

**2023 - 2024
EARLY LEARNING
FAMILY HANDBOOK**



ARMED SERVICES YMCA



Our Mission

The Armed Services YMCA enhances the lives of military members and their families in spirit, mind and body through programs relevant to the unique challenges of military life.

Our Cause

At the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure everyone, regardless of age, income, or background has the opportunity to learn, grow and thrive.

About the Armed Services YMCA: Who We Are

The Y is a leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility. Through our three areas of focus, the Y nurtures the potential of every child and teen, improves the nation's health and well-being and provides opportunities to give back and support our neighbors.

Areas of Focus

Youth Development: Nurturing the potential of every child and teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That makes for confident kids today and, contributing and engaged adults tomorrow.

Healthy Living: Improving the nation's health and well-being

The Y is a leading voice on health and well-being and plays an important role in the education and prevention of obesity in Oklahoma. We bring families closer together, encourage good health and foster connections through fitness, sports, fun and shared interests.

Social Responsibility: Giving back and providing support to our neighbors

The YMCA of Greater Oklahoma City has been listening and responding to our communities' most critical social needs for 130 years. Whether we are developing education skills, welcoming foreign exchange camp counselors, or preventing chronic disease through collaborations with policymakers, the Y fosters the care and respect all people need and deserve.



A-Z ADDITIONAL INFORMATION

ABSENCES

It is imperative that we are notified if your child will not be in attendance on a normally scheduled day. If your child will be absent, please leave a message for Early Learning **no later** than 8:30 a.m. If this is due to illness, please let us know symptoms and child's status. Voicemail and email services are all options for communication, and the front desk staff can also take messages. Parents/guardians of all children not in attendance without prior notification will be contacted via the contact information provided on the registration paperwork. No refunds will be given due to non-attendance.

If your child has any of the following symptoms in the last 24 **hours**, they will not be able to attend our program:

- Temperature of 100 or above
- Cough
- Chills/repeated shaking with chills
- Nausea, vomiting or diarrhea
- A new rash that has not been diagnosed
- Taken a fever reducer in the last 24 hours

AGE GROUPS

Children are assigned to groups according to their ages. This atmosphere provides an opportunity for each child to express themselves, be accepted by their peers, and learn new skills.

ALLERGIES

All known allergies or any required special dietary needs based on a medical condition must be in writing on your child's registration.

TEACHER AND STAFF

Staff are trained in CPR, AED, First Aid, child abuse prevention, emergency procedures, and updated COVID procedures.

CANCELLATION

Written notification of your intent to withdraw from the program must be given at least two weeks prior to your intended last day. No refunds will be given if notification is not received within two weeks of the registered program.

CHILD ABUSE PREVENTION & SAFETY

The health and well-being of your child is essential to the Armed Services YMCA. The staff are trained in the signs of child abuse and the appropriate procedures for

responding to the suspicion of abuse and will be alert to the physical and emotional state of all children. When any sign of suspected abuse is detected, the Leadership Staff will be notified immediately, and a report will be made to the appropriate authorities. The Armed Services YMCA will not release a child to anyone other than the authorized parents/guardians or other individuals authorized by the parent/guardian.

CLOTHING/DAILY ATTIRE

Children should wear simple, non-restrictive clothing that you do not mind getting dirty due to crafts such as painting. It is recommended that children wear closed-toe shoes. Label all belongings. We are not responsible for loss of belongings. See lost and found.

CODE OF CONDUCT & BEHAVIOR MANAGEMENT

Please read over the Character Contract (see page 18) with your child. The Armed Services YMCA expects all children and guardians to behave according to these guidelines.

DISCIPLINE POLICY

All efforts will be made to guide children to appropriate behavior. Respect for your child will be demonstrated at all times, and the same respect will be expected from your child for his/her peers and the Armed Services YMCA staff. Children are made aware of the rules and expectations while in our programs. Redirection, suggestions from parents on what they have discovered works at home, as well as natural consequences may be used when appropriate.

When disciplinary action is necessary, age-appropriate methods will be implemented. If the behavior is not corrected, the following steps will be taken:

- A communication form will be completed and may require the signature of a parent/guardian.
- If the child continues to demonstrate inappropriate behavior, he/she may be suspended for one day.
- The next serious infraction could result in a three-day suspension.
- If the behavior has not improved, the child may be removed from the program for its duration.

The Armed Services YMCA reserves the right to bypass the steps listed above and/or terminate a child's enrollment immediately if the child's behavior poses a threat to the safety of himself or others. If a child is suspended or removed from the program, no refund will be given.

The Armed Services YMCA reserves the right to terminate your child's attendance for such things as, but not limited to: excessive disruptive behavior, emotional problems or disabilities that we are not equipped to handle, or that are a safety risk to themselves or others in the program.

DROP OFF/ PICK UP LOCATION

- **Eielson:**
 - The Global Early Learning Center is located in the Baker Field House on Eielson AFB. Parent parking is across the street. Students will be dropped off and picked up in the Armed Services YMCA room. An attendance record will be available for parents to utilize. The classroom door opens at 8:45am. Our staff

will not accommodate early drop-offs. Pick up is at Noon. Consistent abuse of the drop off/pick up timeframes will result in removal from the program.

- **JBER:**

- The Global Early Learning Center is located in Building 960 next to the Buckner Fitness Center on the Soda and S'more side of the parking lot. Parents must come inside and sign in and out their child. The classroom doors open at 8:20am for morning classes and 12:50pm for afternoon classes. Our staff cannot accommodate early drop-offs. Pick up is at 11:30am for morning classes and 4pm for afternoon classes. Consistent abuse of the drop off/pick up timeframes will result in removal from the program.

HOLIDAYS & INCLEMENT WEATHER

Care is not provided on days when the Early Learning Program is closed due to inclement weather, nor is care provided on federal holidays.

Holidays and inclement weather have been factored into the price of programming.

ILLNESS

The health and safety of your child is a priority for us. A sick child or a child with any symptoms is to be kept at home. If your child becomes ill in our program, we will isolate your child from others, and we will call you. You must then make arrangements to pick up your child **immediately**. If we send your child home with an illness, they may not return until they have been without an illness for **24 hours**. Call the Armed Services YMCA by 8:30 a.m. on the days when your child is ill or will be absent from Early Learning. We need to know where your child is every day for the child's own safety and accountability. The Armed Services YMCA should be informed about the nature of any illness. If your child has a communicable disease, tell us when it first appeared. If your child has any of the following symptoms in the **last 24 hours** they will not be able to attend our program:

- Temperature of 100 or above
- Cough
- Chills/repeated shaking with chills
- Nausea, vomiting, or diarrhea
- A new rash without a diagnosis
- Taken a fever reducer in the last 24 hours

Lice

Due to the contagious nature of lice, we ask that you check your child to see if he/she has lice. Lice is very detectable and treatable. Please know that children with lice are not allowed to return until completely nit free.

Parents will be notified of communicable diseases, head lice or any other infestation exposure.

Illness guidelines are subject to change with federal, state, and local direction.

INJURY/ EMERGENCY

All staff are trained in emergency first aid. If your child sustains an injury more severe than our skills allow, the staff will take whatever steps are necessary to obtain emergency medical care including, but not limited to, the following:

- Attempt to contact a parent or guardian, using all numbers for persons provided on the enrollment form.
- If injury warrants, we will call an ambulance or paramedic and have the child taken to the closest emergency facility in the company of a staff member.
- An Incident Form will be completed, and parent will need to sign. *

LATE FEES

A late fee of \$25 per child will be charged if payment is made after the due date. A late pick up from the program will not be added, however parents are subject to disenrollment from the program if tardiness is habitual. (See Drop Off/Pick Up Location)

LOST AND FOUND

Unclaimed lost and found items at the end of each day will be laid out in the reception area. Anything not picked up within 24 hours will be discarded. Please only send essential, required items that are labeled.

We provide a well-rounded activity schedule, which does not require additional toys, equipment, phones, games, etc., from home, unless specifically requested. Any of these items found with your child will be held and returned to the parent at the end of the day. Lost items are not the responsibility of the Armed Services YMCA.

MEDICATION & OVER THE COUNTER SKIN PRODUCTS

Medication will not be dispensed to children while attending the ASYMCA Early Learning Program.

PAYMENT POLICIES

1. Payments will be accepted by the teacher on the first of the month. Payments are only accepted by debit or credit. The Armed Services YMCA will not accept cash or check for payment.
2. Invoices will not be provided monthly. Once accepted into the program, the first month's payment and \$50 registration fee will be due by orientation. October – May tuition payments will be due on the first of the month thereafter.
3. No adjustments to the monthly fee will be made for partially attended weeks, when care is not provided due to holidays, or the Armed Services YMCA is closed or on inclement weather days.
4. Refunds will not be given.
5. A late fee of \$25 per child will be charged if payment is made after the due date.

CANCELLATION

Written notification of your intent to withdraw from the program must be given at least two weeks prior to your intended last day.

REFUNDS

No adjustments will be made for missed or partially attended weeks. When you enroll, you are reserving the time, space, staffing, and provisions for your child, whether he or she attends. School and program closings due to inclement weather, holidays, power outages and other similar occurrences have been considered in the pricing.

RELEASE OF CHILDREN POLICY (SIGN IN/OUT)

Parents are required to sign their children in upon arrival and sign them out before leaving each day. Children are not allowed to sign themselves in or out of the program. The Armed Services YMCA cannot be held responsible for your child if we are uncertain of his/her presence. All children must arrive by 9 a.m. each day. Parents are not allowed in our program space. Students should be dropped off and picked up during designated times, unless prior arrangements are made with the Education Coordinator.

Authorization to pick up your child is included in the enrollment forms. The list of people authorized to pick up your child must be current and accurate. Changes must be made in writing and submitted to the Site Coordinator or Youth and Family Director. **Photo identification is required for any person picking up a child.** No child in our care will be released to persons not authorized to do so by the enrolling parent. In the case of an emergency, please contact Armed Services YMCA staff as soon as possible.

If a person picking up a child displays signs of being inebriated or in some way unable to provide safe transportation for the child, the staff member in charge will contact other authorized guardians listed on form to pick up the children and the local police and DHS will be notified.

If we have not heard from you by closing time, and we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come pick up your child. If neither you nor your emergency contacts can be reached, we will keep your child for a half hour. After that time, DHS and/or the police will be notified.

CUSTODY AGREEMENTS

Changes in custody agreements will be accepted only with a copy of the court order specifying the change and the person named as having legal custody of the child. A staff cannot legally refuse to release a child to a verified parent unless there is a court order in the child's file stating that the parent does not have custodial rights. Simply writing on the enrollment form that you do not want a parent to pick up your child does not give us the legal right to refuse a pick-up.

SNACK INFORMATION (FOOD POLICY)

Your Armed Services YMCA Staff is dedicated to giving your child a fun, healthy experience, but we need your help! The ASYMCA focuses on healthy eating and lifestyles.

Snacks will be provided each day. This is very minimal, and children must be fed a meal before attending the class.

Any food allergies, special diets or dietary needs based on medical conditions must be included in your child's Registration and Health Form. See Allergies.

STAFFING

Our staff is selected on the basis of responsibility, ability to relate to children, sensitivity to the children's individual needs, and their recreational skills. Our staff meet or exceeds requirements set by the YMCA of the U.S.A., and the State of Alaska. Staff members receive training in CPR-Pro, AED, First Aid, and Child Abuse Prevention. Staff work with small groups of children to build a positive rapport and develop mutual trust and respect.

OUTSIDE CONTACT BETWEEN STAFF AND CHILDREN

The Armed Services YMCA staff are prohibited from having outside contact with children in our programs. This includes, but is not limited to, birthday parties, babysitting, sleepovers, transportation, and any non-Y events. Any exceptions require a written explanation before the fact and are subject to administrator approval.

VACATION/MILITARY LEAVE

Written notification of intent to take a vacation week must be given at least two weeks in advance.

WHAT TO BRING EACH DAY- ALL ITEMS MUST BE LABELED

- Children should wear simple, non-restrictive clothing.
- Athletic/Comfortable shoes – no open toe shoes
- One complete change of clothes
- Backpack or shoulder bag
- Good attitude & a smile everyday
- Water Bottle

Children will have a designated spot for their own items during the day. Please label all items. Unclaimed lost items will be discarded after 24 hours.