



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# CROSSROADS YMCA SCHOOL AGE CHILD CARE PARENT HANDBOOK

## WELCOME TO SCHOOL AGE CARE



### LEADERSHIP

TaLisa Thomas  
tthomas@crymca.org

**GRIFFITH FAMILY YMCA**  
1345 N Broad St  
Griffith, IN 46319  
219 750 1082

Ternessa Burts  
tburts@crymca.org

**HAMMOND FAMILY YMCA**  
7322 Southeastern Ave  
Hammond, IN 46324  
219 845 1507

Christy Renn  
crenn@crymca.org

Shelly Satterfield  
ssatterfield@crymca.org

**HOBART FAMILY YMCA**  
601 W 40th Place  
Hobart, IN 46342  
219 942 2183

Rebecca Kelly  
rkelly@crymca.org

**WHITING FAMILY YMCA**  
1938 Clark St  
Whiting, IN 46394  
219 370 5091

Dana Vanco  
**Association Director  
of School Age**

dvanco@crymca.org  
219 333 5032

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Welcome Families,

Welcome to School Age Childcare! We are glad that you have chosen our quality program to meet your needs when school is not in session. We offer care before school, after school, and when school is not in session.

Our program provides a safe, stimulating environment that encourages personal growth. We implement curriculum that has hands-on activities that focus on whole-child development, building your child's skills in social-emotional learning, physical activity, cognitive development, literacy, language, math, science, and the arts. Our instructors include opportunities for whole group activities, small group activities and individual activities. Our program also strives to partner with families to ensure each child's needs are met by communicating through a variety of methods, including informal and formal conversations, electronic messaging, and newsletters.

Your child's safety and well-being are the Crossroads YMCA's top priority. Please review our family handbook to learn more about our policies and procedures. It is our hope that you find this packet useful in answering any questions that you and your child may have.

Sincerely,

Sarah Johnson and the Crossroads YMCA School Age Childcare team.

**Sarah Johnson**

Executive Director of School Age Development

*Crossroads YMCA Association*

DIRECT: 219.333.5661

[sjohnson@crymca.org](mailto:sjohnson@crymca.org) | crymca.org

**The Y.™ For a better us.**

## Locations



HAMMOND FAMILY YMCA  
7322 Southeastern Avenue  
Hammond, IN 46324  
219 845 1507

**Before care begins at 6:30 am**

**After care ends at 6:30 pm**

*Care is available at the following locations:*

Hess Elementary School  
3640 Orchard Dr, Hammond, IN

Jefferson Elementary School  
6940 Northcote Ave, Hammond, IN

Edison Elementary School  
7025 Madison Ave, Hammond, IN

Harding Elementary School  
3211 165<sup>th</sup> St, Hammond, IN



WHITING FAMILY YMCA  
1938 Clark Street  
Whiting, IN 46394  
219 370 5091

**Before care begins at 6:30 am**

**After care ends at 6:30 pm**

Nathan Hale Elementary School served at  
Whiting Family YMCA

*Care is also available at the following locations:*

Franklin Elementary School  
1000 116<sup>th</sup> St, Whiting, IN

*\*before and after care*

St. Casimir School  
4329 Cameron Ave, Hammond, IN

*\*after care ONLY until 6:00pm*



GRIFFITH FAMILY YMCA  
1345 Broad Street  
Griffith, IN 46319  
219 750 1082

**Before care begins at 6:00 am**

**After care ends at 6:30 pm**

The Griffith Family YMCA serves Griffith Public Schools



HOBART FAMILY YMCA  
601 W. 40<sup>th</sup> Place  
Hobart, IN 46342  
219 942 2183

**Before care begins at 6:00 am**

**After care ends at 6:00 pm**

The Hobart YMCA services the School City of Hobart and River Forest Community School Corporation.

### **School City of Hobart**

Before and After care served at  
Ridge View

3333 West Old Ridge Road, Hobart, IN

### **River Forest Community School Corp**

Before care served at Ridge View

3333 West Old Ridge Road, Hobart, IN

After care served at River Forest

3300 Indiana Street, Hobart, IN

## **Mission Statement**

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Each child in our community will have access to safe, high-quality care and education that fosters their social, emotional, physical, cognitive, and creative development while promoting self-confidence and the love of learning.

The staff at the YMCA believe that each child is a unique individual with his/her own rate of development. Our goal is to introduce children to as many new experiences as possible and help each child feel confident and secure in a fun, safe environment. We are dedicated to molding the lives of our kids and creating friendships and memories that will last a lifetime.

## **Goals and Purpose**

The greater YMCA is recognized as the largest early childcare provider in the nation. The goals and purposes of YMCA childcare programs are as follows:

- Help children achieve their potential through lessons of self-awareness, confidence, and feelings of self-worth
- Interpersonal relationships
- The core values of caring, honesty, respect, and responsibility
- Academic achievement
- Physical skills
- Health and nutrition
- Deliver childcare programs for children in a positive YMCA environment by:
  - Providing a safe, supportive, and caring environment
  - Developing children to their fullest potential
  - Supporting and strengthening families
  - Providing opportunities for children to learn through socialization, exploration, choice, and discovery-based activities

## **Non-Discrimination Policy**

It is the policy of the Crossroads YMCA School Age Child Care that no person shall be subjected to discrimination because of race, color, national origin, sexual orientation, including gender identity, religion, creed, marital status, disabled or veteran status, or the presence of any physical, mental or sensory handicap.

## **Privacy**

Crossroads YMCA School Age Child Care staff will keep information about participants and families confidential and comply with all applicable privacy laws, such as the Health Insurance Portability and Accountability Act (HIPAA).

## **Enrollment Procedures**

Enrollment is open to all children without regard to sex, gender, race, color, creed, religious beliefs, financial status, or a child's abilities. The School Age childcare program staffs at a ratio of 1 staff to 15 children. Participants need to be able to follow directions and stay with their group. In many of our locations, participants are not in an enclosed area, but in gyms and cafeterias. Participants must be fully potty trained as defined by the child's recognition of the need to use the bathroom, the ability to let an instructor know, the ability to remove and add back necessary clothing with little to no assistance and the ability to handle own hygiene needs including wiping and washing hands.

The registration packet and attached forms must be completed before the child's first day of attendance in any of Crossroads YMCA School Age Childcare. The packet is due by the Tuesday the week prior to ensure as many needs can be met as possible.

Enrollment can be handled through our online portal, by visiting the welcome desk at any branch, or by contacting the program leader for your program site.

## **IEP & 504 Plans:**

To best serve all children, if your child has special needs, an IEP or 504 plan, this information must be submitted before your child begins programming to help us assess and staff for any special needs that might be required. Please contact the program leader for your site if you have questions about programming and accommodating your child.

## **Payment Information**

Crossroads YMCA School Age Childcare supply fee and first week of enrollment is due before the student starts care. All payments are prescheduled for an auto withdrawal through an EFT draft or credit card payment. All childcare payments are to be paid on the Wednesday prior to the week of care. Payments made after the previous Wednesday will incur a \$10 late fee per week. If a scheduled payment is not made your child will not be admitted and your child's spot could be forfeited. Payments are not pro-rated or refunded due to illness, vacations, or other absences. All outstanding balances must be paid before any childcare services are provided.

A registration fee pays for supplies for the school year and does not guarantee a spot in School Age Child Care until the week's full payment has been made. Limited spaces are available for all sites. Any changes to enrollment must be made by the Tuesday at 3pm prior to that week of care to ensure refund or system credit. Fees are non-refundable. Changes are submitted through this link: [School Age Change form](#) also found on our website: [School Age Programs \(cymca.org\)](http://cymca.org)

Late pick-up fees are \$1.00 per minute after program end times. The fees will be charged to your child's account. Chronic late pick-ups may result in termination from Crossroads YMCA School Age Childcare at the discretion of the executive director. All outstanding balances must be paid before any childcare services are provided.

## **Financial Assistance**

We feel strongly that all people, regardless of financial status, should have the opportunity to be healthy and foster community with others. Thanks to the many generous donors who support the Y's Annual Campaign, this commitment is made possible year after year in the form of financial assistance for those in need.

Please complete an Income-Based Assistance Program Form, attach proof of financial situation and a letter of request. Applications may be picked up at the Welcome Center or downloaded below. All requests are kept confidential. Stop by the Welcome Center or call for more information. Find your membership rate here: [Find My Rate \(crymca.org\)](http://crymca.org) This calculator is only an estimate for membership rates or assistance.

Other state-funded financial assistance may be available to those who qualify. Please speak to your branch School Age program leader for more information.

## **Withdrawal from the Program**

Families who wish to withdraw from the program should ensure they have not registered for any weeks beyond their attendance. Families are responsible for payment for weeks they have not cancelled. To cancel a week of enrollment, families can contact their program leader through the association change form: [School Age Change form](#).

## **Arrival & Departure**

### ARRIVAL

Your child must be escorted into the program space and signed in.

### DEPARTURE

We will only dismiss your child to adults 18 and older listed on your child's authorized pick-up list. A state-issued ID is required at pick-up. If an adult who is not on your authorized pick-up list attempts to pick up your child, they will be turned away and you will be contacted. If you need to update this list, please contact your program leader.

## **Transportation Policy**

Crossroads YMCA School Age Child Care does not provide transportation to and from any school-based activities, such as field trips unless otherwise noted.

## **Participant Health**

### **ILLNESS POLICY**

Children are not authorized to attend Crossroads YMCA School Age Child Care programming if they have an illness or other contagious symptoms. A custodial adult should contact the program leader via email to report an absence, including symptoms.

If a staff member suspects that a child may be sick or have symptoms similar to a contagious illness, staff may question children and parents about a child's condition in a non-threatening manner to learn more about the situation. Parent/Guardians will be contacted to come and take their participant home for further medical evaluation, observation, and treatment if a participant displays a fever of 100 degrees or higher, is vomiting, has diarrhea, develops an unexplained rash, or appears visibly uncomfortable for a prolonged period due to a physical complaint. Please make sure all your participants' emergency contact information is up to date.

A School Age Child Care leader may ask for a doctor's note to return to programming.

### **Criteria for Participants Returning to Program After Being Ill**

Temperature: Fever free for 48 hours, medication free.

Ear Infection: After the first dose of medication.

COVID-19: Crossroads YMCA School Age Child Care follows Office of Early Childhood and Out of School Learning regarding COVID-19 exposure and isolation guidelines. Guidelines are ever evolving. Contact the School Age Child Care leader of your program if your participant is exhibiting symptoms, tests positive for COVID-19, or comes in contact with an individual who tests positive for COVID-19.

Strep Throat: May return after 3 doses of medication: Fever free.

Rash: A physician determines that the rash is non-communicable; bring note from doctor.

Mouth Sores: Until a physician determines that the sores are non-communicable; bring note from doctor.

Vomiting: 48 hours after vomiting stops.

Head Lice: After medicated shampoo is applied and hair is free of all nits; Parent must notify Y immediately; inspection by staff is required.

Conjunctivitis: (Pink Eye) May return after two doses of medication.

Chicken Pox: May return 6 days after the onset of the disease.

Pertussis: 5 days after the first dose of medication.

Fifth's Disease: Once a physician determines the illness is non-communicable, bring a doctor's note.

Hand, Foot & Mouth: Blisters on hands, feet and mouth have healed over and are no longer puss filled.












## Sick Day Guidelines

Refer to Sick Day Guidelines for references on when to keep your child at home and for how long.

Please keep [Sick Day Guidelines](#) handy for easy reference.

# SICK DAY GUIDELINES

## PLEASE KEEP YOUR CHILD HOME IF:

								
Your child has a fever	Your child is vomiting	Your child has diarrhea	Your child has a sore throat	Your child is coughing	Your child has a rash	Your child has lice	Your child has an eye infection	I have been in the hospital/ER
A temperature of 100 degrees or higher within the last 48 hours, or is above 99 with other symptoms	One event of vomiting within the last 24 hours	One event of diarrhea within the last 24 hours	A severe sore throat especially if bright red or swelling or lesions on tonsils	If coughing is excessive and not controlled with medication - or is coughing up colored phlegm	A rash with fever or itching or blisters that are oozing with drainage	If live lice or nits are present	Redness, burning, drainage, crusty matter, or swelling of eyelids	Hospital stay or ER visit

## YOUR CHILD MAY RETURN TO YMCA PROGRAMS WHEN:

Your child is fever free for 48 hours without the use of medication	Your child is free from vomiting for 48 hours without the use of medication	Your child is free from diarrhea for 48 hours without the use of medication	Your child has been on antibiotics for at least 48 hours if diagnosed with strep or another bacterial infection	Your child's cough is under control	Any blisters are free from drainage, fever free for 48 hours, and sometimes with permission from a healthcare provider	Your child does not have live lice, has received a lice removal treatment and nits have been removed	Your child's eyes are no longer draining and has been on antibiotic drops or ointment for at least 48 hours	Has been released by medical provider
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### **Communicable Disease Protocol:**

Health and safety are the utmost concerns at school all year. We practice several protocols to keep everyone healthy and safe while at school. Staff are required to sanitize before and after participants eat food. Program areas are cleaned and sanitized daily and toys multiple times a day.

At times, staff and program participants may be asked to participate in heightened health and safety measures.

If we are made aware of a positive case for a communicable disease, we will alert parent/guardians and staff in close contact via a direct phone call. The person with a positive case will be required to isolate or take medical precautions as per guidelines set by the Office of Early Childhood and Out of School Learning and State and Local Health Departments.

### **Injury Protocols**

In the event of a small injury during the program session, staff will provide basic first aid such as providing ice for bumps, minor insect stings or band-aids for small cuts and scrapes. In the event of a more severe injury, the parent/guardian will be contacted to take the participant for further medical attention and evaluation. If an injury is deemed needing more care than our staff can offer before a guardian can arrive, 911 will be contacted to ensure the safety and wellbeing of your participant. All staff are trained in First Aid and CPR. All program spaces contain a first aid kit and a current first aid manual.

Parents will be notified via phone about participant injuries, on the date of the injury, regardless of the severity. The School Age Child Care leader will follow up with parents/guardians within 48 hours of injury to check in on how the participant and family are doing.

Parents/guardians of all participants in our programs are required to submit a Medical Release Form, giving Crossroads YMCA School Age Child Care permission to seek medical attention for your child in the event of an emergency. Parent/Guardians are required to update the program on any changes of home, work, and medical phone numbers.

In the event of a participant or staff death, a program wide announcement will be made and participants in direct impact (attending same class as participant/teacher) will be notified directly via phone.

### **Medication Policy**

State licensing regulations do not permit us to administer medication without the written authorization from a doctor. We will only assist in administering an Epi Pen or Inhaler. Any medication brought to our site must be in the original container and clearly labeled with the child's first and last name. This medication will be stored in a locked box and administered by an authorized staff member.

Non-prescription medication cannot be administered.

## **Medical Emergency/Allergic Reaction Plan**

If your child is at risk of having an allergic reaction or other medical emergency that requires specific action or medication, you must indicate this on your child's registration form. An Individual Care Plan developed together by participant caregivers and doctors, which includes an Emergency Action Plan, needs to be provided to the school in writing and signed by the child's physician on file.

## **Immunization Requirements**

As per childcare licensing requirements, participants should be up to date on immunizations in accordance with CDC guidelines. If your participant is on an alternative immunization schedule a completed religious exemption waiver or a signed letter from your doctor indicating that the immunization will impact your child's health negatively must be submitted with registration paperwork.

Indiana Religious Exemption Form:

[https://www.in.gov/isbvi/files/Religious-Exemption\\_2.pdf](https://www.in.gov/isbvi/files/Religious-Exemption_2.pdf)

## **Communication Expectations**

Regular communication between caregivers and program leaders is encouraged!

Communications will come via **Playerspace**. It can also be utilized to communicate 1:1 with your child's program leader. Please download the app as soon as you can as this is Crossroads YMCA School Age Childcare main avenue of communication. Failure to check Playerspace regularly may result in parent/guardians missing pertinent and important information.

Families can expect to receive a monthly newsletter highlighting activities the participants have done during the month. The newsletter will also showcase upcoming activities and program updates. This newsletter is sent to the primary email on file in your Crossroads YMCA profile. This email can be updated by contacting your membership department.

## **Schedule**

Crossroads YMCA School Age Childcare operates every regular school day. Programs coordinate for early dismissals and late starts (an additional charge may apply). School's Out Camp may be available for scheduled no-school days.

When schools are cancelled for weather-related events, your branch program leader will reach out regarding program adjustments as necessary.

Our School Age childcare programs align with the school day and are designed to give children homework time, keep them active with indoor and outdoor games, and encourage their creativity with arts and crafts. The program believes that children need to be up and moving around after the schedule of a full academic day, so we do not guarantee that all homework will be completed during the program.

## **Staff**

We hire mature and enthusiastic staff to help us provide a quality, safe and enjoyable program for all involved. All staff are trained to work with children, as well as trained in CPR, First Aid & Child Abuse Prevention. A national criminal background check and reference checks have been conducted, documented, and filed on all staff.

## **What to Bring**

What to bring:

Comfortable clothing with athletic shoes if possible

Refillable water bottle

What to leave at home:

Electronics/toys

Please leave all electronic devices other than school needed devices and toys at home. We will follow a schedule of predetermined activities each day and will not allow children to play with toys from home during this time. The Y and its staff will not be held responsible for any items brought from home that are lost or broken.

## **Participant Safety**

### **EMERGENCY PROCEDURES**

In the case of an evacuation emergency such as fire, bomb threat, or gas leak - participants will be kept in the nearest safe area and parent/guardians will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contacts will be called as soon as possible and informed of procedures.

### **SAFETY DRILLS**

Participants will participate in monthly Safety Drills. Records of Safety Drills will be kept in accordance with child-care licensing regulations.

### **TOBACCO, ALCOHOL, & ILLEGAL SUBSTANCES**

To promote good health, remain in accordance with state and local regulations and maintain a safe environment for our participants, Crossroads YMCA School Age Child Care does not allow tobacco products, alcohol and any illegal substances deemed by the State of Indiana on its premises. That includes the use of all tobacco and smoking products, chewing tobacco, pipes, cigars, vapes, and e-cigarettes. All tobacco, alcohol and illegal substances are banned from the YMCA, its program sites, and surrounding property (including parking lots). Individuals who bring illegal substances onto YMCA property will result in permanent termination of member and guest privileges from the YMCA and their participant's registration in the program forfeited.

## **FIREARMS**

The Crossroads YMCA, program sites and its surrounding property (including parking lots) are considered gun free zones. Firearms are banned from all Crossroads YMCAs, including those with a concealed carry license. Individuals who bring firearms onto YMCA property will result in permanent termination of member and guest privileges at the Crossroads YMCAs and their participant's registration in the program forfeited.

## **Child Abuse**

Crossroads YMCA School Age Child Care takes seriously the importance of the protection and safety of the participants involved in its programs. Child abuse is a special concern of the YMCA, because of the organization's role in promoting the personal growth and development of children and families. The YMCA will document any incident of abuse in writing and report in accordance with relevant state or local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.

## **Provider Absence**

From time to time your participant's instructor may need to be out due to being sick and/or scheduled time off. If your participant's instructor is absent, a qualified substitute will teach the class. The program schedule will continue as normal. If the School Age Child Care program leader is unavailable, staff will communicate with the home branch's Executive Director for guidance on emergency situations.

## **Behavior Guidance Policy**

In promoting positive child behavior, staff will use positive guidance techniques such as redirection, positive reinforcement, and logical or natural consequences. Clear rules are developed and discussed regularly with children. When children display unusual or difficult-to-manage behaviors, instructors work with caregivers to seek a remedy that allows the child to succeed in the program setting, if possible. The first resource for addressing behavior problems is the child's primary care provider. For children to develop internal control of their actions, it is important that children be taught expectations for their behavior so that they can learn to manage their own behavior.

We seek to build programming that highlights the 4 core values of the YMCA: Caring, Honesty, Responsibility and Respect. Instructors and program leaders will use activities and games to reinforce these concepts.

- We will CARE for ourselves and for those around us.
- HONESTY will be the basis for all relationships and interactions.
- People are RESPONSIBLE for their actions.
- We RESPECT each other and the environment.

# BEHAVIOR GUIDANCE POLICY

Our top priority is to provide a safe and enriching experience for all children. To do this, we must work together to develop the best plan for each individual child. In order to ensure this positive environment, we may not be able to serve children who repeatedly display disruptive behavior. Disruptive behavior is defined as verbal or physical conduct which requires constant attention from the staff including, but is not limited to: hitting, kicking, spitting, hostile verbal behavior and other behaviors which will hurt another child or staff member, and attempting to leave the program space.

In response to these behaviors, we will not use:

- Threats or bribes
- Physical punishment, even if requested by the parent
- Deprivation of food or other basic needs
- Humiliation or isolation

YMCA Program Expectations

- Speak for yourself
- Listen to others
- Use put-ups; not put-downs
- Care for others, the property, and yourself
- Be honest
- Show respect for all
- Be responsible for yourself
- Do unto others as you would have them do unto you

In response to misbehavior, we will:

- Respect your child
- Establish clear rules
- Be consistent in enforcing rules
- Use positive language to explain desired behavior
- Speak calmly while bending down to your child's eye level
- Give clear choices
- Redirect your child to a new activity

Our goal is to work together with the child and family, as well as the school personnel when deemed necessary, to address and modify any behavior concerns; however, if a child cannot display appropriate behavior, then he/she may be removed from the program. A child may receive up to three written behavior reports; after a third written report is received, the child may be removed from the program until a parent conference is held. The parent conference may include the parent/guardian, program director, site staff and the child. The child may be allowed to return to the program after the parent conference and a behavior guidance plan is developed. If a child receives a fourth written warning we may ask the family to make alternative child care arrangements for the remainder of the current school year or camp season. Please note that all behavior management plans are based on the individual child and situation and we reserve the right to adapt procedures accordingly.

Occasionally, despite program modifications and efforts to accommodate children, it may be determined that YMCA programs are unable to meet the needs of a child. If a child's participation poses a significant risk to the health or safety of self or others, which CANNOT be lessened by modifications in policies, practices or procedures or the provision of services, a child may be removed from the program.

As a parent/guardian, you may have some concerns or wish to offer suggestions on the lines below. If so, we may modify the plan below with agreed upon suggestions. (Please attach more documentation if needed)

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Child's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

School/Program/Camp Attending \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Expulsion Policy**

The Crossroads School Age childcare department uses the expulsion process as a last resort. Social Emotional Learning is a priority in our programs. Crossroads School Age childcare commits to the following regarding to student behavior:

1. Our instructors will provide a purposeful, engaging environment that represents and supports cultural diversity and the various stages of child development.
2. Our program space environments will encourage a child's sense of self. Our instructors will help teach self-regulation, conflict resolution and relationship building.
3. Our instructors will support the child's social and emotional development by helping them understand, express, and regulate their own emotions, build relationships and support positive interactions with others in the group setting.
4. The program leaders will provide coaching and professional development for instructors on positive social/emotional and behavioral development to ensure that the student's developmental needs are being met.
5. The program directors will promptly engage caregivers in a conference and develop a workable plan regarding the student's behavior. Solutions will focus on identifying student needs and developing an action plan to address those needs. Action plan items will be developed together with student caregivers and work at home as well as at school.
6. Our instructors will receive professional development training to be able to distinguish concerning behaviors from developmentally appropriate behaviors.
7. The program leaders will collect and analyze information on student write ups, incident reports, suspensions and expulsions that occur in the program in order to identify patterns of behavior for students and areas of growth for the program.
8. The program leaders will support the family by identifying agencies for services.
9. Crossroads YMCA School Age childcare's goal will be to use the expulsion process as a last resort when a serious safety threat exists, and other behavior modification interventions have been exhausted.

## **Termination Policy**

Crossroads YMCA School Age childcare reserves the right to terminate your child's enrollment and privileges should any of the following circumstances occur:

1. Abuse of other children, staff or property by your child or guardian.
2. Continued violation of policies by your child or guardian.
3. Unsafe behavior by your child or the parent putting other children and staff at risk.
4. The inability of our facility to meet the child's needs.
5. All the steps of the Expulsion Policy have been followed and a resolution has not occurred.
6. Non-payment of fees of any kind.

## **School Age Child Care Complaint Procedure**

Custodial guardians should reach out to the site program leaders if there is any question about an activity or action during the program. We find most issues can be resolved at this level. If after discussion with the program leader, an acceptable resolution cannot be made, the custodial guardian should reach out to the next level of program director and/or executive director.



## Family Handbook Acknowledgement

After reviewing the 2023-2024 handbook, please sign and return this acknowledgement.

- I have received a copy of the Crossroads YMCA School Age Childcare family handbook.
- I have read, acknowledge, and will follow the Crossroads YMCA School Age Childcare family handbook.
- I understand that I am responsible for sharing these policies and procedures with all persons that may drop off/pick up my child.
- I understand and acknowledge that Crossroads YMCA School Age Childcare family rates and policies are subject to change.

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Child's Name

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Custodial Adult's Name

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Custodial Adult's Signature

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Date