



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



AFTERSCHOOL
LEARN
WITHOUT
LIMITS

MCCRORY FAMILY YMCA



FAMILY HANDBOOK

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YMCA of GREATER CHARLOTTE MISSION:

The mission of the YMCA of Greater Charlotte is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

MCCROREY FAMILY YMCA YOUTH PROGRAM VISION:

The vision of the McCrorey Family YMCA Youth Programs Department is to provide a positive growth experience by recognizing each scholar's individual abilities and needs. We strive to provide activities and experiences that develop and support our Christian mission, a positive self-image and fun all while strengthen the family unit.

YMCA CORE VALUES:

Faith – Honesty – Respect – Responsibility – Caring

MC OST GOAL:

Our goal is to provide scholars with a safe, nurturing, engaging, and creative environment. At all times, we will strive to promote healthy lifestyles and character development in the areas of caring, respect, responsibility, honesty, and faith. We will do this through age-appropriate activities, trips, and forming community partnerships.

DESCRIPTION OF ACTIVITIES AND OPERATION:

As the goal of OST is to provide participants with a safe, nurturing, engaging, and creative environment, our scholars will be exposed to field trips, and activities that bring out their personalities. Activities such as KidzLit will give scholar the opportunity to partake in life learning activities that will help mold them into successful citizens. In addition to LidzLit, Scholars will partake in Devotions, Swimming, Crafts, Sports, Wellness Activities, Tutoring and More!

** Please note that screen time (television, computers, video games, etc.) are kept at a minimum of no more than 30 minutes per day. **

YOUTH PROGRAMS STAFF:

YMCA Professionals supervise all of our scholars. We recruit our staff through local churches, leadership organizations, and from area colleges and universities. All staff is required to complete a minimum of 30 training hours including, but not limited to, First Aid, CPR, AED, and Van Driver Safety prior to the first day of OST. We take pride in the high expectations we set for our OST staff and evaluate them on a regular basis. If you have any questions about our Youth Services staff, please contact our Family Services Coordinator.

ADMISSION/ ENROLLMENT PROCEDURES:

The YMCA of Greater Charlotte welcomes all scholars into our programs regardless of race, color, sex, national origin, creed, religion, or socioeconomic status. We are licensed to serve 5-12 year olds that are enrolled in K-7th grade in OST. At registration, you will be asked to provide the following:

- Copy of your Scholar's immunization records
- COMPLETED registration form
- Signed Discipline and Behavior Management Policy
- Signed Swim Waiver

If you receive Child Care Resources (CCRI) funding for your scholar(s), you will need to submit the voucher NO LESS THAN two weeks before your scholar's arrival in the program.

Financial Assistance (My Y Pricing) Information is available at the Member Services Desk. Parents wishing to receive a My Y Pricing adjustment must submit a copy of their most recent 1040 forms from taxes to show household income.

DENIAL OF SERVICES:

The McCrorey Family YMCA reserves the right to deny OST services if one or more of the following conditions exist:

- The student is not participating in or benefiting from the program
- The staff can not provide adequate or safe care for the student
- The staff can not provide adequate or safe care to other enrolled scholars due to the behaviors of a student

OST FEES / REGISTRATION CHANGES / CANCELLATIONS:

Deposits

- There is no deposit to register for Out of School Time programs at the McCrorey Family YMCA.

Program Adjustment Rate

As part of our My Y Pricing rate structure, an adjusted program rate is available to all who qualify. Both Members and Program Participants must provide income verification at the Sales and Service Desk in order to receive an adjusted program rate.

Payment Options

- Pay in full at time of registration.
- Pay using Debit Card or Credit Card (**A Credit Card Authorization form is Required for ALL**)
- Payment in Person. Payments will be accepted at the Sales and Service Desk in the form of cash, debit, or credit card before the due date. **Payments not made by the due date will be automatically drafted on the due date using the card on file.**

Late Payment Policy

Payments received after the balance due date will be charged \$25 per scholar, per month. If payment is not received in full, the scholar will be removed from the roster and parents will be responsible for finding alternate childcare until services are restored.

Cancellation/Transfer Policy

- A Program Cancellation Form must be completed and turned in to your YMCA Sales and Service representative.
- Cancellations must be received at least 15 days prior to the hard stop date.
- Parents responsible for paying for all days of service through the end of the 15 day notice period (regardless of when they physically stop attending the program).
- No refund will be issued if the Scholar misses OST due to illness.
- No refund will be issued if your Scholar is removed from OST for his/ her behavior.

HOURS OF OPERATION:

The McCrorey Family YMCA OST program operates Monday – Friday from 2:30 PM – 6:00 PM

TRADITIONAL FULL DAY	NO OST	CMS HALF DAY
	August 25-26	
October 5	September 5	September 21
November 8	September 26	October 26
November 11	October 31	February 8
January 2	November 23-25	March 8
January 25	December 26	
March 27	January 16	
	February 20	
	April 7	
	May 29	
	June 8-9	

Winter Break Camp:

December: 20, 21, 22, 23, 27, 28, 29, 30

Spring Break Camp:

April 10 ,11, 12, 13, 14

The McCrorey Family YMCA will provide half day services to CMS, Invest Collegiate, KIPP and Sugar Creek Charter Schools pending we have 10 or more Scholars enrolled.

The McCrorey Family YMCA will not provide full day services for Year Round Schools or Charter Schools unless it is the same day as a Traditional CMS workday OR 10 or more Scholars are enrolled from the Year Round or Charter School.

The McCrorey Family YMCA will provide Intercession Camp to Year Round Schools or Charter schools if said school has 10 or more Scholars enrolled.

FULL DAY POLICIES AND PROCEDURES:

On approved full days, OST will operate from 7:00 AM - 6:00 PM. Breakfast will be provided. However, scholars will have to provide their own lunch. A schedule of activities will be provided a week prior to the full day. Parents are required to bring scholars inside the facility before 9AM.

SAFE ARRIVAL AND DEPARTURE PROCEDURES:

Parents are required to sign their scholar in and out of OST. Scholars are not allowed to leave OST without a Parent / Guardian / Authorized person present to sign that scholar out. Scholars are not allowed to walk home at the end of the OST day. The adult checking the scholar in/out must be 18 years old or older, have valid I.D., and be listed on the Scholar' application. **WE WILL NOT WAIVER ON THESE**

REQUIREMENTS!**ARRIVAL-**

A monitor will be outside to sign scholars in as they enter the branch.

DEPARTURE-

Parents are required to come in and sign their scholar out with their respective counselor.

EARLY ARRIVAL:

OST begins with supervision of programs at 2:30 PM. Scholars MAY NOT be dropped off at OST prior to 2:30 PM. This allows the OST staff to properly prepare for the day without interruption. OST Staff will be ready to greet your scholar promptly at 2:30 PM.

DESIGNATION OF INDIVIDUALS AUTHORIZED TO PICK UP:

In the Registration Packet, there is a designated area for parents to provide additional authorized persons to receive their scholar from OST. These persons must be 18 or older and must present a VALID photo ID upon receiving a scholar from care. In the case that a person is here to receive a scholar and is not an Authorized person, an attempt will be made to contact the parent. If the parent is then unreachable, the Scholar will not be released.

EARLY PICK UP:

We encourage you to leave your scholar at OST until the day ends so they will not miss out on activities and recognition of awards earned that day. We understand that there will be exceptions and when these occur, please notify the OST Director in writing or by phone at least 3 days in advance.

LATE FEE:

In fairness to our staff and because of subsequent program demands, it is very important that your scholar is picked up each OST day on time. Pick up after the designated pick up time of 6:00pm will result in a late fee charge to be paid the following day. This fee is \$1 per minute after 6:00pm. This secures accountability in the care of the scholar. Failure to pay the late fee will result in a cessation of services until the fee is paid. Payment may not be left with the counselor and/or leadership staff. All payments

must be made at the front desk.

HOMWORK:

Homework assistance will be provided to scholars who need it. Our counselors must circulate around the room to provide assistance to all scholars. In addition, homework is offered as an option. For parents who desire for their scholar to have homework completed a "homework contract" must be completed. Homework contacts will be provided by the counselors.

AQUATICS POLICY:

The McCrorey Family YMCA prides itself on equipping scholars with the tools to become excellent swimmers. To ensure the quality of our program, please see our aquatics policy below.

Safety Hazards:

- The YMCA pool contains the following items, Calcium Hypochlorite (60-80%), Sodium Chloride (10-20%), Calcium Chlorate (0-5%), Calcium Chloride (0-5%), Calcium Hydroxide (0-4%), Calcium Carbonate (0-5%), Water (5.5-10%). These chemicals could cause potential hazard if swallowed. If Scholar are allergic to these items, skin and eye irritations may occur.

Supervision:

- Locker Room: All Youth Services participants are supervised in the locker rooms by two certified YMCA counselors at all times.
- Pool: For every twenty-five (25) Scholar there will be one lifeguard on duty along with two certified YMCA counselors. All YMCA certified counselors must accompany the Scholar in the pool.

Discipline: To ensure the safety of our Scholar, our Scholar are expected to follow the pool rules. However, when rules are not followed, discipline will go as follows:

- Strike 1- Verbal Warning
- Strike 2- Pool Break (3-5 minutes)
- Strike 3- Pool Break for remainder of session.

In the event that a field trip is planned to another aquatics facility, our staff and Scholar will be expected to comply with both YMCA regulations as well as regulations set forth by that accompanying aquatics facility.

ATTENDANCE:

The McCrorey Family YMCA takes attendance daily of all participants in its programs. This is an accountability and safety precaution by our staff for the wellbeing of our scholars. Each morning, attendance will be taken in all groups. Attendance will also be taken throughout the day.

CCRI allows for five absences each month for scholars receiving subsidies. The YMCA is accountable for submitting all attendance records to CCRI. If a scholar misses more than the allotted five days, we are mandated to report these absences to CCRI.

In the event that your scholar will be absent from OST, counselors will notify the OST Coordinator, and someone from the leadership team will make contact with you. In addition, if your scholar will be absent please contact the OST office at 980-900-7475

BEHAVIOR MANAGEMENT

Praise and positive reinforcements are effective methods of the behavior management of Scholar. When Scholar receive positive, nonviolent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how Scholar learn and develop values, this facility will practice the following discipline and behavior management policies.

WE DO:

- Praise, reward, and encourage the Scholar.
- Reason with and set limits for the Scholar.
- Model appropriate behavior for the Scholar.

- Modify the classroom environment to attempt to prevent problems before they occur.
- Listen to the Scholar.
- Provide alternatives for inappropriate behavior to the Scholar.
- Provide the Scholar with natural and logical consequences of the behaviors.
- Treat the Scholar as people and respect their needs, desires, and feelings.
- Ignore minor misbehaviors.
- Explain things to Scholar on the levels.
- Use short supervised periods of "time out."
- Stay consistent in our behavior management program.

WE DO NOT:

- Spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the Scholar.
- Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the Scholar.
- Shame or punish the Scholar when bathroom incidents occur.
- Deny food or rest as punishment.
- Relate discipline to eating, resting, or sleeping.
- Leave the Scholar alone, unattended, or without supervision.
- Place the Scholar in locked rooms, closets, or boxes as punishment.
- Allow discipline of Scholar by Scholar.
- Criticize, make fun of, or otherwise belittle Scholar's parents, families, or ethnic groups.

BEHAVIOR MODIFICATION SYSTEM:

- 1st Offense- Positive Redirection
- 2nd Offense- Conference with leadership
- 3rd Offense- Parent Conference with Family Services Director
- 4th Offense- Behavior Modification Contract
- 5TH Offense- Excluded from Program

What are grounds for immediate suspension?

Offenses include but are not limited to fighting, sexual harassment, bullying, when the scholar and other scholars are at danger, violent behaviors in the pool or toward staff.

TRANSPORTATION POLICY:

Riding the YMCA bus is a privilege, not a right. While on the bus, you are expected to abide by all the rules. Only scholars that have a signed waiver on file will be allowed to ride the YMCA bus.

- Respect the driver and follow all rules at all times
- Remain seated in your assigned seat at all times unless you are instructed otherwise by the driver
- Keep your arms, hands, and possessions inside the bus
- Keep doors and aisle clear at all times
- Do not throw anything on or off the bus
- Absolutely no profane or obscene language or gestures
- Do not eat, drink, or chew gum while on the bus
- No illegal substances are allowed on the bus at any time (i.e. tobacco products, alcohol, drugs, etc.)
- Make room for those that need a place to sit
- Seat belts must be buckled while the bus is on and/or in motion
- Keep your hands to yourself; No horseplay, FIGHTING, etc.

It is imperative that our parents know that transportation is a privilege. In the event that our buses are not able to get to your Scholar's school due to construction, lockdown, etc.- we will notify you to pickup your Scholar.

In the event of inclement weather, our OST program will follow the decisions made by Charlotte Mecklenburg Schools (CMS) officials. We trust them to make the necessary decisions for the safety of our Scholars. Below I have listed the plan of action for each scenario that may arise.

Early Dismissal (CMS)-

If CMS dismisses schools early due to inclement weather, we will not open OST for that respective day.

Inclement Weather During OST-

In the event that inclement weather takes place while OST is in session, we will run programming as planned and contact all parents to pickup Scholars as soon as possible.

School Closing-

In the event that CMS decides to cancel school due to inclement weather, we will not facilitate OST programming for that respective day.

HEALTH AND SAFETY STANDARDS:

Daily sanitation standards are as follows:

- Toilets are cleaned
- Floors are swept and mopped
- Tables, door handles and surfaces are wiped and sanitized
- Hands are washed when the Scholars enter the room, after bathroom usage, after playing with toys, before eating, before taking medications and so on
- We clean all other equipment or as needed or on a monthly basis, whichever comes first. We also inspect equipment and space in an ongoing manner for any safety hazards.

MEDICATION POLICY:

Only prescription medicine is allowed to be administered at OST. If a student is found with any type of medicine, it will immediately be confiscated. If medication must be administered, you should:

- Complete a Medication Form
- Parents / Guardians must bring the medication directly to the OST Director. Medicine will NOT be accepted from scholar.
- Medication must remain on site and will be returned to the parent at the end of the OST week.
- All medicine must be labeled and in their original bottles. We will only be permitted to follow the bottle instructions regardless of what the parent may say.

WELLNESS POLICY:

It is our sincere desire to provide quality care for your scholar while you take advantage of various services at the McCrorey Family YMCA. It is absolutely imperative that we work together to make this happen. The McCrorey Family YMCA can not provide care for sick scholars. A scholar who is sick before OST begins should be kept home for his/her safety and the safety of others. Please be advised that staff will not exclude your scholar from care unless one or more of the following conditions exist:

- The illness prevents the scholar from participating comfortably in childcare activities (to include Drop In Care, preschool, OST, and day camp)
- The illness results in a greater care need than the staff can provide without compromising the health and safety of other scholars
- The Scholar has any of the following conditions: **Temperature:** Temperature off 100 or more degrees in the ear; **Signs of Possible Severe Illness:** Examples include lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing, or other unusual signs-until medical evaluation allows inclusion; **Uncontrolled Diarrhea:** Examples include one or more watery stools which cannot be contained by a diaper or more than two loose stools in a 24-hour period; **Vomiting:** If the Scholar has had two or more episodes of vomiting in the previous 12 hours he/she will be excluded. If the scholar vomits once in care, he or she will be closely monitored to determine if there are any signs of illness.

If any of the previous symptoms exist, we will notify a parent or emergency contact designee immediately. Moreover, the McCrorey Family YMCA Staff may require you to present a note from a health care professional certifying that it is safe for the scholar to return to care. All parents of non-ill Scholar will be notified in case of contagious disease exposure. If a scholar exhibits indicators of illness or general tiredness that present discomfort with the classroom environment, we may remove the scholar to the Office for rest and monitoring.

Our staff members are not health care professionals, so they must make the best call for the greatest outcome for the most people. Please give them your support as they attempt to provide a healthy place for your Scholar to receive care and instruction. There are no refunds for days missed due to illness.

CELL PHONE USAGE:

SCHOLAR WILL NOT BE ALLOWED TO USE THEIR CELL PHONES DURING OST. If a scholar is found with their cell phone, we will confiscate it. **NO EXCEPTIONS.** We will only return the cell phone to the parent / guardian. If you need to contact your scholar during the OST day, please feel free to contact the office at 980-900-7475.

FOOD/ SNACKS:

A snack will be provided for Scholars in OST. The snack calendar is posted in the hallway and in each room. If your scholars have any specific food allergies, we will do everything we can to provide an alternative. If a scholar refuses to eat because he/she does not like a particular food, we will not provide an alternative. Scholars also have the option of bringing their own snack. Please be mindful to provide healthy, balanced meals that are not heavily sugared or high in caffeine. A complete meal should include a meat or meat alternate, fruit or vegetable, and bread. Sodas and fast food will not be permitted in the program. There may be occasional sweets served at special events, but servings will be limited.

FIELD TRIPS:

Parents will be informed of field trips on the program schedule ahead of time. Parents are allowed to pay for trips at the sales and service desk.

Please note, misconduct will not be tolerated on field trips. If your Scholar(s) misbehave, you will be contacted.

SWIMMING:

We encourage every scholar to take part in swimming. The YMCA of Greater Charlotte has very strict guidelines on appropriate and safe pool procedures. For the sake of safety, this is one area where any type of horseplay or non-compliance will not be tolerated.

Scholars are expected to have swimsuits and towels with them in order to swim. A swim suit is defined as an article of clothing made with supportive lining for the purpose of swimming. Basketball shorts will not be permitted. If a scholar does not have those two things, he/she will not swim. Moreover, we will not make calls home asking for someone to bring either of these two items.

All scholars will be evaluated for swimming ability during their first swim day. They will be assigned a colored band based on their ability and height. Scholars who are classified as one color will be required to wear a flotation vest and be within reach of an adult. Scholar classified as another color will not be required to have a flotation device if they are over four feet tall, and swim in designated areas of the pool.

The McCrorey Family YMCA will only utilize staffed aquatic facilities or providers that have guards on duty who have current lifeguard certifications and certification in First Aid and CPR.

INCLEMENT WEATHER:

Our OST program will follow the decisions made by Charlotte Mecklenburg Schools (CMS) officials. We trust them to make the necessary decisions for the safety of our scholars. Below I have listed the plan of action for each scenario that may arise.

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If CMS dismisses schools early due to inclement weather, we will not open OST for that respective day.

Inclement Weather During OST-

In the event that inclement weather takes place while OST is in session, we will run programming as planned and contact all parents to pickup Scholar as soon as possible.

School Closing-

In the event that CMS decides to cancel school due to inclement weather, we will not facilitate OST programming for that respective day.

As it relates to heat- we will move all outdoor activities indoors until it is safe to return outdoors. Our Leadership staff will monitor the heat index, and make the necessary adjustments to our schedule as needed (Please see weather table below).

Child Care Weather Watch

Wind-Chill Factor Chart (in Fahrenheit)									
Wind Speed in mph									
Air Temperature	CALM	5	10	15	20	25	30	35	40
50	50	48	40	36	32	30	28	27	26
40	40	37	28	22	18	16	13	11	10
30	30	27	16	9	4	0	-2	-4	-6
20	20	16	4	-5	-10	-15	-18	-20	-21
10	10	6	-9	-18	-25	-29	-33	-35	-37
0	0	-5	-21	-36	-39	-44	-48	-49	-53
-10	-10	-15	-33	-45	-53	-59	-63	-67	-69
-20	-20	-26	-46	-58	-67	-74	-79	-82	-85
-30	-30	-36	-58	-72	-82	-87	-94	-98	-102

■ Comfortable for out door play
 ■ Caution
 ■ Danger

Heat Index Chart (in Fahrenheit)																
Relative Humidity (Percent)																
Temperature (°F)	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90
110	108	112	117	123	130	137	143	150								
105	102	105	109	113	118	123	129	135	142	149						
100	97	99	101	104	107	110	115	120	126	132	138	144				
95	91	93	94	96	98	101	104	107	110	114	119	124	130	136		
90	86	87	88	90	91	93	95	96	98	100	102	106	109	113	117	122
85	81	82	83	84	85	86	87	88	89	90	91	93	95	97	99	102
80	76	77	77	78	79	79	80	81	81	82	83	85	86	86	87	88
75	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79



Air Quality Color Guide

Air Quality Index	Guidelines to protect your health	Care for the air
Good 0-50 Code Green	No health effects expected.	<ul style="list-style-type: none"> ■ Conserve energy: drive less and use less electricity. ■ Carpool, use public transportation, bike or walk whenever possible. ■ Keep your car, boat, lawnmower and other engines tuned and maintained. ■ Keep tires properly inflated and wheels aligned. ■ Never burn your trash. This is illegal and releases toxic chemicals. Avoid burning leaves and brush, which is sometimes legal but always pollutes the air.
Moderate 51-100 Code Yellow	Unusually sensitive people: consider limiting prolonged or heavy exertion.	
Unhealthy for Sensitive Groups 101-150 Code Orange	Children, active people, older adults, and those with heart or lung disease (like asthma): limit prolonged or heavy exertion.	
Unhealthy 151-200 Code Red	Children, active people, older adults, and those with heart or lung disease (like asthma): avoid prolonged or heavy exertion. Everyone else: limit prolonged or heavy exertion.	
Very Unhealthy 201-300 Code Purple	Everyone: avoid all exertion.	

LOST ARTICLES (LABEL EVERYTHING!)

Labeling will minimize the opportunity for your scholar to lose an item at OST. We do provide lost and found but it will be emptied every Friday at 6:00pm and all items will be donated to charity. As always, we are making special efforts to return lost and found items to scholars.

WHAT TO BRING TO OST

Closed-Toed, rubber soled shoes (tennis shoes are perfect)

Extra set of clothes (if needed)
Swimsuit / Swim trunks and towel on swimming days
A Light Jacket if needed
Good Attitudes

WHAT NOT TO BRING TO OST

Alcohol, Drugs, Weapons
Animals
Valuables
Electronics (Cell Phones, iPods, Video Games)
Toys
Valuables
Money

DRESS CODE:

Scholars are encouraged to wear loose fitting and comfortable clothing. Due to the amount of physical activity, sneakers should be worn to OST daily. Open toed shoes, sandals, and heels are prohibited. Scholars are not permitted to wear any article of clothing or possess items that depict illegal activity, violence, profanity, sexual activity, or nudity. Bandannas and head items (i.e. scarves, wave caps, doo rags, combs, etc.) are strictly prohibited. Undergarments must be concealed at all times. No "see through" clothing can be worn. Swimsuits and Swim Trunks must be "Y Appropriate". Males must wear swim trunks when swimming. Due to the high volume of physical activity, all Scholars must practice good hygiene.

CUSTODY ISSUES:

In case of separated or divorced parents where visitation rights are denied to one parent, we cannot deny releasing the scholar to such parent unless a court decree or separation document is in your scholar' file with us. The documents must clearly forbid such parent from picking up the scholar from our program. The court decree must also be specific to the rights of visitation on the YMCA OST property during OST hours. The document must specify that visitation is permitted by the non-custodial parent. Otherwise, visitation will not be permitted. The parent/guardian who registers the scholar for the program has sole responsibility for the scholar and his/her information.

INTOXICATION:

Your child's safety is our priority! At times we are called to make judgments concerning their safety. If a YMCA staff member believes that an adult is under the influence of drugs or alcohol when they arrive to pick up the child, we will detain the camper until an alternate plan can be arranged for the transportation of the child and adult. We will first try to contact another family member or spouse, particularly one of the emergency contacts on the child's registration form. If those means are unsuccessful, a cab will be called at the adult's expense. If the adult who is under the influence becomes unruly, uncooperative, or physically out of control, the staff may have no other choice but to contact the police. Please note: Any demonstration of the above behaviors by a parent or guardian will be grounds for IMMEDIATE TERMINATION of your child care services.

Lastly, the McCrorey YMCA is a tobacco free campus. All parties are required to adhere to this policy while on the grounds of our YMCA.

SPECIAL EVENTS AND PARENT INVOLVEMENT:

Special event opportunities come in many shapes and sizes. Some examples may be family nights, pool parties, cook-outs, community service events, storytellers, entertainers, etc. These are almost totally free of charge and parent volunteers are welcome to sign up for a chance to serve.

EMERGENCIES:

Our OST staff will treat routine cuts, scrapes, and bumps. In case of emergency, every effort will be made to reach you or the emergency contacts listed on your application. If no one can be reached, we will take the necessary actions for the health of your Scholar. In the event you can not be reached, your signed authorization on your Scholar's application allows us to secure prompt treatment. Should there be any changes in the emergency contact phone numbers, please notify the OST Director immediately.

PARENT RESPONSIBILITY

Our staff team is trained to support the mission of the YMCA of Greater Charlotte through safe and fun activities for all scholars. They recognize this as an opportunity to serve you, your scholar and our community. This is a big job that requires understanding, trust and commitment from everyone involved.

EVALUATIONS – We need your comments, input, and ideas on how our OST can better serve you and your scholar. Evaluations / Surveys will be conducted during the school year. We will also have a comment box at the front desk. You may receive periodic phone calls from a survey company that will show up as “Triangle 2” to get your input on a more broad area of concern. Please take advantage of these opportunities and feel free to share any suggestions you might have to make your OST experience more positive for all scholars.

WHAT’S GOING ON AT HOME? – Scholars actions in OST often reflect situations that are occurring at home (i.e. death, divorce, fights with siblings, etc.) If any such disruptive or traumatic experience should occur, please inform the OST Director immediately. This will enable us to better meet the needs of your scholar.

OST STAFF AS BABYSITTERS or OUTSIDE MENTORS – YMCA STAFF BABYSITTING FOR PARTICIPANTS THEY MEET IN THE PROGRAM IS STRICTLY PROHIBITED. The OST staff works diligently with scholars throughout the day and need time to renew their energy in the evenings and on weekends.

PARENT UNDERSTANDINGS

I understand that the YMCA staff and volunteers are not allowed to transport scholar at any time outside of the YMCA program on in their own personal vehicles. I understand that I am not to leave my scholar at the YMCA or program site unless a YMCA staff or volunteer is there to receive and supervise my scholar. I understand that state law mandates the YMCA report any suspected cases of scholar abuse or neglect to the appropriate authorities for investigation

Please remember to thank your scholar’s Counselors from time to time. They make emotional, intellectual, physical and spiritual investments in the scholars and would appreciate your smile and kinds words.

The McCrorey Family YMCA School age program is a licensed Scholar Care Program in North Carolina. As a parent/guardian, if you feel the program may be in violation of state standards, you may address your concerns through the Scholar Care Licensing Parent Report Hotline at 1-800-829-0859.

If you have any concerns that you want to address “in house” or you would like to schedule a time to speak with your Scholar counselor, please feel free to contact our Family Services Director at 704-716-6527 or by email at mccroreycamps@ymcacharlotte.org