



**FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# LET'S WORK TOGETHER

## PARENT HANDBOOK

### **Includes:**

**Child Care Programs**

**Day Camp Programs**

**Teen Programs**



**YMCA OF CENTRAL NEW MEXICO  
YMCACNM.ORG**

# **WELCOME**

**Thank you for joining the YMCA of Central New Mexico family!**

**Collectively, the Y is the nation's largest provider of child care. We are committed to developing and operating the highest-quality child care programs possible. The Y seeks to provide child care that supports and strengthens families and nurtures the healthy growth and development of every child. Please visit us on the web to learn more about membership and other great programs.**

**[YMCACNM.ORG](http://YMCACNM.ORG)**

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The YMCA of Central New Mexico is committed to transparency and we have an open door policy. This handbook provides important information about the program structure, policies and practices. Parents who have questions or concerns regarding their child's participation or any other aspect of our programs are encouraged to visit our sites and talk to our friendly, knowledgeable childcare staff. For information on our childcare sites, please feel free to contact one of our branches in your area:

**H.B. & Lucille Horn Family YMCA**

Toddler/Preschool/Before & After School/Day Camp/Teens

4901 Indian School NE  
Albuquerque, NM 87110  
505 265 6971

**Santa Fe Family YMCA**

Toddler/Preschool/Before & After School/Day Camp

6600 Valentine Way  
Santa Fe, NM 87507  
505 424 8077

**McLeod Mountainside YMCA**

Before and After School/Summer Camp/Teens

12500 Comanche NE  
Albuquerque, NM 87111  
505 292 2298

**YMCA Rio Vista Child Dev. Center**

Toddler/Preschool

8701 Golf Course RD NW  
Albuquerque, NM 87114  
505 792 0099

**Rio Rancho/Sandoval County YMCA**

Infant/Toddler/Preschool

1005 21st St. SE  
Rio Rancho, NM 87120  
505 922 1681

**Clovis Family YMCA**

Before & After School/Day Camp

2300 N Main St Suite 17  
Clovis, NM 88101  
575 935 9622

**YMCA Downtown Child Dev. Center**

Infant/Toddler/Preschool

303 Roma Ave NW Suite RB00A  
Albuquerque, NM 87102  
505 881 4787

The YMCA of Central New Mexico's corporate office is located in Albuquerque, New Mexico. You can reach our Corporate Childcare Executive Director at 505 881 4787.

Please visit us online at: [ymcacnm.org](http://ymcacnm.org)



## YMCA CHILD CARE PHILOSOPHY

The Y is committed to the social, emotional, cognitive and physical development of children as they actively participate in age-appropriate, hands-on learning activities which create memorable experiences for the child. We offer a warm, friendly, safe, and nurturing environment that provides a developmentally appropriate atmosphere with well-trained staff who understand that young children learn through play and consciously facilitate that process.

Because the Y believes that intellectual and emotional development cannot be separated from social development in young children, we consider it important that in group settings children develop very positive feelings about themselves. We recognize that it is the responsibility of adults to provide children with vigorous support in the crucial areas of trust, independence, responsibility and initiative.

## CURRICULUM STATEMENT

The Y is committed to the development of individual children, families, and communities. Our curriculum operates on the assumption that young children develop by actively participating through play- physically, mentally, and emotionally. The learning environment is prepared by trained teachers who understand how young children learn and consciously facilitate individual learning experiences in the following areas:

**Social Skills** - getting along with others in certain environments  
**Diversity** - appreciating differences in people, places and things  
**Foreign Language** - Spanish and some basic French during activities  
**Math** - assisting with basic concepts  
**Science** - experimental fun learning activities  
**Basic Computer Skills** - learning programs and group activities  
**Gross and Fine Motor Skills** - movement and placement  
**Language/Literacy** - verbal/non-verbal communication, reading, writing, words  
**Swim Lessons** - only program sites that can provide transportation  
**Recognition of Self** - self esteem, likes, family, culture, talents, etc.  
**Nutrition** - health and wellness, healthy foods and activities  
**Cognitive** - process of thought  
**Exploration** - discovery of children's interest

The Y has also built into our curriculum Creative Curriculum (early childhood), Intel Teach (afterschool), Public Schools Academic Standards (afterschool), CATCH (afterschool/summer camp), and Food and Fun (designed by Harvard University and the YMCA of the USA), Empower ME 4Life (summer camp).

Visit the Character Counts website at [charactercounts.org](http://charactercounts.org).

### Assessment Policy (Early Childhood Only)

YMCA Child Development Centers conduct assessments on all children at least twice annually (generally fall and spring). This ongoing process documents and assesses children's knowledge, behaviors, and then plans for their learning. The teaching staff assesses each child in their classroom environment by documenting observations, collecting samples of work, and creating portfolios. The Y uses the Creative Curriculum

Developmental Continuum Assessment System as the framework for these assessments. Through these intentional observations the teaching staff is able to have a comprehensive picture of the developmental needs of the individual child as well as the classroom as a whole, which will be the basis of planning for small and large group activities. The teaching staff will conduct conferences with families to discuss the child's progress and together create a plan based on the child's individual needs. If the teaching staff and/or the parents feel there is a need for further formal assessment or assistance based on our evaluation, the Y will provide additional resources or refer the family to the appropriate agency. All results of the assessments are kept confidential.

### **PARENTAL INVOLVEMENT/OPEN DOOR POLICY**

We welcome and need your presence in the classroom, on field trips, and on special days! Please keep in mind that open communication with your child's teacher is very important! Both the children and staff enjoy your participation; so if you have time or talent to share, please let us know. The Y offers an open door policy to all of our parents.

### **YMCA PROGRAM/MEMBERSHIP OPPORTUNITIES**

Each Y offers a variety of programs for family members to participate. We encourage child care families to take this opportunity to plan for healthy, fun activities together. Through fitness/wellness, youth sports and aquatic activities families can become healthier and grow closer when participating in other programs at the Y together. See our website for more information at [ymcacnm.org](http://ymcacnm.org).

### **SUMMER DAY CAMP**

From the end of one school year to the beginning of the next, the YMCA of Central New Mexico is proud to offer Summer Day Camps that assist children in continuing individual learning experiences! Summer Day Camp is held Monday - Friday from 7:00 A.M. - 6:00 P.M. Children participate in fun, character-building activities that are sure to enrich their minds, personalities and character all summer! For specific information on Summer Day Camp, contact your local YMCA today!

**All policies and procedures to follow also apply to Day Camp programs.**

### **ENROLLMENT INFORMATION**

#### **Infants/Toddlers**

- \$20/yearly Curriculum Enhancement Fee
- Operates year-round.
- Monday - Friday
- 7:00 A.M. - 6:00 P.M.

#### **Before/After School**

- Operates during the school year.
- Monday - Friday
- 7:00 A.M. - morning bell
- Afternoon bell - 6:00 P.M.

#### **Pre-School**

- \$20/yearly Curriculum Enhancement Fee
- Operates year-round.
- Monday - Friday
- 7:00 A.M. - 6:00 P.M.

#### **Day Camp**

- Operates weeks school is not in session (Summer Break, Winter Break, and Spring Break)
- Monday - Friday
- 7:00 A.M. - 6:00 P.M.

### Before Enrolling We Suggest:

- A tour of the facility you are considering, especially early childhood programs (infant, toddler, preschool)
- Meet the Staff
- Review Parent Handbook to ensure that the program is right for your family

### Paper Work Needed:

- Fill out an enrollment application and membership form
- Make a current copy of your child's immunization record (early childhood and licensed school age programs not in Public Schools)
- Sign the enrollment agreement
- Parent Handbook Agreement (included with the enrollment agreement)
- Choose between member and non-member rates (full facility branches only)
- Pay \$20/yearly Curriculum Enhancement Fee (early childhood ONLY, will be utilized for supplies/assessment tools, etc.)

### **SCHOLARSHIP ASSISTANCE AND CYFD CHILD CARE CONTRACTS**

The Y firmly committed to turning no child away because of family financial situations. Scholarship Assistance is available, while funds are available, both through the Children, Youth and Families Department of the State of New Mexico and directly from the YMCA of Central New Mexico.

We ask that families first apply to the Children, Youth & Families Department (841 4800). If families do not qualify, please feel free to complete a YMCA of Central New Mexico Application for Scholarship Assistance and include a copy of the Children, Youth & Families Department letter of denial.

### YMCA Scholarship Processing:

- Allow a minimum of two weeks for processing
- All fees apply as normal until the application has been reviewed and approved
- All scholarships are subject to availability of funds

### **PAYMENT INFORMATION AND POLICIES**

- All program payments are due every Wednesday, before the week of attendance
- No "Drop-In" Options Available
- No Part Time Rates Available
- Payments are due on Wednesday before care is rendered. Parents may pay weekly, bi-weekly or monthly. If parent's choose to pay weekly, the payment is due each Wednesday by 6:00 p.m. for the upcoming week.
- A \$10 late fee is assessed to all payments received after the Wednesday prior to week of attendance. An additional \$10 late fee is incurred each day that the account maintains an unpaid balance.
- All CYFD child care state assistance co-pays are due on the first day of each month, prior to attendance.
- There is a \$5 discount for each additional child attending in each family.
- Payments are non-transferable, non-refundable (unless there are unforeseen circumstances and to be determined by administration staff ONLY).

## PROGRAM FEES

### Infants/Toddlers

- Infant Weekly Fee: \$150
- Toddler Weekly Fee (Member): \$130
- Toddler Weekly Fee (Non-Member): \$150

### Preschool

- Weekly Fee (Member): \$120
- Weekly Fee (Non-Member): \$140

### School Age - Before School

- AM Only Weekly Fee (Member): \$40
- AM Only Weekly Fee (Non-member): \$55
- The Clovis Family YMCA rates may differ; please check with the branch.

### School Age - After School

- PM Only Weekly Fee (Member): \$40
- PM Only Weekly Fee (Non-member): \$55
- The Clovis Family YMCA rates may differ; please check with the branch.

### School Age - Before & After School

- AM/PM Weekly Fee (Member): \$60
- AM/PM Weekly Fee (Non-member): \$75
- The Clovis Family YMCA rates may differ; please check with the branch.

### Day Camp - Summer, Winter, Spring

- Weekly Fee (Member): \$95
- Weekly Fee (Non-member): \$115
- The Clovis Family YMCA rates may differ; please check with the branch.

**No part time or drop in rates, fees are same for all YMCA Programs**

## VACATION POLICY

All childcare programs (including before and after school) have a two week vacation allowance in which may chose for children to be absent without payment. The family must be in good financial standing with the center, Children must be absent from the center. There are no rollovers. Vacation time must be taken before Dec. 31. Summer camp does not follow vacation time policy, however attendance is required for registered weeks. If child is not utilizing vacation time, payment is due weekly. Payment insures child's spot in program.

## CHILD'S FIRST DAY (INFANTS-PRESCHOOLERS)

Sometimes it is just as difficult for a parent to face separation from a young child on the first day as it is for the child. Regardless of the personality of the child or how eager s/he may seem, there will be a moment when s/he realizes their parent is not going to stay. The emotions that accompany this realization are perfectly normal and natural.

If schedule permits, families may want to spend a few minutes looking around the environment together on the first day. Gradually, focus attention on another adult in the room. When the child senses that s/he is not being closely watched, s/he will usually start to relax. It is also helpful to bring the child to see the environment and meet the staff prior to the first day of program.

If parents show children they are comfortable with the program and the staff, children will feel comfortable. It is important that parents say "good-bye" to children (never sneak away) and then leave immediately. Feel free to call and check on your children. Specific site numbers are available at your local Y.

## DAILY SCHEDULES & ACTIVITIES

### Infant/Toddler/Preschool

7:00-8:45	Table activities/Self selection
8:45-9:00	Clean-up
9:00-9:15	Learning Time, Restrooms & Wash hands
9:15-9:30	Snack & Social time
9:30-9:45	Clean-up snack, Get ready for outside
9:45-10:30	Outside/Active playtime
10:30-10:40	Clean-up outside
10:40-11:15	Art/Science project & Self selection
11:15-11:30	Clean-up areas, Restrooms & Wash hands
11:30-12:15	Lunch/Social time
12:15-12:30	Clean-up lunch, Get ready for rest/nap time
12:30-2:30	Rest/Nap time
1:30-2:30	Quiet time/Stories for children not napping
2:30-2:50	Getting up from rest (wipe down/put away rest mats), Restrooms & Wash hands
2:50-3:15	Snack/Social time
3:15-4:00	Self selection
4:00-4:15	Clean-up, Get ready for outside
4:15-5:15	Outside/Active playtime
5:15-5:45	Group Story time & Individual computer time
5:45-6:00	End of day clean-up & get ready to go home

### Before School Program

7:00-7:20	Sign in/board games
7:20-7:50	Homework Club/outside game
7:50-8:10	CATCH Program
8:10-8:40	Arts & Crafts Club
8:10-8:40	Breakfast
8:40-8:50	Curriculum-based Activity
8:50-9:00	Clean-up and get ready for school

### After School Program

2:55-3:15	Sign in/Learning Time
3:15-4:00	Snack and homework help
4:00-4:45	Curriculum-based Activity
4:45-5:30	Curriculum-based Activity
5:30-5:50	Clubs
5:50-6:00	Clean-up and get ready to go home



## Day Camp

7:00-8:00	Check in and Kids' Choice
8:00-8:30	Breakfast
8:30-9:00	Y Kids Daily News Report and Learning Time
9:00-9:30	Morning Snack
9:30-10:15	Curriculum-Based Activity: Small Group Games
10:15-11:15	Curriculum-based activity: arts and crafts
11:15-12:00	Clubs, Kids Choice
12:00-12:30	Lunch
12:30-1:30	Reflection Time (Quiet Activity)
1:30-2:30	Curriculum-based activity: sports/science
2:30-3:30	Curriculum-based activity: Empower ME 4/Life
3:30-3:45	Afternoon snack
3:45-4:45	Character Counts!
4:45-5:30	Clubs, Kids Choice
5:30-6:00	Outside Time, Clean-up



*Schedules subject to change on Field Trip and Swim Days*

## Weekly Activities

Children participate in many activities during a given day outside play, crafts, literacy, science, health and wellness, character development, music appreciation, and cooking. Each weekday also features its own activity designated only for that day each week. Those featured activities may change throughout the year. In these cases, we will notify parents as soon as possible.

## Rest Time

New Mexico Children Youth and Families state regulations state that children who stay in childcare settings for more than 5 hours are required to have a quiet time to rest. Children who stay the day will be given the opportunity to nap/rest or have quiet time ("Reflection Time" for school age children). Children who do not nap will only be asked to rest 45 minutes.

## Toys From Home

Except for toys needed for the first day of school to help ease a young child's transition, we respectfully ask that personal toys be kept at home. The reason is that the Y does not assume responsibility for personal toys.

## Equipment Use and Supplies

The Y will make numerous types of equipment and supplies available to children for use during free play and group activities. Normal wear and tear is expected. We simply ask that the equipment and supplies be treated with respect. If a child willfully destroys Y or school property, the parent will assume financial responsibility for that property.

## Donations

We invite you to donate "recycled" arts & crafts materials such as baby food jars, pieces of fabric, frozen juice lids, egg cartons, toilet paper and paper towel rolls, etc. All donations are gladly accepted and happily utilized!

### On-Site Monthly Theme Parties or Field Trips

The Y believes field trips greatly enrich our programs. Depending on the cost of a particular field trip, parents may be asked to assist with admission fees. To find out specifics regarding each trip (when, where, who and how), check the monthly newsletter or contact your local branch. If we need to make any changes to what is published in the newsletter (if a trip gets rained out and thus, postponed for example), we will post a notice as soon as possible.

Some field trips can only take place when parents volunteer to join us. We need parents not only for safety reasons, but also because they make very good teachers. All volunteers will be asked to fill out a volunteer application and a background check will be processed, for the safety of the children.

### WHAT YOUR CHILD SHOULD WEAR

Because children will go outside every day, please have them wear clothes appropriate for active inside and outside daily play, as well as for the changing weather. Please label all belongings including hats, coats and mittens.

#### Extra Clothing

It may be a good idea to bring an extra set of clothes. If your child has an accident and does not have an extra set of clothes, parents or emergency contacts will be called and asked for extra clothes or pick-up within 40 minutes.

### SPECIAL NEEDS

If a child has special needs, please contact the Y so that we can set up a time to talk before the child begins attending. We welcome all children at the Y. This meeting is designed to exchange information so children can be happy in our program and prepared to succeed. We want to see that the family's needs and expectations are met.

### YEARLY CALENDAR ITEMS

#### Parent Meetings

The Y will host a parent meeting at least 3 times per year so we can meet one another, have a Q&A session, and discuss how things are going.

#### Staff Development Days

The Y reserves the right to close program for at least two staff development days per year. Closures will be announced at least a month in advance.

#### Observance of Holidays

The Y will be closed on major holidays, including but not limited to, Christmas, Thanksgiving, Independence Day, etc.

### LATE PICK-UP PROCEDURE

We respectfully ask that children be picked up on time. If a situation arises where you will be late, please contact the YMCA as soon as possible. The Y will attempt reaching emergency contacts if you are late in excess of 5 minutes. A late fee of \$1 per minute will be charged, per child, for late pick-ups. Late fees must be paid in full before the next day

of attendance. If your child is not picked up by 6:30 p.m. and no word has been received, the local police department or Child Protective Services will be notified.

### **SNOW DAY POLICY**

Please contact your local Y for early dismissal and closure information. This information is also available on local television stations. If it snows during a Winter Day Camp, please contact your local Y for Day Camp information.

Programs that operate in public school facilities, In case of a delayed school opening/ cancellation, contact your local Y branch for information on our childcare programs.

All programs held in full facility branches will maintain regular start times, except in times of extreme weather conditions. (Example: Horn Family YMCA early childhood and school age care opening at 7am except during extreme weather conditions.)

### **SAFETY**

#### **Staff**

All staff are certified in First Aid and CPR, have had a criminal background check, and have had personal references checked prior to being hired. Each participates in numerous YMCA trainings every year, receives unannounced site evaluations by supervisors and guests, and are evaluated after their first 90 days of employment and quarterly from that point. We are fortunate to employ mature and caring staff anxious to make your family's experience as fun, educational, safe, and memorable as possible.

#### **Staff Relationships with Children Outside of Program**

Staff may not be alone with children they meet in the Y programs outside the Y. This includes baby sitting, sleepovers, and inviting children to staff's home.

#### **Signing In and Out**

We ask that all children are signed in and out daily on the attendance clipboard at the Parent Information Station. All children must be signed in and out of program daily by a responsible adult (18 years or older). The individual signing child out of program must be listed on registration information and be prepared to show identification. Child will not be released without written permission from parent/guardian. The Y keeps all attendance sheets on file for 2 years.

It is a good idea for the family to acknowledge a member of the YMCA childcare staff, whether they are inside or out, so we can fully acknowledge your presence. This is helpful for our staff to physically see that the children are present as well as taking note from the attendance sheet.

#### **Authorized Child Pick Up**

For safety reasons, the Y will never release a child to a person not authorized, on the registration sheet, to pick up the child. Parents are able to add people to this list at any time via written authorization. It is helpful if you inform the adult picking the child up for the first time a picture ID will be required. For the safety of your child, this policy will be strictly enforced. Your child's safety is our number one priority.

#### **Parents Who are Separated**

By law, the Y must release a child to anyone on the "authorized pick-up" list. To avoid

confusion, we encourage divorced parents to work these issues out together so that there is a clear understanding and agreement between the two about who is authorized to pick up the child/ren on a particular day. If there are certain days when a parent has no visitation rights and/or is therefore not allowed to pick up the child, we ask that those dates be in writing and a copy of the court document be issued to the Site Director for our files. The Y cannot enforce court orders without these documents on file at the site.

### Child Abuse and Neglect

If at any time abuse or neglect is suspected or there is evidence that a child is being abused or neglected, the Y, by law, is obligated to report these observations to the Children, Youth & Families Department or the appropriate authorities immediately.

### Keeping Information Current

For the safety of the child, it is critical that parents update all changes in telephone numbers, emergency numbers, and other important information. Please notify the Y as soon as possible if changes occur.

### Visitors and Guests at the Y

All visitors and guests who spend a significant amount of time interacting with the children must apply to be a program volunteer and pass a federal background check. Our staff are not allowed to have visitors while at work. Our first priority is the children and their safety.

## HEALTH

### Health Immunizations

All children are required to have a copy of their up-to-date immunization records in their files. If any changes occur to the child's immunization records, an updated copy must be filed with the Y. Please submit a copy of these immunization records with all registration materials. Children will be unable to attend licensed childcare programs without these records.

### Medication

ONLY prescription medicine will be issued to children, no over the counter medication. Prescription medication must be in the original container and a medical form filled out. Staff must initial dosage daily and parent will sign off at the end of the day.

### Is a child or staff well enough to come to the Y?

Children and staff get sick. Please help us protect the staff and other children. Children and staff should stay home if they:

- are feverish or have had a fever in the last 24 hours
- have a hacking cough or a sore throat
- have vomited or had diarrhea the last 24 hours
- have pink eye or symptoms which might be pink eye
- have just developed a runny nose
- have been on antibiotics for strep or other contagious infections less than 24 hours
- are too "out of sorts" to participate in class activities

When parents are debating whether it is okay to attend, remember that the most contagious time is just prior to the emergence of full-blown symptoms. Parents may want

to keep children home for a day to insure illness is not contagious.

It is important that children or staff who have been ill not come to the YMCA if they are still sick. As medications will “disguise” a fever, children must be fever-free without medications. A low resistance jeopardizes children’s health. If children are not ready to fully participate in program activities, it may be a good idea to keep them home.

If a child becomes seriously ill during the day, parents will be notified and asked to pick him/her up within 45 minutes. The YMCA is not qualified to care for seriously ill children. Staff members arriving seriously ill will be sent home.

Upon arrival, if a child seems too ill to be at the Y by a Site Director, parents will be asked to take her/him home. If we disagree about the child’s health, please understand that it is a judgment aimed only at trying to keep everyone healthy.

If there is an incidence of lice, chicken pox, or other highly contagious illnesses or infections, the Y will immediately post a notice for your information.

### If Child is Not Attending

The Y understands that occasionally children will stay home due to sickness, visiting relatives, or other unforeseen events. For the safety of your child, we ask that you call us as soon as possible the day of or the day before an absence (for more branch-specific procedures, contact your local Y). If your child is not accounted for and we have received no contact from the parent/guardian, we will begin Missing Child Procedures. All early programs have a two week vacation policy in which children cannot attend without payment (see payment information and policies for more information).

## NUTRITION

**Please let us know if your child has any kind of dietary needs that we need to know about so that we may make necessary arrangements.**

### Infant/Toddler/Preschool Snack Time

The children will be provided a nutritious snack during the morning and afternoon hours. For specifics on snack requirements, please check your parent bulletin. Infants are on their own schedule and the YMCA will make every attempt to follow their needs.

### Afterschool Snack Time

All children will be provided a nutritious snack after school. The Y partners with the public school system and summer lunch program in communities that qualify. We accept donations.

### Lunch (Toddler/Preschool and Day Camps)

In the event we are providing all day care during parent-teacher conferences, in-service days, school breaks, day camps, or holidays, parents are asked to provide a sack lunch for children. A sack lunch is required daily for all preschool, infant, and toddler students.



Nutrition is an integral part of each person's overall well-being and life-long eating habits are often established between the ages of three and five. Foods high in nutritional value are provided. Foods in their natural forms, or close to it, are generally best (i.e. fruit instead of fruit cocktail). If a dessert is included, please make it small (one cookie, one piece of candy). For the children's benefit, staff will ask children to eat their "healthy" food before any dessert or sweets. Please avoid too much sugar (sodas, candies, etc.).

### **CELEBRATING BIRTHDAYS & HOLIDAYS**

The Y will celebrate holidays for people of all ages, ethnic groups and faiths. Families are welcome to bring in food items to celebrate a birthday or holiday; we may, on occasion, ask that each parent bring a pot luck dish to help celebrate an occasion of festivity.

Please let us know if children cannot take part in a certain celebration so that we might prepare an alternative activity for him/her. Please let us know one week in advance if you are planning a special celebration at the Y so that we may adjust our daily schedule.

### **POSITIVE REDIRECTION SYSTEM**

Our philosophy is to encourage and reward positive behavior, thus minimizing negative behavior. When there is negative behavior, we are fair, consistent and communicative. Each child's behavior is assessed daily and both parent and child are given regular feedback.

### **Communication**

As with all relationships, communication is key. Please let us know what is happening in your family or child's life that may affect behavior, need to be celebrated, mourned, etc.

For questions or concerns that require more than a few minutes, please schedule an appointment with your YMCA branch Program Coordinator. Questions or concerns regarding curriculum, your child's participation, behavior, etc., are always welcome. In turn, we will make every effort to give you regular feedback.

To keep updated of general activities, please read the Monthly Activities Calendar and Monthly Newsletter. For more specifics, changes, and updates feel free to check with the childcare staff at your child's site.

### **YMCA Childcare Rules (The Golden Rule):**

- Follow directions the first time they are given.
- Treat yourself and others with respect.
- Keep hands, feet and objects to yourself.
- When inside, use inside voices and actions.
- Clean up after yourself.
- Have as much fun as you can, all the time!

Below is a list of policies and procedures of disciplinary methods used by the YMCA staff:

- Children will be assisted in understanding the consequences of their own behavior. Whenever possible, they will be encouraged to utilize language and social skills to express their feelings, rather than through aggressive behavior.
- No form of ostracism will be allowed, nor will any unattended time-out be permitted. Upon occasion a child may be temporarily deprived of specific privileges, such as permission to play in a designated area for a given period, but never of basic needs.
- Children will be provided with the rationale for existing rules, and the specific reason for any disciplinary action taken. Rules will be posted, in positive language, so that children can view them daily.
- Most disciplinary problems will be prevented through kind, consistent treatment and effective intervention. Parents will be kept continually aware of their child's behavior in order to assure that the family and the YMCA program are working toward common behavioral goals.

Generally, if an act of aggressiveness or disruptive behavior requiring disciplinary measures occurs, the parent will be informed on the day such behavior occurs. The positive discipline used in this situation may include supervised separation from the group or withdrawal of special privileges (i.e. field trips, movies, etc.).

Practices which are **prohibited** include:

- physical or verbal punishment of any kind.
- withdrawal of food, rest, or bathroom opportunities.
- abusive or profane language.
- any form of public or private humiliation including threats of physical punishment, isolation of the child, and any other type of punishment that is hazardous to the physical or mental health of the child.

If a pattern of aggressive or inappropriate behavior emerges in a particular child, the teacher, in consultation with the Director, will schedule a conference with the parents to discern how the YMCA and the parent can best improve the situation.

### Behavioral Concerns

Although we value individuality and independence, each child must be able to interact positively within the group. If a developmental, emotional or behavioral problem should become apparent, we will do our best to work with the family. In some cases, the child may be placed on a Behavioral Contract.

If a child's behavior is found to endanger other children, themselves or the staff, the YMCA reserves the right to expel the child from the program for his/her safety as well as the safety of others.

When serious or recurrent behavior problems take place, the following steps are taken:

**Step 1:** Parents are notified of the concern and situation.

**Step 2:** If problems continue, a parent conference is scheduled and a Behavioral Contract is signed. We ask that response to a request for a conference be within 24 hours of that request. If within 24 hours there has been no confirmation of a date and time, or if all requested parties are not present for the scheduled parent conference, attendance to the program will not be allowed until the conference takes place. Communication is the key to our successful relationship, and parent conferences are one of our most effective tools.

During this conference the issue(s) will be discussed and possible solutions shall be suggested and examined. The Behavioral Contract will outline expected behavior, the child, family, and staff's role in the solution, guidelines for consequences for continued misbehavior, and a reward system for positive behavior.

**Step 3:** If the behavioral problem(s) continues or if the guidelines set at the parent conference are not upheld, a suspension will be invoked. All daily/weekly fees apply as normal.

**Step 4:** Upon returning from suspension, if the child's behavior does not improve, s/he may be dismissed from the program at the Program Director's discretion. Specific guidelines for acceptable and unacceptable behavior, and the consequences, will be discussed at the aforementioned parent conference.

The Y makes every effort to work with each family, but the fact remains that our childcare environment, with its emphasis on social interaction, is not suitable for every child. With this in mind, the YMCA of Central New Mexico reserves the right to disenroll from our program as we deem necessary.

### Suspension

If during the course of a day there is what the Y considers either a major infraction of rules (any form of physical or verbal abuse which places the child or others in danger) or a serious behavioral issue, parents will be notified immediately. The child will need to be picked up within 45 minutes. During suspensions, all fees apply as normal.

### DISENROLLMENT PROCEDURES

- The Y reserves the right to disenroll children
- To disenroll a 3 weeks written notice is required in order to fill attendance spot or any credit on the account is forfeit.

### CONFIDENTIALITY STATEMENT

All employees or parents are strongly urged not to discuss internal matters of which they become aware in front of children or outside parties. Staff are trained not to speak with parents about confidential matters unless instructed to do so by a supervisor. Disclosure, provision and/or reproduction of employees' or children's files to unauthorized persons is against YMCA policy.

Personal information about a child or his/her parents will not be discussed with anyone, unless it directly affects the well-being of the child.

### **EMERGENCY EVACUATION PLAN**

In the event the program is evacuated, children will be secured in a designated area. For more information on these specific areas, please ask the Site Director or view the parent information board. After the children are secure, you will be notified of the incident and will be asked to pick up within 45 minutes.

Location 1 \_\_\_\_\_

Location 2 \_\_\_\_\_

### **YEAR END PAYMENT RECORDS**

With each childcare payment, the YMCA provides a receipt. Receipts can be found in your child's folder. If it is not in the folder, simply ask a member of our helpful, friendly staff. When it comes time to prepare yearly tax returns, contact your local YMCA Business Manager for records of your childcare payments.

Please note that some of our childcare sites do implement video taping for the safety of the children in our program.

# **LET'S WORK TOGETHER**

**YMCA OF CENTRAL NEW MEXICO**



**YMCA of Central New Mexico**

**The Y: We're for youth development, healthy living and social responsibility.**

**YMCACNM.ORG**