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AFTERSCHOOL FAMILY HANDBOOK

STEELE CREEK YMCA

704-654-1517 | SteeleCreekPrograms@ymcacharlotte.org



2023-2024 Afterschool Handbook

Steele Creek YMCA

Welcome to the Steele Creek YMCA Afterschool Program! We are excited to kick off the 2023-2024 school year of afternoon programs and look forward to working with each of your children. This handbook contains information and expectations to help you and your child feel prepared.

Our Mission

The YMCA is a Christian-based organization that strives, "To put Christian principals into practice through programs that build *healthy spirit, mind, and body for all.*" Our focus is to provide a loving and nurturing environment that will help children develop and demonstrate the five core values of the YMCA of Greater Charlotte:

Caring - Honesty - Respect - Responsibility - Faith

Non-Discrimination Clause

The YMCA of Greater Charlotte recognizes that individuals, families and communities are diverse. The YMCA values and respects this diversity and chooses to be inclusive through its acceptance of all individuals regardless of race, age, gender, religion, ability or cultural identity. The YMCA, while not adhering to any doctrine or dogma, is committed to Christian principles. This includes asserting that all individuals, without exception, are intrinsically valuable.

Individual Needs

The YMCA will make every reasonable accommodation to create an inclusive culture that serves all children as individuals. Please share with us your child's specific needs so we can collaborate to best serve them individually and include them fully.

Which schools does the Steele Creek YMCA serve?

Site 1: 9401 S Tryon supports Afterschool from the following schools: Berewick Elementary, South Academy of International Languages, Kennedy Middle School, Lake Wylie Elementary, Steele Creek Elementary, Southwest Charlotte STEM academy Academy and South Pine Academy

Site 2: 13501 S Tryon supports Afterschool from the following schools: Rivergate Elementary, Palisades Park Elementary, Southwest Middle School and Winget Park Elementary, Unity Classical*

*No YMCA transportation can be provided for Unity Classical

What is the Afterschool Program?

Our program runs from your child's school dismissal time until 6:30 PM, Monday-Friday. Every child will receive a snack upon arrival, and will be assisted in completing any homework. Once that is complete, the afternoon will be structured with outdoor and indoor physical activities such as sports, field games and teambuilding. We will also add Arts & Crafts, STEM throughout the week.

Program Ratios

K-7th Grades – 1:10

Staffing

The Afterschool Program is led by an amazing staff team! From energetic high school and college students to professional and experienced leaders, we have a diverse team who can't wait to work with your child. We make a point to hire staff with excellent character, strong values, enthusiasm and experience working with kids. Before Afterschool starts, we add to their skills with more than 20 hours of training including child development, conflict resolution and child abuse prevention. All of our staff are also certified in CPR and First Aid.

Our ability to host the Afterschool Program as designed is dependent on securing a minimum number of qualified staff members. Certain aspects of the program may be subject to change should we be largely affected by the current labor shortage.

What is the payment?

There is a one-time registration fee of \$25/members and \$50/program participants.

The cost for the Afterschool Program is listed below as a daily rate. The total cost is calculated by number of days enrolled in Afterschool x Daily Rate. This total annual cost will be divided into equal payments drafted on the 15th of each month from August 2023 through May 2024. If payments are set up to begin after August 15, the annual amount is divided amongst the remaining months of the school year. **Alternate payment schedules are available upon request.** *Payment is not based on attendance and is due unless the appropriate cancellation notice is received.*

For the 2022-2023 school year, below are the following number of school days per school:

- 177 Charlotte Mecklenburg Schools

Exact payment varies based on bell times and 3 or 5 day schedules. Below is the maximum rates that would be applied. Please contact us at Steelecreekprograms@ymcacharlotte.org for additional info about payments and financial assistance.

DAYS	TIME	MEMBER	NON-MEMBER
5 Days/Week	2:30-6:30 PM	\$11 Per Day	\$13 Per Day
3 Days/Week	2:30-6:30 PM	\$13 Per Day	\$17.50 Per Day

Cancellation & Change Policy

To change or cancel your registration, please provide 15 day notice via email. We will adjust pricing according to the cancellation notice and any additional money that has been drafted will be refunded.

Suspension for Non-Payment: If payment is declined during the school year, you will be notified by email. If a revised payment schedule cannot be agreed upon or payment is not received, the participant will be suspended from the program. During the time the child is suspended, they are not cancelled from the program and cost will continue to accrue. They can return to the program once payment is received. If no payment is received after 15 days or written notice of cancellation per our cancellation policy, the participant will be cancelled from the program.

Early Release Days

If your child is normally scheduled to come to us on a day when school has a scheduled early release, we will be ready to receive them / accept them according to that schedule. Registration is NOT required in advance. Early release days are as follows:

CMS – September 20, October 25 , February 7, March 13

Out of School Days

Out of School Day programming is available for afterschool participants. The charge for a traditional option is \$45 per day for members and \$60 per day for non-members. . Please keep in mind that **REGISTRATION IS REQUIRED IN ADVANCE**. We do not guarantee that you will have a spot in Out of School Day programming. Spaces are awarded on a first come first served basis. Cancellations must be made before 24 hours of the start of the program to receive a refund.

If any Out of School Day program does not reach a minimum number of 10 registrants by 3 days prior, we will cancel the program for that day and give 3 days notice.

All Out of School Day programing is held at 9401 S Tryon location only.

Communication Plan/Contact Info

Email: Steelecreekprograms@ymcacharlotte.org

Staff contacts: Tahari.Gordon@ymcacharlotte.org and/or Matthew.Crawforth@ymcacharlotte.org

Steele Creek site phone: 704-654-1517

Please work through email as much as possible on non-urgent items. If you would like to call the number above, we will do our best to answer the phone when you call. If we are occupied with the program, we kindly ask that you leave a message and we will call you back as quickly as possible. If it is an absolute emergency, you can contact our Sales & Service Desk at 704-716-4900 and someone will deliver the message.

Also, don't forget to be friends with us on social media for updates on what's going on in the program and with the Y! Facebook: **Steele Creek YMCA** Instagram: **#Steelecreeky**

Absences

Please notify us by 12:00pm **via e-mail** of any absences for your child so that we can prepare accordingly.

Carline/Rides Out at Steele Creek YMCA

You can pick your child up from the afterschool program at any time before 6:30 PM each day in carline. When picking up, please do not get out of your car. Your child will be escorted to your vehicle. We are not authorized to buckle your child into the car. If they are unable to do so themselves, please pull forward out of the carline and into a parking space.

Late Fee: Our program runs from school dismissal – 6:30pm. The YMCA will charge \$1 per minute per child as a late fee.

Authorized Pick-up & Emergency Contact

Authorized Pick-up List – 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 address above and include the person's name as it appears on their photo ID. Please notify the person that a picture ID will be required during rides out. Thank you for helping to expedite this process by having your ID ready. If there are special circumstances involving custody issues you must provide the Director with legal documentation of these arrangements.

Emergency Contact – We ask that all Afterschool families have at least one local emergency contact who we can reach in the event that we are unable to get ahold of you. If there is ever a time when you are unable to pick up your child(ren) by 6:30pm, we WILL reach out to other emergency contacts. As a general rule, if a child is not picked up by 6:45pm and we have not heard anything, we will contact authorities.

Inclement Weather

There will be times when weather conditions prevent us from running our carline safely (conditions can include, but aren't limited to, rain, lightning, hail, and extreme cold).

During times of questionable weather, we will be keeping our families informed about our plans in various ways:

- E-mail – We will be in contact via e-mail as soon as decisions are made.
- Additional signage posted at usual car line location

In some occasions, we are able to offer care when school days are cancelled. We will keep in touch regularly by email in order to let you know our options. Sometimes this can be decided the evening before, and other times it is decided early or mid-morning the day of.

Family Understanding

By enrolling in the Afterschool Program, it's important for you to understand a few details:

- YMCA staff and volunteers are not allowed to transport children in personal vehicles at any time outside the YMCA program.
- YMCA staff are not permitted to babysit families that they meet through our programs in alignment with our Child Abuse Prevention policies.
- Families may not drop off their child at the YMCA or program site unless a YMCA Staff Member is there to receive and supervise their child.
- The YMCA is mandated, by state law, to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.
- Primary communication is via email. You must provide a valid email address for communication and a phone number we can reach you in case of an emergency.

Family Involvement

Feedback – It's important to us that we offer a program that is functional for both your child(ren) and family. We strongly value comments (whether positive or constructive), input and ideas on 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. Occasionally we will reach out to seek your feedback and/or ideas in order to enhance and improve what we're doing.

Tell Us About Your Child – Prior to the school year, we will ask for you to answer a few general questions about your child so that we can be prepared to serve them in the best possible way.

What's Going On At Home – Children's actions can sometimes reflect challenges they are experiencing outside of the program (pet's death, divorce, conflict at school, new siblings, etc.) Please be open with us so that we can do everything possible to serve and support your family.

Donations to Program – We are always in need of some items, so if you find yourself with books or clothing (particularly shorts or pants) that no longer suit your child(ren) and are appropriate for school-aged kids, we would very much appreciate the contribution!

Technology

While we strongly encourage students to leave their technological devices at home, students are permitted to have them ONLY during homework time *if* they are using it for educational purposes. Please know that staff members may require that devices are put away if at any time they feel like it is being used inappropriately. At times a device may be held by a staff member and given to the parent/guardian at pick-up. Staff is not liable for cell phones, tablets or any other technology brought to programs.

Steele Creek YMCA Program Discipline Guidelines

Our goal is to guide children in becoming happy, responsible and cooperative participants through positive teaching techniques. In the event that behavior requires discipline:

- Staff will make a concerted effort to preserve the child's self-image and will not embarrass the child.
- Staff will help children learn self-control, choose alternatives, identify feelings and develop an understanding and respect for the feelings of others.
- Every effort will be made by staff to enlist the cooperation of the child and families to solve problems.
- A discipline form (Documentation of Behavior) is provided to parents/guardians as a tool to communicate problems that arise. Please remember that this tool is in place to foster communication between the family and the YMCA so that we can work together to better serve each child's needs.

In the event that we're working through disciplinary action with your child, we will be in contact with you via phone, email, or in person.

Example of disciplinary action that may take place (dependent on behavior and frequency):

- Verbal warning by staff to child.
- Secondary warning by staff to child and redirection and/or temporary removal from the environment.
- Parent/Guardian may be asked to pick up their child for the remainder of the day.
- Parent/Guardian may be asked to meet with the program director to determine a collaborative approach moving forward.
- Serious or repeated behavior may result in a suspension from the YMCA Program. Parents/Guardians will be expected to pick their child up for the remainder of the current day and arrange alternate care for the duration of the suspension.
- Consistent disciplinary problems may result in suspension or removal from the program.

*If you are called to pick up your child from the program, you are expected to be here within 1 hour of that call.

Medication Policy

Please administer all medications at home whenever possible. If medications are required during the afternoon, a "Medication Authorization Form" must be filled out and medications provided to the office staff in the original container in a plastic bag with the child's name clearly written on the outside. All medications including over the counter items, must be dispensed by the office personnel. Please contact the Director if your child's allergy requires special consideration.

Nut-free Program

We do our best to be a nut-free program and the foods we provide as a part of the program are nut-free. Please DO NOT send your child with any food containing nuts. We have children in our programs with severe allergies and you can help prevent a life threatening emergency by selecting alternatives to pack in your child(ren)'s snacks and lunches.

Health and Wellness Policy

If your child develops symptoms of illness during their stay, families 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 UNLESS A WRITTEN NOTE FROM THE CHILD'S PHYSICIAN IS GIVEN, STATING THAT THEIR SYMPTOMS ARE NOT CONTAGIOUS.** Some of these symptoms include, but are not limited to:

Sore Throat	Skin Rash	Open Sores	Pink Eye
Active Head Lice	Continuous Nasal Drainage	Coughing	Fever
Diarrhea	Vomiting		

If a parent/guardian cannot be reached, the staff will call an emergency number listed on the child's health form. Please confirm with the Sales & Service Staff team if you are unsure of who is listed as your child's emergency contacts. Please be considerate of the other children and staff, and do not send your child to the Y sick. 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.

Injuries & Illness at the YMCA

Please Note: In the event of a serious emergency, 911 will be called first.

Illness - If your child becomes ill in our care and is not feeling well enough to participate or exhibits contagious symptoms, we will call parents/guardians to request that the child is picked up from the program at that time. If you are called to pick up your child early from the program, you are expected to be here within 1 hour of that call.

Injury - If your child is injured, the staff members will take the necessary steps to care for him/her. If the injury seems to affect the child's participation in the program beyond a few minutes' time, we will call parents/guardians to let them know what has happened. For more minor injuries, we will communicate home via a conversation at pick-up or a "Boo Boo Report" in the child's backpack.

If your child is more seriously injured, the director will take whatever steps are necessary to obtain emergency medical care, including calling 911. We will attempt to contact parents/guardians directly and/or through other listed emergency contacts. Please know that EMS is required to transport minors unless a parent/guardian is able to be contacted and immediately come to the YMCA in order to waive EMS care/transport.

Appendix Includes:

- List of Out of School Days

APPENDIX

AFTERSCHOOL PROGRAM DAYS LIST

Date	Schools Out	YMCA Care Offered	Program
9/4/23	CMS	No	Labor Day
9/20/23	CMS	Yes	Early Release Day
9/25/23	CMS	Yes	Out of School Day
10/25/23	CMS	Yes	Early Release Day
11/6/23	CMS	Yes	Out of School Day
11/7/23	CMS	Yes	Out of school day
11/10/23	CMS	Yes	Out of school day
11/22/23- 11/24/23	CMS	No	Thanksgiving Break
12/20-23- 12/22/23	CMS	Yes	Winter Camp Week 1
12/25/23- 12/26/23	CMS	No	Christmas Break
12/27/23- 12/29/23	CMS	Yes	Winter Camp Week 2
1/1/24	CMS	No	New Years Day
1/2/24	CMS	Yes	Out of School Day
1/15/24	CMS	No	MLK Day
2/7/24	CMS	Yes	Early Release Day
2/19/24	CMS	Yes	Out of school day
3/13/24	CMS	Yes	Early Release Day
3/29/24	CMS	No	Easter Weekend
4/1/24- 4/5/24	CMS	Yes	Spring Break Camp
5/27/24	CMS	No	Memorial Day
6/6/24- 6/7/24	CMS	No	End of School Year transition