PARENT HANDBOOK

YOUTH DEVELOPMENT

YMCA OF MEMPHIS & THE MID-SOUTH

Dear YMCA Families,

Welcome! We are so glad you've chosen the YMCA of Memphis & the Mid-South to be part of your child's journey of learning, development, and discovery. Whether your child is with us before and after school, during holiday breaks, or throughout the summer, we are honored to be a part of your family's story during these essential years of growth and development.

At the YMCA, we are committed to nurturing the potential of every child and teen. From cradle to career, the Y empowers young people to lead inspired, successful lives. Our mission comes alive most clearly in the way we serve children. We know that child and youth development are the foundation for a stronger future, and our programs are designed to help every child build confidence, support academic achievement, build character, and create friendships that last a lifetime.

Through our strong partnerships with local school districts, the YMCA proudly aligns its programs to complement and enhance the school experience. While we are distinct organizations, we are united by a shared commitment to strengthening youth development, inspiring learning, and ensuring every child has the opportunity to thrive—together, in full alignment.

Our childcare and camp programs are more than just safe and engaging places—they are opportunities for life-long learning. Each day, children experience:

- **Activities that build self-confidence and independence**
- **Opportunities to instill the values of caring, honesty, respect, and responsibility**
- **Encouragement to explore, learn, and create in a supportive environment**
- **Academic support through one-on-one guidance with a supervisor who understands each child's unique needs, thanks to our close collaboration with schools and teachers**
- **Plenty of fun and healthy movement woven into the day**

Positive relationships are central to everything we do. Our staff members are more than supervisors—they are mentors and role models who interact with warmth, patience, and understanding. They encourage leadership, invite children to share ideas, and help them discover new ways to grow. Just as importantly, our staff work together as a team, modeling cooperation and problem-solving that children can learn from and emulate.

This handbook is designed to help answer questions about our policies and procedures, but we hope it also shows the heart of our programs: your child's safety, well-being, and personal growth will always come first.

Thank you for trusting the YMCA with such an important role in your family's life. Together, we are nurturing confident kids, strong families, and a healthier community.

With gratitude,

Brian McLaughlin
President & CEO
YMCA of Memphis & the Mid-South

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ORGANIZATIONAL OVERVIEW

OUR VALUES

At the YMCA, our culture and core values comprise the essential principles guiding us in everything we do. Every day, we work to ensure that all people have access to the opportunities, relationships, and resources necessary to learn, grow and thrive.

BUILDING OUR FUTURE

The Y is an impactful organization of individuals who have a shared commitment to nurturing young people, promoting healthy living, and fostering a sense of social responsibility. Strengthening the community is our purpose, and we believe that lasting personal and social change can only come when we all work together.

OUR CULTURE

Every day and in everything we do, we strive to create a culture that is welcoming, genuine, hopeful, nurturing, and determined for all our staff, members, program participants, and volunteers.

OUR MISSION

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

We believe in helping kids learn their true potential through programs designed to grow the leaders of tomorrow. At the Y, we strive to create an environment where kids and families can thrive.

All people are welcome at the YMCA regardless of race, sex, age, national origin, religion, marital status, sexual orientation, sexual identity, political ideology, or abilities. Children and parents who have limited English language ability will be assisted with an interpreter or with the translation of written information. Please contact the program director or customer support to make the necessary arrangements.

The YMCA Youth Development department will reflect and respect the diversity in our community. Religious education is not part of our program. The YMCA of Memphis & the Mid-South is committed to providing developmentally and culturally appropriate programming that reflects and supports children and families from all backgrounds and cultivates a more compassionate world. The YMCA is committed to the inclusion of all people in our community.

ORGANIZATIONAL OVERVIEW

ADA COMPLIANCE AND SPECIAL ACCOMMODATIONS

The YMCA of Memphis & the Mid-South seeks to serve all people. It is our intention to include people of all abilities in our programs in the most inclusive setting wherever it is reasonably possible to do so. This includes individuals with a physical or intellectual condition that substantially limits a major life activity, individuals with a record of such disability, or individuals who are regarded as having this disability.

Despite our best efforts, it may not be possible in certain circumstances for the YMCA to accommodate the disability or special needs of a particular child. This occurs in two circumstances:

- The individual's disability or special needs present a significant risk to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level;
- The required accommodation would require a fundamental change to the YMCA's youth development programs or otherwise would present an undue burden for the YMCA.

For some children, special accommodation needs may appear later or may change over time. The YMCA will make ongoing assessments of your child's needs and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations, or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations.

YMCA staff members are encouraging, patient and helpful in paving a pathway for children with mild to moderate disabilities to succeed at YMCA Programs.

If your child has significant health issues or a special need, please inform YMCA's customer support at 901-766-7677 at the time of registration (and prior to attendance in the program), in order to initiate an appropriate process to determine reasonable accommodations to access the program and scope or responsibility for the provision of reasonable accommodations. Qualified students are admitted on a first-come, first-serve basis.

REGISTRATION & ENROLLMENT

YMCA TEAM MEMBERS

The quality and effectiveness of our program is directly related to the professional skills, competencies, and behaviors of our team. Team members are not only trained and expected to carry out the policies and procedures of the YMCA in order to keep children safe while having fun, but also concentrate on the individual child. The YMCA understands the role every adult plays in the life of a child and expects all team members to serve as role models for children and families.

We conduct criminal background checks, central registry checks, reference checks, pre-employment and random drug testing, and motor vehicle report checks on all our employees. YMCA Team members also receive a minimum of 15 hours of ongoing training every year. You can be sure that we are hiring quality staff to work with your children while they are in our care.

REGISTRATION AND PAYMENT PROCESSING INFORMATION

Registration Fee and Deposits: All registrations are to be completed online at www.ymcamemphis.org. There is a non-refundable registration fee required at the time of enrollment.

To determine our fees each school year, we review the school calendars for each of the school districts to determine the anticipated total number of days we will provide care. School year start dates, Fall Break, Thanksgiving Break, Winter Break, Spring Break, and other abbreviated weeks are considered. Our schedule is based on the costs associated with operating the program – staff costs, supplies, etc. There are three types of services requiring fees for youth development programming: Y Care/Club Y (Before Care and/or After Care), School's Out Camp (Fall/Thanskgiving/Winter/Spring Break), and Summer Camp.

- Regular weekly care – Once you enroll your child, you reserve a space for that child for the entire school year. Payments are due regardless of attendance. All fees are weekly, there are no daily rates. Fees are automatically deducted from your card on file the Friday TEN DAYS prior to the Monday of care. None payment will result in withdrawal of care. If a waitlist is in place at the site, re-enrollment after withdrawal in the program will cause a participant to be placed at the end of the waitlist.
- Fees for Fall/Winter/Spring break – You must register separately in advance and pay online at www.ymcamemphis.org. A separate weekly registration is due for each week of holiday break camp care. Fees are required regardless of attendance.
- Summer camp care – Once you enroll your child, you reserve a space for that child for the entire week of camp. Online registration is set up for each week of summer camp. Payments are due regardless of attendance. Fees are automatically deducted from your card on the Friday TEN DAYS prior to attendance. If the payment is returned there is a $30 fee added to my account drafted at the next weekly payment. Children may not attend our program unless their payments are current. There is no second child discount.

REGISTRATION & ENROLLMENT

CANCELLATION & WITHDRAWAL POLICY

Y Care/Club Y (Before and After Care) – Once you enroll your child, you reserve a space for that child for the entire school year. Payments are due regardless of attendance. Y Care fees are weekly, and there are no daily rates. Fees are automatically deducted from your card on file the Friday TEN DAYS prior to the Monday of care. Nonpayment will result in withdrawal of care. If a waitlist is in place at the site, re-enrollment after withdrawal in the program will cause a participant to be placed at the end of the waitlist.

School's Out Camp (Fall/Thanksgiving/Winter/Spring Break) – You must register separately in advance and pay online at www.ymcamemphis.org. A separate weekly registration is due for each week of holiday break camp care. Fees are required regardless of attendance.

Summer Camp – Once you enroll your child, you reserve a space for the entire week of camp. Online registration is set up for each week of summer camp. Payments are due regardless of attendance. Fees are automatically deducted from your card on the Friday TEN DAYS prior to attendance. If the payment is returned there is a $30 fee added to your account that is drafted on the next weekly payment. Children may not attend our program unless their payments are current. There is no second child discount.

Returned checks/EFT or credit cards must be paid in full, along with the $30 service fee. Should your child's account have two returned EFTs, we will no longer be able to accept EFTs as payment. Returned EFTs must be paid by debit/credit card only. Non-payment will result in the withdrawal of care.

Enrollment for Before and After Care for a child/children is for the full school year. Enrollment for Summer Camp enrollment is for selected weeks.

In all programs, if withdrawal is made with less than 2 weeks' notice, then the fees during that time period will be assessed and no refunds will be available for previously drafted fees. Withdrawals must be made through the online withdrawal form available at www.ymcamemphis.org.

For summer camp, if you wish to un-enroll or change weeks you must give the YMCA notice of at least two weeks in advance via the online withdrawal form. A $25 administrative fee per child will apply at the time of notification for each week's withdrawal or change. If you fail to provide notice more than two weeks in advance, then the fees during that time period will be assessed and no refunds will be available for previously drafted fees. If a camper does not attend for the week in which they are registered, there will be no refund.

REGISTRATION & ENROLLMENT

REFUNDS

All fees paid are applied to direct operating costs such as staff, snacks, and materials. All of these must be available each day for each child enrolled. When children enroll, the enrollment is reserving the time, space, staff, and provisions for each child, whether the child attends or not. We cannot deduct days missed from a fee.

A full refund will only be given if the YMCA cancels the overall program. Weeks will only be prorated if the school is out for three days or more (inclement weather excluded). Registration fees are non-refundable. Weekly fees are not refundable if a child is suspended/expelled from our program.

Refunds can take up to 30 days to process. Refund requests should be made within 30 days of withdrawal from the program. Refund requests that are submitted past the 30-day limit will not be accepted.

FEE ASSISTANCE

The YMCA of Memphis & the Mid-South serves all incomes, all ages, and all abilities. Fee assistance/scholarship applications are available on the YMCA website. 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. You may be asked to turn in proof of income within 30 days or assistance will be forfeited. Fee Assistance is made available through the YMCA Annual Giving Campaign.

INCLEMENT WEATHER

If the school is closed during school operational hours due to inclement weather, before care or aftercare will not take place. If the school has an early dismissal, aftercare will not take place. Parents must pick up their children at school. It is the parent's responsibility to contact the school with pick-up information. No credit, refund, or payment transfer is given for closings due to inclement weather, emergency situations, or acts of God.

If the school is closed for inclement weather and the YMCA is open during regular hours, we will offer inclement weather camp at no cost to families already enrolled in our program as spaces are available. Parents will be communicated through the email address on file with the registration.

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 program locations are open from 6:30 am to 6:00 pm. Check with your site location for specific hours.

BEFORE & AFTER SCHOOL CARE – ATTENDANCE LIMITS

This addendum applies exclusively to YMCA Before & After School Care programs operating in Mississippi and supplements the policies outlined in the YMCA Parent Handbook.

DAILY ATTENDANCE LIMITS

Children enrolled in YMCA Before Care and/or After Care programs may not exceed 5 total hours of care per day, subject to the following limits:

- Before Care: 6:30 AM – 8:00 AM (maximum of 1.5 hours)
- After Care: 2:30 PM – 6:00 PM (maximum of 3.5 hours)
- Combined Daily Maximum: 5 hours

Parents and guardians are responsible for ensuring their child's attendance remains within the established program hours and daily attendance limits.

This policy applies only to Mississippi locations during regularly scheduled Before & After School Care program hours. All other policies outlined in the YMCA Parent Handbook remain in effect.

SIGN IN/SIGN OUT PROCEDURES

All children must be signed in or out of our programs by an adult 18 years or older. No child, regardless of circumstances, will be allowed to leave the care of the YMCA staff with an unauthorized person. Your child will only be released to the people you have listed on the Authorized Pickup List. In the event of an emergency and you or an authorized pickup is unable to pick up your child, you must contact customer support at (901) 766-7677. If a non-custodial parent has been denied access to a child by a court order, you must submit documentation to that effect (within 24 hours of registration), and we will comply with it accordingly. Anyone picking up your child must be at least 18 years or older and must show a valid picture ID. You are required to show your picture ID at every pick-up.

PROGRAM OPERATIONS

LATE PICK UP POLICY

Children must be picked up by 6:00 pm, the time the site closes.

If an emergency arises and you are unable to reach the site by close, please contact your site location or customer support to let us know when we can expect your child(ren) to be picked up. The YMCA is required to notify the Department of Children's Services or the police when children are left in a program without notification from families and when no contacts can be reached to pick up the child.

Each center follows these guidelines in response to a late pick-up:

1. If the family is late for pick up, immediately after 6:00 pm staff will try to call the family to ensure that someone is on the way to pick up the child. If the family is not reachable, staff will notify emergency contacts and ask for pick up.
2. If the family and emergency contacts cannot be reached within 30 minutes, the staff notifies the Department of Children's Services and police.
3. A late fee of $1 is charged for every minute the parent is late with a $10 minimum that will be automatically drafted with your weekly fee for the upcoming week of service.
4. If your child is picked up late on three occasions, your child's participation in the program may be suspended or terminated.

We will follow these steps:

1. 1st time late: The site staff will reinforce the closing time and document in the child's file the late pickup and give the family a copy of the Late Policy.
2. 2nd time late: The Site staff will provide written documentation about being late, listing the 1st and 2nd time being late on the notification form. The team will notify the customer support center that a late fee charge will occur.
3. 3rd time late: The site staff will notify their immediate supervisor for next steps which could include suspension or termination of care.

The late pick-up policy is strictly followed and enforced.

POSITIVE BEHAVIOR GUIDANCE

The goal of the YMCA of Memphis & the Mid-South is to guide, encourage, and support children as they develop into caring, honest, respectful, and responsible individuals through positive teaching techniques. The safety of a child is the highest priority for setting behavior management strategies.
Our behavior management techniques are designed to promote the development of self-direction and self-control. This is accomplished through sensitivity, consistency, firmness, fairness, and follow-through. YMCA staff introduces positive behavior strategies including the use of natural and logical consequences, redirection, the setting of limits, and the giving of choices. We consistently reinforce positive behavior. All consequences must be reasonable, related to the behavior, age-appropriate, and respectful to the child.

At the YMCA, this means more than just activities. Character development and emphasis on values is a big part of what makes the YMCA different from other programs. We believe character development is an important challenge for all of us – staff, volunteers, members, children, and parents – to accept and demonstrate the positive values of caring, respect, honesty, and responsibility. We will conduct activities emphasizing these values throughout our program. These activities can range anywhere from thoughts for the day, an inspirational message, or "appreciation" stories.

THE FOLLOWING FOUR VALUES WILL BE STRESSED IN EVERY YMCA PROGRAM:

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 care for our bodies: We refrain from all smoking, drugs or alcohol.
- We care for others by keeping our hands and feet to ourselves.
- We refrain from all hitting, kicking, punching, pushing, spitting, biting or pinching 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 respectfully.
- We ask before taking or touching others' items.

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."

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 always.
- We ask permission if we need to leave for any reason.

PROGRAM OPERATIONS

REINFORCEMENT & REDIRECTION ACTION STEPS

As a role model for your child, we want to help children learn and understand appropriate responses, behavior and character by practicing these strategies:

- Teach appropriate behavior.
- Model appropriate behavior
- Celebrate when good choices are made.
- Practice behavior strategies repeatedly so that children learn to internalize them.
- Reinforce the positive and appropriate choices children make.
- Confront inappropriate behavior.

The following behaviors are not acceptable, and could result in immediate suspension or termination from the program:

- Endangering the health or safety of children or staff
- Damaging Property
- Habitual use of profanity, vulgarity or obscenities
- Possession or use of illegal substances or paraphernalia
- Possession of any weapon

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 infraction, the youth development staff 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 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.

PROGRAM OPERATIONS

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

- Fighting
- Habitual use of profanity, vulgarity, or obscenities
- 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.
- Possessing or use of illegal substances, paraphernalia, or weapons.
- Endangering the health or safety of children or staff

Depending upon the severity of the offense, a child may be immediately suspended or permanently removed from our program upon the first offense at the staff's discretion. In the event of a major infraction of the rules, the youth development staff will contact a parent/guardian to discuss the issue and, if warranted, decide 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 asked to leave our program. If this occurs, the child is not eligible to sign up for camp or Y Care again in the future at any YMCA location. If the child is suspended, the parent will still be responsible for paying the weekly fee.

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. Physical violence cannot and will not be tolerated. Behavior that is deemed extremely unsafe or violent may result in immediate termination from our 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 parents/guardians.

HEALTH & SAFETY

Please notify customer support and your site director immediately when there is a new home or work phone number, if you have moved, etc. If your child is sick or injured, it is important for us to be able to reach you right away.

PROGRAM OPERATIONS

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 the 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.

MEDICATIONS

If your child is taking prescription medication that must be administered during camp or extended care hours, please complete the medication treatment form with the name, dosage and time your child will need the medication. We cannot administer any medication without written parental/guardian consent. All medication will be collected by the Site Director/Camp Director at the beginning of each week of the program and administered as prescribed by the doctor. Medications must be in the original container with the appropriate dosage indicated. Unused medications will be returned to the parents at the end of the week. It is required that only one week of medication will be stored at the location. Students who use asthmatic inhalers or medications for allergic reactions (i.e., an Epi- Pen) will be kept by a counselor in their group and students can only administer it to themselves under the supervision of a counselor/adult.

ACCIDENTS, ILLNESS & EMERGENCY

We work very hard to anticipate and prevent injuries. If your child is injured, we will: Administer Band-Aids, icepack, and comfort in large doses for small hurts (minor cuts, scrapes, and bumps).

We will 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 how you would like to proceed.

Secure medical treatment immediately if a parent or emergency contact cannot be reached or if the injury warrants fast action. The Y reserves the right to contact emergency care.

PROGRAM OPERATIONS

IMMUNIZATIONS

All program participants must be current with age-appropriate immunizations. If your child's YMCA childcare 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. Different requirements may be outlined based on pre-k programs or the state in which your program operates.

YMCA COMMUNICABLE DISEASE POLICY

Each Site Director has been trained to identify the signs and symptoms of illness. Should a student exhibit any symptoms of illness, the parents will be called to arrange for immediate pick-up. Examples are:

- Diarrhea (more than one abnormally loose stool within 24 hours)
- Severe coughing
- Yellowish skin or eyes
- Conjunctivitis
- Temperature of 100°F or higher
- Untreated, infected skin patches
- Stiff neck
- Unusual spots of rash
- Sore throat or difficulty swallowing
- Vomiting
- Evidence of lice, scabies, or other parasitic infection

A child exhibiting signs of illness will be isolated until they are picked up by the parent or other authorized adult. Any child who has been diagnosed with a communicable illness will only be allowed back into camp with a doctor's release or after the CDC's specified timeframe for communicability.

LOST & 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 YMCAs and school sites, the Lost and Found is usually disposed of on a weekly basis. The YMCA is not responsible for broken, lost, or stolen items.

PROGRAM EXPERIENCE

HELPING YOUR CHILD GET THE MOST OUT OF OUR PROGRAM

YMCA Youth Development programs provide your child with a unique opportunity to learn and grow. Our Youth Development programs encourage your child to create and explore. In this youth-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 Youth Development programs offer many opportunities for new experiences. On occasion we may host events and activities that include parents and family members. We invite you to join us for lots of fun. Days and times for special activities and events will be announced in newsletters.

SPECIAL NOTES TO PARENTS

We take the safety of children, youth, and vulnerable adults seriously. The Y is about youth development: kids and young adults must be safe to grow, thrive, and reach their potential in a nurturing environment. The mistreatment or neglect of members, participants, staff, and others in our care and the resulting severe effects are of primary concern. 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 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 customer support, Site Director, or Program Director.

MANDATED REPORTING SUSPECTED CHILD ABUSE & NEGLECT

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of the YMCA of Memphis & the Mid-South are considered mandated reporters, under this law. The employees of the YMCA are not required to discuss their suspicion with parents prior to reporting the matter to appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at the YMCA take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of the YMCA of Memphis & the Mid-South cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect can include, but are not limited to:

- Unusual bruising, marks or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, and season.
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended
- Failure to attend to the special needs of a disabled child.
- Sending a sick child to school/camp overmedicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abuse

PROGRAM EXPERIENCE

RIGHTS & RESPONSIBILITIES OF CHILDREN

Each child needs to be responsible for:

- Learning to take the consequences of their actions.
- Respect 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
- Always remaining with the staff members
- Respecting the staff and other children in the program
- Coming to the program immediately
- Returning equipment and materials to the place they found them.
- Carrying out an activity in which they have committed themselves.

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.
- Correction and redirection that is fair 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 will help them grow.

PARENTAL CODE OF CONDUCT

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 experiencing challenging behavior and 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.

PROGRAM EXPERIENCE

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.

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 participating 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 always behave in a civilized manner towards one another and towards YMCA employees and volunteer staff. Parents and others who exhibit inappropriate behavior will cause their children 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 Customer Support and/or YMCA Program 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.

CODE OF CONDUCT

The YMCA is committed to youth development, healthy living and social responsibility. As such, behavior inconsistent with our mission and cause is not permitted on YMCA property or program sites. This includes, but is not limited to:

- Profanity or abusive language, including harassment of any kind.
- Viewing or discussing sexually explicit content
- Theft or destruction of property
- Physical contact with and/or threatening other YMCA members, staff, volunteers or program participants.

- Use of tobacco products or electronic vaping products
- Consumption of alcohol
- Being under the influence of drugs or alcohol

YMCA Member or participant behavior inconsistent with our code of conduct will address and may result in the termination of facility access, membership, and/or program participation privileges.

SEPARATED OR DIVORCED PARENTS OR 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 childcare program with staff.

Staff are not allowed to give out copies of documents (i.e. incident/accident reports). Any issues related to the child will be expressed to the parent or guardian that 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 the week in advance. We are unable to get involved in circumstances where one parent picks up a child and the other parent is supposed to make payment.

Any written or e-mailed information mailed out from the YMCA will be sent to the individual that registered the child in our program.

PARENTAL INVOLVEMENT & COMMUNICATION

Parents are an important part of our 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 their needs, problems, and concerns as well as great experiences. You can write a note, email or call your child's Site Director, Program Director, or customer support.

PROGRAM EXPERIENCE

PARENTAL INVOLVEMENT & COMMUNICATION

NEWSLETTER

A monthly newsletter is provided for Before and After School Care and a weekly newsletter for summer camp. Please make sure to have a valid email address for these communications.

EMAIL AND/OR TEXT

E-mails and/or texts will be sent to the e-mail and/or phone number given at registration. Please check frequently for updates and important information.

SOCIAL MEDIA

Please check out our website, Facebook page and Instagram for pictures, updates and important information.

SUMMER CAMP

WHAT TO BRING TO CAMP

- Swimsuit (appropriate for a family environment) and towel on scheduled swim days
- Water bottle. Must have a no-leak sealed top and be labeled with the child's name.
- Sunscreen – SPF 15 or higher. Campers may keep sunscreen with them during camp hours. Please mark all your sunscreen with a permanent marker and cover the name in clear tape; this will keep the name from rubbing off. YMCA staff are not permitted to apply sunscreen to any camper. Please teach your campers how to apply sunscreen before they attend camp.
- As part of our USDA Food program, many of our camp locations provide breakfast, lunch and snacks. This information can be found on the YMCA of Memphis & the Mid-South website to confirm camp locations serving meals. For those locations not serving meals, please bring a sack lunch. All campers should bring a non-perishable lunch and a beverage to camp daily unless otherwise notified. Please do not include candy or soft drinks. Lunches cannot be refrigerated; therefore, we ask that you send lunches that contain food items that will spoil if not kept cold. Please do not provide your camper with food that will need heating, refrigerating, or microwaving as these are not available. Camp staff is not responsible for food preparation or pre-heating meals. Please mark all lunches with the camper's first and last name.
- Excitement, joy and wonder!

PROGRAM EXPERIENCE

WHAT TO LEAVE AT HOME

- Personal items such as toys
- All electronic devices, including but not limited to cell phones, iPods, video games, etc.
- Chewing gum, candy, soft drinks
- Squirt guns, large water toys (such as floats) unless otherwise notified.
- Anything deemed "too valuable to lose."
- Grouchy attitudes!

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the director/staff for use as part of the curriculum. Parents are responsible for enforcing this policy with their children. Parents are encouraged to consult the staff should they find their child is having difficulty with this policy. If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the camp and remove the toy.

Please note that the YMCA is not responsible for broken, lost or stolen items at camp or before and after school care.

WHAT CAMPERS SHOULD WEAR

- Each day, children should dress for active/OUTDOOR play.
- Comfortable clothing and shoes made for running and climbing are a must.
- No sandals, flip-flops, crocs or other open-toe shoes are allowed. No midriff/belly shirts, please.
- A cap or hat for sun protection is advisable. Please label with your child's name.
- All clothing should be clearly marked with the child's name.

Since children will be outdoors most of the day and use water, paint, and other messy materials, it is best if children do not wear expensive or dressy clothing. The YMCA is not responsible for clothing that may become stained or dirty while at day camp. Its camp...dress for a mess!

Camp shirts must be worn on all field trips. Camp shirts allow us to easily identify our campers in public situations and keep our child safe. For this reason, if a child is not wearing their camp shirt on their field trip day, a new shirt will be provided, and the account will be charged for the new camp shirt. Please note - Children must attend field trips on their designated days due to age-appropriate activities and/or staff ratios.

PROGRAM EXPERIENCE

HEALTH & SAFETY AT CAMP

Camp takes place in an outdoor setting. Campers are outside a significant portion of the day. Some minor injuries that could occur during the course of a normal camp day include sunburns, minor scrapes or cuts, slipping, falling, splinters, bumps, bruises, insect bites, ticks, and poison ivy. In the event any of the above or similar conditions occur, YMCA staff will treat these according to basic first aid guidelines (soap, water, ice, bandages). The parents will be notified, and an incident report completed. Campers do not always inform camp staff of scratches, rashes, insect bites, etc. Please do a daily health check of your child.

If illness or injury results in a more serious condition than described above, YMCA Camp staff will contact the parent or guardian to decide on care and/or contact 911. For the camper's safety, it is essential to provide the YMCA with two additional emergency numbers in the event of an emergency.

FIELD TRIPS

All locations will take off-site and on-site field trips each week if scheduling and transportation permit. There is no additional charge for field trips. Destinations vary according to children's ages. Children must attend field trips on their designated days due to age-appropriate activities and/or staff ratios. For offsite field trips, campers must be onsite 30 minutes prior to bus departure. Children do not have the option to stay at the YMCA if they do not want to go on the field trip. Please note, for the safety of your child, picking up from the field trip is prohibited. Campers must wear their camp shirt in order to attend the field trip. If your child does not wear the official camp shirt, the parent will be required to purchase a shirt for $6. This will automatically be charged to the account on file. Please do not send money with your child on field trip day. All fees are included in your weekly rate.

SWIMMING AT SUMMER CAMP

Campers will swim per the assigned swim schedule. Lifeguards are always present, and lifejackets are required if the camper does not pass the requirements of the pool's swim test. All inquiries regarding summer camp swimming lessons should be directed to the customer support center.

PROGRAM EXPERIENCE

TRANSPORTATION

During the summer, we lease school buses for transportation. All YMCA Summer Camp drivers are required to hold a valid driver's license with endorsements for the specific type of equipment being driven. In addition, we expect our drivers to:

- Drive safely, carefully, and courteously.
- Obey all traffic laws and heed posted signs – especially speed limits and parking restrictions.
- Exercise extreme caution and good judgment when boarding or dropping off children.
- Account for every child scheduled to ride the vehicle and ensure that every child on board sits properly in the seat and does not extend arms, legs or head out of the vehicle.

BUS RULES

- OBEY THE BUS DRIVER.
- No authorized items on the bus. (No weapons, tobacco, combustibles, pets, large items, etc.)
- Be nice and courteous.
- Keep the bus clean.
- No profanity and NO FIGHTING
- Keep all body parts inside the bus.
- Do not throw anything, anywhere.
- Stay in your seat. The driver may assign seats.
- No eating or drinking.
- Do not distract the driver through loud talking or misbehavior.
- Report any problems you may have to the driver as soon as possible.
- Be sure to collect all items before leaving the bus.
- At any time, a child has broken any of the "Bus Rules" or YMCA policies, he/she may be subject to suspension or expulsion from transportation services.

THANK YOU FOR CHOOSING THE YMCA FOR YOUR YOUTH DEVELOPMENT NEEDS AND SERVICES!