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Objectives
The YMCA of Greater Richmond Youth Development programs welcome you and your child! We desire to make this a happy and safe experience. The Y is the largest nonprofit child care provider with a history of stability built on the core values of CARING, HONESTY, RESPECT, and RESPONSIBILITY.

The YMCA’s Youth Development programs seek to help each child.
  * Develop an appreciation for himself/herself, family, school, community, country, and other cultures.
  * Develop knowledge, interests, and skill in his/her school through homework support and outdoor-related activities.
  * Develop and improve personal skills such as neatness, originality, patience, and dependability.
  * Develop and improve social skills: acceptance of others, cooperation, and responsibility.
  * Develop healthy living and safety practices.
  * Have FUN!

Admission
The YMCA recognizes and celebrates the growing diversity of our community. At the YMCA, everyone belongs.

The YMCA of Greater Richmond Youth Development programs serve preschool, elementary and middle school-aged children and does not discriminate on the basis of race, color, religion, sex, or national or ethnic origin in administration of its personnel and admissions policies. The YMCA will address physically challenged and special needs children on a per request basis with the hope that we can serve all children who come to us. Please refer to www.ymcarichmond.org for the YMCA’s Eligibility Criteria for Youth Development programs.

Enrollment
The enrollment application for Youth Development programs are performed online at www.ymcarichmond.org and must be re-done for each new program season. In accordance with Department of Social Services requirements, the following information must include the relevant information, i.e. none or n/a are not acceptable. Failure to provide this information may delay your child’s attendance in the program:
  ❖ Child’s full name, full address and phone, gender, school, grade, age of birth and other schools/programs currently attending
  ❖ ONE, at a minimum, custodial guardian to include guardian’s full address and at least one phone number.
  ❖ TWO, at a minimum, emergency contact LOCAL ADULTS to include the emergency contact’s full address and at least one phone number.

The Youth Development site your child will be attending must also have a copy of the following prior to attendance in the program:
  ❖ Commonwealth of Virginia’s physical form,
  ❖ Child’s proof of identity.
  ❖ Allergy Action Plan form, if applicable,
  ❖ Medical Authorization form, if applicable, and
  ❖ Over-the-Counter Skin Products Authorization form (camp only).

See attached forms for guidance. These forms can be emailed to ydadmin@ymcarichmond.org
The Commonwealth of Virginia’s physical forms must be signed by your physician. Regulations by the State Board of Health for the immunization of children requires documentation of all age appropriate immunizations prior to each child’s admission to a licensed child care center.

Proof of child’s identity and age may include a certified copy of the child’s birth certificate, birth registration card, notification of birth (hospital, physician or midwife record), passport, copy of the placement agreement or other proof of the child’s identity from a child placement agency, record from a public school in Virginia, certification by a principal or his designee of a public school in the U.S. that a certified copy of the child’s birth record was previously presented, or an adoption/foster care placement agreement. If the guardian fails to provide needed documentation within seven days of initial attendance, the YMCA is required to notify the local law enforcement agency.

In accordance with Department of Social Service standards, if a guardian lists a FOOD allergy on the Youth Development application, the YMCA is required to have a completed Allergy Action Plan for the child prior to the child’s attendance in the program. The Allergy Action Plan includes the physicians plan of action in the event of suspected and confirmed allergic reactions.

The YMCA cannot accept your child into Youth Development Programs without this aforementioned documentation. Copies of all required documents can be emailed to yadminteam@ymcarichmond.org.

It is also the responsibility of the guardian(s) to keep proper registration information and current phone numbers in the child’s permanent record. Services may be withheld if this information is not updated in a timely manner.

Medication
If a child requires medication while at the program, the following must be completed in accordance with the Department of Social Services standards, the YMCA cannot accept medication without these requirements met.

- A Medication Authorization form must be completed by the parent/guardian for medications being taken over a period of time no greater than 10 days. The medication, including over-the-counter, must be prescribed by a doctor.
- A Medication Authorization form must be completed by the parent/guardian AND the prescribing physician for long-term medications for such things as asthma, ADHD, epi-pen, etc.
- Medicines must be in original containers, with the child’s name on it.

All medication will be kept in a locked box. We are not required by law to administer medication and only do so as a service to the guardian. (Whenever possible, for Before and After-School Youth Development programs, please ask the school nurse to administer medicine needed before the close of the school day.) Only those Youth Development staff who are certified “Medication Administrators” may dispense medications. Please consult the on-site supervisor prior to leaving medication at the site in order to ensure all Department of Social Services paperwork requirements are met.

The Y cannot accept your child into Youth Enrichment Programs of Camp without this aforementioned documentation. Copies of all required documents can be emailed to yadminteam@ymcarichmond.org.
OVER-THE-COUNTER SKIN PRODUCTS
For Camp Youth Development programs, the YMCA provides to camp participants sunscreen and insect repellant. In accordance with the Department of Social Services standards, during enrollment, the YMCA obtains guardian permission for the YMCA’s chosen sunscreen and insect repellant products.

If the guardian desires to purchase sunscreen and/or insect repellant for his/her child, the Department of Social Services requires that:

- YMCA staff collect an Over-the-Counter Skin Products Authorization form with information about the sunscreen and/or insect repellant selected by the guardian.
- The sunscreen and/or insect repellant must be in the original containers labeled with your child’s name. Copies of all required documents can be emailed to vdadmin@ymcarichmond.org.

Children under nine years of age may not administer their own sunscreen, according to Department of Social Service standards. YMCA staff will administer sunscreen, i.e., at the minimum, the staff person is in charge of taking the bottle of sunscreen and placing an appropriate amount of lotion in the child’s hand who in turn can apply his/her own lotion.

The YMCA of Greater Richmond strongly recommends that children in camp programs use insect repellant, as they are likely to come into contact with biting and stinging insects like bees, mosquitoes, and ticks. In addition, the use of sunscreen is also essential, as outdoor play, often in the sun, is intrinsic to camp programs.

PICK-UP
Your children may be picked-up by authorized persons only, as stated in the enrollment application. Other arrangements may be made in writing to inform the YMCA of an additional authorized person.

- Staff will question those persons with whom they are unfamiliar and check authorization before releasing a child.
- Identification will be requested of anyone that we do not know. Authorized persons must have a valid driver’s license or identification card from the DMV.
- In addition, the Y requires a copy of any legal documentation that restricts another guardian’s access to your child. We will restrict access as required by the legal documentation only.
- Authorized persons must sign the child out of the YMCA program.

If a parent/guardian who has been denied such access to a child attempts to enter the Y program, or otherwise access the child actively participating in the Y program, the Y will contact local law enforcement. Without legal documentation, the Y cannot restrict access.

Should an authorized person arrive to pick-up your child and appear to be under the influence of drugs or alcohol, the Y staff members will take necessary measures to ensure the safety of the child, including contacting the police. Please do not put staff in a position where they have to make this judgment call.

LATE PICK-UP
If your child is not picked-up by the end of his/her program, a late fee of $1 per minute, per child will be drafted at the YMCA’s earliest convenience. This fee is used to pay the staff who remain with your child.
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- If you know you are going to be late, call us. We do understand that things come up and traffic can be challenging even in the best of times. We tend to worry about your safety just as much as your child does. Please be considerate.
- If we have not heard from you by 15 minutes after closing time and we cannot reach you by phone, emergency contacts will be called.
- If a child has not been picked-up one (1) hour after closing, Child Protective Services will be called.

The YMCA of Greater Richmond has found that it is necessary to have an excessive late pick-up policy, which could result in you being asked to remove your child from our program. Many of our staff go to school or have other positions within the YMCA which requires them to be on time for those duties. Removal from the program is up to the discretion of YMCA leadership.

Drop Off
Upon arrival for the Before-School Youth Development programs or Camp (including bus stops to and from programming) the guardian or authorized person must:
- Accompany his/her child into the program. A YMCA staff member must be present when you drop your child off for Youth Development programs (including bus stops to and from programming); do not leave your child if a YMCA staff member is not present. We cannot be held responsible for your child if we are uncertain of his/her presence.
- Sign the child into the YMCA program.

Payments
The Youth Development program fees are as follows. Automatic Draft is the required method of payment.
- A Registration Fee is due upon enrollment. This fee is non-refundable and non-transferable.
- For Youth Development programs starting less than one week out, one week’s fee is due for each child. This fee is non-refundable and non-transferable.
- In addition, for Camp sessions starting more than one week out, a $10 deposit is due for each session upon enrollment. This fee is non-refundable and non-transferable.
- The fixed weekly payment is due each Monday thereafter prior to the week services are rendered, whether an enrolled child is in attendance or not. Drafts are continuous and will occur every Monday. Before-and After-School Youth Development program payments are based on a 180-day school calendar and divided equally into weekly payments. Few of the operating costs of the facility are eliminated when a child is absent; we are prepared for each child, each day, whether the child attends or not. Because of the aforementioned, there will not be any refunds, pro-rated fees, vacations, nor free weeks for days absent, including Winter and Spring Break.

Additional fees may be assessed for late pick-up of participants, returned drafts and when schools are closed for inclement weather or emergency reasons.

- Late Payment fees: A $15 late fee may be charged for payments made after the Monday the payment was due. If payment is not made by Friday prior to the start of the next week, you may risk losing your child’s space in the program.
- Late Pick-up fee: A late fee of $1.00 per minute, per child, will be charged for any child not picked-up by the scheduled end of day. The balance will be drafted at the YMCA’s earliest convenience.
- Returned Draft fees: Should your bank or credit card issuer for any reason not honor your draft, a $25 return payment fee will be assessed on your account in addition to the program payment due. This is also
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in addition to any service fee your bank may charge. Your account will be automatically re-debited on the
next day for payment of a draft not honored.

- Unexpected Full Day fee: If schools close unexpectedly for weather or other emergencies, the YMCA will
  hold a full day of care at the branch, if possible. If you choose to bring your child to the YMCA branch for
care, the additional fee of $15 per day will be drafted from your account that is on file, in addition to the
normal rate.

The aforementioned automatic draft and additional fee structure will remain in effect until all payments have
been made for the duration of the program, or for the time the child is enrolled.

- Services will be terminated if outstanding balances (including additional fees assessed for returned
drafts, late pick up, etc.) remain unresolved after the Friday following the payment due date.

- To terminate or change your draft, 14 days written notice must be provided via email to
  ydadminteam@ymcarichmond.org.

- If the participant becomes a YMCA of Greater Richmond member (as compared to a YMCA Program
  Participant only), the guardian(s) must notify the Youth Development Administrative team to have the
  Youth Development program rate and draft adjusted accordingly within two weeks.

Questions regarding your draft should be addressed with the Youth Development Administrative Team as
soon as possible at 804–729–4825 or at ydadminteam@ymcarichmond.org. Any error must be identified no
later than 60 days from the posted bank or credit card statement date. The YMCA is not responsible for
errors occurring later than 90 days from the date of the initial error.

If you choose to pay via a personal checking account, please note that the YMCA of Greater Richmond
converts check payments to a one-time electronic funds transfer. Electronic check conversion is a process by
which your check is used as a source of information for the check number, your account number and the
routing number identifying your financial institution. The information is then used to make a one-time
electronic payment from your account; funds may be withdrawn from your account as soon as the day after
we receive your check. The check itself is not a method of payment. If you don’t want your check to be used
for electronic check conversion, you will need to provide another form of payment (e.g. debit or credit card).

Financial Assistance
The YMCA of Greater Richmond wants to provide services for everyone and does not want to turn anyone
away due to his/her inability to pay for programs. Through the generosity of the YMCA of Greater Richmond’s
annual giving campaign we are able to offer a limited number of financial assistance spaces.

- In order to apply for financial assistance, the guardian must complete an evaluation process proving
  household income through documents including, but not limited to, pay stubs and your most recent year’s
  1040.

- Once the Y determines the discounted amount you are able to pay, the weekly fee must be paid on a
  timely basis or the assistance may be cancelled.

For additional information please contact the Youth Development Administrative Office at 804–729–4825 or
ydadminteam@ymcarichmond.org

Hours of Operation
Please visit www.ymcarichmond.org for the regularly scheduled hours of Youth Development programs.

For Before-and-After School Youth Development programs, on days when schools are scheduled to be closed
(teacher work days and other holidays) the program is closed at the school location your child normally
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attends. However, care is available at the corresponding branch. During early dismissal for regularly scheduled half-days, Youth Enrichment Programs will be available at the schools and/or the branch. For more details, please contact the Youth Development Administrative Office at 804-729-4825 or ydadminteam@ymcarichmond.org

Daily Schedule
Before and After-School Youth Development programs have a consistent daily schedule for all children in the program. This schedule includes a healthy snack, homework time, physical activity and the opportunity for enrichment programming for every child. Parents will be emailed a copy of the daily schedule every month with the monthly newsletter. Hard copies will also be available at the sign-out table for parents to see.

Holidays
All Before-and-After School Youth Development programs sites will be closed Thanksgiving Day and the day after Thanksgiving, Christmas Eve, Christmas Day, New Year’s Eve, New Year’s day, Memorial Day, Labor Day and July 4. There will be no reduction in program fees during the weeks which these holidays occur. Care on scheduled early release days and full days is included in the weekly fee. Please see the school calendar for a list of those dates. An additional fee will be charged for any unplanned closure of schools due to inclement weather or emergency reasons. (SeePayments.)

Inclement Weather
The Y will remind guardians in person and/or via e-mail about inclement weather procedures prior to an inclement weather event, if possible. The Y’s general inclement weather guidelines are as follows:

If your city/county’s public schools are closed due to weather....
- **For YMCA-based programs**, depending on the severity of the weather, full day care at the YMCA will be available, if the branch is open. Branch closures and delays during inclement weather are posted on ymcarichmond.org, Y Facebook, the Y’s app and, for events affecting all of Central VA, on the primary local TV stations.
- **For school-based programs**, depending on the severity of the weather, full day care at a YMCA will be available if the branch is open. Branch closures and delays during inclement weather are posted on ymcarichmond.org, Y Facebook, the Y’s app and, for events affecting all of Central VA, on the primary local TV stations.

If your city/county’s public schools dismiss early due to weather....
- **For YMCA-based programs**, depending on the severity of the weather, the program will operate from the time of school dismissal until close. Students will be transported to the YMCA, as long as the roads are safe.
- **For school-based programs**, the Y does not offer afternoon care. Children must be picked up or ride the bus home. The Y will give guardians as much notice as possible.

If your city/county’s public schools announce a delay to the start of your child’s school day due to weather....
- **For YMCA-based programs that offer before school care**, opening time will be based on when the branch opens, e.g. if the branch opens at normal time, our program will open at normal time. The YMCA will transport children to the school when the school opens.
- **For school-based programs that offer before school care**, the YMCA program will delay based on the school’s announced delay. For example, if the school announces a 2 hour delay, a Y school-based program that normally begins at 7 a.m. will begin at 9 a.m. (This only affects sites that consistently have before school care offered regularly.)
Detailed, county-by-county, inclement weather plans are available at ymcarichmond.org in Child Care, listed by county.

For camp programs that experience inclement weather, program operating hours will be based on the Y branch hours.

- If the Y branch opens after the normal opening time of the program due to weather, the program will also open when the Y branch opens.
- If the Y branch closes early, the Y will send out an announcement to guardians at least 2 hours prior to the early closing time to allow guardians to pick up his/her child prior to Y branch closure.

Staff
The YMCA’s Youth development staff hold each child’s safety and well-being at heart. YMCA staff have been selected based on their educational background, experience, and commitment to working with children. Pre-employment drug testing is required for all new staff and random drug testing is also conducted on a regular basis. Criminal background checks and TB tests are performed for all staff as well. Continual training is provided throughout the duration of employment including, but not limited to, CPR, First Aid and Daily Health Observation. We maintain a direct staff to child ratio that meets or exceeds Department of Social Service standards.

In addition, staff members strictly adhere to the YMCA code of conduct. Staff members will act in a Caring, Honest, Respectful, and Responsible manner, portraying a positive role model for youth. Staff members will respond to guardian(s), children, and each other with respect and consideration and treat all children equally regardless of sex, race, religion, disability, color, national origin, or any other characteristic protected by federal, state, or local law.

If you have reason to believe that a YMCA staff member is not abiding by the Y’s core values, please contact the Youth Development Administrative Office at 804-729-4825 or yadminteam@ymcarichmond.org. The Youth Development Administrative Office will put you into contact with the appropriate YMCA leadership.

Appropriate Dress
Children should wear comfortable and appropriate clothing for indoor and outdoor activities. Especially for Camp, we strongly recommend that you send your child in serviceable clothes, not “party” best. We do not reimburse for clothing rips, stains or normal wear and tear.

Closed-toes shoes must be worn at all times. Open-toed shoes or Heelies are not allowed, as they can be a safety hazard to your child. If you send your child in open-toed sandals or in “flip-flops”, you may be called and asked to bring different shoes for your child. During the time it takes to bring your child’s appropriate shoes, he/she may not be allowed to participate in the activity happening at that time.

Personal Items
We have plenty of equipment and activities to keep your child busy. Please do not allow any toys, video games, iPods or cell phones to accompany your child. This eliminates fights, theft and/or lost items. The YMCA is not responsible for lost or stolen items.
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Nutrition
All food will meet the nutritional needs of children, as established by the U.S. Department of Agriculture. USDA guidelines for healthy menus can be found at [www.cnpp.usda.gov](http://www.cnpp.usda.gov)

- Menus will be posted monthly for parental/guardian notification.
- Food portions are appropriate for the age of the child. Children will not be permitted to use the vending machines during program hours.
- Children will be encouraged, but not forced, to try new foods.
- The Y serves food family style, meaning the child will serve themselves from common bowls with limited help from adults.

Guardian(s) may provide special food for their children on the basis of religious, medical or dietary reasons. A written letter must be submitted by the guardian identifying the reason for the special diet; guardian(s) must ensure these special food still complies with the USDA nutritional guidelines. Food must be delivered in airtight containers or the original container. We will not keep leftovers.

For Before-and-After School Youth Development programs, it is the guardian’s responsibility to provide his/her child with a lunch on a full day and on half days when the school does not provide lunch prior to dismissal. The YMCA guidelines for food items brought from home for all Youth Development programs are as follows:

- The lunch must be in a sealed container and clearly labeled with the child’s name and date.
- Do not include any items that need refrigeration or heating in a microwave, as these appliances are not available.
- The YMCA discourages sugary snacks or empty calories, so please do not allow your child to bring candy, gum or other junk food. (Even though we understand that they taste the best!)
- For the protection of all children, the Y does not allow children to share foods they bring from home.

With prior approval, guardian(s) may bring food or beverages for celebrations. The YMCA does not allow any sweetened beverages, fried foods, or any “junk” foods for parties or holiday events. If you want to bring food for a special celebration, we ask that it be healthy. We suggest food items such as raisins, popcorn, pretzels, vegetables and dip, or frozen yogurt.

Vehicle Conduct
When the YMCA transports children, the YMCA takes every precaution to ensure your child’s safety. Children must follow the below YMCA basic safety rules while being transported.

- No fighting, swearing or abusive behavior
- Must remain seated properly with seat belt on at all times
- Cannot have any part of his/her body out of the vehicle.
- No eating or drinking in the vehicle.
- May not throw anything out the window.
- Must be respectful to and listen to the bus driver.
- The children will be expected to keep their hands to themselves. No rough-housing will be tolerated at any time.

With the first infraction, a guardian will be notified and asked to discuss proper behavior with his/her child. With the second infraction, transportation services may be denied for a minimum of two days, and the guardian will be notified. With the third infraction, transportation services will be terminated.
YMCA drivers are instructed to: load and unload the children only when the vehicle is pulled up to a curb, the side of the road, or in a driveway; to not discipline and drive at the same time; and take precautions to never leave a child alone in a vehicle. If you have concerns about the safety of our drivers and/or buses, contact the Youth Development Administrative Office at 804-729-4825 or ydaminteam@ymcarichmond.org The Youth Development Administrative Office will put you into contact with the appropriate YMCA leadership.

Field Trips
In order to reduce paperwork and waste, the Youth Development program registration authorizes the YMCA to take your child on all field trips, with notice. You have the right to refuse permission for your child to go on a particular field trip. Just let us know in a timely fashion, not that day!

Swimming/Boating Rules
Since your child may participate in Swim Lessons and/or free swim, it is of the utmost importance that you know and understand our Swimming and Boating Rules.
- All children must pass the swim test in order to participate in free swim.
- No running, pushing or dunking.
- No abusive language or rough play will be allowed.
- The lifeguard has the right to dismiss anyone who is careless or dangerous to others.
- No diving in shallow water.
- No food or drinks in pool area.
- No unauthorized flotation devices.

Sick Child Procedures
The Health and Safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. These rules are in compliance with all Commonwealth of Virginia regulations.

Staff members will observe the health of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. We will notify you if your child shows symptoms of an illness. For the below common illness and injuries, the child must be removed from participation with other children and the child’s authorized person(s) are required to pick-up the child immediately. A late fee may be applied if your child is not picked-up within the 2 hours after notification of illness.
- Vomiting or diarrhea (Child can return to the program when symptom free for 24 hours.)
- Contagious illness evidenced by sniffles, reddened eyes, sore throat, constant cough, heavy nasal discharge, headache, etc. (Child can return to the program when symptom free for 24 hours.)
- Child’s temperature ≥ 100* (Child can return to the program when symptom free for 24 hours.)
- Allergic reaction
- Severe bleeding
- Possible sprain or break
- Head lice (Child can return once it has been treated. Must be checked by a staff member prior to the student returning.)
- Ring Worm (Must be treated and area must be covered; if it cannot be covered, we will need a doctor’s note for the student to return.)

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The parent/guardian will inform the site within 24 hours or the next business day after his child or any member of the immediate household has developed a reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.

Injuries
If your child has a serious injury that may require more than our First Aid skills allow, involves a bump to the head in any way, and/or meets the Department of Social Services’ definition of serious injury, we will make an immediate attempt to contact you. If we are unable to reach you or the person you have designated in case of such emergencies, we will call the child’s physician. If necessary, we will call an ambulance.

Please make every effort to keep the Y up-to-date on phone numbers, emergency numbers, and other pertinent information. This is of the utmost importance because the hospital will not treat your child without you being there.

Emergency Preparedness
The director and staff of each site are responsible for the safety of the children and have coordinated their facility emergency action plans with community public safety official and the landlord’s security and facilities (when applicable). The intent of this plan is to assist the Youth Director and staff in responding to emergency situations and provides a basis for the restoration of services. Parent(s)/guardian(s) are welcome to review this document at any site or branch location.

Child Abuse Prevention
Throughout its history, the Y has been a strong advocate for the child and children’s rights; as a result, mistreatment or neglect of children and the resulting severe effects are of primary concern to the YMCA.

To prevent the abuse of children in our care, the YMCA requires the following conduct and prohibitions:

❖ Staff and volunteers shall not abuse or neglect children. The following may be examples of abuse and neglect:
  o Physical abuse: strike, spank, shake, slap.
  o Verbal abuse: humiliate, degrade, threaten, yell.
  o Sexual abuse: inappropriate touch or verbal exchange.
  o Mental abuse: shaming, withholding love, cruelty.
  o Neglect: withholding food, water, basic care, etc.

❖ Staff and volunteers are prohibited to have contact with children with whom their only relationship is through YMCA programs at any time outside of the YMCA facilities or program(s). This includes babysitting.

❖ Staff and volunteers are prohibited from transporting children in their personal vehicles.

❖ Staff and volunteers shall never leave a child unsupervised.

❖ At no time during a YMCA program may staff or volunteers be alone with a single child where others cannot observe him/her. As staff and volunteers supervise children, they should space themselves in a way that other staff can see them.
  o Staff and volunteers should conduct or supervise the following private activities in pairs, if at all possible: putting on bathing suits, changing clothes, taking showers, etc.
  o When this is not feasible, staff and volunteers should be positioned so they are visible to others.
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- Staff and volunteers will respect children’s rights to not be touched in ways that make them feel uncomfortable and their right to say “no”. Affectionate touch and the warm feelings it brings is an important factor in helping a child grow into a loving and peaceful adult.
  - The rule of thumb for staff is to not touch any areas that a bathing suit would cover, including swim trunks.
  - Appropriate touch includes side hugs, pats on the back and high fives.
- Staff and volunteers will make sure that suspicious or unknown individuals are not occupying the restroom before allowing children to use the facilities.
- Children in YMCA programs must treat each other with Caring, Honesty, Respect and Responsibility. Child-to-child prohibited behaviors include, but are not limited to:
  - Bullying and
  - Sexual behaviors to include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.
- Staff and volunteers report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. The YMCA is mandated by state law to report suspicions of abuse.

If you observe violations of these procedures or any other red flags, the YMCA asks that you bring your concern to the Site Supervisor/Director. If you feel your concerns are not addressed appropriately, some additional reporting options are as follows:
- Contact the Youth Development Administrative Office at 804-729-4825 or ydadminteam@ymcarichmond.org.
- Call the YMCA Safety Line at 804.474.4345. (This is a voicemail; please leave a message and the Y will get back to you.)
- Email ethics@ymcarichmond.org

To prevent abuse of children in our communities, it is our job as a community organization to educate ourselves, our children and their parents and guardians about potential dangers in our community and to protect them from these dangers. At the Y, we ask our parents and guardians to be our partners in child abuse prevention. The Parent Education Guide seeks to equip you to be informed about child abuse and to protect your child from abuse. See attached Parent Education Guide.

Parent/Guardian Communication
We believe communication between guardians and the Youth Development programs is crucial in ensuring a positive, enjoyable experience for your child.

- The YMCA will provide written notices regarding changes in policy, scheduling, or special events is the responsibility of the guardian to provide the YMCA with the most up to date contact information, including email address, and check for any changes daily.
- In addition, for before and After-School Youth Development Programs, semi-annual, written or verbal communication on your child’s development will be provided to you twice each year.
- From the guardian(s), we ask that you let us know if your child will be absent from programs.

Children may not receive personal phone calls at the YMCA except in emergency situations.
Behavior Management
YMCA staff strive to provide a safe and fun environment for all program participants, while holding its staff as well as its participants to its Core Values: Caring, Honesty, Respect, and Responsibility. As a result, the YMCA will not allow children who continually display disruptive behavior to hinder the safety or enjoyment of others. When a child engages in unacceptable behavior that hinders the safety and enjoyment of others, the below consequences for these behaviors may occur:

- Participation in an activity will be denied for repeated poor behavior and the child will be directed to an alternate activity. The guardian(s) will be notified in writing about the poor behavior.
- For violations of our Code of Conduct which include, but is not limited to, the following, parents will be notified in writing, his/her child may be suspended temporarily from the program, and the YMCA may require a guardian conference:
  - Engaging in physical aggression as a means to resolve a conflict.
  - Bringing weapons of any kind on YMCA property or into YMCA off-site programs at any time.
  - Stealing or defacing property.
  - Refusing to follow basic safety rules.
  - Exhibiting disrespect for staff members or other children.
  - Displaying an inability to follow established guidelines.
  - Acting in an unsafe or unacceptable manner as determined by staff members.

To reinforce good behavior, staff members use positive techniques of guidance including redirection, positive reinforcement, and encouragement. Physical discipline will not be used nor will food be denied as a punishment. We ask for your support in encouraging appropriate behavior of your children.

Biting Procedures
Although it is developmentally appropriate for a toddler (16 – 30 mos.) to bite because of limited language and social skills, it is an inappropriate behavior in the Youth Development programs. The YMCA will take the following actions for biting incidents:

- If a child bites another child or adult and the skin is not broken:
  - When a child bites another child or adult, the guardian of the biter is to be notified immediately. When the guardian of the bitten child comes to pick-up their child, staff will inform them of the biting.
  - If the child that did the biting bites again during the same day, the guardian is notified that the child must be picked-up within ONE HOUR of notification. The biter may return the next day, but if on the next consecutive visit the child bites again, even if no skin is broken, the YMCA reserves the right to immediately suspend or terminate the child’s participation in the program.

- If a child bites another child or adult and the skin is broken:
  - Staff will remove the child from the program immediately and notify the guardian that the child MUST be picked-up within ONE HOUR after notification. If the person bitten was a child, that guardian is also notified immediately and YMCA staff will attend to the bite wound following proper First Aid procedures.
  - The biter may return the next day, but if on the next consecutive visit the child bites again, even if no skin is broken, the YMCA reserves the right to immediately suspend or terminate the child’s participation in the program.

Suspension
If a child continues to display poor behavior in accordance with Behavior Management and Biting Procedures:
PARENT HANDBOOK

• Suspension may result, at the discretion of the Youth Director.
• If the unacceptable behavior endangers another’s safety or the child’s safety, immediate suspension/termination may result.
• The guardian may be required to pick-up his/her child WITHIN ONE HOUR after notification, depending on the nature of the misbehavior.

Termination
The Y reserves the right to terminate Youth Development program services at any time. If your child has been terminated from any of our programs, she/he may not attend the same program at a different location. If your school age child is no longer enrolled in our program, your child’s school will be notified so that he/she can go home on the appropriate school bus.

Virginia Child Daycare Programs
The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for the supervision, protection, and well-being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs. While there are some legislative exemptions to licenser, licensed programs include child day centers, family day homes, child day center systems, and family day systems. The state may also voluntarily register family day homes not required to be licensed.

Standards for licensed child day centers address certain health precautions, adequate play space, and a ratio of children per staff member, equipment, program, and record keeping. Criminal records checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes. Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program, which will be investigated if it violates a standard.

If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Regional Office of Social Services closes to you:
Central Regional Office 1604 Santa Rosa Road Richmond, VA 23229-5008
804.662.9743