



PARENT HANDBOOK

The YMCA of Central New Mexico



ymcacnm.org

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

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Dear Parents,

Welcome to the YMCA! In partnering with this organization, your family becomes part of the “Y” community, a community that works with children and adults from the age of six weeks to seniors. We are the nation’s leading provider and progressive voice in quality child program practices and actively seek continued quality improvement in all areas. The mission of the YMCA is simple in words, but difficult and demanding in action. By implementing programs that build strong youth, strong families, and strong communities, the YMCA serves as a conduit for positive change in the lives of New Mexico families.

Throughout our 100+ years in New Mexico, YMCA early learning child programs, after-school programs, and other youth-enrichment offerings have faced a variety of challenges, evolving and growing over time to meet the changing needs of families. YMCA early learning and after school programs are exciting, dynamic components of the wide ranging opportunities that YMCAs throughout the country offer their communities. Our well trained staff is guided by our child development philosophy which is to serve families with quality, affordable, and fun programs that support and strengthen the family unit; help children develop to their fullest potential; and deliver a caring, safe, and positive environment.

To accomplish positive changes in the lives of New Mexico families, we have instituted policies and procedures based on a century of experience, guiding principles, and proven and progressive practices in early learning and school-age programs. Quality child programming has by its very nature many rules and regulations. All of them are designed to protect the children and offer them a welcoming, safe, and nurturing environment. Please help us provide the highest quality care by abiding by the policies explained in this Parent Handbook.

We look forward to serving your family. Kindest regards,

Roberto E. Aguirre
President/CEO, YMCA of Central New Mexico
4901 Indian School Rd., N.E.
Albuquerque, NM 87110

(505) 595-1515

Mission Statement

“The YMCA of Central New Mexico inspires individuals and families to achieve their full potential by delivering the highest quality programs and services for Youth Development, Healthy Living, and Social Responsibility.”

Mission Goals

YMCAs are experts in adapting themselves to their communities; as a consequence, there are a wide variety of YMCA programs. However, within this range of diversity, you will find that YMCAs share these goals in common:

- To help children develop to their fullest potential.
- To support and strengthen the family unit.
- To deliver child care in a safe and positive environment.
- To teach, model, celebrate, practice, praise, and reinforce the four values of character development:
 - Caring
 - Honesty
 - Respect
 - Responsibility
- To foster the health and well-being of children and families.
- To embrace diversity thus fostering an environment of inclusion for all participating families.

Our Vision

“The YMCA of Central New Mexico is to be an inspirational leader in serving our community.”

Our Child Development Philosophy

The YMCA is committed to the social, emotional, cognitive, and physical development of children as they actively participate in age-appropriate, hands-on activities. Well-trained staff ensures a friendly, safe, and nurturing environment that fosters a developmentally appropriate environment where all children can learn through play.

The YMCA child development philosophy is to serve families with quality, affordable, fun programs that support and strengthen the family unit; help children develop to their fullest potential; and deliver a caring, safe, and positive environment.



Curriculum Statement

The YMCA is committed to the strengthening of the communities we serve. Our programs rest upon the three fundamental pillars: Youth Development, Healthy Living, and Social Responsibility. The YMCA provides a nurturing setting in which children are invited to participate in age-appropriate activities. Children are often given the opportunity to self-select among the activities offered. This free choice encourages children to develop a strong sense of autonomy.

Development of our early learning curriculum is based on the New Mexico Early Learning Guidelines. We are aware that children develop physically, mentally and emotionally through playful interactions. Therefore, staff receives training on the strategic development of playful learning environments that promote discovery, independence, and knowledge. The primary aim of our curriculum is to encourage the full participation of each child in these learning activities on a daily basis. Further, we recognize that children are to be respected as competent, unique individuals. With this in mind, the staff helps develop and encourage individualized goals for each child.

In recognizing each child's cognitive capacities, we provide integrated learning experiences in the following domains:

- Self, Family & Community: self-awareness, self-control, personal responsibility, cooperation, relationships, knowledge of neighborhood and community.
- Literacy: listening and understanding, speaking and communicating, emergent reading and writing skills.
- Aesthetic Creativity: appreciation for the arts.
- Numeracy: number and quantities, geometrical and spatial concepts, measurement and comparison, ability to investigate, organize and create representations.
- Scientific & Conceptual Understanding: use of the scientific method to investigate, acquisition of scientific knowledge related to earth and life science.
- Physical Development, Health and Well-Being: gross motor, fine motor, health and hygiene, and safe behaviors.
- Approaches to Learning: curiosity, initiative, imagination and creativity, confidence, persistence, problem solving.

Early Learning Assessment Policy

YMCA Child Development Centers conduct assessments of each child's progress at least three times annually. The YMCA uses the New Mexico Early Learning Guidelines as the framework for these assessments. Staff is trained to objectively observe and document each child's progress. As a child reaches milestones in each domain, staff then intentionally creates opportunities for the child to reach the next level of learning.

Because the assessment process is designed to help the provider develop a comprehensive picture of each child's needs, abilities and accomplishments, the curriculum planning process begins with a review of the individual's documented assessment in each domain. From this vantage point, a concrete, age appropriate curriculum begins to take shape.

Parent / Teacher Conferences are conducted two to three times annually to discuss each child's needs and celebrate his / her progress and accomplishments. These conferences also serve as an ideal opportunity to present resources to families who may need additional support.

The assessment policy supports the guiding principles for the full participation of young children. Play and active engagement throughout daily routines promote an ideal learning experience that enhances each child's developmental progress.

Program Information

The YMCA of Central New Mexico runs programs for children ages six weeks through age seventeen. Please call for the most current information regarding our program locations.

Contact early learning programs directly in Albuquerque and Santa Fe for enrollment and program information.

YMCA of Central New Mexico

505-595-1515



Early Learning and Preschool

Central YMCA

201 University Blvd NE

Albuquerque, NM 87106

Phone: (505) 595-1515 Option 3

Operates year round

Hours of Operation: 7:00 AM-6:00 PM

Serves 6 weeks-5 years

New Mexico Pre-K Site (Free Pre-K from the State of New Mexico)

YMCA Santa Fe Childcare

Lowrance Family YMCA

6537 Airport Road

Santa Fe, NM 87507

Phone: (505) 595-1515 Option 4

Open year round

Hours of operation: 7:00 AM- 6:00 PM

Serves ages 2-5



School Age Programs

Program Director Phone: (505) 595-1515 Option 1

Program Director Santa Fe Phone: (505) 595-1515 Option 4

Children in grades K-5th are welcome to join our before and after school and our summer programs. The list below is fluid with new sites and schools being added intermittently. Please check our website at ymcacnm.org or call the YMCA for current information.

ALBUQUERQUE

Horn Family YMCA

4901 Indian School Road NE

Albuquerque, NM 87110

Phone: (505) 595-1515 Option 1

Operates during the school year

Hours of operation: 7:00 AM and after school to 6:00 PM

Summer Program Hours: 7:00 AM-6:00 PM Serves Kindergarten-5th grade

Bus service available to and from multiple schools. For more information see our front desk staff

St. Paul's United Methodist Church

9500 Constitution Ave.

Albuquerque, NM 87110

Phone: (505) 595-1515 Option 1

Hours of operation: Operates in the summer only

Summer Program Hours: 7:00 AM-6:00 PM

Explore Academy (K-5th)

5100 Masthead St NE

Albuquerque, NM 87109

Operates during the school year only

Hours of operation: Dismissal bell to 6:00 PM

Sunset View Elementary School

6121 Paradise Blvd. NW

Albuquerque, NM 87114

Operates during the school year

Hours of operation: 7:00 AM to Morning Bell and Dismissal Bell to 6:00 PM

Summer Program Hours: 7:00 AM-6:00 PM

Albuquerque School of Excellence

13201 Lomas Blvd NE

Albuquerque, NM 87112

Operates during the school year only

Hours of operation: Dismissal bell to 6:00 PM

Montezuma Elementary School

3100 Indian School Rd NE

Albuquerque, NM 87106

Hours of Operation: 7:00 AM to morning bell and dismissal bell to 6:00 PM

Summer Program Hours: 7:00 AM-6:00 PM

SANTE FE LOCATIONS

Pinon Elementary

2921 Camino de los Caballos

Santa Fe, NM 87507

Hours of operation: Dismissal bell to 6:00 PM

Summer Program: 7:30 AM-6:00 PM

Chaparral Elementary

2451 Avenida Chaparral

Santa Fe, NM 87505 Hours of operation:

Dismissal bell to 6:00 PM



Acequia Madre Elementary

700 Acequia Madre
Santa Fe, NM 87505
Dismissal bell to 6:00pm

Meals and Snacks

Healthy living is the fundamental tenet of the YMCA. The philosophy of nurturing the body to fuel the mind is the basis of our meal and snack program. Children gather to eat meals and snacks together in an effort to foster a strong sense of community.

Meal and snack service is site specific. Parents are responsible for informing the YMCA of any allergies or health-related food issues to ensure that the necessary precautions can be taken at each site.

To assure the proper nurturing of your child's developing body, please refrain from bringing sugary drinks, snacks, etc.

Daily Schedule / Activities

Children participate in a host of activities that strike a balance between self-selection, organized projects, games, outdoor activities and inquiry-based learning opportunities. Please note that schedules are classroom and site specific.

Parent / Family Engagement

The YMCA supports an open-door policy that encourages parental and family involvement in all child development programs. Parents who wish to share their time and talent with the children or organize a special activity should contact the Program Directors. Parents must follow all YMCA and child protection policies while volunteering in programs.

Appropriate Dress

The YMCA believes in keeping children active through play and projects. Children should be dressed ready to play outside or inside. Closed-toed shoes, appropriate layers in the winter months, and sunscreen in the summer are all required. Please be prepared for your child to get messy through day-to-day activities.

For our younger children, a change of clothes is necessary in case there is an accident. If a child has an accident and does not have an extra set of clothes, parents or emergency contacts will be called and asked to deliver extra clothes or, alternatively, to pick up the child within 45 minutes of contact. Children enrolled in a school age program must comply with school dress code. Clothing that promotes drugs and / or alcohol or uses profanity of any type is prohibited in our programs.

Special Celebrations

The YMCA believes in diversity and inclusivity. We strive to provide a variety of celebrations that reflect the backgrounds of the children enrolled in our programs. Special projects and activities may include seasonal crafts and celebrations. Contact the Site Director or Teacher for any upcoming events. Please consider health and nutritional value when bringing snacks and treats to these events. Parents who do not want their child to participate in these activities must communicate their wishes to the Site Director or Teacher.

Enrollment Procedures for ALL YMCA Programs

Prior to enrollment, we encourage parents to take the time to tour the program being considered, meet the staff and review the Parent Handbook. No child is enrolled in a program until all required paperwork is completed and reviewed, the Parent Handbook Agreement is signed, current vaccination records are submitted, and first week's fees are secured. (Please note that enhancement, registration, or curriculum fees are site specific.) Prior to starting the enrollment for ECECD participants, please have a fully completed contract from your caseworker to the proper director via email or paper documentation. You may self-pay until your contract is accepted or issued by your caseworker.

Financial Assistance

The YMCA is firmly committed to making quality child programming affordable to all families, regardless of their financial situations. Many sites accept government subsidies and offer financial aid on a sliding scale. Families who do not qualify for state assistance can apply for financial aid by filling out the YMCA of Central New Mexico Application for Scholarship Assistance. Please allow a minimum of two weeks for this request to be processed. All fees apply until the financial aid application has been reviewed and approved. Please be advised that all financial aid is subject to the availability of funds.

Payment Information and Policies

- All accounts must be paid prior to attendance. Weekly fees are due on the Friday two weeks prior to the week your child attends our before & after school programs, toddlers, infants, and preschool programs.
- No "drop-in" options or part-time rates available.
- Children will not be allowed to attend a program without advance payment. If payments are not made on time, families are subject to being disenrolled, which results in families losing their spot for the given week.
- All co-pays are due on the first business day of the month.
- There is a \$5 discount for each additional child per family.
- Payments are non-transferable, non-refundable.
- A non-refundable and non-transferable weekly deposit holds the participant's spot in the weeks desired and are placed towards weekly fee. (Summer Program Only)
- Payment can be made on the phone, at our YMCA branches, through autopay, or online through participants CORE account. NO cash payments are accepted.

Vacation Policy

With the exception of summer programs, all YMCA child programs have a two-week vacation policy. Parents are expected to pay weekly to insure their child's spot in our program. Parents must notify the YMCA, in writing, the week prior to the vacation period.

Children with Special Needs

In accordance with the Americans with Disabilities Act, the YMCA strives to provide high-quality services that are inclusive and welcoming of children at all ability levels. The YMCA is committed to making reasonable accommodations in order that all children are able to participate. However, children must be able to function within our state-mandated staff-to-child ratios.

YMCA Discipline Policy and Expulsion Guidance Policy

The YMCA embraces the individuality of all children and seeks to create a physically and socially safe environment, one in which all program participants can excel. YMCA employees at every level believe in the importance of modeling kind, consistent, and fair treatment of all children. Children are keen observers and astute mimics. It is our hope that they will be inclined to imitate what they observe, and in so doing, most disciplinary issues will be averted.

When a child does not follow the rules, we are fair and consistent. We are clear in communicating our concerns and recommendations to both the child and the child's parent.

The YMCA guidance policies are as follows

Step 1 - Redirection: The child will receive a verbal warning which includes redirection or an explanation of the infraction and why the behavior goes against YMCA policy. The child is made aware of the consequences that will occur if the behavior continues. Parents are notified of the behavior and potential consequences.

Step 2 - Consequence(s): If after a verbal conversation, the child continues to break the rules, an age-appropriate consequence will follow. Parents are notified of the behavior and the resulting consequence and are asked to sign a report acknowledging that they have been informed of the behavioral issue.

Step 3 - Parent Conference and Behavioral Contract: If the consequence(s) do not alter the child's unacceptable behavior, a parent conference will be requested.

The conference should occur within 24 hours of the request. The child cannot return to the program until all parties have met and a behavioral contract is in place.

Step 4 - Suspension: If the behavioral contract is violated by the child and / or the parents, and the unacceptable behavior persists, the child will be suspended from the program for a time established by the Site Director or Program Director. All daily / weekly fees apply even during suspension.

Step 5 - Expulsion: After a suspension period, the child is welcomed back with the expectation that the objectionable behavior cease. If the child repeats the behavior, the YMCA reserves the right to expel the child from the program.

Same Day Suspension

If, during the course of a day, a behavior occurs which the YMCA deems a major infraction of the 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 of contact.

Immediate Expulsion

The safety of all children and staff in the program is of vital concern. If a child's actions endanger the other children or staff, the YMCA reserves the right to have the child leave the program immediately.

Behavioral Expectations of Children

- Children are expected to listen to staff and follow established and age appropriate rules and instructions.
- Children are expected to practice the core values of the YMCA: Caring, Honesty, Responsibility and Respect.
- Children are expected to take respect and care for program environment and property

Behavioral Expectation of Parents and Guardians

- Parents are expected to refrain from using profanity while in program.
- Parents are expected to treat YMCA staff, other parents, and children with respect.
- Parents are expected to avoid physically disciplining their child while the child is in our program.
- The YMCA promotes health and safety and therefore ALL our child programming sites are smoke free.



Field Trip Policies

Field trips provide children the opportunities for new experiences. The YMCA follows these procedures when taking the children off site:

- The YMCA will notify parents or guardians of the details of the field trip including the location, activities, date, time of day and duration, and any special provisions needed (e.g., swimming suit, sunscreen, etc.).
- Parents must sign the provided permission slip in order for their child to attend.
- Staff and parents discuss the field trip and expected behavior with children prior to trip.
- Attendance is taken prior to departure, on the bus, and immediately upon arrival at the field trip site.
- Staff is trained in specific field trip policies and procedures.

Health Policies

The child's health and safety are of principal concern to the YMCA. As noted earlier, please be sure to record any allergies or medical concerns in the space provided on the registration form. Additionally, please promptly notify the YMCA of any changes to your child's health or contact information. These would include such items as phone numbers of parents and / or emergency contacts. It is imperative that YMCA staff is able to contact the parents in the case of emergency.

Cell Phone Policies:

Please refrain from using cell phones during the pick-up and drop-off process as this is our main point of communication during the day between staff and families. Due to the main priority of safety within our programs, staff are not allowed to use their personal phones without prior permission from the Program Director. In School-Aged Childcare, site phones are provided for day to day communication between staff, families and their children if need be.



Illness

In order to ensure a healthy community, children and staff should stay home if they:

- Are feverish or ran a fever in the last 24 hours.
- Have a hacking cough and / or a sore throat.
- Have vomited and / or had diarrhea in the last 72 hours.
- Have pink eye or symptoms which indicate the onset of pink eye.
- Have a nasal discharge.
- Have been on antibiotics for strep or other highly contagious infections fewer than 24 hours.
- Are too “out of sorts” to participate fully in class activities.

If a child becomes seriously ill during the day, parents or emergency contacts will be notified and asked to pick up the child within 45 minutes of contact. While waiting for pick up, staff will make the child comfortable in an area away from the other children.

Upon arrival to the program, if a staff member determines that a child appears ill, parents will be asked to take their child home. We understand that this may cause added stress, but our primary concern is keeping the community, both children and staff, healthy.

Children may not attend the program if they have an illness that is highly contagious and / or on the exclusion list which is posted at each site.

Immunizations

All children are required to have an up-to-date immunization record in their files. If changes to these records occur, parents must provide the YMCA with the most current copy. Parents choosing not to have their child vaccinated must submit an approved New Mexico Department of Health Immunization Exemption Form.

Medication

If a child needs medication while attending the program, parents must notify the Site Director. Parents will be expected to fill out the Request for Administration of Medication Form with directions as prescribed by a doctor and in the original bottle from the pharmacy. Please be advised, we will not administer fever-reducing medication for a fever. If a child’s fever registers 100.0 or higher, parents are expected to pick up the child within 45 minutes of contact. The child cannot return to the program until he / she is fever free for 24 hours.

Safety Policies and Emergency Procedures

Staff

Prior to hiring, all members of our staff are fingerprinted by organizations business background check service as well as State of New Mexico's background check, drug tested and personal references are checked. All staff receives FIRST AID and CPR training, and attends professional development trainings through the YMCA and other community organizations in an effort to ensure continuous quality improvement.

Staff is prohibited from socializing or associating with program participants under the age of 18 outside of the YMCA. This includes babysitting, birthday parties, etc. Contact via social media is also strictly prohibited.

Sign In and Out

Children must be signed into the program by an adult. Individuals signing a child out of the program must be listed on the registration form and be prepared to show identification. In the case of an emergency change to authorized pick up, parents must call the Site Director. Any non-emergency changes to authorized pick up must be provided in writing.

Parents are asked to give the Site Director advanced notice if they anticipate that their child will not be in attendance on given days.

Court orders and shared custody agreements must be in the child's site file in order for the YMCA to enforce these documents.

Late Pick-Up Procedure

Children are required to be picked up by 6:00 PM. If a situation arises which requires parents to be unavoidably late, it is imperative that parents contact the YMCA. In the absence of notification, after 5 minutes we will call all emergency contacts on file. A late fee of \$1 per minute, per child, will be charged for late pick-ups. Late fees must be paid in full prior to next day of attendance. If the child has not been picked up by 6:15PM and the YMCA has not been contacted by a parent, the YMCA will contact the local police department or Child Protective Services.



Inclement Weather Policy

In the event of inclement weather, YMCA school-age programs adhere to school district delays and closure policies. For early-learning programs, contact YMCA branches. If bad weather occurs on an in-service day or during normal programming, please call the local YMCA for the most current information.

Missing Children Procedures

Once a child is signed into the care of the YMCA, his/her safety is our responsibility. If a child appears to be missing, and following a five minute search, the child cannot be located, parents, police and the Program Director are notified. For this reason, among other cited situations, it is critical that parents maintain current, up-to-date contact information on enrollment forms.

Accidents and Serious Injury

In the event a child suffers a minor injury during a program, first aid will be administered and parents will be notified when they arrive to pick up the child. In the case of serious injury, trained staff will secure the area, stay with the child, and call the parents.

Confidentiality

All YMCA staff must sign and adhere to a Confidentiality Statement that clearly prohibits the releasing or disclosing of confidential information regarding children, families and staff. Disclosure, provision, and / or reproduction of children's files to unauthorized persons are against YMCA policy.

Child Abuse and Neglect

The YMCA is mandated by state law to report all suspected cases of child abuse, neglect, or endangerment to appropriate authorities for investigation.

Emergency Procedures and a Disaster Preparedness Plan

Each program has an Emergency Procedure Plan in place. Emergency procedures and disaster plans are site specific. It is YMCA practice to post these plans at each individual site. Copies of these site specific plans are available to parents at registration.

Each YMCA location is required to do monthly and quarterly drills. If circumstances require an evacuation from the program site, children and staff will leave the premises and go to a pre-arranged alternative location. After children are secured, parents will be notified and required to pick up their child/children within 45 minutes of contact.

In the event of an emergency, if the YMCA is unable to provide care at the existing location, we will make every effort to limit the interruption of care or provide other arrangements.

Contact the YMCA of Central New Mexico for site specific addendums and information.

505-595-1515

ymcacnm.org



The Golden Rules of the YMCA of Central New Mexico:

- 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!