

2010-2011

YMCA of Memphis & the Mid-South

Before and After School Child Care

[PARENT HANDBOOK]

YMCA Mission: To put Christian principles into practice through programs that build healthy spirit mind and body for all.

Fall 2010

Dear Parents:

Welcome to the YMCA of Memphis & the Mid-South Before and After School Program! If this is your first experience with the YMCA, we welcome you and your child. We look forward to sharing our program with you and your child. Our program is regulated by the Department of Human Services and is offered in collaboration with your child's local school district.



This handbook was created with your concerns in mind. We try to remain as consistent as possible from year to year; however, there are always new issues that we need to address to families enrolled in our program. It is our hope that you find this handbook useful in easing any concerns you and your child may have, as well as fully understanding the policies and procedures of our program.

We are looking forward to an exciting school year filled with fun activities for our participants! With your help, we have the opportunity to build strong kids, strong families and strong communities. If, after reading through this handbook, you still have questions, please feel free to contact me at (901) 766-7677 #232 or via e-mail at scoughlin@ymcamemphis.org. We encourage any suggestions you may have regarding how we might best contribute to your child's overall experience with us.

Yours in Service,

A handwritten signature in black ink that reads "Stacy Coughlin". The signature is written in a cursive, flowing style.

Stacy Coughlin
Vice President of Program Development
YMCA of Memphis & the Mid-South

*PLEASE NOTE: YMCA Before/After School employees are not authorized to waive, make changes to, or create agreements outside of established agency policy. Likewise, an employee error will not negate the policies and procedures of the YMCA. The YMCA reserves the right to make changes and/or corrections to the Parent Handbook at any time. Parents will be informed via posting at the Before/After School sites of any significant policy changes.

INTRODUCTION

Our Mission...to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Our Vision...to build strong kids, strong families and strong communities.

Our Values...building character through the promotion of caring, respect, honesty and responsibility.

Our Goals

- To Have Fun!
- To build character by stressing our four character values: caring, respect, honesty and responsibility
- To help children develop self-awareness, confidence and feelings of self-worth
- To provide opportunities for children to learn new skills
- To enable children to develop their own minds and unique perspectives through programming that encourages imagination, creativity and expression
- Development of life skills such as self-control, cooperative attitudes, communication skills and conflict resolution
- To strengthen families by providing peace of mind while their children are in our care



Site/Staff Information

Please note that we make every reasonable effort to accommodate children with special needs. However, our program is a youth recreation program and is not equipped to handle children that require one on one attention on a regular basis. All of our sites are licensed childcare centers under the supervision of the Department of Human Services. We undergo a yearly intensive review and unannounced inspections. We meet or exceed all DHS licensing requirements.

The quality and effectiveness of our program is directly related to the skills and personal characteristics of our staff. Our staff are at least 18 years old and have prior experience working with children. The staff is selected for personal qualities of warmth, empathy and ability to relate positively to children. They receive multiple training opportunities. We conduct criminal background reports, central registry checks, pre-employment and random drug testing and motor vehicle report checks on all of our employees. At least one person at each site is First Aid and CPR certified. Rest assured that your children are in good hands while they are in our program.

REGISTRATION / FEES / REFUNDS

Admission and Registration

Children are served without regard to race, gender, religion, ethnic background or disability. Children are enrolled on a first-come, first-served basis. Others are placed on a waiting list and accommodated as space becomes available. Our goal is to ensure that our program is an appropriate placement for your child. In order for the program to accommodate the well being, mixed schedules and diverse needs of the families that we serve, all children in our care must be able to function well in a stimulating, ever-changing group environment. The YMCA reserves the right to restrict a child from participation in any activity and to determine if continued enrollment is in the best interest of the child.

Registration Fee

A non-refundable registration fee is charged per child enrolled. A child is not considered enrolled in our program until all required forms are completed in their entirety, and registration fee and first week's fee are paid.

Weekly Payments/Late Payment Fee

All fees are weekly. There are NO daily rates. All fees are due no later than 6:00pm on Friday for the upcoming week. If weekly fees are paid late, there is a \$20 late fee per child charged. Children may not attend our program unless their payments are current. There is no second child discount. If the person picking up the child is not the one who is to make the payments, the payment must still be made by 6:00pm on Friday for the upcoming week in order to avoid paying a late fee. Payments are due weekly, regardless of attendance. Parents must give a one week notice in writing if they wish to withdraw their child from the program; otherwise, payment will still be required. Children may return to the program, if space is available, but will be required to pay a re-enrollment/registration fee regardless of YMCA membership status.

Fee Assistance

The YMCA of Memphis & the Mid-South serves all incomes, all ages and all abilities. No one is turned away due to their inability to pay our full fees. Fee assistance/scholarship applications are available at your local branch. All inquiries and assistance are strictly confidential. Those not able to pay the full fee may be awarded a partial scholarship or assistance based on their demonstrated ability to pay, and the YMCA's ability to fund the subsidy. Fee Assistance is made available through the We Build People Campaign.

How To Make Payments

Payments must be made by an adult. Please do not send your payment with your child as it will not be accepted. Payments are taken by the YMCA Site Director. The Before/After School sites accept money orders, cashier's checks and personal checks. They are NOT able to accept cash or credit card payments. If paying by cash or credit card, you must go to a YMCA branch. You may also make your payments online by accessing our website www.ymcamemphis.org. Click on the Member Link and follow the instructions for online payments.

If paying by personal check:

- Make all checks payable to the YMCA
- Include a home and work phone number
- Include the child's first name (and last name if different from the person writing the check) on the front of the check
- Include the date of the week for which you are paying
- Include your driver's license number

“Payment received by check may be electronically deposited unless you pay by a non-consumer type check. You may opt out of this program by paying with a cashier's check or money order. If your check is returned unpaid, we may elect to electronically re-present your check up to two more times. If your check payment is returned unpaid the third time, we will then turn the unpaid check over to our collection agency. You also understand and agree that we may collect a service charge and return process fee as permitted by state law.”

Returned Checks

If a check is returned for any reason, it must be paid in full, along with applicable service fees. All returned checks must be paid to our collection agency. We will not be able to accept further checks until the returned check is paid. Your child may not participate in our program until the returned check is paid. Should your child's account have two returned checks, we will no longer be able to accept personal checks as payment. You must pay with a cashier's check or money order.

Refunds

Your fee pays for direct operating costs, such as staff, snacks and materials. All of these must be available for your child. When you enroll, you are reserving the time, space, staff and provisions for your child, whether the child attends or not. We cannot deduct days missed from your fee.

A full refund will only be given if the YMCA cancels a program. We do not pro-rate our weekly fees for any reason including absences and holidays. Registration fees are non-refundable. After a Refund Request has been approved, it may take up to six (6) weeks to be processed.



PROGRAM OPERATIONS

Program Hours

Our program hours have been established to accommodate as many families as we can within the limits of our resources. Check our hours to ensure our program is right for you and your child. Most of our locations open by 7:00am and close promptly at 6:00pm.

Daily Schedule

Each day your child will be engaged in a wide variety of activities. A nutritious snack is provided each afternoon. Our program will include time for homework. Counselors are available to assist your child; however, they are not tutors. Every day will also include a minimum of 30-45 minutes of vigorous physical activity. This may be accomplished in a variety of ways. Some children may opt to play on the playground, while others will want to play a game of basketball or tag.

Sign In/Sign Out Procedures

The YMCA takes your child's safety very seriously. We need to know when your child arrives in our program, when he/she leaves, and who is authorized to pick him/her up; therefore, we require each child to be signed in and out of our program by an adult (this includes parents/guardians) each day. Legal documentation regarding custodial rights may be required. This helps us to provide the safest environment possible as well as provide the opportunity for us to talk with you about your child's daily progress.

Children will be released only to those authorized by the parent on the Registration Form. It is the parent's responsibility to notify the YMCA in writing of any changes in authorization. Phone calls will not be accepted as verification for pick-up. Those picking up children should be prepared to show photo identification to the staff upon request. We will ask for identification if we don't know the person signing out your child.

We are sure you will appreciate the attention we give to releasing children. Please ask your friends and family who might be picking up your child to understand and cooperate. No child will be released to anyone who is not authorized to pick up that child. If a non-custodial parent has been denied access to a child by a court order, you must submit documentation to that effect and we will comply with it accordingly. Siblings must be at least 18 years old to sign out a younger brother or sister. We will not make exceptions to this procedure as we are committed to the safety and welfare of the children in our care. **To avoid any confusion or frustration, please have your ID with you.**

Late Pick Up Policy

The After School Program closes promptly at 6:00pm. If you're late, your child is worried and so are we! While we realize that many working parents are at the mercy of interstate congestion and construction, we also have staff that work long, demanding days, providing your child the best and safest after school experience possible. It is your responsibility to make arrangements for the pick up of your child. There is a late pick up fee of \$1 per minute (per child) with a minimum late pick up fee of \$10 (per child). This fee must be paid before the child may continue in our program. Repeated late pick-ups (three or more) may result in termination of

before/after school services. **It is imperative that parents/guardians have contingency plans/persons for pick up when work or weather related problems cause them to be late picking children up.** Please be considerate of our staff and our agreement with the schools.

Failure To Pick Up A Child

If the parent fails to pick up the child at the time of the program's closing, the YMCA will ensure that:

- The child is supervised at all times
- Staff members make numerous attempts to contact the parent and/or emergency contact
- Thirty minutes or more after program closing, and provided that other arrangements for releasing the child to a parent or emergency contact have failed, the staff will contact the Department of Human Services and/or local police department to seek assistance in caring for the child until an authorized person is able to pick up the child
- Once a child has been picked up by the police or Department of Human Services and is in their custody, the child is no longer the responsibility of the YMCA
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Inability To Pick Up A Child

If the parent or authorized person arriving to pick up a child appears to be physically and/or emotionally impaired to the extent that, in the judgment of the Childcare Director and/or staff member, the child would be placed at risk of harm if released to such an individual, the YMCA will ensure that:

- The child may not be released to such an impaired individual
- Staff members attempt to contact the child's other parent or emergency contact for pick up; and
- If the YMCA is unable to make alternate arrangements, a staff member will call the Department of Human Services and/or local police department to seek assistance in caring for the child

Please do not put our staff in a position where they have to make this decision.

Inclement Weather

If schools close early due to inclement weather or any other reason, it is the parent's responsibility to pick their child up or make alternate childcare arrangements, as there will be no YMCA program. There will also be no YMCA program if schools are out for full days due to inclement weather.

School Holidays

Many YMCA branches will offer a full day program at your local YMCA for school holidays. These holidays include, but are not limited to: Fall Break, Veteran's Day, Thanksgiving Wednesday, Winter Break, Martin Luther King Jr. Day, President's Day and Spring Break. An additional fee is charged for this program. There must be a minimum of 10 children registered

for a Holiday Camp to be held. Children must be registered no later than two business days before the Holiday Camp is scheduled to take place. Check with your branch to see what, if any, Holiday Camp(s) they offer.

SAFETY, HEALTH AND SUPERVISION

Behavior Management

We understand that, at times, children do have “bad” days or behavior problems. Children occasionally refuse to listen to program leaders, use inappropriate language or have other behavior issues. When such problems occur, our staff will first verbally warn the child. If the behavior problem continues, the child will be placed in time-out to reflect upon his/her behavior. Time-out should last no longer than the child’s age. If the child continues to misbehave, YMCA staff will notify the parents and ask them to talk to their child about their behavior.

The YMCA expects kids’ behavior to reflect standards of good citizenship. Three principals govern the disciplinary rules at the YMCA:

1. Conduct that is disruptive to the learning process is prohibited.
2. Conduct that infringes upon the rights of others is prohibited.
3. Conduct that endangers the safety of the child or others is prohibited.

Children are requested and expected to:

1. Show respect and consideration to all counselors, staff and fellow students.
2. Cooperate with all staff and abide by YMCA rules and safety guidelines.
3. Practice the YMCA character values of caring, respect, honesty and responsibility.

When breaches of rules and regulations occur, it is the responsibility of YMCA staff to work with the children and parents/guardians to help the child correct their behavior. When determining the response for a specific breach of discipline, the Site Director or Childcare Director will consider the nature of the act, the child’s age and maturation, any mitigating circumstances, and the effect of his or her actions on the welfare of the YMCA. The fact that a particular violation of good conduct is not specifically mentioned in the following is not a satisfactory defense for any improper conduct. It is impossible to list every action which is inconsistent with good character values and citizenship. We expect all children in our program to form the habit of not only observing the rules contained in this handbook, but also the general rules of good conduct and common sense acknowledged by the community in which we live.

Behaviors that may result in disciplinary action include but are not limited to:

- Fighting
- Habitual use of profanity, vulgarity or obscenities
- Bullying behaviors (verbal, physical or written intimidation or threats, making fun of, teasing, including “cyber-bullying”)
- Shoving, pushing and/or other aggressive acts

- Disrespect for another person and/or property
- Harassment (verbal, physical, sexual)
- Bathroom misbehavior (i.e., water throwing, climbing on toilets or hanging on stalls)
- Vandalism
- Stealing
- Continual program disruption/refusal to follow program rules
- Possession or use of illegal substances, paraphernalia, or weapons
- Endangering the health or safety of children or staff

We believe that children need to become independent, self-sufficient individuals with the ability to engage in active problem solving. Our behavior management policy is designed to promote the development of self-direction, self-control and self-behavior. This is accomplished through sensitivity, consistency, firmness, fairness and follow-through. YMCA staff implements positive discipline including the use of natural and logical consequences, time-out, redirection, the setting of limits and the giving of choices. We consistently reinforce positive behavior, and keep in mind the extreme importance of a child's self-esteem. All consequences must be reasonable, related to the behavior, age appropriate and respectful to the child. The YMCA does NOT use corporal punishment as a means to discipline a child.



Depending upon the severity of the offense, a child may be immediately suspended or permanently removed from our program upon the first offense. In the event of a major infraction of the rules, the Site Director or Childcare Director will contact a parent/guardian to discuss the issue and, if warranted, make arrangements for the child to be sent home immediately. Continuous discipline problems will result in the child's removal from the program. No refunds will be given if a child is suspended/expelled for disciplinary reasons. If a child is expelled from our program, he/she is not eligible to sign up again in the future.

Steps Implemented For Behavior Management

YMCA staff will make every attempt to consistently:

1. Reinforce positive behavior
2. Encourage and facilitate conflict resolution skills
3. Document problematic behavior
4. Notify parents of any problematic behavior
5. Set up and meet in parent conference, agreeing on a plan of action
6. Set up and meet in a follow-up conference to determine progress
7. Consult the Childcare Director if the problem persists, to determine the child's eligibility to remain in the program

If, at any time, the child's behavior in any way threatens the safety of the other children or staff, the parents will be called immediately and will be expected to pick up the child within 30 minutes. Physical violence cannot and will not be tolerated. Behavior that is deemed extremely unsafe or violent may result in immediate termination from the program. The YMCA reserves the right to immediately terminate program services in cases of extreme misconduct that may endanger others. If the YMCA is unable to meet the child's needs, alternative childcare arrangements will need to be made by the parent/guardian.

Behavior Reports

A Behavior Report documents the problems that have occurred. The report is read to the child and is signed by the child, program staff and parent. The Behavior Report will be kept in the child's file.

When a child receives a second Behavior Report, a conference with the Site Director and Childcare Director is scheduled. At this conference, the parent(s), child, Site Director and Childcare Director will discuss how the problem can be remedied, including the possibility of suspension.

The third Behavior Report results in a dismissal or suspension from the program for an amount of time to be determined by the Childcare Director. If a child is allowed to return to our program after a suspension, he/she will be on zero tolerance.

Accidents/Emergencies

We work very hard to anticipate and prevent injuries. Sometimes, children will still get hurt. Usually the injuries are minor or the result of a child not following directions from the counselors. If your child is injured, we will:

- Administer band-aids and comfort in large doses for small hurts (minor cuts, scrapes and bumps)
- Contact you or your emergency contact if any injury may require medical attention including bee stings, moderate cuts, sprains, injuries to joints or possible fractures. You may then decide what you want done.
- Secure medical treatment immediately in the event that a parent or emergency contact cannot be reached or if the injury warrants fast action.

Illness

Children must be healthy enough to participate in the program's daily routine. We do not have the facilities to care for sick children and, therefore, do not allow them to attend the program. For the safety and comfort of your child, keep him/her home until he/she feels better and no longer presents the danger of passing on their illness.

When your child has a fever, make sure they remain at home 24 hours after their temperature has returned to normal. Children with lice must be nit free before returning. We may require a physician's release for any medical or health condition.

If your child becomes ill while at our program, you will be required to pick up your child when called. Please remember that we have the health of all children and staff to consider. If your child becomes sick during school hours and attends our After School Program, you will need to contact the YMCA to let us know of your child's absence. The school will not communicate to us if a child has been picked up early.

Medication

If your child has a known medical condition (asthma, diabetes, food allergy, seizure disorder, etc.) be sure the Site Director and/or Childcare Director know what to do if a problem should occur during program hours. Make sure that medication is available and that the appropriate forms for its use have been completed. If a child is required to take medicine while in our program, parents must complete a Medication Authorization Form giving YMCA staff permission to give the medication, along with clear instructions for administering. The medication must be given to the Site Director by an adult. The YMCA will only administer prescription medication. All medication must be in its original prescription container – no zip lock bags, etc.

Immunizations

All program participants must be current with age appropriate immunizations. If your child's before/after school program is not located at their elementary school (where immunization records are kept on file), a copy of the child's current immunizations may be required.

Special Needs

Dietary, medical, personal, behavioral and/or physical special needs must be reported on the registration form. Verbal follow-up is appreciated. Our staff will make every effort to accommodate these needs. In order for the YMCA to provide the best experience for your child, we ask that, prior to registration, you consult with the Childcare Director regarding any special needs of your child. Due to the fact that there are some medical treatments and procedures that legally the YMCA staff is not trained nor qualified to perform, children will be enrolled on an individual basis.

Adult Safety Guidelines

All parents, children and employees of the YMCA have the right to be treated in a manner that is professional, respectful and safe. Any parent, guardian or staff who jeopardizes the safety of others may be prohibited from participation in the YMCA or any of its activities. Everyone at the YMCA is expected to follow our Code of Conduct. This applies to members, program participants, guests, parents and staff. The YMCA also expects that all participating parents/adults act as positive role models while at a YMCA site. Participants, guests, and parents are expected to behave in a civilized manner towards one another and towards YMCA employees and volunteer staff at all times. Parents and others who exhibit inappropriate behavior will cause their child to be asked to leave our program.

While it is rare that extreme incidents occur with adults relating to our childcare program, the YMCA reserves the right to immediately terminate program enrollment due to extreme hostility

or misconduct demonstrated by adults/parents. If you observe a problem with our program or with a staff member, please contact a YMCA Director and/or put your complaint in writing. By doing this, we avoid any unnecessary confrontations that might be uncomfortable for the children, other parents and staff.

Separated/Divorced Parents/Guardians

Parents/guardians that are separated or divorced will need to provide copies of a signed court order if there are restrictions regarding their child. Without a signed court order, staff will be required to release the child to either parent/guardian or whomever they authorize to pick up the child.

- Staff cannot get involved in personal matters. To avoid putting staff in a difficult situation, please do not share personal information unrelated to the Before/After School Program with staff.
- Staff are not allowed to give out copies of documents (i.e. incident/accident reports, behavior reports, etc.)
- Any issues related to the child will be told to whoever picks him/her up that day. Separated/divorced parents will need to come up with their own method of sharing information.
- Payments are posted under the child's name and are due no later than 6:00pm on Friday for the upcoming week. We cannot get involved in situations where one parent picks up a child and the other parent is supposed to make payment.
- Any written information mailed out from the YMCA will be mailed to the individual that registered the child in our program.

Parental Involvement/Communication

Parents are an important part of our Before/After School Program. The YMCA and parents are partners in helping each child have a fun-filled, enriching and safe experience in our program. We want parents to communicate needs, problems and concerns as well as great experiences. You can write a note to your child's Site Director, Childcare Director, e-mail us, or call us. We encourage you to share your talents, hobbies and/or profession with your child's group. We invite parents to visit our program any time during the hours of operation. Parents should feel free to observe and interact with their child. When arriving to visit or observe, we ask that parents notify the Site Director of their presence. We do encourage parents to be respectful of their child's program schedule or activities.

MISCELLANEOUS

What To Bring

- Any school supplies needed to complete homework
- Any assignments, workbooks, books, etc. Children are not allowed to return to their classrooms for any reason once they are in



- our program
- Positive attitudes

What To Leave At Home

- Before/After School is fun enough
– don't bring your own toys
- Cell phones/ipods
- Video games
- Any electronic devices
- Chewing gum
- Grouchy attitudes!

We urge children to leave any valuable toy or game at home. Any items brought to the program are done so at your own risk. We are not responsible for any lost, stolen, or damaged items or clothing.



Lost and Found

All items brought to our program should be clearly marked with your child's name. While keeping up with their own belongings is the responsibility of the child, we do realize that sometimes things get misplaced. We will do our best to reunite lost belongings with the appropriate owners. However, due to limited storage space at most YMCA Before/After School Programs, the Lost and Found is usually disposed of on a weekly basis.

Helping Your Child Get The Most Out Of Our Program

Before/After School Care provides your child with a unique opportunity to learn and grow, to create and explore. In this child-centered environment, he/she can test skills, gain confidence, meet new friends and learn to share with and accept others. All this and fun too!

Here are some suggestions that will make your child's experience even better and allow some fun and learning to carry over at home.

1. Show an interest in what your child has been doing in our program. Take time at dinner to talk about what was seen and done during the day.
2. Any award or recognition given is an acknowledgment of individual accomplishment. Everyone's self-confidence can use a little boost!
3. If a certain activity or event sparks your child's interest and enthusiasm, encourage further exploration at home and with the family.

Our Before/After School Program offers many opportunities for new experiences. There are also some events and activities that include parents and family members. We invite you to join us for lots of fun. Days and times will be announced in newsletters.

SPECIAL NOTE TO PARENTS

To make sure your child remains safe outside of YMCA supervision and to protect our staff and volunteers, the YMCA encourages your cooperation in the following areas:

- It is a violation of YMCA policy for a YMCA employee to baby-sit, host sleepovers, or spend time one-on-one with your child outside of YMCA programs.
- Do not leave your child at the YMCA facility, school, playing field, etc. unless a YMCA staff member is there to receive and supervise your child.
- Talk to your child about the importance of telling you if someone does or says something that makes them feel uncomfortable. Emphasize that adults should not ask them to keep secrets from you.
- Explain to your child that he/she has a basic right to privacy and that no one should touch them inappropriately or make them touch someone else inappropriately.
- Instruct your child to always remain part of the group. Stress safety in numbers.
- Be concerned if your child suddenly becomes withdrawn or balks at attending certain activities or being around a certain person. Gently seek to find out why.
- Report any actions by YMCA staff or volunteers that you deem to be inappropriate to the Childcare Director or Executive Director of the YMCA branch. If these actions involve suspected child abuse, contact the Child Abuse Hotline immediately. There are two toll-free numbers and they are operational 24 hours a day, 7 days a week. The numbers are 1-877-54ABUSE (1-877-542-2873) and 1-877-237-0004.

Character Counts! At the YMCA

Our program rules are rooted in the four character values that are at the heart of the YMCA. We feel that every program participant, staff member, parent/guardian, guest, etc. should practice and model:

CARING

- We care about each other's feelings, we do not tease or make fun
- We take care of the YMCA games and equipment so that others may enjoy them
- We care for the school and YMCA property by cleaning up after ourselves
- We are for our bodies: NO smoking, drugs or alcohol
- We care for others by keeping our hands and feet to ourselves
- We do not hit, kick, punch, push, spit, bite or pinch others

RESPECT

- We listen to our counselors and other staff members
- We follow directions the first time they are given
- We speak to each other nicely
- We ask before taking or touching someone else's belongings

HONESTY

- We try our best to always tell the truth
- We treat each other fairly
- We are honest with ourselves, and ask for help when we need it

- We try to “do the right thing” without being asked or told

RESPONSIBILITY

- We come to the YMCA program prepared by bringing what we need
- We leave unnecessary items at home
- We only talk about appropriate topics and use appropriate language
- We stay in the program area where the counselors can see us and know where we are at all times
- We ask permission if we need to leave for any reason

Rights and Responsibilities of Children:

Every child enrolled in a YMCA program has the right to:

- A safe and reliable environment
- Use all equipment and space on an equal basis, to find equipment where it is intended and in functional condition
- Have their ideas and feelings respected
- Discipline that is fair, equal and respectful to them
- Express their creative ability
- Have a safe environment free of hazards
- Voice their opinion of rules and activities
- Have staff members who care about them, enjoy being with them and who will help them grow

Each child needs to be responsible for:

- Learning to take the consequences of their actions
- Respecting the rules that guide them during the program
- Controlling their feelings so their actions do not harm anyone
- Sharing equipment and facilities with all children in the program
- Treating equipment and facilities with care and respect
- Remaining with the staff members at all times
- Respecting the staff and other children in the program
- Coming to the program immediately after school
- Returning equipment and materials to the place they found them
- Carrying out an activity in which they have committed themselves

Rights and Responsibilities of Parents:

Parents have a right to:

- Know that their children are in a safe environment where they are free to select from a variety of activities
- Share their concerns with the staff

- Know if their child is misbehaving, and to spend time talking with the staff concerning a solution
- Voice special concerns and considerations not covered in the manual
- To discuss special issues where occasional exceptions may be made from the rules set forth in the manual

Parents have a responsibility to:

- Let the staff know if their child will not be attending
- Observe the rules and policies of the program
- Listen to concerns that staff may have about their child's behavior and assist in resolving the issue
- Replace any equipment that their child is responsible for misusing
- Sign their child in each morning and out at the end of each day
- Pay fees in full, on time
- Pick their child up on time

YMCA of Memphis & the Mid-South CODE OF CONDUCT

At the YMCA, we expect staff, members and guests to behave in accordance with our mission and values at all times, respecting the rights and dignity of others.

At the YMCA, we demonstrate Caring, Respect, Honesty and Responsibility by:

- Speaking in respectful tones; refraining from the use of vulgar or derogatory language; and dressing appropriately.
- Resolving conflicts in a respectful, honest and caring manner; never resorting to physical contact or threatening gestures.
- Respecting others by refraining from intimate behavior in public; abstaining from contact of a sexual nature.
- Respecting the property of others; never engaging in theft or destruction.
- Creating a safe, caring environment; never carrying illegal firearms or devices.
- Participating in programs to build a healthy spirit, mind and body; never engaging in the use, sale, dispensing or possession of illegal drugs or narcotics, or the unsanctioned use of alcohol on YMCA premises.

Adherence to the YMCA Code of Conduct is essential. Noncompliance may result in suspension or termination of YMCA membership/program privileges.

Our Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.