fitness, and numeracy activities are planned on a daily basis. The developmental needs, including any information shared from an IEP, are considered when planning lessons or adapting activities to meet the needs of our mixed-aged groups.

Y Before & After School Enrichment also includes on-site "field trips" with special guests, a healthy snack, 30 minutes of homework time, and daily exercise/physical play (who better than the Y?!).

Health and Safety

Sick Child

Families should be encouraged to keep their children home when they are ill and to report any illness to the Site Manager.

The Maryland State Office of Child Care does not permit children to remain at a site if they show symptoms of a communicable disease. The Y's policy for caring for a sick child is consistent with that of the school system. If your child becomes ill during program hours, we will call you to pick up your child. Children must be symptom-free for 24 hours before returning to the program. For example, if we send your child home on Tuesday, they may not return until Thursday at the earliest. The health and safety of every child is a matter of major importance to all of us. Before your child is enrolled in our program, you must arrange for alternate care in case of illness.

Please keep your child home if they have:

- Had a fever in the previous 24- hour period
- A cold that is less than 2 days old
- Heavy nasal discharge
- Constant cough
- Recurrent vomiting or diarrhea (two or more times)
- Temperature of 100°F or higher
- Symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus fever).
- If your child has tested positive for any communicable diseases/illnesses

Updated emergency cards allow us to notify you or your emergency contact when illness occurs.

Medication Policy

When at all possible, medications should be dispensed at home. When necessary to administer medication at the Y, all medications must be:

- In their original labeled container (pharmacy label for prescription medication)
- Labeled with the child's name (for prescriptions: include pharmacy information, expiration date, dosage information, and doctor's name)
- Current (not expired per date on the label)
- Administered per the directions on the label
- Each medication must be accompanied by an Office of Child Care Medication Order Form (provided in the parent packet) completed and signed by the child's doctor.
- Accompanied by an Allergy Emergency Care Plan completed and signed by the parent. If your child has an allergy and/or asthma requiring medication onsite, you must submit an Allergy Action Plan and/or an Asthma Action Plan completed and signed by your child's doctor.

We are not required by law to administer medication, but may do so as a convenience to families.

Child Injury

Y associates will inform you if your child gets injured in our program. A parent needs to be available by phone in case of an emergency. Doctors and hospitals will not treat a child (except in life threatening cases) without the parent's presence or permission.

In case of emergency requiring immediate attention, program associates are required to:

- Administer appropriate first aid
 - Make the child comfortable
 - Call for an ambulance
 - Notify the parent
 - Notify their supervisor
 - Accompany child to the hospital

In case of injury not requiring emergency care, associates will:

- Administer appropriate first aid
- Notify parent
- Observe and monitor the child's activity

If there are questions about the treatment of an injury, the parent must assume responsibility for picking up the child and determining whether further medical attention is necessary. Parents should ensure that their child has personal medical coverage and accident insurance.

Inclusion

We act in compliance with the Americans with Disabilities Act and other applicable federal, state, or local laws pertaining to the provision of services to children with disabilities. Our goal is to meet the individual needs of the child within the structure of our program and the abilities of our associates, while maintaining a healthy and safe environment for all children and associates. We will make reasonable accommodations to provide children with disabilities full and equal access to our programs and services in the most integrated setting appropriate to their needs. We will make no assumptions concerning any individual's abilities or disabilities and will make an individual assessment to determine if we can meet each child's need in our group setting. To ensure consistency and support, we ask parents to share their child's IEP with their Site Manager.

Conference Request

Family/Site Manager conferences are available upon request. The purpose of conferences are to provide open and confidential communication regarding your child's behavior and progress in our program. We often involve school administration and/or special education services in these conversations to ensure we are working in collaboration to help the whole family. If a child is having difficulty adjusting to the program, a conference will be arranged between the Site Manager and parent/guardian. The Y in Central Maryland Youth Development Management Team is also available to speak with families to address any issues.

Sign In and Out

Upon arrival at the center, please enter through the Y designated entrance of the school. Parents must sign their child in each morning. Similarly, when a child is leaving each day, the person authorized to pick up **must show a government issued photo ID** to sign their child out of our program. A child will only be released to a person authorized to pick the child up. A written notice must be given to the Site Director if someone other than a listed authorized person is picking up the child on any given day.

Authorized Release

A Y associate will ensure that each child is only released to the child's parent or to another individual, if directed by the parent, whose identity is verified. If the parent or identified individual is not available due to death, illness, emergency, or any other cause, or if requested by a Child Protective Services worker, the child may be released to Child Protective Services.

We ask parents to please let us know if anything exceptional or unusual is happening at home or in other aspects of the child's life. Having this information will help us in working with your children.

Late Pickup

Y Before & After School Enrichment programs close promptly at 6:00 pm. If you know you are going to be late, please call us. We do understand that things come up and traffic can be challenging. We understand that a late pick-up may occur on a rare occasion; however, many of our programs operate in a shared space and are unable to continue providing care after we close. Parents are considered late if the child has not been picked up by the designated time (regardless of the reason). Any parent arriving late will be charged a late fee of \$7 per child for the initial occurrence, and all subsequent five minute increments or fraction thereof.

Payment is due within 24 hours of the date of the late pick-up. Suspension for non-payment of late fees may apply. If we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come pick-up your child. If neither you nor your emergency contacts can be reached, authorities will be notified for any children remaining past 7:00pm.

Excessive Late Pick-Up Policy

Repeated lateness may result in dismissal from the program. Payment is due within 24 hours of the late-pick up date or on the next business day (whichever is first.) Suspensions for nonpayment of late fees may apply. All fees may be paid to the Y Customer Service Office or in person at any Y center.

Inclement Weather

The Y's Before & After School Enrichment program may close during hazardous weather conditions. Inclement weather conditions may delay our opening and/or transportation of your children to school. Please note that our primary mode of communication with you will be via email and phone calls. Please ensure that you have an accurate email and phone number on file. No exceptions for not receiving the information will be made.

County-specific Policies

Please ask a Y associate to see your counties Emergency Action Plan, Shelter-In-Place Procedure, Evacuation Procedures, Playground Safety Policies, Injury Prevention Plan, and Daily Schedule.

Nutrition

Snacks are served during our after school program and meet the requirements for Child and Adult Care Food Program as well as Y USA's Healthy Eating and Physical Activity Standards. We serve fresh fruits and/or vegetables and whole grains in our snack program. Food containing excessive fats, sugar and salt and unhealthy oils are avoided when possible. A menu will be posted for the month on the parent board.

Water is accessible and available to children at all times. We prohibit beverages with added sugars. Emphasis is placed on healthy beverages including low or nonfat milk. 100% fruit juice should be limited to one 6-8 oz. serving per day.

We do not encourage children to bring food from home. However, they may have leftover food from their lunch. We will monitor the food provided from home and supplement them, as necessary, to ensure that children are receiving nutritious, and balanced snacks.

Transportation

Whenever the Y in Central Maryland transports children, parents can be confident that every precaution will be taken to ensure your child's safety. Motor vehicle injuries represent the greatest threat to a child's life. We ensure your child's safety by being alert to potential dangers, eliminating or avoiding these dangers, and knowing what to do when an emergency occurs. When seat belts are on the bus, your child will be required to use them. We will never transport more children in a vehicle than there are seat belts. Children must stay seated and keep their voices down. At no time will a child be permitted to put their arms, hands or head out of the vehicle's windows. No rough housing will be tolerated at any time. Loading and unloading children will happen only when the vehicle is pulled up to a curb, the side of the road or in a driveway. We will only release children in our care to an authorized adult. At no time will an adult drive and discipline at the same time. Children will never, under any circumstances, be left alone in a vehicle.

Child Abuse Prevention

We encourage parents to talk to your child about his or her experiences in Y programs, school, sports, and other activities.

Watch for warning signs of abuse:

- Unexplainable bruising or other physical markings
- Disturbed sleeping or eating patterns
- Abrupt changes in behavior, anxiety, clinging, aggressiveness, withdrawal, depression
- Fear of certain person or place
- Discomfort with physical contact
- A child who abuses other children

Listen and watch for signs of your child receiving special attention that other children or teens are not receiving, including favors, treats, gifts, rides, increasing affection or time alone, particularly outside the activities of school, before and after school programs, or other activities.

Every once in a while, ask your child these questions:

- Is anyone scaring or threatening you?

- Is anyone asking you to keep secrets?
- Has anyone said anything to you that made you feel bad?
- Is anyone touching you in a way that you don't like?

Encourage your child to tell you or another trusted adult if anything happens to them. The Y wants all children to be safe. Unfortunately, child abuse does exist, taking many forms.

- **Emotional:** Threatening a child or using words that can hurt a child's feelings and self-esteem; withholding love and support from a child
- **Physical:** Causing injuries to a child on purpose, such as bruises, burns, scars, or broken bones
- **Sexual:** Having sexual contact in any form with a child, including exposing, fondling, intercourse, pornography, or internet solicitation
- **Neglect:** Not providing children with enough food, clothing, shelter, medical care, hygiene, or supervision

Child abusers can be parents, caretakers, friends, neighbors or anyone who comes in contact with your child, even other youth. It takes everyone's help to stop the cycle of abuse.

If You Suspect Abuse...

- If you think your child is physically injured, seek out appropriate medical attention.
- If you see signs of distress, withdrawal, or acting out, consider counseling for your child.
- Talk to your Y Site Director for assistance.
- Call Child Protective Services (CPS) or 911 to report any abuse.
 - > Baltimore City CPS - 410-361-2235 (8am-4:30pm M-F)
 - > Anne Arundel County CPS - 410-421-8400 (24hrs)
 - > Baltimore County CPS - 410-877-8463 (8am-4:30pm M-F), 410-583-9398 (after hours)
 - > Carroll County CPS - 410-386-3434 (24hrs)
 - > Harford County CPS - 410-836-4713; 410-838-6600 (after hours-sheriff's department)

If you have any questions or concerns regarding a Y associate or program, make a confidential call to the Y Child Safe Hotline at 443-322-8086.

Child Abuse Statement

All Y associates receive the Child Abuse and Prevention training. As stated in the Maryland State Department of Education licensing regulations, child care providers are required to report any suspected cases of child abuse and/or neglect to Protective Services.

Discipline

For many people, discipline has only negative connotations. Some may regard it as punishment. If we look at the source of the word “discipline,” however, we find it has a very positive meaning. To discipline means “to teach.” It is a learning experience; something we do with children, not to children.

Through discipline, we teach self-control and responsibility. Teaching discipline is one of our most important jobs.

Qualified, trained associates are knowledgeable about the traits and needs of school-age children, and are effective in diminishing disruptive behaviors by:

- Using preventative management techniques such as redirection and encouraging self-discipline.
- Stressing positive behaviors.
- Providing an enriching environment to diminish disruptive behavior.
- Offering a selection of interesting activities and giving choices.
- Changing environments within ratio
- Facilitating the settlement of disputes versus intervening by having children problem solve, reflect and empathize.
- Letting children experience the consequences of their actions, when appropriate.
- Using “time outs” (if necessary) – the child is encouraged to take time away from a group activity for a short time period to regain self-control.
- Developing clear and concise “house rules” and expectations with input from the children at the beginning of the school year to ensure complete ownership of the rules.
- Establishing mutual respect.

Behavior Plan

Youth participants in our program are asked to demonstrate the Y core values of Caring, Honesty, Respect, and Responsibility. The purpose of this plan is to enable a child having behavioral difficulties to continue in a Y program. Participants that conduct inappropriate behavior, including yelling, disruptive behavior, using profanity or fighting precedes a discontinuance of enrollment.

Disruptive Behavior includes but is not limited to:

- Running away from the program site or group
- Bullying and/or harassment of others
- Physically harming self, another student, staff or guest
- Deliberately destroying school, Y, or personal property
- Stealing

Procedures for Behavior Management Plan

The Site Manager will:

- The Site Manager will discuss the problem with the child and parent/guardian.
- Document behavior.
- Consult with the supervisor to develop a plan of action for behavior management.
- Review the plan with the child's parent and ask for suggestions and help with implementation.
- Talk to the child's school teacher for insight on behavior management techniques. (The school will not necessarily become involved in behavior management problems occurring in the Y Before & After School Enrichment program)

If the problem persists, the Site Manager will:

1. Require that the child be picked up immediately. If we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come pick-up your child.
2. Suspend the child for one or more program days.
3. Site Manager will require a meeting with the family to partner in creating an individual behavior management plan.

An immediate suspension from the Y Before & After School Enrichment program will result if a child:

1. Endangers the physical safety of associates or other children.
2. Endangers himself/herself.
3. Intentionally destroys property.

If a child's behavior threatens their own safety and/or health, or that of other children and associates in the center, it may be grounds for termination. Termination from the program will be the last recourse.

Termination from the program will also be considered if the behavior of the parent does not fit within the core values of the Y; if they do not follow procedures or become aggressive toward any Y associate.

Family Responsibilities

For the safety of the children, parents must accompany and sign each child into and out of the program sites every day. Children will be released only to authorized adults. Adults will be required to show a government issued photo ID every day.

Because the unexpected sometimes happens, we strongly recommend that you establish a backup plan should you be unable to pick up your child.

The Maryland OCC requires at least one alternate pick-up person.

All children's records must be updated each year. Any changes in contact information should be given to the Site Director immediately. You are responsible to alert associates to your alternative plan in writing. Associates should review the plan with you.

Custody Changes

Please alert your Y Before & After School Site Director of child custody concerns. It is imperative that official, current court documents be in your child's file if custody or visitation is a concern. Without court orders, we cannot withhold a parent from their child. Based on the information that you share with your Director, they will tell you if additional documentation is required.

The parent(s) who registers the child for enrollment is responsible for payments. We cannot sub-divide fees and establish multiple accounts.

If there are any custody concerns, the parent will provide a court order indicating who is the custodial parent/guardian and the names of anyone in which the associate should NOT release the child. It should be noted that there is one account for each family. If the account is outstanding, regardless of whose responsibility it is to make payment, care may be suspended or terminated. We require parents to communicate with each other and that they refrain from placing our associates in the middle of any custody issues. Failure to do so could result in immediate termination.

Family Participation

The Y believes strongly that parent participation is a key ingredient in a quality program. We encourage you to visit our program whenever possible during the year, and to discuss any problems or ideas with Y associates, including situations in the home, scheduled events, or happenings in the school. This will give you a chance to see how your child spends their time with other children and Y associates, and will assist us in more fully meeting the needs of your family. If communication is frequent, together we can provide security and continuity for your child.

Parents are encouraged to support Y associates in their efforts to enhance program development and extended family services through fundraising efforts, social activities, field trips, center improvements, etc. The Y encourages parents to provide feedback both formally and informally.

On an annual basis, the association distributes evaluation forms to our parents. Feedback is analyzed by each site team and by the Y Before & After School Enrichment department.

Information Table

Every program site has an area especially designated for parents. There you will find items such as menus, activity schedules, monthly newsletters, calendar of events, permission slips, artwork, billing information, and other Y information that is important to you and your child. Please take time to check this area regularly so that you will be informed.

Sign-In/Out

Upon arrival at the program, please enter through the Y designated entrance of the school. Parents must sign their child in each morning. Similarly, when a child is leaving each day, the authorized pick up must show a government issued photo ID to sign their child out of our program. A child will only be released to a person authorized to pick the child up. A written notice must be given to the Site Manager if someone other than a listed authorized person is picking up the child on any given day.

Our associates cannot legally refuse to release a child to a verified natural parent unless there is a court order in the child's file stating that the parent does not have custodial rights. Additionally, in order to request sign-in/out records, you must be listed as the legal parent/guardian on the student forms.

Parents are responsible for direct supervision of their child once he/she has been signed out.

Food Allergies

The health and safety of our children is of the utmost importance. It is imperative that our associates are aware of any food allergies before enrollment.

Notifications of Attendance

For the safety of all children, please understand that when your child does not show up to our program we must verify their whereabouts. This puts great strain on the rest of the program participants since the program cannot start until a final headcount is accurate. Prior notification of planned absences, early pick up, or planned tardiness will ensure the smoothest transition for all participants.

Partners in Care

At every opportunity we hope to promote the mission and core values of the Y in Central Maryland. Parents/guardians not displaying these core values to their children, our associates or other stakeholders could be asked to exit the program.

Damaged Property

If a child accidentally or deliberately breaks or damages the Y in Central Maryland property or the property at the site location, the parent/guardian will be held responsible for the replacement cost of the equipment, and if a fire alarm is pulled.

Child's Responsibilities

Behavior Expectations of Children

There are clear and appropriate behavioral expectations for the children in our care. We try to set limits, help children understand rules, and give clear definitions of acceptable and unacceptable behavior. Children are more likely to follow rules that have been introduced from the beginning. Rules that we teach include:

- We find out what the problem is.
- We address the problem in a tactful way.
- We listen to each other.
- We care about each other's feelings.
- We are responsible for what we say and do.
- We do not use vulgarity, profanity or obscenity.
- We never leave the group without permission from an adult.
- We use words, not fists, to solve problems

Personal Space

Personal space is important for every child. Our programs will have a designated place for your child to store their backpacks, lunchboxes and other items that they bring to the program.

Physical Activities

We provide children with at least 30 minutes of physical activity per morning and/or afterschool program (up to 60 minutes total per day) We include a mixture of moderate and vigorous activity (to increase heart rate), as well as bone and muscle strengthening activities.

The Maryland State Department of Education Office of Child Care requires that children are offered an opportunity to participate in outdoor activities on a daily basis, weather permitting. Please dress your child appropriately for the weather and active play. We strongly suggest a change of clothing for those children who wear school uniforms or dress clothes. We are prohibited from staying inside with one child.

Dress Policy

Children should wear comfortable and appropriate clothing for indoor and outdoor activities. Open-toed shoes should not be worn as they can be a safety hazard to your child.

Personal Items Policy

We have plenty of equipment and activities to keep your child happy and engaged. We do not allow items from home such as toys, video games, electronic tablets, etc. into our program. This eliminates fights, theft, damages and/or lost items that we are not responsible for and will not reimburse.

Screen Time

Educational videos are offered at our program sites only as a special addition to our program and must conform to our curriculum. This type of screen time will be facilitated by our associates. Usually "G" rated videos will be shown. On occasion, a "PG" rated video may be shown, but only if permission is received from each parent to view that particular video.

Games, Electronics and Cell Phones

Non-school/homework related games and electronics are not permitted in our program. Cell phones are to be in the powered off position and in your child's backpack at all times. As needed, items will be confiscated and held for site leadership to give to parents upon pick up.

Financial Information

Enrollment

All registration and financial questions or concerns should be directed to:

The Y in Central Maryland Customer Service Office
303 W. Chesapeake Ave.
Baltimore, MD 21204
443-322-8000
customerservice@ymaryland.org

Families must re-register for each school year, and is made available on a first come, first served basis.

Registration Fee

Registration fees are non-refundable and non-transferable.

Bi-Weekly Tuition Payments

Tuition is billed bi-weekly in advance of program services. Tuition is calculated by taking the annual program fee (for the days school is in session) and dividing it into bi-weekly payments starting August 14, 2023 through May 20, 2024.

Tuition prices are subject to change. A \$25.00 late fee is applied if payment is not received within 7 days of the scheduled due date for any accounts. If payment is not received by the Friday before care begins, the child will be unable to attend the program until the balance is paid in full. Payments not received by the next payment due date will result in termination. We may then contact our wait list for openings. Re-enrollment, should there be space, will require the balance to be paid in full. Fees and late fees are assessed based on the date the payment is received by the Customer Service Office, not by the postmark date. A payment schedule can be accessed through your online account. Additional fees for inclement weather, schools out days, and other special days may apply.

Rate Plan

Bi-weekly rates are based on continuous enrollment in the Y Before & After School Enrichment program for the entire school year; starting on the first day of school or at the time of registration and ending on the last day of school. Your start date is subject to the Y receiving the student forms and availability of the program. Delayed start dates will be adjusted by our Customer Service Office after your child's registration has been submitted in full.

Auto Scheduled Payments

All payments are automatically scheduled to run using the payment method used at the time of registration. You can change your payment method on your account at any time. You will have to change the future draft to your new payment method first and then it will allow you to delete. Please contact the Customer Service Office for assistance with changing a payment method.

Payment Options

If you remove the auto scheduled payments, you can login to your account for each due date and make a payment online. The Customer Service Office can take payments by phone at 443-322-8000. You can also mail a check to the Customer Service Office, or pay at any of our Y centers. Site Managers are not allowed to collect payments. The Y in Central Maryland accepts cash, money order, American Express, Discover, MasterCard & Visa credit cards, and electronic fund transfers (EFT). The Y will also accept your personal check/EFT; however, there will be a \$25 charge for any check/EFT returned to us unpaid by your bank. If two (2) checks/EFT's have been returned on your account then we will no longer accept checks/EFT's on your account.

Absentee and Sick Child

There will be no reduction of fees if a child is absent from the program, including illness and/or family vacations. The Health Department's regulations concerning periods of illness will be enforced. Your program registration is planned by the week and we prepare snacks, activities, and proper supervision and engagement for your child each day. We do not refund or pro-rate fees for absences.

We do not issue credits or refunds for scheduled school holidays, delayed openings, early dismissals, sickness or closings due to inclement weather.

Sibling Discount

Families of two or more children may pay the full program rate for the first child, and then receive 10% off for additional siblings registered during the same time frame/school year.

Changes in Care or Cancellation Policy

All enrollment changes and cancellations must be made in writing and sent to the Customer Service Office, two (2) weeks prior to the change, customerservice@ymaryland.org. Site Managers cannot accept verbal notification of changes or withdrawals. Parents are responsible for contractual payments.

Y Open Doors Savings

At the Y, inclusion and belonging is core to everything we do. That's why we are committed to making our programs and services as affordable as possible to all who want to be a part of our Y community. One way we do this is through Y Open Doors Savings. We work hard to raise funds year-round to offset and lower costs to help make Y Before & After School Enrichment and other programs and services more accessible.

Y Open Doors Savings may help reduce the cost of Y Before & After School Enrichment by up to 75%. Applications are accepted starting July 1st. The information you provide is confidential. Applications are evaluated on a case-by-case basis. The Y also accepts Child Care Subsidy (CCS) program vouchers.

For more information and to apply, please visit ymaryland.org/opendoors.

The Y Before & After Enrichment Program Waivers

Acknowledgement, Enrollment & Liability Release, Indemnification & Covenant Not to Sue

I am a legally competent adult who is the parent or guardian of the named participant. I would like my child to participate in the Y in Central Maryland programming and expressly give my permission. I understand that even when every reasonable precaution is taken, incidents and accidents may occur. Therefore, in exchange for the Y in Central Maryland allowing my child to participate, I voluntarily and intentionally hold harmless and release the Y, its directors, officers, employees and agents from all liability for loss, damage, injury, or death, including any claims based on ordinary negligence, action, or inaction connected in any way with such participation, except for any loss, liability, damage or cost that is caused solely by the Y's gross negligence. I also agree to indemnify the Y in Central Maryland for claims made by or for the participant or claims arising from any relationship with the participant or the participant's estate. I have read this form and grant permission for my child to participate in all activities provided by the Y in Central Maryland. If my child should become ill or injured during Y activities, I understand that the Y will: 1) contact me immediately; 2) contact the person(s) I have designated in case I cannot be reached.

Should the Y be unable to reach me or the person(s) designated, the Y is authorized to contact my physician or arrange for immediate medical treatment to ensure the health and safety of my child, including the administration of medications or injections provided by me for such purpose. I accept responsibility for payment of medical services rendered.

Medical and Emergency

If a medical emergency arises, Y associates will first attempt to contact the parent/guardian. If the parent/guardian cannot be reached, associates will try to contact emergency contacts until someone is reached. If the emergency is such that immediate hospital attention is necessary, associates will accompany the child to the hospital in an ambulance.

Warning/Disclaimer: COVID-19 Pandemic is Ongoing

The novel coronavirus, COVID-19, is an extremely contagious virus that spreads easily through person-to-person contact. Federal and state authorities recommend social distancing as a means to prevent the spread of the virus. COVID-19 can lead to severe illness, personal injury, permanent disability, and death. Participating in this organization's programs or accessing our facilities could increase the risk of contracting COVID-19. This organization in no way warrants that COVID-19 infection will not occur through participation in our programs or accessing our facilities. I understand and accept these risks and allow my child to participate

Publicity Release/ Permission to Use Photograph(s)/Video(s)/Audio/Testimonial(s)

I give my permission without compensation in any form, to the Y in Central Maryland to use without limitation or obligation, photographs, video footage, or tape recordings, which may include my child's image and/or voice for purposes of promoting and/or interpreting Y programs.

Credits & Refunds

Credits and refunds will NOT be issued for weather related issues, ill/sick children, damaged property and/or a child's/parent's behavior. Program fees will not be prorated for absenteeism. Any concerns with program operations, activities or events should be brought to the attention of the Site Manager in an attempt to correct the situation. Initial

Membership Agreement

If you cancel your Y Before & After School Enrichment full-time enrollment, your complimentary membership will be cancelled. **WAIVER, RELEASE AND HOLD HARMLESS AGREEMENT:** In consideration for use of the Y facilities and participation in Y programs, I understand that the Y in Central Maryland assumes no responsibility for injuries or illnesses which I (or my dependents) may sustain as a result of my physical condition or resulting from participation in any athletic activities, sports program, the use of any equipment, exercises, or other activities. I expressly acknowledge on behalf of myself and my heirs that I assume the risk for any and all injuries and illnesses which may result from participation in these activities. I hereby release and discharge the Y in Central Maryland, its agents, assigns and/or employees from any and all claims for injury, illness, death, loss or damage which may result from my participation in these activities. I understand that the Y in Central Maryland is not responsible for personal property lost or stolen while members and/or program participants are using Y facilities or on Y premises. I HAVE READ AND AGREE TO THE ABOVE WAIVER, RELEASE AND HOLD HARMLESS AGREEMENT.

Professional Development Days/School's Out Days

A variety of options will be made available for days when school has planned time off. A schedule of activities, registration procedures, and fees will be made available prior to these days. Please note that these days are beyond the planned school days as covered by the Before & After School Enrichment tuition and additional fees may apply. Payment and registration are due within five days of the date of service. Late payment fees and suspensions for non-payment may apply. Registration will close once we reach max capacity, or 48 hours before the school's out day.