

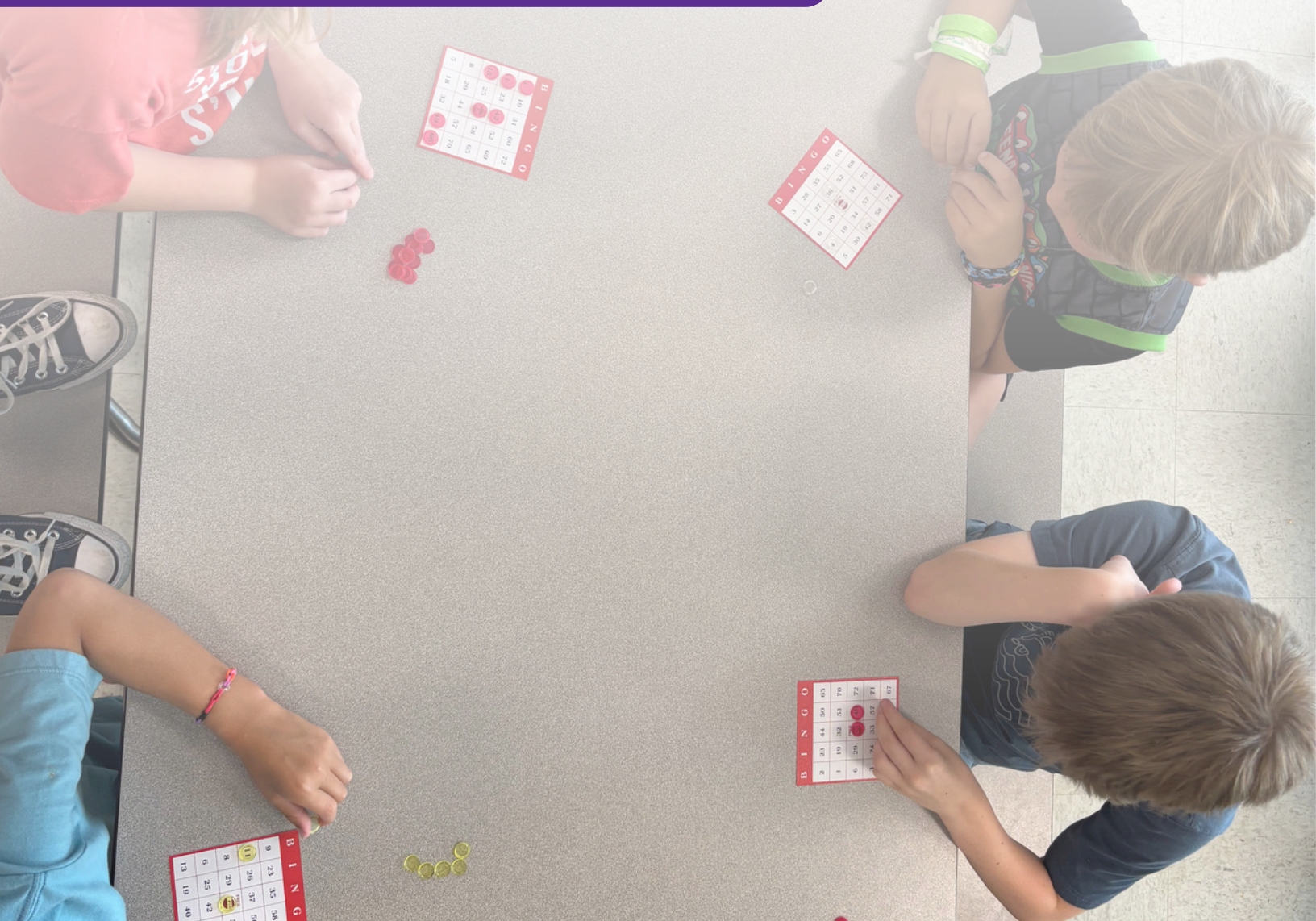
# PARENT HANDBOOK



## Parent Handbook | YMCA of Central Virginia Before and After School 2025

Lynchburg City Schools  
Amherst County Schools

Donor supported financial assistance is available. For more information visit [ymcacva.org](http://ymcacva.org)



Dear Parents,

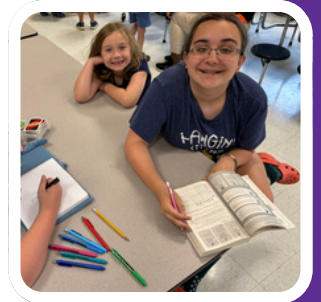
We are happy that you have chosen the YMCA Before and After School Program for your child care needs. Our program is in cooperation with Amherst County and Lynchburg City. Transportation is provided by the school system to and from the nearest program if not housed at your child's school.

Our site staff personnel are experienced and enthusiastic about the program. We look forward to successfully meeting your child's needs with quality care. Parent's comments and ideas are gratefully accepted.

Opportunity for structured homework time and physical activities will be available for your child each day. All of our site locations are licensed by the Department of Social Services. Stimulating and fun activities are centered around monthly themes and will include Character Development, arts and crafts, STEM, and guest speakers.

I trust that your child will have a good year with the YMCA Before and After School Program.

Program Directors,  
Teena Williams and Michelle Power  
[Teenawilliams@ymcacva.org](mailto:Teenawilliams@ymcacva.org)  
[Michelledpower@ymcacva.org](mailto:Michelledpower@ymcacva.org)





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## Sample Before School Schedule

6:30 – 7:30 Children Arrive/Board Games  
7:30 – 8:00 Outdoor/Group Games  
8:00 – 8:30 Prepare for dismissal

## Sample After School Schedule

3:00 – 3:30 Arrival Time/Restroom  
3:30 – 4:00 Snack  
4:00 – 4:15 Cleanup/Restroom  
4:15 – 4:45 Homework  
4:45 – 5:30 Crafts/Theme activity  
5:30 – 6:00 Outside/Dismissal

\*Fun Day Hours: 7am - 6pm  
\*Snow Day Hours: 8am - 6pm



## YMCA CHILD CARE VISION STATEMENT

The YMCA is committed to the YMCA Core Values of Caring, Honesty, Respect, Responsibility, and Faith as the basis for our program efforts in supporting families.

## ABOUT THE YMCA OF CENTRAL VIRGINIA

**OUR COMMITMENT:** The Y is more than a gym—we're a community dedicated to youth development, healthy living, and social responsibility, ensuring everyone has the support they need to thrive.

**OUR PROMISE:** No matter how the world changes, the Y remains a place for connection, confidence, and belonging, strengthening our community one person at a time.

**OUR MISSION:** To put Christian principles into practice through programs that build a healthy spirit, mind, and body for all.

**OUR LEGACY:** Since 1856, the YMCA of Central Virginia has been a trusted hub for growth, wellness, and community, evolving to meet the needs of every generation.

## REGISTRATION & ADMISSION

**EVERY PARTICIPANT** attending our program is required to have a completed registration form and a copy of their immunization and physical form. We would also need to see each child's birth certificate.

During the registration process, please complete the following:

- Read all Child Care Policies and Procedures in the Handbook
- Complete entire registration form (forms with empty lines will not be accepted.)
- Provide correct and complete addresses and phone numbers of all persons authorized to pick up your child
- Provide current and updated immunization chart and physical
- Licensing standards mandate that child care staff see and record the state ID number of your child's original birth certificate or passport. Please bring it at the time you register.
- Please note that children must be in grade level K-5 to participate in this program.

### REGISTRATION INFORMATION

Registration can be conducted at program locations with program directors, during program hours.

6:30am - 8:30am or 3pm - 6pm

You can also register online at [ymcacva.org](http://ymcacva.org)

### ADMISSION POLICIES

The YMCA of Central Virginia child care program admits children in grade level K-5. Children of any race, color, religion, sex, national and ethnic origin are granted all rights, privileges, programs and activities generally accorded or made available at the school. The YMCA of Central Virginia does not discriminate on the basis of race, color, religion, sex, or national or ethnic origin in administration of its personnel and admissions policies. It is our hope to have a cultural diverse population within our staff, participants and programs.

On-on-one care is unavailable to be provided. Children must be able to function independently within our daily schedule.

### APPLICATION & IMMUNIZATION FORMS

Pre-Registration is strongly recommended. Participants will need to be registered no later than one week prior to the week they need to attend. All parents must fill out the registration form provided and return no later than one week prior to the week they need to attend. No child will be accepted unless they have the proper, completed paper work in their file. We are unable to except phoned or faxed registration forms. These information sheets must be accompanied by a copy of the Commonwealth of Virginia's physical form, immunization form & birth certificate.

# PAYMENT INFORMATION

## FEE SCHEDULE

- Registration fee: \$50 per child up to \$75 per family
- Before School Only: \$60 a week
- After School Only: \$70 a week
- Before and After School combined: \$80 a week

Rates are based on all weeks of school from the beginning to the end of the school year. Credits will not be given for non-attendance, such as death in the family, or for days when the school district chooses to close, such as inclement weather, and man-made/natural disasters. Fees are to be paid prior to attendance (payments are due on Monday the week attending or your account will be assessed a \$35 late payment fee).

Payments made by draft will be deducted from your account on Monday the week of service. If your account falls behind, then your child care services WILL be immediately interrupted.

Payments will not be pro-rated due to absences, holidays, natural disasters, and inclement weather. We accept Visa, MasterCard, American Express and Discover only at the YMCA on Old Forest Road.

Cash or Credit Cards will only be accepted at the YMCA on Old Forest Road. Payments will not be prorated due to absence, holidays or inclement weather. Fees will not be reimbursed once the program has begun. To withdraw you must notify the YMCA in writing of cancellation two weeks prior to the last day of participation.

## SCHOLARSHIP INFORMATION

The YMCA makes every attempt to register a family regardless of economic hardships through our open doors scholarship program. YMCA scholarships may be available upon request. Scholarships are provided to all qualifying families. All scholarships are based on availability of scholarship funds.

Scholarship applications must include:

- Pay stubs for everyone living in the household
- A copy of your past years tax return
- Custody papers (if requested)
- Completed scholarship request form
- All scholarships are based on availability of scholarship funds
- Please keep in mind that it takes 10 to 14 days to process a scholarship application.

## YOUR CHILD'S FILE

Children's files must be filled out legibly and completely. We also must have a copy of your child's physical and immunization records, a copy of the Virginia Health Form with your child's doctors signature, and need to view your child's birth certificate. We need new copies of these each year. Any pertinent information regarding your child will need to be added to their file throughout the year (ex. Child counseling forms, additional information from parents, additional pick up information).

\*No one else except the YMCA staff, our licensing representatives, and yourself will be able to see your child's file. \*We cannot release internal YMCA record keeping documents to any party without a court order.

# LOCATIONS AND HOURS

Location	Before School Hours	After School Hours	Schools Included
Amherst County	6:30am - Start of School	End of school day - 6:00pm	Amelon Elementary Amherst Elementary
Lynchburg City	6:30am - Start of School	End of school day - 6:00 pm	Bedford Hills Elementary Sandusky Elementary
There will be no childcare offered on the following days:			
Labor Day		Week of Christmas	
Thanksgiving Holiday : 11/27 - 11/28   Amelon will be closed on 11/26		Memorial Day	

## OPEN DOOR POLICY

Parents of currently enrolled children are welcome to visit the center anytime during regular hours of operation.

## ARRIVAL/DEPARTURE

During arrival and departure to the site, the parent or authorized persons are asked to park their car so as not to create a traffic hazard for children and other persons and be with the child for check-in and check-out daily. If you are unfamiliar with your site's traffic pattern, please check with site coordinator. This will ensure the safety of the children in our care.

Children will be allowed to leave with persons other than the parent or guardian only if permission has been given to the coordinator on the registration form or in writing.

If your child attends extracurricular activities or has any other kind of arrival or departure time change within the period he or she is in our care, you must provide the coordinator with written permission. If your child will not be attending, please communicate with the YMCA staff.

## FUN DAYS/SNOW DAYS AND HOLIDAY CAMPS

### (For current participants only)

The YMCA offers Y Camp Days whenever school is out for children ages 5 - 12. Y Camp Days offer a structured environment for your child to develop positive identities, values and social skills while having a great time.

This full-day program is offered at Amelon Elementary and Jamerson Family YMCA when school is not in session. \*This option may not be available during the first two days of inclement weather break.

## **FUN DAYS/SNOW DAYS AND HOLIDAY CAMPS CONTINUED...**

Please pack a lunch, 2 snacks, and water bottle. These days are offered during most school system breaks based on school calendar. For those attending during out of school times at Jamerson, please bring a swimsuit and towel.

The YMCA may close due to hazardous weather conditions. Impending inclement weather conditions may delay opening or the availability of this program and is determined on a case by case basis. Inclement weather day announcements and availability can be found on the YMCA's website, WSET, the Y's mobile app and through text notifications.

### **CAMP EXPECTATIONS:**

- All campers must arrive by 9:00 AM; Failure to comply may result in your child not being able to attend that day. Campers may be picked up between the hours of 5:00 PM and 6:00 PM if your child has a scheduled appointment and needs to be picked up early, please notify your Camp Director in writing prior to appointment.
- If your child will not be attending on a given day, please contact your Camp Director by 9:00 AM to notify them. This helps us plan for the day and staff the program appropriately.

### **SIGN IN/SIGN OUT POLICY**

- Parents are expected to sign their child(ren) in upon ARRIVAL in the morning and sign them out before LEAVING in the evening. There is a Sign in/Sign out book available for you to sign. We cannot be responsible for your child if we do not know he/she is there.

- All persons signing children in/out must be at least 18 years of age. We cannot release minors to minors. There must be an exchange of responsibility from one adult to another. Not from a child to a staff. Child will not be released to siblings under the age of 18.
- No child will be released to a person who does not have the necessary pick up ID or who is not authorized by the custodial parent. We must have written authorization for changes in this respect. The staff will question those persons with whom they are unfamiliar and check authorization before releasing a child. ID will be requested of anyone that we do not know.
- A staff cannot legally refuse to release a child to a verified natural parent unless there is a court order in the child's file stating the visitation rights. Writing on our form that you do not want a husband or wife to pick up your child does not give us the legal right to refuse pick-up. Only the courts can give us that right.

### **ABSENCES**

If your child will not be attending the program because of scheduled appointments, vacations, or other planned absences please notify the coordinator in advance, this does not waiver the weekly payment. If your child is ill, when you call the school to report the illness or pick up your child from school, please contact the coordinator on their cell phone. Absentees without prior notification may be mistaken for a missing child and unnecessary concern and time in searching for the child may occur. If a child does not arrive at the program as intended, the coordinator will contact the parents or the child's emergency person(s). Fees are not subject for removal if child is absent due to illness- this includes a doctors note, vacation, any time the child is not there.

## **AUTHORIZATION TO PICK UP**

Authorization to pick up a child is given on the registration form attached. No child will be released to a person not authorized by the custodial parent. We must have written authorization for changes in this respect. Children will not be released to siblings. Staff will question those persons with whom they are unfamiliar and check authorization before releasing a child. Identification will be requested of anyone that we do not know. In accordance with section 63.2.-1813 of the code of Virginia, a custodial parent or guardian shall be allowed admittance to any "child day program." A child day program is defined as "one in which a person or organization has agreed to resume responsibility of the supervision, protection and well-being of a child under the age of thirteen for less than a twenty-four hour period, regardless of whether it is licensed."

## **LATE PICK-UP POLICY**

We understand that a late pick up may occur on a rare occasion. However, please understand that we open at 6:30 a.m. sharp and close at 6:00 p.m. sharp. If your child is not picked up by the end of the program, a late fee will be charged and collected at that time. If it is 6:01 p.m. (by our clock), you are late and a late fee will be assessed.

Fees are as follows:

- \*The fee of \$10 for the first 1-10 minutes per child and \$1/minute per child for each additional minute.
- \*If your child has not been picked up by 6:00 p.m. and we cannot reach you by phone, your emergency contact number will be called and asked to come and pick up your child(ren). After 30 min, if neither you nor your emergency contact can be reached your child will be taken to the Downtown YMCA (Lynchburg and Amherst Co. only) and Child Protective Services will be contacted.
- If you know you are going to be late, please call us. We do understand that things come up and traffic can be challenging even in the best of times. We tend to worry about your safety just as much as your child does. Please be considerate.

## **EXCESSIVE LATE PICK-UP POLICY**

The YMCA of Central Virginia has found that it is necessary to have an excessive late pick-up policy, which could result in you being asked to remove your child from our program. This policy is as follows: if you are late more than three times in any program cycle, you may be asked to remove your child. Many of our staff go to school or have other positions within the YMCA which requires them to be on time for those duties. We are confident you understand.

## **PARENT RELEASE**

It is the parent's responsibility to submit a written notice when child will not attend program due to participation in other activities not affiliated with the YMCA, such as physician appointments, summer school, tutoring, or any athletic programs, etc.



## THE CHILD CARE PROFESSIONAL

To promote growth and competence in each caregiver and to encourage opportunities for individual development. The structure of the YMCA includes a volunteer board of directors that is responsible for the financial stability of the organization and all policy making. The policies that the board creates are carried out by a group of paid professional staff.

### The ORGANIZATIONAL CHART for the paid staff is as follows:

- CEO of the YMCA of Central Virginia
- Chief Operating Officer
- Executive Director of Youth Development
- Program Director
- Site Coordinators
- Assistants
- Aides

The staff of the YMCA Child Care Program is the most important part of every child's experience. They are the key ingredient for an enriching, enjoyable experience for your child (ren). They are enthusiastic, caring, and positive role models, living by example. They are well trained, and experienced with children and families; they are knowledgeable about child development, needs and activities; they are flexible enough to work well with the children as they assert their emerging independence, and are able

to alter plans with ease and sensitivity. Our staff accepts children as they are and knows that what they are is the result of all that has happened thus far in their life; they are able to give warmth and acceptance and remember childhood feelings of fear, anger, loneliness and adventure. And lastly, our staff is optimistic; they know it is contagious and children will sense it in those who care for them.

All staff must meet the following requirements, trainings or certifications:

- Interviewed by a YMCA Professional Staff
- Completed Criminal Background check
- Fingerprinting
- Emergency Preparedness Pre Employment Drug Test Certified in CPR/First Aid
- Three completed reference checks

### Pre-service training covering the following:

- Licensing Standards
- Child Abuse Prevention
- Developmental Stages
- Positive Discipline/Guidance/Self-Esteem OSHA
- Completed Central Registry check First Point Check
- Negative TB Test
- Completion of Training - 16 hours
- Aquatic safety
- Daily Health Observation Age Appropriate Activities Play Ground Safety

Location	Program Director	Contact Information	Schools Included
Amherst County	Teena Williams	434.401.0981	Amelon Elementary Amherst Elementary
Lynchburg City	Michelle Power	434.401.0006	Bedford Hills Elementary Sandusky Elementary

# FIELD TRIPS AND POOL SAFETY

## FIELD TRIPS

In order to reduce paperwork, the field trip agreement authorizes the YMCA Child Care program to take your child on all field trips. We do this, rather than having a separate permission slip go home for every trip and risking confusion, loss, and the possibility of not being able to take your child due to lack of permission. (on registration form) Children will be transported by a YMCA bus with a YMCA certified driver. Parents needing to drop off children later or pickup earlier on field trip days must either drive to the field trip site or make other arrangements for that day.

As we strive to plan great field trips for your child, we do understand if you choose to not have your child participate. However, if you do not want your child to attend a scheduled field trip, it will be the parents responsibility to make other arrangements.

Children need to arrive to camp days no later than 9am, and they cannot be dropped off a field trip.

## TRANSPORTATION POLICY

Teaching your child safety is one of the responsibilities we feel that we share with our parents. Field trips are an excellent way for us to teach trip safety. Motor vehicle injuries represent the greatest threat to a child's life.

Whenever the YMCA of Central Virginia transports children, the parents can be confident that every precaution will be taken to insure your child's safety.

- The ensuring of your child's safety is accomplished by being alert to potential dangers, eliminating or avoiding these dangers, and knowing what to do when an emergency occurs. The children will be expected to keep their hands to themselves, and remain relatively quiet. At no time will a child be permitted to put his/her arms, hands or head out of the vehicle's windows. No rough- housing will be tolerated at any time.
- Loading and unloading the children will be done only when the vehicle is pulled up to a curb, the side of the road, or in a driveway, and we will only release them 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.
- On the YMCA buses children sit in age and gender appropriate groups.



## **POOL SAFETY**

Because your child is participating in our swimming program, it is of the utmost importance that you know and understand our POOL SAFETY RULES. These rules will be gone over with your child at the beginning of the swimming program.

Please review these rules with your child on a daily basis.

- Each child will be given a swim test to determine their swim ability.
- Lifeguards will make the determination as to who will be able to swim without a life jacket.
- This test will be given each time your child swims.
- No running, pushing or shoving.
- Stay off the ropes.
- No shoes on the deck.
- Proper swim attire is required
- No food or drinks allowed in the pool area.
- When the whistle blows, pay attention to the lifeguard.
- No abusive language.
- No unauthorized flotation devices allowed.
- Follow the instructions of the YMCA staff at all times.
- The life guard has the right to dismiss anyone who is careless or a danger to others.

## **CHILD CARE POLICIES**

### **EMERGENCY OR INCLEMENT WEATHER**

- SCHOOL CLOSING- Depending on the severity of the weather, A School's Out Camp may be available at the Jamerson Family YMCA, if the family center is scheduled to open before 10am. Hours of operation will vary and will be communicated via text alert.

- EARLY DISMISSAL- If school closes early due to inclement weather, there will be no afternoon care and children must be picked up at school dismissal.
- DELAYS - If school, is delayed, programs will be delayed according to school delay (Normal opening time is 6:30am for Before School Program. If a 2 hour school delay, we will open on a 2 hour delay at the school site beginning at 8:30am. If a 1 hour delay, we will open on a 1 hour delay at the school site beginning at 7:30am)
- Large Weather Event (Ice, Deep Snow, Storm Damage, Power Outage, etc.)
  - Day 1: Closed
  - Day 2: We will discuss with the Property Manager to determine if we will be able to safely have access to the building. Depending on the severity of the weather, we may be closed open with possible delay or altered hours.
  - Please note, Amherst County will close on the first day and possible the second day with any inclement weather or national disaster.
- If we feel conditions are unsafe for travel, the above procedures may be adjusted based on current weather circumstances.
- Refunds: There will no refunds, pro-rated fees, vacations nor free weeks for days absent. We do not issue credits or refunds for scheduled school holidays, sickness, or closings due to inclement weather.
- Updates - Updates will be sent via text alert and posted on YMCA website at [ymcacva.org](http://ymcacva.org)

## HEAT RELATED ISSUES

- During heat advisory days we will keep the children hydrated and do our best to keep children in shaded areas. Where inside areas are available to us we will utilize those spaces during the hottest part of the day.
- A High Heat Schedule will take effect if the heat index is over 100 degrees. The only activities that will be held outdoors are those in a fully shaded environment and where water is accessible.
- On days with an all-day heat warning, we will go on a Critical
- Heat Schedule. All activities will take place indoors on schedule. Water is a must. Campers will be encouraged to drink plenty of water throughout the day. The YMCA Day Camp has water fountains throughout the facility.
- Please send a full water bottle with your camper every day. Please label with name and date. On heat advisory days please pay attention when dropping off your child for the daily activities may change.

## CHILD CARE POLICIES

### EMERGENCY PREPAREDNESS INFORMATION

The center shall have an emergency preparedness plan that addresses staff responsibility and facility readiness with respect to emergency evacuation and shelter in place. The plan, which shall be developed in consultation with local or state authorities, addresses the most likely to occur emergency scenario or scenarios, including but not limited to natural disaster, chemical spills, intruder, and terrorism specific to the locality.

Please see your Camp Director for your site's evacuation plan.

If the emergency is more widespread and encompasses a larger area such as a neighborhood or several homes, due to a non-confined environmental threat, e.g. toxic fumes from a spill, floodwaters, brush fires, etc. and the children cannot remain in the area, the children will be brought to the Downtown or Jamerson Family YMCA, by the YMCA Bus where they will remain accompanied by caregiver(s) while family/guardian/emergency contacts are notified and arrangements for either transportation home or a continuation of care is made. In the event of a major environmental hazard that necessitates a larger area evacuation such as several neighborhoods, a city/town or geographical area, due to a large non-confined hazard, e.g. a nuclear incident, earthquake, hurricane, etc., children will be transported to: Downtown or Jamerson YMCA where they will remain accompanied by caregiver(s) while family/guardian/emergency contacts are notified and arrangements are made for their pick up.

If water or electricity remains off at our site location for more than 30 minutes we will contact each parent or emergency contact to pick up children within the hour.



In the event of an emergency including but not limited to natural disaster, smoke, chemical spills, intruder, we will make every effort to contact parents or emergency contact.

Please tune into WSET-13 and or our website at [www.ymcacva.org](http://www.ymcacva.org) in the event of an emergency. Please sign up for Y Alerts on our website via the mobile app and text messaging services

If your child has not been picked up within an hour of notification and we cannot reach you or the emergency contact number by phone your child will be taken to the YMCA (Lynchburg and Amherst Co.) and Child Protective Services will be called.

\*\*\*please be sure to update emergency contact information so that we are sure to reach you in an emergency.

## **EXPECTATIONS**

If your child has a scheduled appointment and needs to be picked up early, please notify your site coordinator in writing prior to appointment. The program expects that the children will:

- Be responsible for their actions.
- Respect the school rules that guide them during the day and while in the program.
- Remain with the group and child care staff at all times.
- Take care of materials and equipment properly and return them to their place when done, before taking out new ones, or before departure.
- Arrives at the program promptly, according to the enrollment information.

## **CHILDREN MAY EXPECT:**

- To have a safe, supportive and consistent environment.
- To use all the program equipment, materials and facilities on an equal basis.
- To receive respectful treatment.
- To have discipline that is fair and non-punitive.
- To receive nurturing care from staff members who are actively involved with them.

## **WHAT NOT TO BRING**

- Cell Phones
- Electronics or video games Toys
- Peanut Butter
- Personal items from home Valuables
- Participants found with weapons, drugs, alcohol or engaging in activity that is deemed extremely unsafe or negligent will be expelled immediately from our program. No refund will be issued in these circumstances.
- It is highly suggested that all items brought to the program are labeled, included clothing. The YMCA is not responsible for lost or broken items.
- We have plenty of equipment and activities to keep your child busy. The YMCA of Central Virginia does not consider the use of videos, or hand held games as quality programming. Therefore, it is our policy not to provide or offer those things to children. Exceptions may be made, however, in inclement weather or under special circumstances. Please do not allow any toys, video games, iPods or cell phones to accompany your child. This eliminates fights, theft and/or lost items that we cannot be responsible for AND WILL NOT REIMBURSE FOR. It is expected that the parents will provide proper seasonal clothing, and bathing suit with towel for occasional swimming trips.

## **DISCIPLINE POLICY**

The YMCA believes that punishment is unnecessary but discipline is needed to help children gain self-control. We further believe that children are entitled to a pleasant and harmonious environment at any YMCA Child Care program. Respect for your child will be demonstrated at all times and the same respect will be expected from your child to his/ her peers and the YMCA Staff at all times. Reasonable efforts will be made to guide the child(ren) to appropriate behavior. When disciplinary action is necessary, age appropriate methods will be implemented. YMCA Child Care Programs adhere to all policies and procedures established by the local school systems and by the Commonwealth of Virginia State Licensing Standards. Although we will make every effort in providing positive discipline for your child, we cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as:

- Fighting and aggressive behaviors
- Inappropriate language
- Running from staff and/or hiding from adults.
- Any action that requires our staff to physically move or restrain a child.
- Acting in a way that requires a counselor to spend an inordinate amount of time with them or any other disruptive behaviors that a Director may deem inappropriate.
- Refusal to stay with group during all times.

If a child cannot adjust to the program setting and behave appropriately, then the child may be discharged from the program. There shall be no physical punishment or disciplinary action administered to the body such as, but not limited to, spanking, forcing a child to assume an uncomfortable position, restraining to restrict movement through binding or tying; enclosing in a confined space, box or similar cubicle; or using exercise as a means of punishment.

Children will not be shaken at any time. The center will never force or withhold food, nor force or withhold naps, as means of discipline. Toileting accidents will not be disciplined. There will be no abusive language which would include, but not be limited to, threats or belittling remarks about any child or the family. 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.

## **RECOGNITION FOR POSITIVE BEHAVIOR**

- Encouragement and praise from the staff
- Positive talks with the parents

## **PHILOSOPHY**

Discipline is seen as an opportunity to guide campers in their relationships and actions by working with the camper and not against. The best interests of the camper are put first. The goal of discipline is to have the camper control his/her actions and to give the camper reasonable conscious decisions concerning his/her actions and to give the camper reasonable ownership of the consequence. Campers that show a strong sincere desire to improve will be worked with as long as they are not considered dangerous to themselves or others. Corporal punishment is not acceptable under the YMCA philosophy and policy.

STEP 1: We find out what the problem is. We attack the problem, not the person. When a camper acts out for the first time, the negative behavior is discussed between the counselor(s) and camper until an agreement is reached. If a second time out is given to the child in a single day, an incident report may be written. Parents will be required to read and sign. This form will be kept in the child's file.

STEP 2: We listen to each other. We care about each other's feelings. If negative behavior continues, then the director will become more directly involved. Once again the behavior will be discussed until an agreement is reached with some possible consequences of breaking the agreement. If a second time out is given to the child in a single day, an incident report will be written. Parents will be required to read and sign. This form will be kept in the child's file.

STEP 3: We are responsible for what we say and do. If negative behavior continues; camper will meet with the director. Parents/guardians may be called to help resolve the situation. If participant is unwilling to work within set boundaries, he or she will be sent home. If the child receives three written behavior related incident reports, a meeting will be scheduled with the Program Director to determine if the child will be suspended for one day. Parents will be responsible for payment of tuition during the time of suspension.

STEP 4: If the child is reinstated in the program and receives a 4th behavior related incident report, the Program Director may suspend the child immediately and recommend further action including discharge without the right of reinstatement.

Note: A system of "TIME-OUTS," redirection and suggestions from parents on what they have discovered works well at home, will be used. Logical and natural consequences will be allowed where applicable. On occasion, our staff will identify behaviors that require disciplinary action.

If a child should exhibit an inappropriate behavior while under the supervision of a YMCA staff person, the following sequence of actions will be taken: The behavior will first be addressed by the counselor with the child. If the inappropriate behavior continues, the counselor will notify the site director and the situation will then be discussed with the parent. The behavior form will be used to document these continuing behavior problems. If a child's behavior jeopardizes the safety of them or others, the suspension policy could be ignored and the child may be removed from the program immediately.



## **SUSPENSION POLICY**

If inappropriate behavior continues, the site director will notify the parent that a conference needs to be held within 48 hours. At that conference, the director may suspend the child from the Y-child care program for 1 day. A second infraction will result in a suspension of 3-5 days.

If the behavior has not improved, the child will be immediately removed from the program and no refund will be given. \* If the parent refuses to work with us during this process we will be forced to terminate the child from the program. The YMCA has rarely been forced to use suspension from the program. We believe that if the child perceives the YMCA as concerned, involved, consistent, caring, and respectful, and if we exhibit calmness, few words and a firm but kind attitude, the results will usually be positive.

We would like to meet the needs of every child in our program but if the YMCA staff feels that it is not a good fit, the child can be terminated immediately.

## **BULLYING POLICY**

The YMCA has a zero tolerance policy for any sort of bullying (this may include but is not limited to name calling, singling out, hitting, shoving, and aggressive behavior). Zero Tolerance means that your child may have to be picked up immediately if any sort of bullying occurs. This zero tolerance policy includes parental behavior towards staff. The child may not be allowed to attend if there is poor behavior from anyone (including parents/ guardians).

## **PARENT CONDUCT**

The YMCA understands the parent's desire that their child is entitled to a pleasant and harmonious environment at any YMCA Child Care Program. Respect for every child, parent and staff will be demonstrated at all times. Parents are expected to display themselves in a reasonable manner at all times while participating in YMCA Child Care Programs. If it is found that parents are exhibiting inappropriate behavior, disciplinary action will be taken. CHILDREN CAN AND WILL BE DISMISSED FROM ANY YMCA PROGRAM BECAUSE OF THE BEHAVIOR OF THEIR PARENT.

## **PERSONAL ITEMS POLICY**

- We have plenty of equipment and activities to keep your child busy. The YMCA of Central Virginia does not consider the use of videos, Nintendo, or hand held games as quality programming. Therefore, it is our policy not to provide or offer those things to children. Exceptions may be made, however, in inclement weather or under special circumstances.
- Please do not allow any toys, video games, iPods, Chromebook, computers, tablets, cell phones, or other electronics to accompany your child. This eliminates fights, theft and/or lost items that we cannot be responsible for AND WILL NOT REIMBURSE FOR. PERSONAL SPACE is important for every child.



- To make it easier for your child to keep up with his/her personal belongings, we are requesting that each child has a backpack to keep all of their belonging in.
- Please be sure to label all of your child's belongings (swimsuits, towels, lunch coolers, water bottles, etc.) It is expected that the parents will provide proper seasonal clothing, and bathing suit with towel for occasional swimming trips.
- If the biting still persists, the parents will be asked to shorten the child's day by half for up to 30-days. (The behavior will be reviewed weekly during this time.)
- If there is no improvement in this situation upon returning to the center, the parents may be asked to remove the child from our program for an extended period of time. **THIS IS A LAST RESORT.** (This is at the discretion of the center director.) Children over the age of three are not excluded from this policy. If there is a "biting incident" where an older child is involved, the parent will be called and a conference will be set up. If there is no improvement witnessed, then the association suspension policy will be enforced.

## **HEPA**

The YMCA of Central Virginia has signed on to be part of the larger commitment that YMCA of the USA (Y-USA) made to the former First Lady to become the healthiest childcare provider in the country! Our goal is to make the healthy choice the easy choice for children while they are in our care. We will be working diligently to implement Healthy Eating and Physical Activity (HEPA) Standards within our after-school programs.

## **NO BABY-SITTING POLICY**

All staff are not to fraternize, babysit or have contact with children outside of the program hours. This restriction extends to transporting of family members to and from the YMCA, or any other function that is not YMCA program related.

## **BITING POLICY**

Parents will be notified that the problem exists within the classroom. A conference will be set up and actions will be discussed to curtail the problem.

- If the biting continues, the parent will be asked to pick the child up from the center for the remainder of the day.

## **REFUNDS/CANCELLATIONS**

Tuition will not be reimbursed once the session has started. To receive a full refund (minus the registration fee), you **MUST** notify the YMCA in writing of cancellation two weeks prior to the start of a session in which your child is unable to participate.

Payments will not be pro-rated due to absences, holidays, natural disasters, or inclement weather. We accept Visa, MasterCard, American Express and Discover only at the YMCA on Old Forest Road.

Cash or Credit Cards will only be accepted at the YMCA on Old Forest Road. Payments will not be prorated due to absence, holidays or inclement weather. Fees will not be reimbursed once the program has begun. To withdraw you must notify the YMCA in writing of cancellation two weeks prior to the last day of participation.

## **CHILD ABUSE PREVENTION POLICY**

The growth and development of men, women, boys, girls and families has been the YMCA's principle concern for over 150 years. Through programs of health and fitness, aquatics, sports, camping, parent-child, family programs and child care, the YMCA is responding to the needs

of the children and families. Many changes have occurred in the lives of children and families today. Some of these changes are positive; however, the alarming increase in child abuse is of particular concern to the YMCA.

Throughout its history, the YMCA has been a strong advocate for the child and children's rights. It is therefore most appropriate that mistreatment or neglect of children and the resulting severe effects would be of primary concern to the YMCA. The YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection prevention and the development of self-discipline.

At no time will the following disciplinary techniques be tolerated: physical punishment, yelling, striking, biting, kicking, squeezing, shaming, withholding food or rest room privileges, confining children in small locked rooms, or verbal or emotional abuse. Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving a peaceful adult.

However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children. Based upon its concern for children, parents and YMCA staff, the following standards related to reporting procedures, staffing, standards, code of conduct and resources for parents and children, have been developed.

**\*\*Note:** The YMCA, like many other public institutions, is mandated by law, to report suspected child abuse. "CHILD ABUSE is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Child abuse may be physical, verbal, emotional or sexual. Its effects may result in severe emotional and physical handicaps, anti-social behavior, even death."

## **PROCEDURES**

- At the first report or suspicion of child abuse, the staff or volunteer or whom it has been reported, will immediately inform their supervisor.
- The YMCA will make a report to Child Protective Services and will request that the situation be investigated.
- In the event the reported incident or suspicion involves an employed staff person or volunteer, the responsible executive director will suspend the person from all responsibilities, and if appropriate, without pay until the investigation is complete.

- All staff members and volunteers must be sensitive to the need for confidentiality in the handling of information in this area and are therefore instructed to only discuss matters pertaining to abuse or suspected abuse with their supervisor.
- YMCA staff and volunteers may not make contact with children or parents involved in a child abuse incident without permission of the branch executive.
- Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related (because of the youth- involved nature of the YMCA).
- All incidents or alleged offenses will be documented the day of occurrence.

## **YOUR CHILD'S FILE**

Children's files must be filled out legibly and completely. We also must have a copy of your child's physical and immunization records, a copy of the Virginia Health Form with your child's doctors signature, and need to view your child's birth certificate. We need new copies of these each year. Any pertinent information regarding your child will be added to their file throughout the summer (ex. Child counseling forms, additional information from parents, additional pick up information).

- No one else except the YMCA staff, our licensing representatives, and yourself will be able to see your child's file.
- We cannot release internal YMCA record keeping documents to any party without a court order.

## **CHILDREN WITH SPECIAL NEEDS**

The YMCA welcomes all children regardless of ability and adheres to all ADA (Americans with Disabilities Act) provisions. However camp is often in areas where terrain and environment can vary. We ask that parents list any special needs on our enrollment forms and contact our camp directors for a meeting to assess if our camps will be a place where their child can be successful. The following questions will be asked, but will not be limited to, in assessing a child's ability to be successful:

- Can the child participate in 1:18 ratios? (state ratio)
- Can the child withstand heat and the outdoors and environmental change?
- Can the child perform toileting functions independently?
- Does the child frequently hide or run from adults?
- Does the child exhibit aggressive tendencies to solve conflict?
- Does the child require 1 on 1 attention?

## **GENERAL RULES**

Hands, feet and objects are kept to yourself. ALWAYS ask permission to go anywhere. Respect staff and follow rules set by them. Be kind and considerate to our friends.

## **DRESS CODE**

In order for your child to fully participate, (s)he should wear comfortable and appropriate clothing for indoor and outdoor activities. Please dress your child for appropriate weather. Children are required to go outside for a total of 30-minutes a day with weather 32F - 100F. We do not reimburse for clothing rips, stains or wear and tear.

## **CLOSED-TOED SHOES MUST BE WORN AT ALL TIMES**

Open-toed shoes or “cros” can be a safety hazard to your child. They are cool in the summer, but not safe on much of the playground equipment and hiking trails. If you send your camper in open-toed sandals, flip flops or cros, you will be called and asked to bring different shoes for your child.

Campers CANNOT wear:

- Tops that are revealing and/or allow undergarments to be seen (i.e. spaghetti string or tube tops)
- Shorts that are shorter than fingertip length
- Clothes that cannot get stained or dirty
- Shirts and hats with graphics deemed inappropriate by staff
- Tight and/or restricting clothing (i.e. skinny jeans)
- Inappropriate two piece bathing suits
- Flip flops or sandals

## **OPEN DOOR POLICY**

Parents of currently enrolled children are welcome to visit the center anytime during regular hours of operation. We hope this handbook will help answer any questions you may have in your child’s experience this summer. Please feel free to call the Child Care Directors, Teena Williams or Michelle Power at 434.616.4590.

## **IRS STATEMENT**

Statements for your childcare expenses will be given only upon request from the parent. For your tax records, please use the YMCA of Central Virginia Tax Identification number: 54-0505924.

## **THINGS WE VALUE AT THE YMCA**

- Safety First
- Low ratios of staff to children
- Monitored sign-in and sign-out only by authorized adult Intensive staff training
- We follow all safety standards from the Y-USA

## **PROGRAM GOALS**

Our goal for you and your child is to provide quality leadership, education, guidance, and care in a safe environment. Your child is our first concern as learning, motor, and social skills in an atmosphere that emphasize our four core values, Caring, Respect, Responsibility, and Honesty.

## **LOST AND FOUND**

Your child is responsible for their belongings, however, any lost and found items will be locked in site cabinet until claimed. Please check with staff for your child’s missing belongings. Following the last week of the program, we will donate items left at site to local charities.

## **FOOD POLICY**

- The Y After School Program serves an USDA approved afternoon snack. The Y-Child Care program will not serve junk foods and/or empty calorie foods as part of a required snack. Snacks will always include a minimum of two food groups. There will be a menu posted for the month on the parent board. Many of the children in our care have food allergies, if your child has food allergies; please inform ALL of the staff at your child’s program, so that these allergies can be posted for your child’s safety.



- Our food program is in partnership with Lynchburg City Schools and Amherst County schools.
- During our Fun Days/Snow Days and Holiday Camps it is the responsibility of the parent to provide their child with 2 healthy snacks, water bottle and a lunch.
- Children are not allowed to consume SOFT DRINKS or high sugar snacks while attending any Y Child Care programs. We consider these items to include any type of soft drink (diet or regular), candy, cakes, cookies, punch, sugar- added juices, gum and especially chocolate. Staff who discover these foods at snack time will be asked to return them home in your child's bag. Your cooperation will help make snack times pleasant as well as nutritious.
- We utilize the YMCA Food & Fun Curriculum to help teach children about making good nutritional choices as well as provide hands-on opportunities in the classroom to prepare and eat healthy foods. If you would like more information or suggestions about providing nutritious meals for your family, please let us know and we would be delighted to provide you with support as well as resources. The Y has adopted the Healthy Eating and Physical Activity Standards recommended by YMCA of the USA in order to support our mission.

## **QUALITY**

To offer you the best quality child care, we follow YMCA of the USA's Day Camp Guidelines, found in the YMCA Day Camp Manual, while incorporating daily,

the components of spirituality, sports, the arts, swimming and character development education with a significant amount of outdoor programming. We comply with all of our YMCA's policies and rules, and all local, state and federal laws and licensing requirements related to this program.

## **SECURITY**

We have a reputation for consistency, dedication and safety giving parents the confidence to entrust with us their child's camp experience. To ensure that we are looking after the well-being and safety of every child in our care, we continuously review our health and safety policies. The child-to-staff ratio is a low 1:18 which enables the staff to build strong and genuine relationships and provide each child with positive and healthy guidance, while maintaining the stability that contributes so effectively to the comfort, security and development of the children in our programs. All staff related to camp programs have written job descriptions, goals and objectives for their areas of responsibility.

## **LICENSING INFORMATION FOR PARENTS**

The Virginia Department of Education helps assure parents that child care programs that assume responsibility for the supervision, protection and well-being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs.

Standards for licensed child day centers address certain health precautions, adequate play space, a ratio of children to staff member, equipment, program and record keeping. Criminal record checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes. Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard. If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the:

Virginia Department of Education  
210 East Street, Suite 200  
Roanoke, Virginia 24011  
Telephone (540) 204-9631

## **CODE OF CONDUCT**

- Reference checks will be conducted, documented and filed on all employees working with children. A Criminal History Record check is required and will be done by the State Police.
- In order to protect YMCA staff and program participants, the children and staff must be within sight and sound of each other at all times. At no time may a staff person be alone with a child; the ratio must be at least 2:1. There must be at least one other person present.
- The YMCA will not condone or sanction any relationship between staff and program participants outside of the YMCA mandated service hours.
- YMCA staff may not date program participants or staff under the age of 18. YMCA staff may not date program parents.
- Restroom supervision: Staff will make sure the restroom is not occupied by anyone other than program participants before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection of the staff. If staff is assisting younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom alone on a field trip.
- Staff shall not abuse children including: physical abuse, verbal abuse, sexual abuse, mental abuse, neglect. YMCA staff will, under no circumstances, release children to anyone other than authorize parent, guardian, or individual authorized by parents either verbally or in writing. Children will not be released to any person under 18 years of age. Staff will be alert to signs of child abuse or neglect and an occurrence report will be made immediately on any signs of physical injury.
- Staff will not accept any social media (facebook, etc) with your child. Staff will strive to follow the mission and vision of the YMCA through programs promoting Character Development. Staff responds to children with respect and consideration and treats all children equally.

## **PREVENTION OF INJURY AND ACCIDENTS**

Staff members should be informed of procedures for reporting any unsafe situations they may have discovered in the building or on the playground. The following list shows a few examples of hazards of which staff should be aware. For a complete listing of hazards, please refer to the Licensing Standards.

Unsafe Situations Include:

- **Inside the Building:**
  - uncovered electrical outlets
  - loose floor boards or bricks, nails sticking out
  - loose or broken locks or handles on doors that go outside, to the basement, or that are used to lock away poisons
- **Outside the Building:**
  - holes in the ground
  - broken playground equipment
  - lack of resilient surfacing under playground equipment
  - light bulbs that have burned out
  - crack in concrete sidewalks or steps
  - exposed roots that might cause tripping
  - head and neck entrapment spaces on playground equipment splintered wood
  - poisonous plants
  - hot spots on metal playground equipment, broken latch on gates
  - loose hand rails
  - holes in the fence
- **Toys or Equipment:**
  - Toys that are inappropriate for the age group (small enough to be swallowed by children under four years of age).
  - Toys with loose parts that might have sharp edges, or small pieces.
  - Too many toys scattered around on the floor.

## **Additional Safety Guidelines**

- Perishable food should be refrigerated or stored with ice packs immediately. This includes dairy products, meats and fish, infant formula (opened and mixed), baby food, and anything containing eggs such as mayonnaise.
- Accidental spills or accidents in the bathroom should be cleaned up immediately either by a custodial staff member or by the staff member supervising that area.
- Portable heaters of any kind, wood stoves, kerosene, oil, or gas stoves cannot be used in the centre except in an emergency. If this situation occurs, staff members should be informed about procedures for using the heaters and shall follow the manufacturer's instructions for use. A barrier must be erected to keep the children away from the heater and to protect them from injury. Staff members should not bring heaters from home.
- When the children are present, doors to the street and playground gates should be kept closed and locked from outside entry.
- Matches should be kept out of children's reach at all times.
- Cleaning supplies, insecticides, and any other potentially dangerous substances must be kept in a locked cabinet out of reach of the children.
- Flies, insects, and rodents should be controlled by a pest control company. Poisons should not be placed on the ground even if they are hidden.

- The temperature in classrooms for young children shall be maintained no lower than 68°F and cooling units must be used when the temperature in the inside occupied area exceeds 80°F.
- Swimming or wading pools must be supervised by at least two staff members, and staff-to-child ratios must be maintained at all times. Wading pools should be emptied and sanitised daily or more frequently when the water is dirty. Pools deeper than two feet require supervision by a life guard certified in water safety instruction or senior life saving must be supervising the children at all times (along with the required number of staff members). Written permission must be obtained from parents before a child can be allowed to swim or wade.

## **INSURANCE**

The YMCA complies with Virginia Child Care licensing standards related to participant insurance coverage. Limits and exclusions apply.

## **DEPARTMENT OF SOCIAL SERVICES**

The YMCA Child Care program works with the Department of Social Services and other community organizations that assist with child care. If you receive benefits from these organizations, YOU CANNOT APPLY FOR A YMCA SCHOLARSHIP. A parent fee agreement must be submitted at the time of registration from the Department of Social Services. If you are required to pay a co-payment, this fee will be due each month on the 25th. A letter needs to be submitted from the Department of Social Services regarding any additional fees that incur which are due the Thursday before the upcoming week of services.

Any fees not paid by the 26th will be assessed a \$35 late payment fee. If we do not receive payment by the 1st of the following month, your caseworker will be notified, and Department of Social Services will be terminated. The new system from Social Services requires parents to record attendance by calling the number on the back of their card daily. Parents are required to complete this step. Any days the phone call is missed, it is the parents' responsibility to pay.

## **MEDICATION POLICY**

All medications and topical ointments that your child requires while in care at the YMCA must be given directly to YMCA staff and must be accompanied by a signed medical authorization form with signatures from parent and doctor. Do not leave medication in your child's backpack or lunch bags. Medication prescribed by a doctor must be in its original container with the child's name on it. The name of the medication and dosage must match what is on the form to be given to the child. Please ensure medication is not expired. All medication will be kept in a locked box. It is the parent's responsibility to notify the staff of any medical condition and pick up any medication not used after the authorization period. Any medications not picked up will be destroyed. YMCA Child Care Staff are trained by a MAT Trainer to administer medication.

## **OVER-THE-COUNTER SKIN PRODUCTS**

YMCA Child Care staff will administer sunscreen and/or insect repellent provided when:



- We receive written parental authorization noting any adverse reactions.
- Products are in original containers labeled with child's name.
- Do not put these items in your child's backpack

## **PARENTAL NOTIFICATION**

Any time there is a serious accident or injury at the center, the parents will be notified immediately. If the injury is minor, parents will be notified at the end of each day. Examples of minor accidents or injuries would include small scratches, cut or scrape, minor bruise or discoloration of the skin. Be aware of children who have allergies such as bee stings. This should be noted on the health history and known to teachers and aides. Immediate action is needed in these cases.

## **CHILD INJURY POLICY**

If your child has an injury that may require more than our first aid skills allow, or your child has an injury to the head of any kind, we will make an immediate attempt to contact you and/or the person you have designated in case of such emergencies. If necessary, we will call an ambulance. The program will maintain a parent's signed consent form agreeing to this provision. Please make every effort to keep the YMCA up-to-date on phone numbers, emergency numbers and other pertinent information. This is of the utmost importance because the hospital will not treat your child without you being there.

## **SICK CHILD POLICY**

- The HEALTH and SAFETY of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. These rules are in compliance with all Commonwealth of Virginia licensing regulations. If your child becomes ill in our program, we will call you and you must make arrangements to pick up your child IMMEDIATELY.
- If a child has any of the following conditions, the parent will be notified immediately to pick up the child: contagious disease, fever over 100, vomiting or diarrhea, accident requiring medical attention. In case of accident or illness, parents of the child will be called immediately and may require a doctor's note to return.
- Fever: If a child has a fever over 100 the parent will be notified, if the child's fever reaches 101 or higher the parents are required to pick the child up. If a child is sent home with a fever, they must remain out of child care for 24 hours. During cold and flu seasons the child must remain out of child care for 48 hours.
- Contagious Disease: If a child exhibits signs of a contagious disease, the parent will be called and required to pick up the child immediately.
- Vomiting or Diarrhea: If a child vomits or has diarrhea, the parents are required to pick up the child from site.

- If a child has been required to be picked up because of one of the above mentioned conditions, THEY CANNOT RETURN TO THE CENTER FOR 24 HOURS FROM THE TIME OF PICK UP. When staff attempts to contact the parent, if they cannot be reached, they will contact an emergency contact person.
- If the emergency contact person cannot be reached, the parent will receive a written request to provide the center with adequate contacts. If contacts cannot be provided, child care will be suspended. If a parent refuses to pick up their child because of an above condition, child care services will be suspended and the Department of Social Services will be contacted.
- Sick children cannot be with well children. In cases of illness, children must be clear of: a cold that is less than two days old, a heavy nasal discharge, a constant cough, reoccurring vomiting or diarrhea, temperature of 100° and/or symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus a fever) for 24 hours without aid of fever reducing medications.
- To protect children and staff in our program, parents are responsible for notifying us within 24 hours if their child or anyone in their household has been diagnosed with a communicable disease.
- Children who are identified as having lice will not be allowed to return until they are 100% nit free and our staff will be required to do a head check at drop off the first day the child returns.

## **WITHDRAW FROM A PROGRAM**

We hate to lose any child from YMCA Child Care Program, however, if you choose to withdraw your child from the program: a two week written notice is required. You will be charged for those weeks, whether your child attends the program or not.

## **LOST OR MISSING CHILDREN**

If a child is found to be missing or lost:

- Staff will search the premises as well as nearby surroundings for the child.
- The program will contact the parents or legal guardian of the child and the appropriate authority and inform them of the missing child.
- The program will contact the Central Office of the Missing Child.
- The program will contact the Program Director.
- Local authorities will take over the search.

Program Director will remain in touch with the parent and provide support as needed.

## **GUIDELINES FOR FLU, COVID-19, AND COLD**

We follow all CDC and Virginia Department of Health Guidelines for communicable diseases such as flu, cold, Covid-19 and other communicable illnesses.

## YMCA CHILDCARE PARTNERSHIPS

The YMCA partners with Lynchburg City Schools, and Amherst County Schools. Through this partnership, the YMCA offers a 10% discount off program fees to staff who work for these schools. Please show your I.D. badge to your coordinator to receive the discount. There will be not multiple discounts applied. Parents will need to choose the best discount to meet their needs.



## YMCA OF CENTRAL VIRGINIA BRANCHES:



**DOWNTOWN YMCA**  
1315 Church St  
Lynchburg VA 24504  
434.847.5597



**JAMERSON FAMILY YMCA**  
801 Wyndhurst Dr  
Lynchburg VA 24502  
434.582.1900



**YMCA ON OLD FOREST ROAD**  
3408 Old Forest Rd  
Lynchburg VA 24501  
434.455.5996



**LITTLE SCHOLARS ACADEMY PRESCHOOL**  
3031 Memorial Ave,  
Lynchburg, VA 24501  
434.455.5996