



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

AFTERSCHOOL FAMILY HANDBOOK

**Brace Family YMCA
Hemby Program Center**

3127 Weddington Road, Matthews NC 28105
9760 Happy Valley Drive, Charlotte, NC 28270
704-716-4309 | BraceFamilyAfterschool@YMCACharlotte.org

WELCOME AFTERSCHOOL FAMILIES!

Afterschool season is back and ready to go for the 2024-2025 school year! It is with great pleasure that I welcome you all to the Brace Family Y's Afterschool Program at the Hemby Program Center. We look forward to another exciting year and are grateful that you chose the Brace Family Y and its programs for your afterschool needs.

Our children will enjoy a unique experience on our 21 acre site; including engagement on our low ropes courses (children 8+), fort building in the woods, playing on our fields, playground, and Gaga pit, and so many more exciting activities across our facility. By choosing YMCA Afterschool, you are choosing more than a day care service. Your child will learn and grow through our carefully planned, mission-centered programs that teach your child to make healthy choices, build relationships, develop skills and become a servant leader here at the Hemby Program Center.

This year holds great potential, exciting adventures and a chance to make new friends along the way. We want you, as families, to be involved in your student's afterschool experience. Feel free to contact us about anything that is on your mind and heart in regards to your children and family. Our goal is to engage the children and their families to provide a safe environment and opportunities to challenge their potential and learn creativity and different avenues of fun along the way.

Thank you for allowing us the opportunity to be a part of your family this year. You will receive further communication throughout the school year through email and at pick up. I hope you and your families are as excited as I am for a great Afterschool year!

Sincerely,

Brace Family Afterschool Team

704-716-4309

BraceFamilyAfterschool@ymcacharlotte.org

Welcome to the Brace Family Y Afterschool Program at the Hemby Program Center. Thanks for choosing the Y for your afterschool experience!

PROGRAM INFORMATION

HOW TO CONTACT US

- **While Afterschool is in session:**
Hemby Program Office
704-716-4309
BraceFamilyAfterschool@ymcacharlotte.org
- **Billing Information:**
Heather Van de Riet
704-716-4233
Heather.VandeRiet@ymcacharlotte.org
- **Youth Development Director**
Kyle Franks
704-716-4222
Kyle.Franks@ymcacharlotte.org
- **Absentee/Inclement Weather Hotline**
704-716-4309

ADMISSIONS/ENROLLMENT/PAYMENT POLICIES

The YMCA of Greater Charlotte will not discriminate by race, color, sex, national origin, creed, or special needs.

YScholarships

- The YMCA of Greater Charlotte offers YScholarships on membership and programs for qualifying households. Please call 704-716-4200 for more information.

Registration Fee

- There is a \$25 member/\$0 nonmember registration fee to join the afterschool program.

Payment Options

- Payments are drafted on the 15th of each month from August to May. Drafts process in the very early hours (2-4AM) so please plan accordingly.
- Fees will be calculated based on our daily rate multiplied by our days of service in the CMS or UCPS calendars.
- Payments are made via credit/debit card draft.

Late Payment Policies

- Monthly drafts that fail to process will be reattempted on the Friday following the 15th. Should that attempt also fail, a \$25 per student fee will be assessed before a 3rd draft is attempted on the next Friday.

- Failure to pay by the 3rd draft attempt may result in suspension of Afterschool services and/or removal from the program.

Cancellations

- Cancellations require 14 days written/emailed notice to the Program Business Office Coordinator at Heather.VandeRiet@ymcacharlotte.org.
- Student families are responsible for the cost of the daily rate during the notice period.
- If the amount paid prior to cancellation is insufficient to cover the student's total cost, the remaining balance will be charged to your card on file upon cancellation.
- If the amount paid is in excess of the student's total cost, the overage will be refunded to the card used for payment upon processing.

PICK UP/DROP OFF

- Afterschool hours of operation: Afterschool Program begins at 2:30pm and pick up ends at 6:30 PM.
- Out of School Day hours of operation: Drop off begins at 7:00am and pick up ends at 6:30pm.
- Our staff will be waiting outside so you will not have to exit your vehicle to pick up your child.
- Parents will be charged \$1 per minute for every minute after 6:30pm that their child has not been picked up.

TRANSPORTATION TO AFTERSCHOOL

- **CMS** - Parents/guardians must fill out an alternate stop request form through the CMS Transportation Site. This can be found at [here](#).
 - Please note that these request forms do not carry over from one year to the next, so you must fill it out for each school year.
 - The YMCA is not involved with the alternate stop request process, nor do we have access to the forms once filled out and completed.
 - You will need to communicate with your school's front office in order to ensure that transportation is secure for your CMS Student.
- **UCPS/Socrates Academy** - We will provide transportation to all UCPS/Socrates participants in YMCA Mini-Buses. These buses are driven by YMCA Certified drivers who have undergone transportation training and Motor Vehicle Record Checks.

AUTHORIZED PICK UP

- For the safety of your child, participants will only be released to the guardian or responsible adult(s) listed on the child's registration form or listed as an authorized pick up in the system.
- Every person picking up a child must present a photo I.D.
- In the event that a child is to be picked up from someone not listed on the registration form, a parent/guardian email must be sent to inform the afterschool program and that person must have their I.D.

WHAT TO BRING TO AFTERSCHOOL

If your child has a water bottle and comfortable clothing, encourage them to bring those to this program. Apart from that, they would need to bring everything that a child wishes to take home that they brought from school. This would include, but not limited to, a book bag, homework, appropriate materials needed to complete homework, and appropriate clothing.

WHAT NOT TO BRING TO AFTERSCHOOL

The YMCA is not responsible for lost, stolen or damaged property. Please keep the following items at home: fidget spinners, cell phones, IPod's and IPad's, other tablets, weapons such as pocket knives, electronic gaming devices, Pokémon Cards, and other trading materials. Any items that are collected will be kept in the program office and returned to the parent at the time the child is picked up. There will be no selling of personal or school items, and all items will be asked to be put away or stored in the office until the child leaves for the day. If you have questions, please contact our Afterschool Program Office.

AFTERSCHOOL COUNSELORS

The Brace Family YMCA is committed first and foremost to the safety of your child. We place a serious emphasis on safety standards by offering remarkable counselor to camper ratios and requiring our counselors complete 15 hours of pre-camp training, including youth and adult CPR, First Aid, and AED training. All YMCA staff go through background checks and drug screenings prior to hiring.

Counselor to Student Ratios	
Kindergarten	1:8
1 st Grade	1:10
2 nd -3 rd Grade	1:10
4 th -5 th Grade	1:10
Middle School	1:12

LOST AND FOUND POLICY

- We will make every effort to return lost and found items while your child is here. Your child can do more than anyone else to insure that nothing is lost. We will place lost and found at the top of the road for parents and children to look through.
- Please mark all items with a permanent marker or laundry label for easy identification.
- If you discover something is missing, please check lost and found immediately.
- If you have lost an item and are unable to find it, please email us at BraceFamilyAfterschool@ymcacharlotte.org, give a description of the item, and we will attempt to look on our end as well.
- The YMCA is not responsible for lost, stolen, or damaged clothing or equipment.
- Every 2 months all lost and found will be donated to a local charity.

INCLEMENT WEATHER POLICY

The Youth Development Director pays close attention to the weather each day. Programming is modified based on inclement weather and our available indoor locations.

In the event of school closings due to inclement weather, the Youth Development Director will assess the road conditions based on the weather report. The safety of our participants and staff is our priority. At the time of road assessment, we will decide whether the Brace Family YMCA Afterschool will operate on an Out of School Day (full day) schedule.

The decision to have an out of school day will be made as early as possible and we will leave our decision on the voicemail greeting to the Program Office phone at 704.716.4309. It is the parent's responsibility to check this number for the decision made.

If we are open, drop off will begin at 8:00am (unless otherwise stated), and we will process the Out of School Day cost (available at www.ymcacharlotte.org) to your card on file.

Unplanned Early Release due to inclement weather:

- The YMCA will not provide transportation from school. If the YMCA decides to maintain normal program hours, we will begin our program at 2:30pm.

School Delays due to inclement weather:

- In the event that school operates on a delay, the Afterschool program does not provide morning care.

School Cancellations due to inclement weather:

- If school is cancelled due to inclement weather, no refunds will be provided, as we will provide traditional afterschool care on the make-up day.

EMERGENCIES

Routine cuts and scrapes will be treated by our Afterschool staff. In the case of serious illness or accident involving your child, the Afterschool office will contact you directly. In the event that you cannot be reached, your authorization signed on your health form allows us to secure prompt treatment. We will also attempt to reach the emergency contacts listed for your student. Please note: in the event of a serious emergency, 911 will be called first.

ILLNESS

The YMCA cannot provide care for sick children. A child who is sick before Afterschool begins should be kept home for his/her own sake and that of others. Each day upon arrival, each child will be observed for symptoms of illness. These next few items will require a parent/guardian to pick up their child immediately:

- Any signs of illness or a fever (100 degrees or higher).
- If a child becomes ill at afterschool.
- If a child has no overt symptoms of illness, but displays significant behavior changes and is clearly uncomfortable and not able to participate in activities.
- If a parent cannot be reached, the staff will call emergency contacts provided on the registration form or in the online process. Transportation is not provided for children returning home due to illness.

INSURANCE

The YMCA of Greater Charlotte provides liability insurance on all its programs. It is the program participant's responsibility to provide their own accident insurance coverage. In the event of a serious illness or accident, the parents will be notified at once. Parents/Guardians are responsible for prescriptions and charges incurred for outside medical treatment of their child, should services be required while in attendance at Afterschool.

DISCIPLINE POLICY

The philosophy of our program is based on the character development principles caring, honesty, respect, responsibility and faith. It is expected that our staff show respect and courtesy to each participant and we expect each participant to show courtesy and respect to each staff. The staff will make every effort to relate to campers on an individual basis and not make the whole group responsible for the actions of one camper.

- Staff will help participants learn self-control, choose alternatives, identify feelings and develop an understanding and respect for the feelings of others.
- Every effort will be made by the staff to enlist the cooperation of the child and parents to solve problems.
- Our goal is to have an open communication line between staff and families. If consistent behavior occurs that is negatively impacting the experience of other students on site with us, we will discuss next steps with families up to and including suspension and removal from the program.
- Please note that there will be no refunds for missed days due to behavior.

OUT OF SCHOOL DAYS

The afterschool program will be open on the majority of the days that children are out of school due to a Holiday, teacher workday, or annual leave day. Registration can be completed online through your YMCA account, and will be listed as "Out of School Day" under the program search, or in person at the Brace Family YMCA. The cost will be \$45 for YMCA members and \$65 for Non YMCA Members. Please refer to the CMS/UNION County school calendar for days children will be out of school.

HOW CAN I SUPPORT THE YMCA?

Annual Support Campaign

You can help other youth and families in need by pledging to our Annual Support Campaign. Each year the Brace Family YMCA gives approximately \$40,000 in afterschool scholarships so children can experience our afterschool program. For more information please visit www.ymcacharlotte.org or call us at 704-716-4200 to make a difference.

Donations

If you have any materials such as board games, activities, crafts, books, school supplies, or sports equipment that you no longer are in need of, the Hemby Program Center would greatly appreciate any lightly used items found in your homes!

ABSENTEE & INCLEMENT WEATHER HOTLINE 704-716-4309