

THE Y IN CENTRAL MARYLAND



Y Before & After School Enrichment Program



2025/26 Family Handbook

Last updated June 2025

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Welcome

As 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 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 Core Values and Operating Principles

Our programs and services are infused with our four positive character values: Caring, Honesty, Respect and Responsibility. And every single day, in every Y site and program, we ask that our associates, members, volunteers and participants embrace our four core operating principles to ensure the best experience for everyone involved: Cleanliness, Empathy, Engagement and Safety.

Our Vision

The Y will build a more connected central Maryland community in which Y membership creates a sense of engagement, empathy, health, and well-being for all. This greater sense of connection will impact people and families more deeply across all of the Y's points of access.

Our Focus

At the Y, we are committed to providing family-oriented, affordable, high quality programs that focus on building healthy and connected communities through Youth Development, Healthy Living and Social Responsibility.

The Y is a place for everyone. People from all walks of life are embraced and financial assistance is provided to actively engage the entirety of the community.

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 which may include 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 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
- A 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, Oxygen Administration, 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 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.

A Program 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.

Our goal is to meet the needs of all children within the structure of our program and the abilities of our teachers, while maintaining a healthy and safe environment for all. We will make reasonable accommodations to provide full and appropriate access to our programs and services.

We respect the dignity of all people and ask that our members, guests and associates treat each other with respect while in our Y programs and facilities.

We reserve the right to revoke membership and/or program participation at our discretion for behavior which violates these principles.

Hours of Operation

Before School Enrichment:

7:00 a.m. to School Opening (varies by location)

After School Enrichment:

School Dismissal to 6:00 p.m. (varies by location)

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 and other school closings*

*Additional closings, including winter break and spring break are based on the public school calendar (refer to your child's school calendar for detailed dates) and at the discretion of the Before & After School Enrichment Team.

Scheduled & Unscheduled Closings

Site Managers will distribute the Y's inclement weather policy, a calendar of Fun Days (fun activity days at Y Family Centers from 7 am - 6 pm, when schools are closed), and our full-day programs when schools are out. Please note that advanced registration is required for Fun Days.

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, cannot attend Y Before & After School Enrichment.

To protect the health and safety of all children, parents, and Y associates, all Y Before & After School Enrichment programs strictly adhere 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 on 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/guardians must complete the online registration for Y Before & After School Enrichment. Registration must be accompanied by the most recent version of the Office

of Child Care documents and uploaded to our ePACT system prior to your child's start date in our program:

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

Failure to submit the required paperwork listed above and all information required will result in a delay of your child's first day in our program. The Office of Child Care will not permit us to provide care until all required 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/Guardians 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/Guardian Communication

Two-way communication with families is important to our program because it helps us build strong relationships between us 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, ePACT. This is where you will complete additional registration information and upload the required Office of Child Care forms; emergency form and applicable health forms. These forms are required to participate in the Y's Before & After School Enrichment program. Your child can not start until all required forms are completed, signed, and uploaded accordingly in ePACT.

To access ePACT, you must use the link in the email that will be sent to you; 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. 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. On site, you will find a Parent Board where we post information such as our snack menu, monthly newsletter and Y Family Center events.

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 may communicate with agencies working with our families including special education services, the school, and/or social 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 supporting your child's needs.

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. Please ensure you include at least one emergency contact, not including parents/guardians, that would be able to pick up your child in the event of an emergency. 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!

Membership Benefits

The Y is pleased to offer a Y Family Membership to all enrollees at no additional cost! This membership continues annually, even during summer months, provided you re-enroll for the Y Before & After School Enrichment program by June 1st of each year. The membership does not include summer camp.

Your membership is valid at any Y in Central Maryland Family Center listed on page 9. For new families, the membership will automatically start on the first day of school. Visit any Y Family Center after the school year begins to get a tour, receive your key tag, and start taking advantage of your Y member benefits!

If re-enrollment for the 2026/2027 school year is processed by 6/1/26, your Y family membership will continue throughout the summer of 2026. If re-enrollment for the next school year is not processed by 6/1/26, your Y membership will continue, however you will be automatically drafted at the full family membership rate. If you choose not to continue the program or the membership, you may opt out of the fee-based membership by emailing customerService@ymaryland.org by 6/1/26.

HEALTHY LIVING

The Y is where you and your family can unplug, connect, and achieve more - in health and happiness! The time you spend at the Y helps you achieve a healthier lifestyle, allows you to spend quality time with your family and friends, gives you the chance to

make real connections, and gives you opportunities to get involved in community-building experiences that help make it a better place for all.

Y Member Benefits Include:

- Unlimited access to all 11 Y Family Centers in Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties
- State-of-the-art amenities including the best fitness equipment, lap pools, family fun pools, gyms for pickleball, basketball and more, rock climbing walls, family game rooms, and more
- Energizing group exercise classes, water exercise classes, FitQuest digital trainer, Stay & Play for little ones while you workout
- Family events, family swim, family gym, Familyhood (themed family activities), Parents' Night Out (free "date night")
- Youth sports, youth Funshops (themed activities for youth), teen clubs, senior activities, member-only access to Y swim lessons, sports leagues, and day camp
- Volunteer opportunities, mentoring opportunities, access to Y Fresh Mart food pantries, and many more ways to get involved in your community

We encourage you to take full advantage of your Y Family Membership all year long!

Y Family Center Locations

Anne Arundel County

The Greater Annapolis Y in Arnold

1209 Richie Highway
Arnold, MD 21012
410-544-2525

The Y in Pasadena

26 Magothy Beach Road
Pasadena, MD 21122
410-437-4242

Baltimore County

The Orokawa Y in Towson

600 W. Chesapeake Avenue
Towson, MD 21204
410-823-8870

The Y in Catonsville

850 S. Rolling Road
Catonsville, MD 21228
Off Season: 410-747-9622

The Y in Parkville

8910 Waltham Woods Rd #2404
Parkville, MD 21234
Off Season: 410-663-1300

The Y Swim Center in Dundalk (Temporarily Closed)

The Y Swim Center in Randallstown

3505 Resource Drive
Randallstown, MD 21133
410-496-4272

Harford County

The Ward Y in Abingdon

101 Walter Ward Boulevard
Abingdon, MD 21009
410-679-9622

Baltimore City

The Weinberg Y in Waverly

900 E. 33rd Street
Baltimore, MD 21218
410-889-9622

The Y in Druid Hill

1609 Druid Hill Ave
Baltimore, MD 21217
410-728-1600

Carroll County

The Hill Y in Westminster

1719 Sykesville Road
Westminster, MD 21157
410-848-3660

Howard County

The Dancel Y in Ellicott City

4331 Montgomery Road
Ellicott City, MD 21043
410-465-4334

The Y in Central Maryland Association Office

303 W Chesapeake Ave, Towson, MD 21204
Main Office: 443-322-9622
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 shows 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 our program teaches and embodies the concept of 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 creativity, 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. Different learning styles, age, developmental stages, and special needs will be taken into consideration when providing materials and supplies.

Our activities provide academic and social enhancement and support across the four developmental domains (physical, cognitive, social-emotional, and 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, and 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 are 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. If your child becomes ill during program hours, we will call you to pick your child up. Children must be symptom-free (without the use of medication) for 24 hours before returning to the program. For example, if your child is sent 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 the most recent Office of Child Care forms:
 - Medication Administration Authorization Form, completed and signed by the parent and child's physician
 - Allergy and Anaphylaxis Medication Authorization Plan, completed and signed by the parent and child's physician
 - Asthma Action Plan and Medication Administration Authorization Form, completed and signed by the parent and child's physician.
 - Seizure/Convulsion/Epilepsy Disorder Medication Administration Authorization Form, completed and signed by the parent and child's physician

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

Restroom/Toileting Policy

To ensure a safe and supportive environment for all children, we require that all children be fully toilet trained before enrollment. Children should be able to use the restroom independently, including managing their clothing and handling their own hygiene needs, as changing facilities and staff support for toileting are limited.

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 the 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.

ADA Compliance and Individualized Support

We act in compliance with the Americans with Disabilities Act and other applicable federal, state, and 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 accommodations to support children with disabilities if they are reasonable and would not fundamentally alter the program. We will make no assumptions concerning any individual's abilities or disabilities and requests for accommodations must be made by the child's parent/guardian.

At the time of enrollment, the parent/guardian must indicate if any accommodation is required for their child. It is imperative that our associates be familiar with the medical needs of the child to best meet their individual needs. Special medical needs include asthma, food or other allergies, ADD or ADHD, physical limitations or any other diagnosed condition.

To ensure consistency and support, we ask parents to share their child's IEP with their Site Manager.

Conference Request

Conferences with the Site Manager are available upon request by the parent/guardian. The purpose of conferences is 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 together to best meet your child's needs. 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.

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 with a copy of

their identification must be provided to the Site Manager 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/guardian or to another individual, as directed by the parent/guardian, whose identity is verified. If the parent/guardian 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.

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/guardian arriving late for pick up will be charged a late fee of \$7.00 (per child) for every 5 minutes past 6:00 p.m.

Payment is due within 24 hours of the date of the late pick-up 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.

If we cannot reach a parent/guardian by phone, your emergency numbers will be called and one of those contacts will be asked to come pick-up your child. If neither the parent/guardian and emergency contacts can be reached, authorities will be notified for any children remaining past 7:00 p.m.

Excessive Late Pick-Up Policy

Repeated lateness may result in dismissal from the program.

Inclement Weather

The Y's Before & After School Enrichment program may close during hazardous weather conditions. Inclement weather cancellations and delays may impact the program's opening and/or transportation of your children to school. Please note that the primary mode of communication with parents/guardians will be via email and phone calls. Please ensure that you have accurate emails and phone numbers on file by updating the emergency form for your child. No exceptions for not receiving the information will be made.

County-Specific Policies

Please ask a Y Associate to see your county's 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 the 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, salt, and unhealthy oils are avoided when possible. A monthly menu will be posted on the Parent Board.

Children have access to water at all times. We do not serve beverages with added sugars and prioritize healthy drink options. Our beverage rotation includes water, 100% fruit juice (limited to one 6–8 oz. serving per day), and low- or nonfat milk.

We do not encourage children to bring food from home; however, we understand your child may have dietary restrictions due to allergies or intolerances. In this case, please speak with your Site Manager regarding your child's restrictions. Families may be required to provide their child's snack based on individual needs. We will monitor home-provided food and supplement as necessary to ensure children are receiving nutritious, balanced snacks.

Transportation

Whenever the Y in Central Maryland transports children, parents/guardians can be confident that every precaution is taken to ensure your child's safety. We do so by: ensuring only Y-approved drivers with a clean driving record and successful completion of driver's safety training operate our vehicles. The drivers are trained to identify potential dangers; eliminate or avoid these dangers; and know what to do in case of an emergency. 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 available to them.

Children must stay seated and keep their voices down. At no time will a child be permitted to put arms, hands, or heads out of the vehicle's windows. Rough housing will not be tolerated. Loading and unloading will occur only when the vehicle is pulled 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 be left alone in a vehicle.

An Unwavering Commitment to Child Safety

The safety and protection of children is our highest priority, and we do all we can to deploy the best practices to assure safety at all times and in all Y spaces.

The Praesidium Accreditation® is the highest honor an organization can attain for abuse prevention practices. This prestigious honor publicly demonstrates our non-negotiable risk prevention standards in protecting children.

— ACCREDITED BY —
PRAESIDIUM
 — 2024-2027 —

Child Abuse Prevention

We encourage parents to talk about your child's 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 a 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?

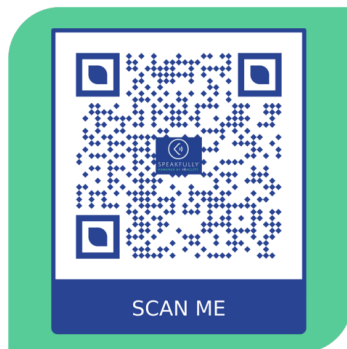
Encourage your child to tell you or another trusted adult if anything happens to them. The Y wants all children to be safe. Unfortunately, child abuse does exist and takes many forms.

- **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 bruising, burns, scars, or broken bones
- **Sexual:** Having sexual contact of 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 may be parents, caretakers, friends, neighbors, or anyone who comes in contact with a child – even other youth. It takes everyone's vigilance and cooperation to help to stop the cycle of abuse.

Contact Information Concerning Questions about Child Abuse

The Y uses a third-party reporting tool for volunteers, parents, and members to report suspicions of child abuse. The report can be made via the QR code below or online at [ymaryland.org.speakfullynow.com](https://ymaryland.speakfullynow.com):



+ **Scan the QR Code or visit:**
<https://ymaryland.speakfullynow.com>

+ **You can also share your experience or feedback by calling 800-729-5022**

+ **Track your submission**

(Don't worry, you can identify yourself or remain **100% anonymous**)

*Y associates are mandated reporters and required to contact their supervisor, Human Resources, and Child Protective Services to report suspected child abuse and neglect.

Child Abuse Statement

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

Discipline

For many people, discipline has only negative connotations. Some may regard it as punishment. However, if we look at the source of the word “discipline,” we find it has a 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 away” (if necessary) – the child is encouraged to take time away from a group activity for a short 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 members are asked to demonstrate the Y core values of Caring, Honesty, Respect, and Responsibility. The purpose of this plan is to enable a child experiencing behavioral difficulties to continue in a Y program. Members who display inappropriate behavior, including yelling, disruptive behavior, using profanity, or fighting, may be dismissed from the program.

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, associates or guests
- 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
- Review the plan with the child’s parent/guardian and ask for suggestions and help with implementation
- Talk to the child’s 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:

- Require that the child be picked up immediately; if we cannot reach you by phone, your emergency contacts will be called, and one of those contacts will be asked to come pick-up your child
- Suspend the child for one or more program days
- The 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:

- Endangers the physical safety of associates or other children
- Endangers himself/herself
- 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 enrollment 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, or if they do not follow procedures or become aggressive toward any Y associate.

Family's Responsibilities

For the safety of the children, parents must accompany and sign each child in and out of the program site 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 State Department, Office of Child Care 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 Manager immediately. You are responsible for alerting associates to any changes or updates in writing. Associates will review the updates with you to ensure clarity and understanding of both parties.

Child Custody

We assume that both parents have equal rights to pick up, drop off, visit, or request information about their child. If that is not the case, then it is your responsibility to provide court documents signed by a judge identifying the custodial parent and specifying the rights and responsibilities of each parent. Court documentation is also needed to identify the names of anyone to which our associates should NOT release your child. It is imperative that official, current court documents are provided and placed in your child's file if custody or visitation is a concern. Without court orders, we cannot withhold a parent from his/her child. Based on the information that you share with your Site Manager, he/she will inform you if additional documentation is required.

The parent/guardian(s) who registers the child for enrollment is responsible for payments and receives the Y membership. We cannot divide fees and establish multiple accounts. There is one account for each family. If the account is outstanding, regardless of whose responsibility it is to make payment, care for your child may be suspended or terminated.

In addition, we ask that parents/guardians refrain from involving the Y and our associates in any disagreements and/or legal proceedings between parents. We expect that you communicate effectively with each other in the best interest of your child.

Failure to follow our policies regarding custody issues may result in immediate termination from the program.

Family Participation

The Y believes strongly that parent/guardian 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.

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.

The Y provides families an opportunity to share feedback for each site, via Listen 360. Feedback is analyzed by the Before and After School Enrichment leadership and used to provide better programming.

Information Table

Every program site has an area especially designated for parents/guardians where monthly menus, activity schedules, monthly newsletters, calendar of events, permission slips, artwork, billing information, and other Y information important to you and your child are provided. Please take time to check this area regularly so that you remain informed.

Sign In and Out

Upon arrival at the center, please enter through the Y-designated entrance of the school. Parents/Guardians must sign their child in each morning. 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 an adult 18 years of age or older who is 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, any requests for sign-in/sign-out records, must be submitted by an attorney on a subpoena signed by the court.

Should we have cause for concern regarding the safety of a child's release to a parent or other adult, we may call the police. Cause for this course of action includes:

- Parent/adult suspected to be under the influence of drugs or alcohol
- Parent/adult is abusive or threatening to the child

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 there is an accurate final headcount. Prior notification of planned absences, early pick up, or planned tardiness will ensure the smoothest transition for all participants.

Damaged Property

If a child accidentally or deliberately breaks or damages property of The Y in Central Maryland or the site location, the parent/guardian will be held responsible for the replacement cost of the equipment. If your child accidentally or deliberately pulls the fire alarm, the parent/guardian will be responsible for any associated fees/fines..

Child's Responsibilities

Behavioral Expectations for Children

There are clear and appropriate behavioral expectations for the children in our care. We establish 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 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 to solve problems.

Personal Space

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

Physical Activities

We provide children with at least 30 minutes of physical activity each morning and/or after school (up to 60 minutes total per day). Physical activity includes a mix of moderate and vigorous activity (to increase heart rate), and activities that strengthen bone and muscle.

The Maryland State Department of Education Office of Child Care Licensing 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 for any reason

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. Items from home such as toys, video games, electronic tablets, etc., are not permitted. This policy eliminates fights, theft, damages, and/or lost items. We are not responsible for any such item brought into the program, nor will we provide reimbursement for lost/stolen/damaged items.

Screen Time

Educational videos are offered as a special addition to our program and strictly conform to our curriculum. Such screen time is facilitated by Y associates. Videos shown are generally "G" rated. On occasion, a "PG" rated video may be shown, only if permission is received from each parent for his/her child to view the particular video.

Games, Electronics and Cell Phones

Non-school/homework-related games and electronics are not permitted. Cell phones and smart watches are to be powered off and stored in your child's backpack. As necessary, items will be confiscated and held for site leadership to return to parents at time of 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 each school year. Registration is available on a first come, first served basis.

Registration Fee

Registration fees are due at the time of registration, are non-refundable, and non-transferable.

Additionally, families with multiple children in the program will receive a one time Registration Relief Credit against their first scheduled payment.

- Child 1 -- no credit
- Child 2 – 50% of registration fee as a Relief Credit
- Child 3 or more – 75% of registration fee as a Relief Credit

Bi-Weekly Tuition Payments

Tuition is billed bi-weekly in advance of program services. Tuition is calculated by taking the annual program fee (for days school is in session) and dividing into bi-weekly payments. Tuition payments start August 11, 2025 and continue through May 18, 2026.

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. If payment is not received by the

Friday before care begins, the child will be terminated from the program and wait-list families may be notified of 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. You may access a payment schedule 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 the first day of school or at the time of registration, and ending on the last day of school. Start date is subject to the Y receiving student forms and program availability. Delayed start dates will be adjusted by the Customer Service Office after registration has been submitted in full.

Auto Scheduled Payments

All payments are automatically scheduled via payment method used at time of registration. Payment method may be changed at any time; simply change future drafts to your new payment method, then delete the previous payment information. Please contact the Customer Service Office for assistance with changing a payment method.

Payment Options

If you choose not to enroll in autopay, you can make one-time payments by logging into your account on each due date. Payments can also be made by phone through our Customer Service Office at 443-322-8000, by mailing a check to the Customer Service Office, or in person at any Y center. Please note that Site Managers are not authorized to accept payments.

A **2.72% processing fee** applies to payments made by debit or credit card. This fee does **not** apply when using an **electronic fund transfer (EFT)** from your bank account. To add your bank information for EFT payments, visit ymaryland.org/myaccount.

We accept the following payment methods:

- Electronic Fund Transfer (EFT)
- Personal checks
- Cash
- Money orders
- American Express, Discover, MasterCard, and Visa

Please note: A **\$25 fee** will be charged for any returned check or EFT. After two returned payments, checks and EFTs will no longer be accepted on your account.

Absentee/Sick Child

There is no reduction in fees due to a child's absence from the program (including illness and/or family vacations). Maryland State Department of Education Office of Child Care Licensing and Health Department regulations regarding periods of illness are enforced. Program registration is planned by week; snacks, activities, and proper supervision and engagement are planned for each day. We do not issue refunds, credits, and/or pro-rated fees for any absences including 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, then receive a 10% discount 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. Please send to: customerservice@ymaryland.org. Site Managers cannot accept verbal notification of changes or withdrawals. Parents are responsible for contractual payments.

Y Open Doors Financial Assistance

Families may be eligible for Y Open Doors assistance. Applications for Y Open Doors are accepted starting July 1st and are available at ymaryland.org/opendoors. Information provided is confidential and applications are evaluated on a case-by-case basis. The Y also accepts Child Care Subsidy (CCS) program vouchers (formerly known as Department of Social Services (DSS) and other third-party agencies.

Y Open Doors is funded through the Y's Campaign For a Better Us, where we raise funds to help ensure that Y programs and services are accessible to all who want to participate in the Y community. For more information on the Campaign For a Better Us, please contact Matt Freedman at matthewfreedman@ymaryland.org. To donate or for more information, please visit <https://ymaryland.org/mission/campaignforabetterus>.

THE Y IN CENTRAL MARYLAND WAIVER & RELEASE FORM

ACKNOWLEDGEMENT

I am a legally competent adult over the age of 18 and acknowledge there are certain dangers and risks inherent in participating in The Y in Central Maryland (the "Y") programs and activities, wherever they occur. I understand that even when every reasonable precaution is taken, illnesses, incidents, and accidents may occur. I understand that the Y and its directors, officers, employees, agents, successors, representatives, and assigns assume no responsibility for injury, illness, death, loss, or damage to person or property that I or my dependents may sustain as a result of our physical condition or participation in any Y programs or activities.

WAIVER, RELEASE, AND HOLD HARMLESS AGREEMENT

In consideration for use of the Y facilities and participation in Y programs, I, for myself, my minor children, my dependents, heirs, and executors hereby waive, release, and forever discharge the Y, its directors, officers, employees, agents, and successors from any and all claims for injury, illness, death, loss, or damage to person or property sustained as a result of our attendance and/or participation in any Y programs, events, classes, and other activities. I understand that the Y is not responsible for personal property lost, damaged, or stolen while members and/or program participants are using Y facilities, attending Y events, or on Y premises.

INDEMNIFICATION

I hereby represent and warrant to the Y in Central Maryland that I have the necessary authority and capacity to execute this Waiver & Release Form on behalf of myself and/or my minor children and/or my dependents as parent, guardian, and/or next friend, if applicable. In the event of any misrepresentation or breach of the foregoing warranty by me, or in the event that I or my dependents, heirs, executors, or any other person nevertheless asserts any claim waived above against the Y arising out of our participation in any Y program, event, class or other activity as set forth herein, I agree to indemnify, hold harmless, and defend the Y from and against any and all liability arising out of, or in connection with, any and all claims, assertions, losses, costs, expenses, and/or damages (including attorneys' fees, court costs, and other professional costs) resulting or arising from such claims.

PHOTO/VIDEO WAIVER

I do hereby consent, without compensation now or in the future, to the making, editing, reproduction, broadcasting, and unrestricted perpetual use of photographs, video footage, audio sound track recordings, and any narrative account or testimonial of my and/or my dependent's experience, with or without inclusion of my name, by The Y in Central Maryland ("The Y") and YMCA of the USA for any lawful purpose, including for publication, display, sale or exhibition in promotions, advertising, education, and commercial uses. Use includes reproductions, adaptations or revisions in any form and media currently existing or later conceived. I further agree that all works shall belong to The Y and YMCA of the USA and I hereby release and discharge The Y, YMCA of the USA, and collaborating third parties from any and all claims, actions, lawsuits or demands arising out of my consent to the use of any works or materials referenced herein. I also understand that the Y does not share video footage with members, guests, or the general public for investigative or observation purposes.

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 or program/school closings. Any concerns with program operations, activities or events should be brought to the attention of the Site Manager to work towards a resolution.

CODE OF CONDUCT

I, and my minor children, and/or dependents, agree to follow the policies and procedures as outlined in the Member Handbook (available on ymaryland.org) as well as any other expectations described in Handbooks for the programs in which we participate. I understand that failure to abide by the policies set forth in each Handbook, may result in suspension or termination. In addition, I, and my minor children and/or dependents agree to follow all Y safety rules and regulations posted on Y premises at all times.

AUTHORIZATION FOR MEDICAL TREATMENT

In the event of a medical emergency, Y associates will use best efforts to render first aid and contact EMS if further medical attention is necessary. If my minor children and/or dependent(s) should become ill or need immediate medical assistance and I am not present, Y associates will 1) attempt to contact me immediately; 2) attempt to 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 attempt to contact my physician (if contact information has been provided) or arrange for immediate medical treatment to ensure the health and safety of my child. I accept responsibility for payment of medical services rendered for me, my minor children, and/or my dependents.

INCLUSIONARY AND NON-DISCRIMINATION STATEMENT

I understand that the Y in Central Maryland policy is to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law.

Member/Parent/Adult Signature: _____ Date: _____

Child's Name: _____

Parent/Guardian Cell Number: _____

Street Address: _____

City/State/Zip Code: _____