



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



THE MAGIC OF CHILDHOOD YMCA Preschool

Lake Norman YMCA

2023-2024
Parent Handbook

ymcacharlotte.org

Welcome to the Lake Norman YMCA Preschool Program! We look forward to working with your child and family during the 2023-2024 school year. This handbook contains important information and expectations to help prepare for a successful school year. Please review before your child's first day and contact us with any questions you may have.

Important Contacts

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(Program Coordinator)

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Our Mission

The YMCA is a nonprofit organization whose mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Our Values

Caring · Honesty · Respect · Responsibility · Faith

Program Philosophy

At the Y, we believe childhood is a magical time and understand the importance of learning that takes place in these early years. Building on the natural curiosity and energy young children bring each day, our preschool programs focus on developing the whole child – physically, emotionally, socially and academically – through developmentally appropriate experiences and environments. Play-based learning is at the heart of our programs, and our early childhood educators use a theme-based curriculum to teach foundational skills in fun and meaningful ways.

Modifications and Accommodations

Participation by those with diversabilities is encouraged. Reasonable accommodations will be reviewed in partnership with the individual/family and implemented on a case-by-case basis for a safe and enriching experience.

If your child is in need of an accommodation to be successful in our program, please reach out to us prior to the start of school. We will schedule a meeting to discuss your child's needs and work with you to create a plan to help your child have the best experience possible.

Calendar & Hours

The preschool program will operate from September 6, 2023 through May 24, 2024. Program hours are Monday-Friday from 8:45-12:45 PM. (1 year old class meets from 8:45-11:45.)

The program will be CLOSED on the dates listed below for holidays and teacher workdays:

Sept -25,
Nov- 6, 7, 10, 22-24
Dec- 20-29
Jan- 1-3, 15, 25
Feb- 19
March- 29
April- 1-5

Childcare Usage Guidelines

YMCA preschool programs are not licensed and regulated by the NCDHHS Division of Child Development and Early Education. Based on state guidelines, children are not able to participate in unlicensed childcare programs for more than four hours per day. If your child attends preschool for 4 hours, please note that they will be unable to participate in any other childcare programs that day, including Y-Kids drop-in childcare or Kids' Night Out.

What to Wear

Please dress your child in clothing that is comfortable, appropriate for the weather, and easy for your child to manage. We go outdoors daily weather permitting so rubber-soled shoes are a must (no sandals, flip flops, or slick bottom shoes). Many of the activities we do in preschool are messy- painting, outdoor play, eating- so you should expect that their clothes will get dirty.

What to Bring

1. Extra change of clothes- Send an extra change of clothes at the beginning of the school year so we have something to change into if your child's clothing gets soiled. You will need to provide new clothes whenever they are used and as the outdoor temperature changes.
2. Water bottle- Send a water bottle daily labeled with your child's name.
3. Lunch & snack- It is the family's responsibility to pack a separate nutritious snack and a well-balanced, healthy lunch each day for their child.

What Not to Bring

Since toys from home can be lost or cause friction among children, please do not let your child bring them to school. We will notify you in advance if there is a day designated for Show and Tell when your child can share a special toy.

We do not allow any technology (iPads, phones, DS devices, etc.) from home to be brought to school.

Labeling

We cannot emphasize enough the importance of labeling ALL your child's personal belongings. This includes everything they bring to school and everything they wear to school: clothes, shoes, coats/jackets, hats, gloves, umbrellas, lunch boxes, drink cups, food containers, ice packs, etc.

We will make every effort to return lost items while your child is in preschool. If you discover that something is missing, please contact your child's teacher or check the lost and found.

Daily Activities

Our preschoolers participate in a variety of activities daily, including circle time, learning centers, small group lessons, creative play, music and drama, art, social and emotional learning, and physical activity.

Your child's teacher will provide a daily class schedule at the beginning of the year with activities and times.

Lunch & Snack

Our daily schedule includes time for a snack and lunch. Teachers will monitor the children during meal times to ensure safety and to assist with any help your child may need. However, they will NOT be responsible for the order or amount your child chooses to eat. Please note we cannot refrigerate or heat your child's lunch. You are encouraged to use insulated containers to keep your child's lunch appropriately hot or cold. Please do NOT send candy or soft drinks. To the extent possible, please pack items that your child will be able to open on their own.

Nut-Free Facility

Please remember that there can be NO PEANUT PRODUCTS/NUTS or TREE NUTS of any kind sent in your child's snack or lunch. If you send in an alternative butter, please label the item for your teachers. Any nut item sent to school will remain in its original packaging and be returned home.

While the YMCA of Greater Charlotte is committed to providing an environment free of peanuts and tree nuts, we cannot guarantee that allergens will not find their way into our facility. Responsible adults should make every effort to provide meals and/or snacks that do not contain nuts. However, we realize that most packaged products are labeled with verbiage that indicates foods may contain traces of nuts or may be made in facilities or on equipment that processes nuts so we do expect that some packaged products in our facility will contain that messaging.

Preschool Staff

The Y hires a diverse team who are excited to help young people reach their potential. After a screening process which includes background checks and drug testing, teachers receive 20 hours of training, including curriculum, child development and emergency preparedness. All YMCA staff are also certified in CPR and First Aid.

Arrival (8:45-9:00)

A staff member will greet your car and check your child into preschool. Please do not let your child out of the car until a staff member opens the door. The staff member will direct your child to his/her classroom. We ask that CAREGIVERS PLEASE STAY IN THE CAR so that we can keep the carpool line moving.

Departure (12:45-1:00)

You will receive a sign with your child's name to display in your car window during pickup. As you near the Preschool entrance, show your sign and we will bring your child to you. Please stay in your car. A staff member will put your child in the car. Please refrain from using your cell phone during carpool times as we have many students and staff members moving around the parking lot and safety is a top priority!

Y staff cannot strap your child in the car seat. PLEASE PULL FORWARD TO A PARKING SPACE OR FIRE LANE TO BUCKLE YOUR CHILD. This allows our carpool line run smoother and faster.

North Carolina law requires a child safety seat or booster seat for children under 8 years old. Staff will not dismiss a child into a car if a proper car seat is not evident.

Late Pick Up

You will be charged \$1 for every minute you are late. The late fee will automatically be drafted from your credit card on file. Chronic If you arrive after 1:05 PM, you will have to walk into the building to pick up your child. If a child is not picked up after 10 minutes, we will call someone on your emergency list.

Authorized Pick-Ups

For the safety of your child, participants will only be released to a legal guardian or responsible adult listed on the child's account. Every adult must present a government-issued photo ID during pick-up each day unless their photo is captured in our childcare software. In the event that a child will be picked up by an adult not listed on the registration form, please email the director and include the person's name as it appears on their photo ID.

If there is any change in who may pick-up your child, especially if someone who has been regularly signing your child out is no longer allowed custody, please update your online account and contact the preschool director immediately to change your approved list. If there are special circumstances involving custody issues you must provide the Director with legal documentation of these arrangements.

If you need to make changes to your child's authorized pick-up list, please follow these steps:

1. Go to ymcacharlotte.org and sign into your account using the icon in the top right corner.
2. Click "My Account" and go to "Manage My Family" on the left side menu.
3. Select the child you would like to update information for and select "View Emergency Contacts" in the drop-down menu.
4. Now you can add, edit, and/or delete emergency contacts. Be sure that "can pick up" field is marked "yes" if that person is allowed to pick up the child.
5. Click "Save." Please note that you will need to make updates to each child.

Emergency Contacts

Two emergency contacts/authorized to pick-up individuals are MANDATORY in addition to all parents/guardians for each child. Emergency contacts will automatically be considered as authorized to pick-up unless indicated otherwise.

Inclement Weather

In the event of inclement weather or something else that may require a closing or delay with preschool, we will notify families as quickly as possible via e-mail and the BrightWheel app.

Health and Wellness Policy

For the safety and well-being of all children and staff, the following health and wellness guidelines will be strictly enforced in all youth programs. Please be considerate and do not send your child to programs when they are sick. If a child develops symptoms of illness while in our care, a family member/guardian will be notified and will need to pick up their child immediately.

Children who have the following symptoms should remain at home until they are symptom free for 24 hours without the use of medication or unless a written note from the child's physician is provided, stating that their symptoms are not contagious and that the child can attend childcare:

- Fever (temperature of 100.4 degrees Fahrenheit or higher)
- Diarrhea
- Vomiting
- Contagious diseases or symptoms
- Continuous and/or colored nasal drainage (can provide a physician's note if caused by an allergy)

Staff will notify the family or guardian to pick up children when any of the following conditions exist:

1. The child displays any of the symptoms above.
2. The illness prevents the child from participating comfortably in program activities.
3. The illness results in a greater need than the YMCA staff can provide without compromising the health and safety of other children in the program.

If an illness such as Head Lice, Fifth Disease or Chicken Pox has been reported to us, we will send written notices home with fellow participants so that parents/guardians can be alert for symptoms.

Medications

Please administer all medications at home whenever possible. If medications are required during pre-school hours, a "Medication Authorization Form" must be filled out. Prescription medications must be in the original bottle with prescription label, and over the counter medication will be accepted only with an accompanying physician's note.

Child Guidance

The YMCA believes the foundation of our work in youth development is safety and character development. We believe in meeting each child's unique needs and recognize that behavior is a form of communication. The YMCA understands that not all children will come in with the same skills, and we understand that part of our role is helping teach children how to regulate their emotions. The following steps may be taken to address inappropriate behaviors:

- Redirect- child will be redirected to a more suitable choice or activity
- Warning- staff will provide a verbal warning and remind child that continuing the behavior will result in a consequence
- Logical consequence- child will be given a logical consequence for the behavior such as being moved to a different seat or not being able to play with a certain toy
- Conference- a meeting with the family and teachers will be held to discuss what has occurred and create a plan to help the child be successful

Biting

Biting is a normal and temporary stage of development for young children under the age of 3, particularly for those who do not yet have the verbal skills to express their feelings. If biting occurs during pre-school, our staff will teach the child that biting is not safe and give the child new ways to respond in those situations. Families will be notified if their child bites or is bitten, and a plan to prevent future biting will be created with the family if biting is habitual.

Toilet Training

Our teachers working with two-year olds will work with families when potty training. If you are potty training your two year old, please make your child's teachers are aware. Be sure to let them know what techniques you are using at home, so that the teachers can reinforce them at school. Potty training is a HUGE developmental milestone, and we want to help make it as smooth of a process as possible.

It is recommended that three year olds be potty trained by the first day of school. We know that accidents can occur occasionally. The teachers will assist your child in changing into clean clothes if there is an accident. Please be sure to send a change of clothes, in case this happens. If you need to discuss accommodations with us related to toilet training, please reach out ahead of time so that we can work with you to create an appropriate plan for your child (wearing a pull up, for instance).

Communication

Open communication between families and teachers is strongly encouraged and happens through a variety of methods. Children's actions can sometimes reflect challenges or changes they are experiencing outside of the program (pet's death, divorce, conflict at school, new siblings, etc.) Please keep us informed of anything happening at home that might affect your child so we are prepared to best support your child and family.

Email- Once a month, you will receive an email from your teaching team about the many on-going activities that have taken place in the classroom, our new monthly theme, and activities to look forward to. You will also receive communication from program leadership as it relates to school wide activities and information.

BrightWheel app- Each class will use the BrightWheel app to share important information, pictures, and more! You can message your child's teachers using the app. Please wait until the next scheduled school day for a response.

Social Media – Please like the Lake Norman YMCA Facebook page where we post fun pictures either telling our daily story of what goes on or showing preparations for big events, along with branch information.

Feedback

We strongly value feedback and suggestions about how to make our programs better. Please do not hesitate to email, call, or set up a meeting with us to discuss any feedback you'd like to provide. We will also periodically conduct surveys or reach out in other ways to seek your feedback and/or ideas in order to enhance and improve what we're doing.

Progress Updates

Teachers will provide families with an update on how children are progressing with the skills we are teaching during preschool. Conferences will be held in January to discuss your child's progress and ways you can support their learning at home.

Please contact the preschool director if you would like to request a conference at any other time during the school year.

Enrollment

Enrollment begins in February and is on a first-come, first serve basis. Children who currently attend preschool (and siblings) will be allowed to register prior to registration opening to the general public. The preschool director will send information to families about registration in January.

Financial Information

Payments may be made via bank draft or credit card draft only. Payments are calculated by taking the daily program rate x number of days of service, and dividing that total into 9 equal payments due on the 15th of each month from 8/15/2023-4/15/2024. If payment is not received by the 15th it will result in a late payment fee of \$25. This fee is assessed automatically by our business office. Failure to pay tuition within 5 days of the due date will result in the termination of the child's enrollment in the preschool program.

My Y Pricing Scholarship is the YMCA's rate structure designed to help us fulfill our mission to serve all by being affordable for our members. Upon receiving an income adjusted membership rate and having dependents (children) on your membership, you will receive a program scholarship rate. Please visit our Sales and Service Center for more information. Approvals made after the start of the school year will be applied to future payments due.

Cancellation Policy

All cancellations require a 15 days written notice. Cancellations with less than two weeks notice will result in a prorated charge for the month regardless of whether the child attended. If notice is provided and a draft falls within the two weeks, any monies due will still be drafted. In order to stop a draft, two weeks notice via email is required. Registration and supply fees are non-refundable.

*Please note that we do not prorate tuition rates for days missed due to individual illness, vacations, inclement weather, or scheduled closings.