



AFTERSCHOOL 2019 – 2020 Parent Handbook

JOHNSTON YMCA

ymcacharlotte.org

Dear Parents and Guardians,

Welcome to the Johnston YMCA's Afterschool! We are extremely excited to have you as a part of our YMCA family! Below is a list of information that we need from all parents before we can register your child(ren) for Afterschool:

- 2019-2020 Registration Packet
- Most Current Immunization Records
- All Signed Afterschool Authorizations Form

Our staff has worked diligently to make this academic year one of the best experiences in your child's life. It is my hope that we can work together to encourage, support and share with one another in this awesome responsibility to build kids who are healthy in spirit, mind and body.

We have made a commitment to the YMCA, our students, parents and community to provide quality programming. That is our mission and our desire. We are asking you as a parent to commit in being dedicated to our youth and to the growth of this program.

We are here to serve you in the best way we can. We appreciate and value you and your family. It is our hope that this shows in everything we do.

Regards,

Your Afterschool Family

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.

JOHNSTON YMCA YOUTH PROGRAM VISION

The vision of the Johnston YMCA Youth Programs Department is to provide a positive growth experience by recognizing each child'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

JOHNSTON AFTERSCHOOL GOAL

Our goal is to provide children 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 Afterschool is to provide participants with a safe, nurturing, engaging, and creative environment, our students will be exposed to field trips, and activities that bring out their personalities. Activities such as learning centers that will give students the opportunity to partake in life learning activities that will help mold them into successful citizens, such as science, math, reading, and history. In addition to learning centers, students will partake in Swimming, Crafts, Sports, Wellness Activities, Homework Assistance 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 Afterschool's. 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 Afterschool. We take pride in the high expectations we set for our Afterschool staff and evaluate them on a regular basis. If you have any questions about our Youth Services staff, please contact our Family Services Office at 704-716-6374.

ADMISSION/ ENROLLMENT PROCEDURES

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

- Copy of your child's immunization records
- COMPLETED registration form including payment form & Swim waiver

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

Financial Assistance Information is available at the Member Services Desk. Financial Assistance acceptance can take up to 2 weeks to be approved and needs to be completed before registration in order to apply the discount to afterschool.

DENIAL OF YOUTH SERVICES

The Johnston YMCA reserves the right to deny Afterschool services if one or more of the following conditions exist:

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

AFTERSCHOOL FEES

The monthly balance must be paid on the 1st or 15th of every month. Any balance due for each family must be paid in full before the student can attend the term. If payment is not received in full by the deadline, the student will be removed from the term. Acceptable forms of payments include cash, credit cards, or money orders. **NO CHECKS, NO EXCEPTIONS.**

Families receiving CCRI are required to pay their co-pay fee as it is assessed by the state, those fees must be paid monthly. For additional information about payments, methods, and options, please feel free to contact the business office.

REGISTRATION CHANGES

If you need to cancel, add, or transfer a session, it must be submitted in writing before the draft day. Change forms are available at the Member Services Desk and cannot be taken over the phone. Transfers and additions are permitted on a space available basis.

REFUND AND CANCELLATION POLICY

Cancellations and refund request must be submitted in writing. Forms are available at the Member Services Desk.

- No refund will be issued if the session is cancelled after 12pm on the Wednesday before the session is scheduled to begin.
- No refund will be issued if the child misses afterschool due to illness.
- No refund will be issued if your child is removed from afterschool for his/ her behavior.
- Parents will be accountable for the balance of their session if they do not follow the cancellation time stated below.

MY Y PRICING

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 & Service Center in order to receive an adjusted program rate.

HOURS OF OPERATION

The Johnston YMCA Afterschool program operates Monday – Friday from 2:30 PM – 6:30 PM

The Johnston YMCA will provide half day services when needed if 10 or more children are enrolled a week prior.

FULL DAY POLICIES AND PROCEDURES

On approved full days, Afterschool will operate from 7:00 AM - 6:30 PM (Excludes Winter and Spring Break). Breakfast will be provided. However, students will have to provide their own lunch. A schedule of activities will be provided a week prior to the full day.

SAFE ARRIVAL AND DEPARTURE PROCEDURES

Parents are required to sign their child in and out of Afterschool. Students are not allowed to leave Afterschool without a parent / guardian present to sign that child out. Students are not allowed to walk home at the end of the Afterschool day. The adult checking the child in must be 18 years old or older, have valid I.D., know the child's password, and be listed on the child's application. **WE WILL NOT WAIVER ON THESE REQUIREMENTS!**

ARRIVAL-

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

DEPARTURE-

Parents are required to come in and sign their child out with counselor located inside Afterschool Hallway Entrance.

EARLY ARRIVAL

Afterschool begins with supervision of programs at 2:30 PM. Students **MAY NOT** be dropped off at Afterschool prior to 2:30 PM. This allows the Afterschool staff to properly prepare for the day without interruption. Afterschool Staff will be ready to greet your students 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 child from Afterschool. These persons must be 18 or older and must present a VALID photo ID upon receiving a child from care. In the case that a person is here to receive a child and is not an Authorized person, an attempt will be made to contact the parent. If the parent is then unreachable, the child will not be released.

LATE FEE

In fairness to our staff and because of subsequent program demands, it is very important that your child is picked up each Afterschool day on time. Pick up after the designated pick up time of 6:30pm will result in a late fee charge to be paid the following day. This fee is \$1 per minute after 6:30pm. This secures accountability in the care of the children. 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.

COMMUNICATION

We value regular communication with our parents and want to keep you informed of all that's happening in our program from important reminders to program highlights. Parents will receive monthly newsletters regarding upcoming events, afterschool news and parent involvement opportunities.

HOMEWORK

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

AQUATICS POLICY

The Johnston YMCA prides itself on equipping children 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 children 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) children there will be one lifeguard on duty along with two certified YMCA counselors. All YMCA certified counselors must accompany the children in the pool.

Discipline: To ensure the safety of our children, our students 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 students will be expected to comply with both YMCA regulations as well as regulations set forth by that accompanying aquatics facility.

ATTENDANCE

The Johnston 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 students. 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 children receiving subsidies. The YMCA is accountable for submitting all attendance records to CCRI. If a child misses more than the allotted five days, we are mandated to report these absences to CCRI.

In the event that your child will be absent from Afterschool, counselors will notify the Afterschool Coordinator, and someone from the leadership team will make contact with you. In addition, if your child will be absent **please contact the Afterschool Office at 704-716-6374.**

SCHEDULE/CALENDAR

We will operate from school dismissal until 6:30 PM. On teacher workdays the program will run from 7:00 AM to 6:00 PM. Our program coordinates with the CMS School Calendar in regards to teacher work days, holidays and student breaks.

EARLY DISMISSAL (CMS)

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

BEHAVIOR MANAGEMENT

Praise and positive reinforcements are effective methods of the behavior management of children. When children 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 children learn and develop values, this facility will practice the following discipline and behavior management policies.

WE DO:

- Praise, reward, and encourage the children.
- Reason with and set limits for the children.
- Model appropriate behavior for the children.
- Modify the classroom environment to attempt to prevent problems before they occur.
- Listen to the children.
- Provide alternatives for inappropriate behavior to the children.
- Provide the children with natural and logical consequences of the behaviors.
- Treat the children as people and respect their needs, desires, and feelings.
- Ignore minor misbehaviors.
- Explain things to children 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 children.
- Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
- Shame or punish the children when bathroom incidents occur.
- Deny food or rest as punishment.
- Relate discipline to eating, resting, or sleeping.
- Leave the children alone, unattended, or without supervision.
- Place the children in locked rooms, closets, or boxes as punishment.
- Allow discipline of children by children.
- Criticize, make fun of, or otherwise belittle children'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 Coordinator

4th Offense- Behavior Modification Contract

5th Offense- Excluded from Program

What are grounds for immediate suspension?

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

TRANSPORTATION POLICY

We offer a connection service to safely transition school-age program participants from school to the YMCA and, at select locations, from one Y program to another. After registration is complete with the YMCA, all CMS school students must complete an alternate stop request form. Riding the YMCA bus is a privilege, not a right. While on the bus, you are expected to abide by all the rules. Only students 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 child's school due to construction, lockdown, etc.- we will notify you to pickup your child.

In the event of inclement weather, our Afterschool 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 Afterschool for that respective day.

Inclement Weather During Afterschool-

In the event that inclement weather takes place while Afterschool 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 Afterschool programming for that respective day.

SUPPLY LIST

Check the weather daily and dress your child accordingly — afterschool will continue rain or shine! Be sure to label EVERYTHING you send with your child and check the afterschool's lost and found at the end of the week, before items are donated. Bring an afternoon snack for your child and a water bottle.

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

WHAT TO BRING

Homework

Healthy snack

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

Extra set of clothes

Swimsuit / Swim trunks and towel on swimming days

Labeled Water Bottles

Labeled Sunscreen

A Light Jacket if needed

Good Attitudes

WHAT NOT TO BRING

Alcohol / Drugs

Weapons

Animals

Valuables

Electronics (Cell Phones, iPods, Video Games)

Toys

Money

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 children 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 at Afterschool. 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 Afterschool Director on the Monday morning of that session. Medicine will NOT be accepted from students.
- Medication must remain on site and will be returned to the parent at the end of the Afterschool 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 children while you take advantage of various services at the Johnston YMCA. It is absolutely imperative that we work together to make this happen. The Johnston YMCA cannot provide care for sick students. A child who is sick before Afterschool begins should be kept home for his/her safety and the safety of others. Please be advised that staff will not exclude your child from care unless one or more of the following conditions exist:

- The illness prevents the child from participating comfortably in childcare activities (to include Drop In Care, preschool, afterschool, and day camp)
- The illness results in a greater care need than the staff can provide without compromising the health and safety of other children
- The child 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 child has had two or more episodes of vomiting in the previous 12 hours he/she will be excluded. If the child 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 Johnston YMCA Staff may require you to present a note from a health care professional certifying that it is safe for the child to return to care. All parents of non-ill children will be notified in case of contagious disease exposure. If a child exhibits indicators of illness or general tiredness that present discomfort with the classroom environment, we may remove the child 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 child to receive care and instruction. There are no refunds for days missed due to illness.

CELL PHONE USAGE

STUDENTS WILL NOT BE ALLOWED TO USE THEIR CELL PHONES DURING AFTERSCHOOL. If a student 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 child during the Afterschool day, please feel free to contact the office at 704-716-6374.

FOOD/SNACKS

A snack will be provided for students in afterschool. If your child needs gluten free foods, you must provide them. If a child refuses to eat because he/she does not like a particular food, we will not provide an alternative.

Students 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. Please remember that we are a peanut and tree nut allergy sensitive facility. Please refrain from sending in items that may contain these allergens. 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.

SWIMMING

We encourage every child to take part in swimming at least twice per week. 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.

Children 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 child 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 children will be evaluated for swimming ability during their first swim day. They will be assigned a colored band based on their ability and height. Children who are classified as one color will be required to wear a flotation vest and be within reach of an adult. Children 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 Johnston 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. Swimming is a privilege. The Youth Services staff reserves the right to deny your child their swimming privileges.

INCLEMENT WEATHER

Our Afterschool 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)-

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Inclement Weather During Afterschool-

In the event that inclement weather takes place while Afterschool 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 Afterschool 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										
	CALM	5	10	15	20	25	30	35	40	
Air Temperature	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)																	
	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	
Temperature (°F)	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 <i>Code Green</i>	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 <i>Code Yellow</i>	Unusually sensitive people: consider limiting prolonged or heavy exertion.	
Unhealthy for Sensitive Groups 101-150 <i>Code Orange</i>	Children, active people, older adults, and those with heart or lung disease (like asthma): limit prolonged or heavy exertion.	
Unhealthy 151-200 <i>Code Red</i>	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 <i>Code Purple</i>	Everyone: avoid all exertion.	

LOST ARTICLES (LABEL EVERYTHING)

Labeling will minimize the opportunity for your child to lose an item at Afterschool. 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 students.

WHAT TO BRING TO AFTERSCHOOL

Closed-Toed, rubber soled shoes (tennis shoes are perfect) Extra set of clothes
Swimsuit / Swim trunks and towel on swimming days Labeled Water Bottles
Labeled Sunscreen
A Light Jacket if needed Good Attitudes

WHAT NOT TO BRING TO AFTERSCHOOL

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

DRESS CODE

Students are encouraged to wear loose fitting and comfortable clothing. Due to the amount of physical activity, sneakers should be worn to Afterschool daily. Open toed shoes, sandals, and heels are prohibited. Students 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 students 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 child to such parent unless a court decree or separation document is in your child's file with us. The documents must clearly forbid such parent from picking up the child from our program. The court decree must also be specific to the rights of visitation on the YMCA Afterschool property during Afterschool 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 child for the program has sole responsibility for the child 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 student 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. ***In Addition: Any demonstration of the following behaviors by a parent or guardian will be grounds for IMMEDIATE TERMINATION of your child care services. ***

We take this very seriously and will take measures to remove the abusive individual from the premises

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 Afterschool 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 child. In the event you cannot be reached, your signed authorization on your child's application allows us to secure prompt treatment. Should there be any changes in the emergency contact phone numbers, please notify the Afterschool 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 the children. They recognize this as an opportunity to serve you, your children 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 Afterschool can better serve you and your child. Evaluations / Surveys will be conducted during the summer. 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 afterschool experience more positive for all students.

WHAT'S GOING ON AT HOME? – Student's actions in Afterschool 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 Afterschool Director immediately. This will enable us to better meet the needs of your child.

AFTERSCHOOL STAFF AS BABYSITTERS or OUTSIDE MENTORS – YMCA STAFF BABYSITTING FOR PARTICIPANTS THEY MEET IN THE PROGRAM IS STRICTLY PROHIBITED. The Afterschool staff works diligently with students 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 students at any time outside of the YMCA program on in their own personal vehicles. I understand that I am not to leave my child at the YMCA or program site unless a YMCA staff or volunteer is there to receive and supervise my child. I understand that state law mandates the YMCA report any suspected cases of child abuse or neglect to the appropriate authorities for investigation

Please remember to thank your child's teachers from time to time. They make emotional, intellectual, physical and spiritual investments in the children and would appreciate your smile and kind words.

The Johnston YMCA School age program is a licensed Child 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 Child Care Licensing Parent Report Hotline at 1-800-829-0859.

The Johnston YMCA also provides care that meets YMCA of Greater Charlotte Quality Standards.

If you have any concerns that you want to address "in house" or you would like to schedule a time to speak with your child's counselor, please feel free to contact the Family Services Office at 704-716-6374.

Parent FAQs

Here are some answers to some of our most frequently asked questions:

SHOULD WE PUT OUR NAME ON OUR CHILD'S BELONGINGS?

Yes! Please label ALL items you are sending with your child to afterschool. Check the afterschool's lost and found at the end of the week before items are donated.

DO WE UPDATE PICK-UP INFORMATION OR OTHER PERSONAL INFORMATION AT THE FRONT DESK?

Yes, to ensure the safety of all children in our programs, we need your most current information. The quickest and easiest way is to go to your account on the website and update your information online. You can also update your information at the branch.

WHO IS CARING FOR MY CHILD WHILE THEY'RE AT AFTERSCHOOL?

Well-trained and energetic staff! YMCA Professionals supervise all of our Afterschools. 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 Afterschool. We take pride in the high expectations we set for our Afterschool staff and evaluate them on a regular basis. If you have any questions about our Youth Services staff, please contact our Family Services Office.

HOW DO I MAKE REGISTRATION CHANGES?

If you need to cancel, add, or transfer a session, it must be submitted in writing before the draft day. Change forms are available at the Member Services Desk and cannot be taken over the phone. Transfers and additions are permitted on a space available basis.

HOW DO I PICK-UP MY CHILD?

Parents are required to sign their child in and out of Afterschool. Students are not allowed to leave Afterschool without a parent / guardian present to sign that child out. Students are not allowed to walk home at the end of the Afterschool day. The adult checking the child in must be 18 years old or older, have valid I.D., know the child's password, and be listed on the child's application. **WE WILL NOT WAIVER ON THESE REQUIREMENTS!**

CAN AFTERSCHOOL STAFF BABYSIT FOR YOUR FAMILY?

Unfortunately staff members are forbidden from babysitting children that they meet through YMCA programs. If there is a previous relationship between a family and a staff member, letters must be provided from both parties to explain the relationship.

Contact Us

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