



**YWCA High Point**

**Youth Services Program**

After School & Summer Day Camp

**Parent Handbook**

**155 West Westwood Avenue,  
High Point, NC 27262  
(336) 882-4126  
[www.ywcahp.com](http://www.ywcahp.com)**

## **YWCA MISSION:**

**YWCA High Point is dedicated to eliminating racism and empowering women and promoting peace justice, freedom and dignity for all.**

From this philosophy the following goals have been established for our

### **Youth Services Programs:**

- To provide a safe, affordable, quality childcare program.
- Build the child's self-confidence, self-image, & help children develop interpersonal communication skills, as well as core values.
- Encourage parent support and involvement through their child's participation in the program.
- To provide all children experiences of cultural diversity.

### **Non-Discrimination Policy**

YWCA does not discriminate in the enrollment of children on the basis of race, color, religion, sex, or national origin.

### **CONFIDENTIALITY**

Parents are assured that any information that parents discuss with the staff regarding their child, family or other matters, will be held in the strictest confidence.

### **CHILD RELEASE POLICY**

YWCA is committed to the safety and well-being of children who are in our care. For this reason, it is the policy of the YWCA Youth Services Program not to release a child to anyone who is not listed on the registration form as allowed to pick up the child.

YWCA will not release a child to someone who is clearly impaired due to use of alcohol or other drugs. If this situation occurs, please make other arrangements for your child to be picked up from the YWCA.

### **INCLEMENT WEATHER**

When schools close for bad weather, YWCA at 155 West Westwood Avenue may run full day childcare for school age children unless there are extreme weather conditions or YWCA is closed. There would be an additional fee for an all-day out.

On days when school is dismissed early due to heat, YWCA will offer our regular program and will transport with pick-up from scheduled locations.

When Guilford County schools are dismissed early due to winter weather YWCA **WILL NOT** pick-up children from any school (Guilford County or Phoenix).

Phoenix Academy Before Care will not operate if Phoenix is on a delay due to weather.

Phoenix Middle School Academy will not operate if Phoenix closes early due to weather.

An announcement will be made on television channel Fox 8 and the YWCA Facebook page regarding the YWCA opening schedule in case of extreme weather conditions, or call out going message at 882-4126.

Fees will remain the same and due on regular date, even if schools are closed due to weather.

### **YWCA MEMBERSHIP INFORMATION**

YWCA Membership or Associate status is available to all people, regardless of race, religion, creed, national origin or economic background. As a YWCA Member or Associate, you are joining a world-wide network of women working together for peace and justice, freedom and dignity for all people.

Yearly YWCA Star Membership status is required for all children enrolled in our child care programs.

**Youth membership:** \$25 per year.

**Family membership:** \$80 per year.

**Membership fees are non-refundable.**

### **Elementary Schools YWCA Serves:**

Union Hill Elementary	Phoenix Academy	Montlieu Academy
*Northwood Elementary	Oak View Elementary	Kirkman Park Elementary
Johnson St. Global	*Triangle Lake Montessori Elementary	

**\*Indicates schools that require a transportation request**

### **Middle Schools YWCA Serves:**

Ferndale Middle  
Wellborn Academy  
Penn Griffin  
Phoenix Academy (On Site)

## **HOURS OF OPERATION**

School Days: 2:30PM until 6:00PM

Holidays, Teacher Workdays: 7:30AM until 6:00PM

Summer Camp: Monday-Friday 7:30AM until 6:00PM (Closed July, 4th)

***(No transportation will be offered for early dismissal due to inclement weather based on GCS closings. No childcare will be offered on mornings that school is opened on a delay. If YWCA is open and operating all day care and school is not open registered members can attend for extra fee. Child care will be available based on the hours the YWCA is open.)***

## **SNACKS & LUNCH**

Lunch: During holiday, and all-day programs, children are asked to bring a bag lunch. **Do not bring glass bottles or containers. Do not bring microwaveable items for lunch.** Children do not have access to a microwave. If a child should forget his/her lunch, the parent will be contacted to bring his/her lunch to YWCA.

Summer Day Camp lunch is provided by Guilford County Schools on certain weeks. Parents will be notified of these. When lunches are not provided, it is the responsibility of the parent to provide the child lunch.

Snacks: During afterschool hours a nutritious snack and beverage will be provided.  
Summer

## **BASIC POLICY/TUITION PAYMENT**

YWCA charges tuition based on enrollment, not on attendance. In order to provide the quality you expect from the YWCA, we schedule staff as consistently as possible (the same teacher in the same class) regardless of whether your child attends or not. This is the reason why we make no allowances for occasional absences. The program is stable; therefore our expenses remain the same.

## **ALL PAYMENTS MUST BE MADE A WEEK IN ADVANCE.**

Payment by **check, credit or debit card** is strongly recommended. Payments can be scheduled in advance through filling out a draft form. All payments must be made to the front desk at YWCA.

Tuition is due the Friday before services rendered for Westwood After School and Phoenix Before Care. A \$5 late fee will be charged at the close of business on Friday to accounts that have a balance.

For Phoenix Middle School After School, all payments are paid monthly and must be scheduled for a draft on the 1<sup>st</sup> of the month. If there is a balance on the 5<sup>th</sup> of the month, a \$20.00 late fee will be charged.

It is the parents responsibility to ensure that all payments are made on time and that all credit cards for draft are kept up to date. If parent does not keep the card on file up to date or there is a returned fee past the due date, a late fee will be automatically charged.

**YWCA High Point has the right to refuse service if an account is past due.**

### **WEEKLY TUITION CHARGES**

#### **YWCA Westwood After School Care**

**\$20** Registration fee

**\$45** per week for the first child (\$5 discount for siblings per week.)

#### **Teacher Work Day, Holidays and Snow Days 7:30am – 6:00pm**

**\$15.00** per day along with your child's regular weeks' payment.

#### **Summer Camp**

**\$20** Registration fee.

**\$100** per week for the first elementary aged child

**\$90** per week for the second and each additional elementary aged child

**\$80** per week for middle school aged students

**\$20** per child per day Winter Break or Spring Break Week

### **FINANCIAL AID**

Financial aid is available for participants that qualify based on income.

Application forms are available from the front office.

### **INSUFFICIENT FUNDS**

A charge of \$25.00 will be assessed to the parent's account for any returned checks. If more than two checks are returned within a calendar year, you will be required to pay by cash, credit card or money order.

### **LATE FEES**

**Closing time is 6:00pm** for all participants. Late fees are charged for a late pickup per child of \$1.00 per minute for each minute a child is picked up late. A child will be defined as late based on the time posted at the YWCA High Point's clock. Please review drop off and pick up policy for more details.

## **TAX INFORMATION**

Parents who claim a tax credit for child and dependent day care expenses must now report the care provider's name and address. You must also indicate that the YWCA is tax exempt. Federal I.D. # - 56-0579600.

Statements will be issued in January for the previous year. These will not be mailed out. They will be available for pick up at YWCA High Point on Westwood Avenue.

## **Registration:**

- Submit your completed paperwork.
- Pay the non-refundable YWCA membership and the registration fee.
- For Summer Camp, in addition to the above, pay the non-refundable deposit for each week
- Fill out and submit any medical forms if necessary.

## **After Registration:**

- Send a note to your child's teacher and school office so they are aware the YWCA is authorized to pick up your child.
- Please communicate schedule changes to YWCA Youth Services Director, when your child will not attend the program on a day he/she is scheduled to attend.
- No refunds will be made in case of absence or withdrawal.
- If you decide at any time to withdraw from the program, the YWCA requires a minimum of one week written notice.

## **ABSENCE**

No payment adjustments will be made for any occasional absence. YWCA is based on enrollment not on attendance. If there is the need for extended absence, the parent can choose to unregister the child from the program, but YWCA will not be able to hold the spot in the program. If space is available when the child is ready to return, the parent will not have to pay the registration fee again.

## **SUPERVISION POLICY**

YWCA shall provide enough staff to provide continuity and adequately supervise the children. There will be at all times at least one staff member caring for each group of fifteen (15) elementary aged children. There will be at all times at least one staff member caring for each group of twenty (20) middle school aged participants.

## **SAFETY POLICY**

1. No child will be left alone or unsupervised. The Youth Services staff in charge of the child or group of children shall be responsible for their safety.
2. There will be a Youth Services staff present prior to the start of the program to greet children as they arrive in the morning. At the close of the After School Program, each child must be met by parent or guardian. If, after 10 minutes, no one has come for the child, the parent or other person designated on child's information sheet will be called. If after 30 minutes YWCA is unable to reach the parent / guardian Department of Social Services will be called.
3. Staff will be certain all children are accounted for when leaving the building and when they have exited. A meeting place will be secured a safe distance from the building for grouping together. A fire drill will be conducted monthly using the above procedures.
4. During a weather alert, children will walk calmly to the first floor corridor in the center of the building, away from the windows.
5. When planning a field trip away from the YWCA, parents will be notified in advance by written notice along with a permission slip to be signed by a parent or guardian. Staff/child ratios will be maintained at all times including traveling in route to and from destination. A first aid kit will be taken on the trip as well as a person trained in First Aid. Each child's medical form and permission slip will be located on the bus.
6. YWCA is required to report their suspicions of child abuse or neglect to the Department of Social Services.
7. In case of extreme emergency, a Youth Services staff may administer Syrup of Ipecac without written permission from a physician if she/he is following verbal instructions of the Poison Control or a licensed physician.
8. Use of spray aerosols and pesticides are prohibited when children are in attendance at the center.
9. Incident and Accident Reports will be filled out by the counselor in charge and/or director. Parent/Guardian will sign and be given a copy upon picking up his/her child the day of the reported incident or accident. The original will be kept on file at the YWCA.
10. All Youth Services staff members and parents shall receive a copy of the Safety Policy.
11. YWCA shall protect children from the abuse of neglect while in the YWCA's care.
12. An adult shall be available within the building or in an adjacent outdoor area and be able to be summoned by the staff without leaving the group alone or unsupervised.
13. Children may run errands inside the building or use the restrooms in pairs or in

groups of not more than two without adult supervision as long as they are within hearing of a staff member and the staff member checks on the children until their return.

14. Parents contacted about behavior problems are expected to cooperate with staff in assuring the elimination of inappropriate behavior. Behavior reports will be kept on file and signed by a parent.
15. Limits are set on behavior to provide a safe and caring environment where children can play and learn.
16. Limits are set for 3 primary reasons : 1) to prevent children from injuring themselves or others 2) to prevent destruction of property, materials or equipment and 3) to help children learn respect for themselves, other children and adults.

### **PROGRAM EXPECTATIONS OF THE CHILDREN**

YWCA Afterschool and Summer Camp Programs expects that the children will:

1. Be responsible for their actions
2. Respect YWCA rules and procedures that guide them while in attendance in the programs
3. Remain with the group and child-care staff at all times
4. Take care of materials and equipment properly and return to their place when done, before taking out new ones, or upon departure.
5. Be respectful and kind to other students, the afterschool staff, and staff at YWCA, High Point

### **SWIMMING & WATER SAFETY PLAN**

Each child participating in any YWCA Afterschool Program that includes swimming will have on file a written statement from her/his parent or guardian giving the child's name, and parent's/guardian's signature granting permission for the child to participate in swimming. The entrance to the swimming pool will be locked unless a certified lifeguard is present. Each child will take a swim test to determine the area of the pool that they may swim in.

### **HEALTH AND RECORDS**

All children admitted to the Youth Services program must be in good physical and mental health. A medical information form included in your enrollment packet must be completed prior to the start of the program. The name of the child's dentist and phone number are also on file. Parents are responsible for keeping the staff informed of any necessary changes to be made in your child's file in the office. These changes must include home address, telephone number, and emergency numbers and authorized pick up persons. Health regulations require that parents notify the Center immediately of any



contagious diseases or serious illness in the family. **Personal hygiene is encouraged.** Nose blowing and proper hand washing techniques are adhered to. Ninety five percent of all communicable diseases can be eliminated through proper hand washing.

## **MEDICATIONS**

All medications must be signed in and a YWCA medication form must be completed in order for medication to be administered. Medications must come in the original bottle that states the name of medication, the dosage and labeled with the child's name.

## **POLICY FOR SICK CHILDREN**

As parents, you are the best judge of your child's health. Please keep your child home if you feel she/he is not healthy enough to participate in all activities, including playground and gym time. Parents will be notified if their child becomes ill at YWCA. **Parents will be required to pick up their child as soon as possible** after notification. A child will be made comfortable in a portion of a room set up as an isolation area until parent arrives.

## **PROCEDURE FOR CARING FOR A SICK CHILD**

When a child becomes ill or develops signs of a communicable disease while at YWCA, she/he will be moved to an isolation area. The following symptoms indicate an onset of illness and will require that a child be sent home:

- Diarrhea (more than one abnormally loose stool with a 24 hour period.
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing
- Yellowish skin or eyes
- Conjunctivitis (pink eye)
- Temperature of 100 degrees F. by the auxiliary method when in combination with any other signs of illness
- Untreated infected skin patch(es)
- Stiff neck

If a child becomes ill the child's parents will be contacted immediately by the Youth Director. A staff member will remain with the child until someone comes to pick her/him up. When the child's parents cannot be reached, the emergency contact names will be used to contact someone to pick the child up. These names have been provided to the YWCA by the parents and signed release permission is on file. A child may remain at the YWCA with a runny nose if she/he has clear discharge and no temperature.

## **BUS RULES**

- Seatbelts must be worn at all times. Seatbelts are not to be taken off until the bus has come to a complete stop at the final destination.
- Follow the bus driver's directions the first time they are given.
- Keep hands, arms, etc. to yourself and inside the bus.
- Inappropriate language, cursing, and loud talking are not permitted.
- Face the front and stay in your assigned seat while the bus is moving.
- Food, drinks, electronic devices, and phones, are not permitted.
- Do not run towards the bus until it comes to a complete stop. The bus will stop about 15 feet in front of you to keep you safe.
- Delaying the bus schedule is not permitted.
- Fighting, weapons, and smoking are not permitted.
- No tampering with the bus; stay out of the driver's area.
- Meet the bus at designated stops only.
- No unauthorized leaving of the bus while in route.
- No horseplay, throwing trash, paper, or other objects, or otherwise distracting the driver's attention while the bus is in operation.

**FAILURE TO FOLLOW THESE RULES CAN RESULT IN TERMINATION FROM THE PROGRAM.**

## **TRANSPORTATION**

YWCA reserves the right to only provide transportation to those schools that have 5 or more children enrolled in the Afterschool Program. Parents are responsible for notifying your child's school and the YWCA of any transportation changes, such as an after school activity. YWCA will not be held accountable for late arrivals to school due to inclement weather, or unforeseen delays.

## **PARENTAL REMINDERS**

- Each child is responsible for their own belongings. Please label all your child's things, including clothing. YWCA is not responsible for your child's personal property.
- Your child can change into play clothes upon arrival if you send a change of clothes in a bag. We will not limit a child's activities because of the type of clothing worn.
- Please do not send your child with large sums of money. YWCA is not responsible for children's spending money. In the event of a field trip or group

trip you will be advised as to an appropriate amount of spending money.

- Your child will be participating in a variety of settings that require specific guidelines of behavior. Please support the staff's effort to ensure your child's positive experience and safety by encouraging your child to cooperate with the guidelines set by the teachers.
- Parents will be informed of the latest developments and announcements about the program through notices sent home.