



END THE DAY WITH A SMILE

**TWIN RIVERS YMCA
AFTER SCHOOL PROGRAM**

**PARENT HANDBOOK
2023 - 2024**

COMMITTED TO OUR KIDS

For generations the YMCA has been known for its commitment to the family. YMCA programs have grown and adapted to the changing needs of families. We understand that today's working parents need help managing the demands of work and raising a family, and nothing is more important than high-quality child care.

REGISTRATION PROCEDURE

All registration is online at trymca.org.

PAYMENT PROCEDURE

Payments are due on the Friday before the week of service begins. After an account has an overdue payment for two weeks of After School tuition, the child will be withdrawn until full payment is made in order to continue in the program. If a parent/caregiver is notified twice in the school-year for an overdue balance, then after the second notification, automatic draft must be set up in order to obtain proper due balance.

Financial Assistance - If you need financial assistance, please fill out a Financial Assistance Application to find out if you qualify. Financial assistance is determined by household income, and is on an individual need basis. The financial assistance the Y provides for the After School program is either a 25% discount or a 50% discount off the tuition rate per child. Please keep in mind that if you have two or more children and qualify for the financial assistance, then the \$10 discount off the second and third child do not apply due to receiving the higher discounted rate of the scholarship.

Withdrawing - If a family needs to withdraw a child from the After School program, we request two weeks' written notice given to the Associate Family Services Director directly, not the site director at the school that holds the program. This is in place to ensure that payments are stopped electronically, and we can properly update our rosters so that the account is closed and all debts are paid.

Insufficient Funds - Returned checks or bank drafts will be charged a \$30 service fee. After the second returned check, only cash or money order will be accepted as payment.

HOURS OF OPERATION

The program runs from school dismissal to 6pm, Monday - Friday and takes place at your child's school. On Teacher Workdays and some holidays the program is open from 7:30am - 6pm at the Twin Rivers YMCA. If the YMCA building is closed, no childcare will be provided.

Early Release Days - Care will be based on specific School Site. More information will come from your Site Director.

Inclement Weather Procedure - In order to avoid confusion and create consistency, if the Craven County School System is closed due to weather, the After School program is closed as well. This includes days that the schools release early due to weather. We cannot be in school for our program if the school has been closed due to weather. In the event that schools are closed for three or more days due to inclement weather, and the YMCA is able to open and After School Program staff can travel into the Y, full days of care will be provided starting the third day until school reopens.



Winter & Spring Break Camp - The full weeks of camp are considered separate from the After School program, and caregivers must register on-line at trymca.org. Current enrollment in the After School program does not guarantee registration in camp. These camps are held at the Twin Rivers YMCA.

Registration Dates:	November 1st, Members
Winter Break Camp	November 8th, Non Members
	January 29th, Members
Spring Break Camp	February 5th, Non Members
	March 5th, Members
Summer Camp	March 12th, Non Members
After School Program	May 1st, Members
	May 8th, Non Members

LATE PICK-UP PROCEDURE

A late pick-up is defined as any time a parent has not come to the site by 6pm. Any pickup more than 30 minutes late automatically goes to the third offense. In order to run our program as smoothly as possible, we enforce the following procedure:

- **1st Offense** - Warning to be documented and signed
- **2nd Offense** - Fee of \$1 per minute late, per child, document to be filled out and signed
- **3rd Offense** - Fee of \$5 per minute late, per child, document to be filled out and signed

SAMPLE DAILY SCHEDULE

3:00-3:15pm	Arrival and Snack
3:15-4:15pm	Homework Time
4:15-4:45pm	Structured Activity #1
4:45-5:30pm	Structured Activity #2
5:30-6:00pm	Choice Time, Parent Arrival

Activities to include but not limited to: KidzLit, STEM, Family Time, Crafts, Team Building, Social Emotional Learning, Games

CHARACTER DEVELOPMENT PROGRAM

At the YMCA we are not only interested in your child's physical development but also in the development of their character. We focus our programs around four core character values:

- **Caring** - to put others before yourself, to be sensitive to the well-being of others, to help others
- **Honesty** - to tell the truth, to act in such a way that you are worthy of trust, to have integrity, to make sure your choices match up with your values
- **Respect** - to treat others as you would have them treat you, to value the worth of every person including yourself
- **Responsibility** - to do what you should, to do what is right, to be accountable for your behavior and obligations

Throughout the school year, we will use a positive reinforcement program and structured family times to help your children become more aware of the world around them and how they can contribute to making it a better place for us all.

HEALTH & SAFETY PROCEDURES

Illness of Children - If a child has any of the following symptoms, he/she will be isolated from the other children until the parents are contacted and pick-up.

- Nausea or diarrhea
- Constant cough or difficulty breathing
- Discharge from ears or eyes, inflamed tissue around eyes and ears
- Any visible rash or skin sore
- Oral temperature of 100 degrees or higher
- Continuing headache

Readmission Following Illness - The child will be permitted to return to the program when he/she has been symptom free for TWENTY-FOUR HOURS.

Babysitting Policy - We realize that our counselors are awesome! However, we ask that you do not have them at your home to babysit. This is to protect our counselors and your children from compromising situations. We take the safety of your children and the reputation of our program very seriously and do not want to give any opportunity for child abuse accusations. Additionally, counselors are not permitted to transport students in their personal vehicles.

DISCIPLINE PROCEDURES

If it becomes necessary, children will be given a "two minute" time out as a consequence for repeated misbehavior. If the behavior continues and becomes excessive or the safety of the child is in question, parents will be called to pick up the child.

- **1st Incident** - Parent/Guardian notified by phone and/or in writing and the child sent home for the day.
- **2nd Incident** - Disciplinary write-up, as well a one to three day suspension depending on the incident.
- **3rd Incident** - The action taken at this point is at the discretion of the director after appropriate consultation with parent or guardian. (Range of discipline: one-week suspension to removal from the program. If a child is suspended from the program, they may not re-enter after-school and/or summer camp for one year following suspension.

DAILY SUPPLIES

Each day the YMCA will provide a nutritious snack and drink for all students. On full-days, children should bring two snacks, a healthy lunch, and a refillable water bottle. Non-perishable items are recommended as there is no refrigeration. Special instructions will be given for any field trips or activities on those days.



TWIN RIVERS YMCA

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