the YMCA









TRI-CITIES FAMILY YMCA

2026–27 Before and After School Enrichment Handbook

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WELCOME

Dear Before and After School Enrichment Families,
We would like to welcome you and your children to the Before and After School Enrichment Program. The Y believes the values and skills learned through this program support a strong foundation for school and life success. The Before and After School Enrichment Program provides a safe and nurturing environment where kids gain knowledge, guidance, and encouragement to help them develop strong character, values, academic and social skills.

The Tri-Cities Family YMCA is pleased to offer a fun-filled and enriching program for your child within their school building and/or school district. We are dedicated to building strong character in the youth we serve through activities centered around the YMCA's four core values of caring, honesty, respect, and responsibility. Through this commitment, the YMCA strives to foster personal achievement, build meaningful relationships, and create a sense of belonging for all staff, youth, and families.

This Before and After School Enrichment Handbook has been prepared for your convenience to inform you of our policies and procedures. Please take time to familiarize yourself with the content and reference it for any additional questions.

Building strong kids, strong families, and strong communities has always been and remains a major goal for the Y. Once again, we would like to welcome you and your family and thank you for your support and cooperation.

Thank you,

Meredith Long
Director of Operations
Tri-Cities Family YMCA
meredith.long@tcfymca.org

OUR MISSION

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

OUR VISION

Develop youth and improve health and wellness while strengthening the bonds of the community.

OUR CAUSE

Strengthening the foundations of community is our cause. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive.



OUR FOCUS

YOUTH DEVELOPMENT – Ready for their next steps in education, career, and life.

The Before and After School Enrichment Program is designed to offer age appropriate activities in both large and small group settings. Planned, task-orientated activities expand current learning and teach new skills.

HEALTHY LIVING – Foster a set of skills and knowledge to make healthy, positive choices.

The Before and After School Enrichment Program provides the building blocks for healthy development and skills needed to be active, thriving members of the community. Children are provided with healthy snacks and meals, opportunities for outdoor and recreational activities, as well as daily physical activity promoting coordination and fitness.

SOCIAL RESPONSIBILITY - Come together to promote inclusion and celebrate diversity.

The Before and After School Enrichment Program promotes appropriate social behavior for children through group discussions, projects, and positive adult role modeling while fostering a culture of inclusion and belonging.



EQUITY STATEMENT

The Y actively promotes a culture free from bias and injustice. We are committed to providing developmentally and culturally appropriate programming that respects, reflects, and supports children and families, cultivates an understanding among children and staff, and incorporates an anti-bias approach to curriculum. We are dedicated to respecting each child and family's unique culture and beliefs through key principles including, but not limited to:

- Treating all families and children with respect and sensitivity
- Respecting financial limitations when planning activities
- Seeking to learn each child and family's unique culture and beliefs at enrollment
- Honoring communication preferences of families and utilizing translation services when necessary
- Identifying and providing additional community resources for families based on their unique cultural background, ethnicities, and economic status

All people are welcome at the Y regardless of race, sex, national origin, religion, or abilities.

In our efforts to promote an awareness and understanding of the world around us, lessons about customs and celebrations of other cultures are a part of our curriculum and reflect and respect the diversity in our community.



PROGRAM COMPONENTS

PHILOSOPHY AND GOALS

The Before and After School Enrichment Program provides positive and developmentally age-appropriate experiences to help young children grow and thrive. The program strives to create an environment where young children explore additional academic, physical, and social opportunities under the guidance and mentorship of caring and dedicated adults. Using large and small group experiences, infused with evidence-based curriculum and instruction, young children will:

- Develop physically, emotionally, and socially through a variety of safe, developmentally appropriate, and challenging experiences
- Identify new interests and take part in academic enrichment and learning experiences
- Learn and display the four core values of the Y: honesty, respect, responsibility, and caring
- Develop connections and increase appreciation for school and surrounding community

FOUNDATIONAL ELEMENTS



OUR STRATEGIES



CURRICULUM

SCALED Learning™, the Y's holistic before and after school curriculum, presents children with new challenges as they reach each stage of their development. **SCALED Learning™** helps children grow in the classroom and the world through engaging activities in STEM, career-connected learning, arts exploration, literacy, enrichment add-ins, and diversity and global education. Children who participate in the Y's before and after school programs expand the school day through active play with classmates and curriculum that augments what they're learning in school.

The pillars of SCALED:

- S – STEM: science, technology, engineering, and math
- C - Career-Connected Learning: exploration of professions and industries through classroom activities and visits
- A – Arts: hands-on arts projects in various mediums focused on process and self-expression
- L – Literacy: reading, discussion, and creative writing
- E – Enrichment Add-Ins: engaging youth-driven experiences supporting healthy development and meaningful connections
- D - Diversity & Global Learning: projects and activities that explore diverse perspectives, ideas, beliefs, and customs

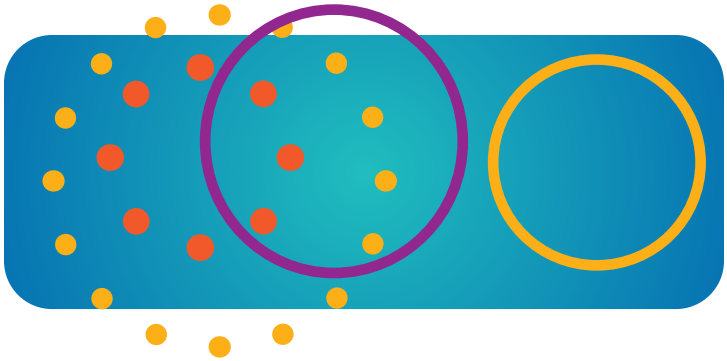


MIZZEN Education, is a supplemental curriculum that provides additional enrichment and learning activities for ages K-12. Content areas include STEM, arts and culture, life skills and well-being, as well as movement and games.

CATCH (Coordinated Approach to Child Health) is a supplemental curriculum focused on physical activity, wellness, and nutrition. This curriculum extends and builds upon developing lifelong healthy habits.

DAILY SCHEDULE

Each program site has a specific daily schedule designed to meet the needs of the children served and the specific location's programming options. Schedules are provided to each family and posted at the program site.



BEFORE CARE | SCHOOL YEAR

GHAPS LOCATIONS: Duneside Discovery Center, Lake Hills Elementary, and Robinson Elementary

Hours: Monday-Friday | 6:30am - start of school day

TIME	ACTIVITY
6:30-7:00 AM	Arrival
7:00-7:45 AM	Independent Choice Time
7:45-8:00 AM	Clean-Up
8:00-8:30 AM	Physical Enrichment Activities *(instruction in age appropriate groups)*
8:30-8:45 AM	Dismissal to School
Times are approximate	

AFTER CARE | SCHOOL YEAR

GHAPS LOCATIONS: Duneside Discovery Center, Lake Hills Elementary, and Robinson Elementary | WMAAA LOCATIONS: West Michigan Academy of Arts and Academics

Hours: Monday-Friday | End of school day - 6:00pm

TIME	ACTIVITY	
3:30-4:00 PM	Arrival & Snack	
3:30-4:30 PM	Physical Enrichment Activities *(30 minutes of instruction in age appropriate groups)*	Academic Enrichment Activities *(30 minutes of instruction in age appropriate groups)*
4:30-5:00 PM	Meal	
5:00-5:45 PM	Homework Help/Independent Choice Time	
5:45-6:00 PM	Clean-Up & Dismissal	
Times are approximate		

FULL DAY CARE | SCHOOL YEAR

GHAPS LOCATIONS: Duneside Discovery Center

Full day care will be provided at the GHAPS Duneside Discovery Center location on days there is no school due to professional development. Children enrolled at any GHAPS location can attend at this site on these days. Full day care will not be provided on school recess days (fall break, winter break, spring break, etc.). Please refer to the **specific program calendar** by location for more details. If care is needed during school recess, please visit tcfymca.org for programming options.

HALF DAY CARE | SCHOOL YEAR

GHAPS LOCATIONS: Duneside Discovery Center, Lake Hills Elementary, and Robinson Elementary

On scheduled half days, care will be provided at all GHAPS locations from dismissal to 6:00 pm with the exception of the last day of school. Please refer to the **specific program calendar** by location for more details.

WMAAA LOCATIONS: West Michigan Academy of Arts and Academics

On scheduled half days, care will be provided at the WMAAA location from dismissal to 6:00 pm with the exception of the last day of school. There will be no full day care provided at WMAAA on days there is no school due to professional development or school recess (fall break, winter break, spring break, etc.). Please refer to the **specific program calendar** by location for more details. If care is needed during school recess, please visit tcfymca.org for programming options.

FULL DAY CARE | SUMMER

GHAPS LOCATIONS: Duneside Discovery Center | TCFYMCA: Tri-Cities Family YMCA

Hours: Monday-Friday | 7:00am - 6:00pm

TIME	ACTIVITY			
7:00-9:00 AM	Morning Extended Care			
9:00 AM	Arrival			
9:00-9:15 AM	Opening Ceremonies			
9:15-9:30 AM	Morning Snack (parent provided) | Sunscreen Check | Small Groups			
9:30-11:30 AM *(instruction in age appropriate groups)*	Physical Enrichment Activities	Academic Enrichment Activities	Community Excursions	Arts Enrichment Activities
11:30 AM - 12:00 PM	Lunch			
12:00-12:15 PM	Clean-Up | Sunscreen Check			
12:15-3:15 PM	Physical Enrichment Activities	Academic Enrichment Activities	Arts Enrichment Activities	
3:15-3:30 PM	Afternoon Snack			
3:30-4:00 PM	Closing Ceremonies | Small Groups			
4:00 PM	Dismissal			
4:00-6:00 PM	Afternoon Extended Care			

HOLIDAY CLOSURES

The Before and After School Program will be closed on the following holidays when they fall on a week day (M-F):

- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve and Christmas Day
- New Year's Eve and New Year's Day
- Memorial Day
- Independence Day

A full program calendar with noted closures will be posted at the program location and shared with families at the time of enrollment. These calendars will note other closures specific to the location and school district calendar (winter and spring recess, professional development days, etc.).

INCLEMENT WEATHER/SNOW DAYS

The Before and After School Enrichment Program building locations will follow weather related school district closings. The Duneside location will provide care on snow days (preregistration is required). If there is a delayed start or early closure due to weather, the program will also be closed. Families will be notified via email of any program closures due to weather.

INCLEMENT WEATHER SCHEDULE

Duneside Discovery Center	Lake Hills Elementary	Robinson Elementary	West Michigan Academy of Arts & Academics
OPEN	CLOSED	CLOSED	CLOSED

Additional snow day care available at the Tri-Cities Family YMCA. Preregistration is required.



SAFETY PROTOCOLS

ARRIVAL AND DISMISSAL

Please drive slowly at all locations, obey all traffic postings, and watch for children. All children must be accompanied by a parent/guardian or designated adult authorized by the parent/guardian to and from the program. Y program staff are not allowed to transport children to or from the before and after school enrichment program. While children are walking to or from their cars, their care and safety is the responsibility of the parent/guardian or authorized adult.

TRANSPORTATION

The Before and After School Enrichment Program does not provide transportation for children to or from the program. School busing will be arranged and provided by Grand Haven Area Public Schools for children attending the Duneside Discovery Center to and from the following elementary schools: Ferry Elementary, Griffin Elementary, Peach Plains Elementary, and Rosy Mound Elementary.

AUTHORIZED PICK UP

For the safety of all children, only persons (16 or older) authorized by the parent/guardian may drop off or pick up a child. The staff will question those who are unfamiliar, request photo identification, and check their authorization, as noted on enrollment forms. Please note:

- Anyone without proper authorization will not be permitted to sign out or take the child.
- Parent/guardian is responsible for maintaining and updating individuals authorized to pick up on enrollment forms and/or by notifying the Program Supervisor in writing.
- Last minute pick up changes must be communicated in writing by the parent/guardian and confirmed by the Program Supervisor before any child will be released.
- For the safety of all children, staff will contact local authorities, if anyone appears under the influence of drugs and/or alcohol when picking up any child.

SIGN IN/OUT INFORMATION

When dropping off your child, you or an authorized adult will be required to sign the child into the program. When picking up, a parent or other authorized adult MUST come to the program location and sign the child out of the program. Both sign in and sign out will require the parent/guardian or authorized adult to provide their signature and note the time of drop off and/or pick up from the program.

LATE PICK UP PROCEDURE

All children must be picked up by closing time. We understand that an occasional delay may occur. If possible, please contact the program site to notify the program supervisor and/or program staff when a delay is unavoidable. A late pick up fee of $5 for the first 15 minutes and $1/minute (or any portion of a minute) thereafter will be assessed without exception.

If a child remains in our care longer than 15 minutes after the program ends and we have not heard from a parent or guardian, staff members have been instructed to:

- Contact the parent/guardian by phone using the numbers provided on enrollment forms
- If parent/guardian cannot be reached, individuals listed as emergency contacts on enrollment forms will be contacted
- If a child remains in our care longer than 30 minutes after the program ends and we have not been able to contact parent/guardians or emergency contacts, staff members have been instructed to contact local authorities to ensure the safety and supervision of your child.

Habitual lateness could result in removal from the program.

REGISTRATION AND ENROLLMENT

ADMISSION AND REGISTRATION

The Before and After School Enrichment Program is open to all children ages 57 months – 12 years of age at all program sites and locations. Children between the ages of 36 -56 months of age, if fully toilet trained, may attend the GHAPS site at the Duneside Discovery Center location. Children must be registered prior to the child attending the program each school year and each summer. Online registration can be completed at tcfymca.org. At the time of registration, if applicable, all registration fees are required. Registration fees are non-refundable and non-transferable. Registration fees do not offset weekly childcare fees. After registration is complete, additional paperwork and enrollment forms will need to be completed by the parent/guardian and approved by the program provider prior to attendance. Questions regarding registration for the Before and After School Enrichment program can be directed to:

- meredith.long@tcfymca.org
- kelly.haracourt@tcfymca.org
- (616) 842-7051

ENROLLMENT FORMS

Children will be considered "fully registered and enrolled" when all enrollment forms are fully completed. **No child will be allowed to attend the Before and After School Enrichment Program until "fully registered and enrolled".** Parent/guardian is solely responsible for ensuring the accuracy of the information provided and updating enrollment forms as information changes.

The following documents must be completed as part of the enrollment process:

- Child Information Record
- Before and After School Enrichment Program Student Information Sheet
- Financial Assistance Form, if requesting
- Program Handbook Acknowledgment
- Acknowledgment of Licensing Notebook and Written Information Documentation



FEE POLICY AND SCHEDULE

Failure to complete requirements for attendance, including paperwork and payment, may result in exclusion from the program. Any attendance days missed due to these reasons will not be refunded or credited. The Before and After School Enrichment Program is a prepaid service and requires automatic payment authorization at the time of registration for all fees. Automatic payment options include debit or credit cards (VISA, MasterCard, Discover, or American Express) or electronic funds transfer (EFT) from a checking or savings account. Program fees are included in the Program Fees and Schedule form included with enrollment documents.

Weekly payments for childcare fees will be processed every Wednesday for the following week of care from the selected payment method listed on the automatic payment authorization. It is the responsibility of the parent/guardian to ensure available funds for their selected payment method. Past due payments or returns may result in additional fees that will be added to your account and scheduled with your next weekly payment. Please note, a minimum weekly fee is required for all children enrolled in the Before and After School Enrichment Program. Additionally, minimum weekly program fees are scheduled and drafted regardless of your child's attendance or absences.

The Tri-Cities Family YMCA reserves the right to change the child care fee schedule or any other fees at any time. If while enrolled in our program, a fee change presents a hardship to your family, please notify our registration team so possible assistance may be identified.

FINANCIAL ASSISTANCE

The Y is committed to ensuring all families have access to quality and enriching youth programs. Financial assistance is available for interested participants. Please complete the Financial Assistance Form included in the enrollment packet or online at tcfymca.org. Please notify our registration team if payments present a challenge or your financial situation changes while your child is enrolled in the Before and After School Enrichment Program.

THIRD PARTY PAYMENTS

The Child Development and Care Assistance (CDC) program is managed by the State of Michigan and may cover a portion of eligible child care fees if your family qualifies. For more information, please visit the Child Development and Care website.

Eligible and qualifying families are responsible for submitting a Provider Verification form to ensure third party payments can be billed and reimbursed on behalf of the family. Parents/guardians are responsible for paying all child care fees until approval from the CDC is provided to the provider. Once approval is in place, any credits for overpayment will be applied to upcoming weeks of care or refunded. Depending on the level of assistance a family qualifies for, there may still be a weekly co-pay that is the responsibility of the family.

The Michigan Tri-Share Program may be an employee benefit provided to you by your employer. You, as the employee and the parent/guardian are allowed to choose the facility of your choice. This program reduces childcare costs by dividing the total cost into three equal portions:

- Eligible employee (parent/guardian) pays one-third of the cost through payroll deduction
- Participating employer pays one-third
- The State of Michigan pays one-third

Check with your employer to see if they participate in the Michigan Tri-Share Program.

PROGRAM RECEIPTS AND TAX STATEMENTS

By scheduling automatic payments for your child care fees, you will receive automatic, weekly payment receipts after payments have been processed.

Childcare fees are eligible for child care tax credit. Information on how to print a year-end tax statement along with our federal child care tax ID will be emailed to all eligible participants in January of every year.





WITHDRAWAL AND TERMINATION

CANCELLATIONS AND REFUNDS

The Y does not impose contracts on our participants and participants are free to cancel at any time. **Written notice requesting cancellation must be received 14 days prior to the first of the month to complete cancellation requests of any future weeks during any given monthly period.**

PARTICIPANT-INITIATED CANCELLATION

- It is the responsibility of the participant to request a program cancellation. To cancel enrollment, the participant must submit a request in writing 14 days prior to the first of the month. When a cancellation is processed, enrollment remains active until the end of the month, and all fees apply. All program deposits or registration fees are non-refundable and non-transferable. Cancellation requests received after the deadline will be reviewed by the program supervisor for approval and may or may not be eligible for a partial or full refund.

TERMINATION

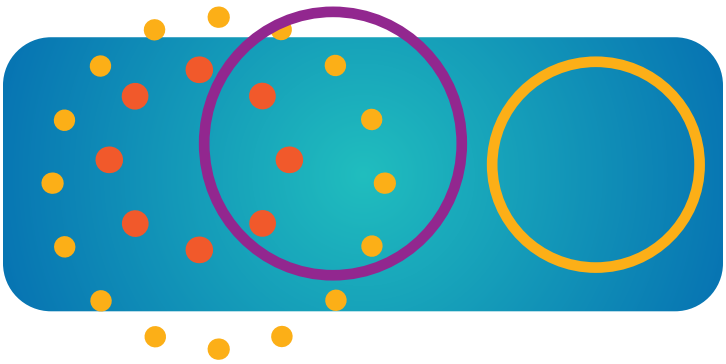
The Y reserves the right to terminate service without notice if:

- Child care fees and/or other fees are not paid when due
- Child's behavior and participation in the program creates a direct threat or harm to themselves, other children, or staff
- Parent engages in inappropriate conduct or behavior (see Behavior Expectations)

YMCA-INITIATED CANCELLATION

The Y will actively work to ensure consistent and reliable care for children and families. At times, program cancellation may be necessary to ensure participant safety and program quality (space or staff limitations, inclement weather, center illness or health concern). When program cancellation occurs:

- The Y will issue participants a prorated or full system credit toward another session/service automatically for any cancellations within the Y's control (space or staff limitations).
- Credits will be applied to any past due or future scheduled payments.
- Credits are valid through the end of the calendar year in which they are issued. Extensions will be granted for system credits issued in the last two months of the calendar year.
- Credits not applied to past due or future scheduled payments may be used for any program or service provided by the Tri-Cities Family YMCA.
- Credits are non-transferable.
- Upon written request, a refund to the original form of payment may be provided.



ATTENDANCE

ABSENCE/SCHEDULE CHANGE

Communication regarding attendance is vital. If your child is going to be absent from the program, please notify the Y as soon as possible. If you leave a message, please provide the child's name with program location, so we are aware and can appropriately adjust supervision and activities.

INCLUSION AND SPECIAL NEEDS

The Y has a unique opportunity and responsibility to work toward full inclusion of people of all abilities. The Y will not deny access to anyone solely on the basis of their disability. The Y complies with all provisions of the Americans with Disabilities Act (ADA) and aims to ensure complete access, inclusion, and engagement for all children.

The Before and After School Enrichment Program will contact guardians that indicate their child may require additional assistance during the registration process and completion of enrollment documents and forms. It is essential that all pertinent information is shared to ensure a successful partnership and experience. Together, the child's needs and goals will be discussed and reviewed to determine an approach that is feasible within the program model, scope, and daily schedule.

The Y will provide reasonable accommodations on a case-by-case basis after an individualized assessment has been conducted and the accommodations have been agreed to by all parties. If no satisfactory accommodations or alternatives can be fulfilled, the Y will provide guardians with notification of the reasons for this determination.

STAFFING AND SUPERVISION

Recruiting, selecting, training, and supporting the staff are essential to a successful before and after-school program. Y leaders and staff have experience working with children, knowledge of recreational activities, and model the Y's core values. All program staff are required to attend training prior to interacting with children. Training includes, but is not limited to:

- Trauma informed care and behavior support techniques
- First aid and CPR
- Child abuse awareness and prevention
- Preventative health measures
- Youth development best practices and developmentally appropriate programming
- Curriculum and instruction
- Implementation and facilitation of activities

A staff to child ratio of 1:12 is normally maintained in the Before and After School Enrichment Program. The required staff to child ratio for the State of Michigan is 1:18. Staff to child ratios are adjusted to assure adequate supervision for the age group, ability, and physical condition of all children.

For the safety and protection of your child and our staff, Y employees are not permitted under any circumstances, to provide individual transportation for any child to or from home. Y staff and personnel are not allowed to babysit for program participants, spend time outside of programs with program participants and families, or contact program participants and families by personal phone, email, or internet without prior written consent of the participant's parent/guardian and the Y.

Please do NOT put our staff at risk of losing their position by asking them to compromise these staff policies.

WHAT TO BRING

WEATHER APPROPRIATE CLOTHING

The Before and After School Enrichment program will utilize both indoor and outdoor program spaces at all locations. Families should send children with labeled clothing that is appropriate for daily conditions, both on warm and cold days. Layers are encouraged. It is recommended that your child:

- Wear child-safe sunscreen all year round, even in winter. Please apply prior to arriving to school and send personal sunscreen during warmer months.
- All clothing (boots, hats, mittens, coats, etc.) should be clearly labeled with his/her name on them.
- Send your child for outdoor play each day. In the winter, your child will need: hat, mittens/gloves, scarf (if desired), winter boots, winter coat, winter snow pants, and extra socks (optional, but encouraged).

Children will not be permitted to go outside when the "Feels Like" temperature is under 10 °F or above 100 °F. The "Feels Like" temperature takes into consideration the wind chill or heat index and is a better measure of the weather conditions for outdoor play.



PERSONAL BELONGINGS

Please ensure that all possessions are labeled. Label any sunscreen provided by the parent/guardian. Children are responsible for their own belongings including backpacks, books, clothing, school supplies, or any other personal items.

We discourage children from bringing personal items such as electronic devices, phones, other special toys, game cards, money, or sports equipment (unless specified for the program). The program will not be responsible for any personal belongings that are lost, stolen, or damaged. Program staff reserve the right to collect any personal belongings brought with children until the child is picked up or dismissed from the program.

LOST AND FOUND

Children are responsible for personal items and belongings. The program will maintain a lost and found bin. When items are missing, please check the lost and found bin. The Y does not take responsibility for lost items. Unclaimed items may be discarded or donated to charity periodically.

PROHIBITED ITEMS

Prohibited items in the Before and After School Enrichment Program include, but are not limited to:

- Alcohol, drugs, tobacco products
- Weapons
- Toys and stuffed animals
- Electronic devices
- Money
- Pets

HEALTHY LIVING

PHYSICAL ACTIVITY

The Y follows Healthy Eating and Physical Activity standards in our youth programs. Time will be devoted each day to physical enrichment activities.

SNACKS AND MEALS

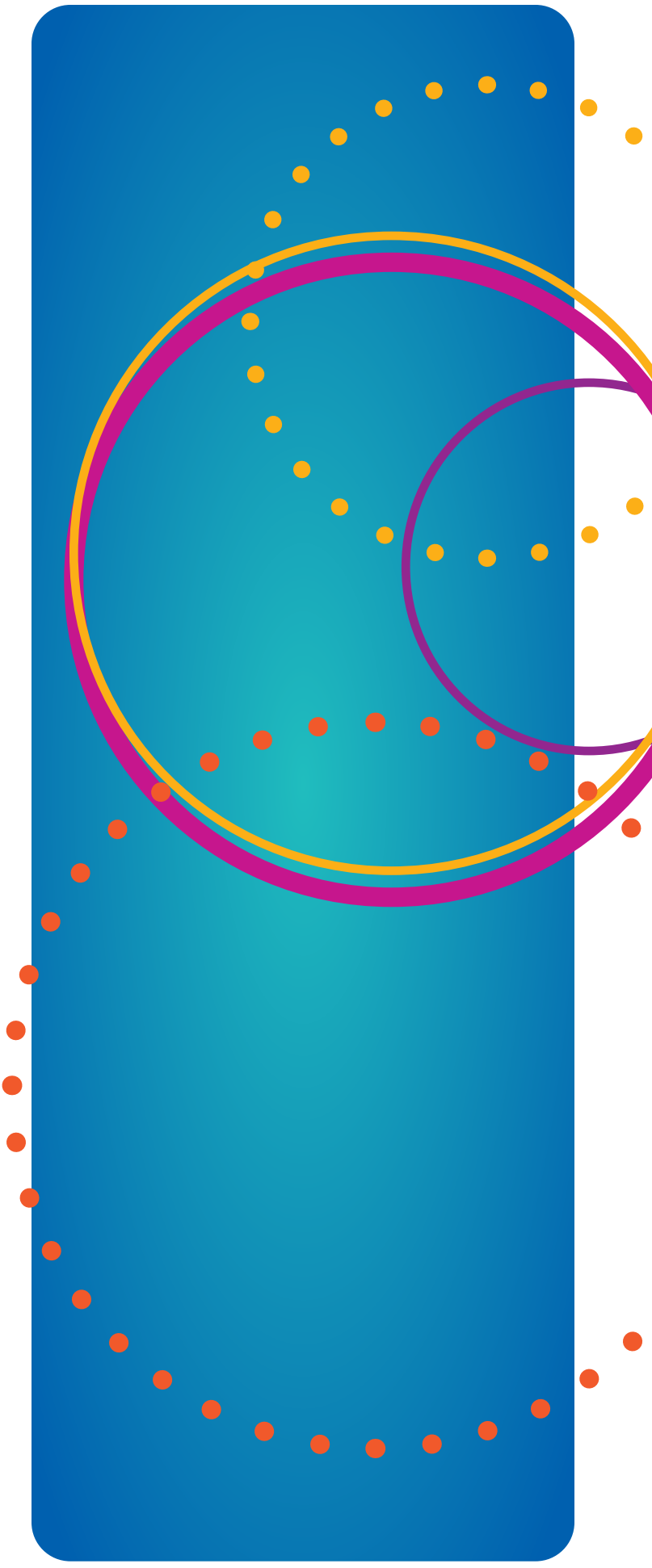
Healthy snacks and meals play an important role in healthy physical and mental development. Snacks and meals will be provided as part of the program.

- Snacks will include two different components from the following: milk, vegetables, fruits, whole grains, and meat/meat alternatives (cheese, eggs, yogurt, nuts/seeds)
- Water will be provided with all snacks.
- A lunch/supper meal will be offered in all after school programs.
- Meals will include all five components: milk, vegetables, fruits, whole grains, and meat/meat alternatives (cheese, eggs, yogurt, nuts/seeds)

Children will be offered a daily afternoon snack. These snacks are not sufficient to replace breakfast or lunch. Meals will be offered in the after school program and when half day or full day care is provided. If you would like to provide alternate food for your child during snack or meal times, please communicate with the program supervisor or program director.

NUTS AND OTHER ALLERGIES

The Before and After School Enrichment Program is not nut free. Please be sure to speak with the Program Supervisor prior to registration about any concerns you may have. If your child has any food allergies or special dietary needs, please note this on your child's enrollment paperwork. Any parent/guardian may be asked to refrain from sending their child with food containing peanuts or tree nuts and/or other foods manufactured in a plant that processes peanuts or tree nut if a food allergy is present in your child's group.



HEALTH AND WELLBEING EXPECTATIONS

At the time of enrollment, and prior to the child's first day in attendance, parents/guardians are expected to confirm that their child's vaccinations are up to date as required by state health code and on file with their school. If vaccinations are not up to date the child is required to have a medical waiver on file with their school. Additionally, parents/guardians will confirm that their child is in good health and can participate in all activities. Parents/guardians will also note if there are any physical restrictions, limitations, considerations or special needs (including allergies) requiring accommodation. Having this information at the time of enrollment and prior to attendance allows the program to provide the best possible care.

ACCIDENT, INJURY, OR INCIDENTS

The Before and After School Enrichment Program provides activities and instruction in both indoor and outdoor settings. Participation in the program may result in accidents, injuries or incidents. A normal day may include: minor scrapes or cuts, slipping, falling, splinters, bumps, bruises, or insect bites.

Minor injuries will be treated with basic first aid (soap, water, ice, bandages) by program staff. Parents/guardians will be notified verbally and/or in writing by the end of the program day of accident, minor injuries or incidents. Additionally, program staff will document the accident, minor injury, or incident and any treatment administered.

If a more serious accident, injury, or incident occurs and results in a more serious condition, program staff will contact the child's parent/guardian immediately to make arrangements for care and/or contact 911. If parent/guardian cannot be reached, program staff will contact the emergency contact listed for the child.

INSURANCE

The Y does not provide any accident or health insurance for its members or participants and it is the responsibility of the member or participant to provide such coverage. Further, the member or participant agrees to hold the Y harmless from any and all claims for any accident, injury, or illness.

FIRST AID EQUIPMENT

First aid supplies are stored on site, inventoried, and restocked on a regular basis. First aid is administered by any staff trained in first aid/CPR. Contents of first aid kit include:

- Gauze bandages
- Scissors
- Band-Aids
- Triangular bandages
- Cotton
- Thermometer
- Rubber gloves
- Instant ice packs
- Tweezers



ILLNESS

The Before and After School Enrichment Program cannot accept children for care when they are ill. Staff observe children daily upon arrival. If your child is experiencing any of the symptoms listed below, Y staff asks that other care arrangements be made. If your child develops these symptoms after drop-off, parents/guardians will be contacted and expected to pick-up their child. Children displaying the following signs of illness will be separated from other children until they are picked them up:

- Diarrhea
- Severe cough
- Eye discharge or conjunctivitis
- Fever of 100 degrees Fahrenheit or higher
- Stiff neck
- Unusual spots, rash, or infected skin patches
- Sore throat or difficulty swallowing
- Vomiting
- Too tired/sick to participate in daily activities
- Evidence of live lice, scabies, or other parasitic infection

Staff members displaying any of the above symptoms of illness are asked to stay home from work. If a staff member reports to work with obvious symptoms of illness, the program supervisor will ask them to leave work and return home.

If a child, staff person, or volunteer contracts a communicable disease, it will be reported to the local health department. Additionally, the center will notify families of the following:

- Name of the communicable disease
- Symptoms of the disease
- Prevention measures of the disease as recommended by the Centers for Disease Control (CDC)

INFECTION CONTROL

- Staff and children are instructed in hand washing procedures. Guidelines for proper hand washing are posted at all sinks.
- Staff will clean tabletops and contact surfaces by: washing with a detergent solution, rinsing with water, and sanitizing with a weakened bleach solution. All cleaning supplies are kept out of reach of children.
- Table tops are cleaned and sanitized daily as well as before and after any snacks or meals.
- Equipment and materials are cleaned and sanitized regularly.
- Janitorial staff provide daily cleaning services including: disinfecting of toilets, toilet seats, sinks, faucets, and floors. All cleaning supplies are stored out of reach of children.



MEDICATION MANAGEMENT

The Before and After School Enrichment Program will administer any medications ordered by the child's health care practitioner and/or medications that a parent requests the child takes while in care. When possible, families are encouraged to administer medications at home. When medication must be administered while in care, the following will take place:

- Before any medications can be administered to a child, the child's parent/guardian must complete a "Medication Permission and Instructions" form (BCAL-1243).
- All medications administered to children, including but not limited to oral and topical medications of any kind, either prescription or non-prescription, must be provided by the child's parent.
- All medications will be stored out of the reach of children and under proper conditions for sanitation, security and safety. This pertains to both the time when the child is in care and during the transportation of the child to and from school.
- All medications, prescription or over-the-counter, must be in original containers and with the label affixed.
- Prescription medications must have the name of the child, name of medication, dosage and administration schedule, and the name of the prescribing physician.
- Over the counter medications must be in the original packaging.

The Before and After School Enrichment program follows the **"5 RIGHTS" OF MEDICATION ADMINISTRATION**:

- Right child
- Right medicine
- Right dose
- Right time
- Right route of administration

If a medication administration error should occur, the child's parent/guardian will be notified and contacted immediately. If necessary, emergency medical services and/or the Poison Control Center will also be notified. All incidents of medication administration error will be documented and reported to Child Care Licensing.



BEHAVIOR EXPECTATIONS

The Before and After School Enrichment staff make every effort to ensure each child has a positive experience. The Y strongly believes that child care is an exciting, safe community for youth to explore, build confidence, develop skills, and make lasting friendships and memories so they can grow as individuals and leaders. It's a place kids can discover who they are and what they can achieve. We strive to help each child develop positive self-esteem while fostering self-direction.

BEHAVIOR MANAGEMENT POLICIES

Our staff work with each child individually to support their development in self-management and self-direction by providing:

- Developmentally, age appropriate behavior expectations
- Consistent and clearly stated behavior expectations
- Guidance to support children to work and play within known limits and expectations
- Opportunities for children to learn acceptable behaviors through positive guidance and redirection
- A trustful atmosphere where children feel safe, supported, and understood
- Conflict resolution skills to aid children in expressing, managing, and responding to emotions responsibly

At no time will a child be physically harmed in any way or deprived of basic needs as a form of redirection or behavior intervention. Staff, parents, and volunteers are prohibited from using the following as a means of behavior intervention:

- Corporal punishment
- Shaming or ridicule
- Hazing
- Exclusion

Clear and consistent expectations along with verbal redirection will be used to support children and manage behaviors. Physical redirection may only be used if needed for the safety of the child or others in the program. Examples of when physical redirection may be used include:

- Leaving or eloping the program space unsupervised
- Physical altercations with another child or staff
- Self-harm

GENERAL BEHAVIOR EXPECTATIONS

BE KIND

- Use kind words and actions - No put-downs, no one needs them
- Include others
- Be honest with yourself and others – Speak for yourself, not for anyone else

BE SAFE

- Listen to others, they will then listen to you
- Stay with your group and use the buddy system
- Respect others' personal space and bodies at all times

BE RESPONSIBLE

- Own your choices and accept feedback - Mistakes are okay
- Show respect, every person is important
- Take responsibility for your actions, you are responsible for you

UNACCEPTABLE BEHAVIOR

- Refusing to follow the program expectations and rules
- Using profanity, vulgarity, or obscenity
- Stealing or damaging property
- Refusal to participate in activities as directed by staff
- Leaving the group, program, or designated area without permission
- Physical violence, bullying, sexual misconduct or abuse towards another child or staff will not be tolerated

BEHAVIOR VIOLATIONS

The Before and After School Enrichment Program facilitates the development of self-control by using positive guidance techniques such as modeling, encouraging expected behavior, redirecting children to a more acceptable activity, or setting clear limits. Staff respect each child's developing capabilities and believes in the unique potential of every child. We strive to provide support to ensure all children are successful in our child care programs. The progressive behavior intervention model is outlined below and will be utilized by staff when responding to and managing behaviors. This model is designed to redirect children to acceptable and appropriate behaviors. However, if a behavior concern becomes too great and the child cannot meet expectations, program expulsion may be used as a final step.

PROGRESSIVE BEHAVIOR INTERVENTION MODEL

- **Step One:** The Y uses positive guidance methods including reminders, distraction, logical consequences, and redirection.
- **Step Two:** If inappropriate behavior continues, the child is reminded of behavior expectations and program rules. The program supervisor and/or program director and the child decide on action steps to correct the inappropriate behavior. Documentation of the behavior and corrective action is completed. Parent/guardian is notified.
- **Step Three:** If the action plan developed in step two does not provide resolution and the inappropriate behavior continues, the program supervisor and/or program director will schedule time with the child and their family to develop an action plan for success. Documentation is completed.
- **Step Four:** If observable and documented actions through steps 1-3 does not provide resolution and the child cannot meet program expectations, the program supervisor and/or the program director will work to identify different program options and/or a modified attendance schedule to support the child and family. If needed, the Y reserves the right to expel the child from the program.

SUSPENSION/EXPULSION

Behavior such as physical fighting, physical/verbal coercion, sexual misconduct, or destruction of property is grounds for suspension or expulsion based on the severity of the action or incident and within the discretion of Y staff. Families are notified immediately regarding incident that constitute an automatic expulsion. The Program Supervisor and/or Program Director will meet with the family to discuss these disciplinary steps and procedures. No refunds or credits will be given for time missed due to disciplinary action.

PARENT BEHAVIOR EXPECTATIONS

Parents are significant role models for their children. The Before and After School Enrichment program expects and requires parents/guardians to behave in a manner consistent with decency, courtesy, and respect at all times. While in our program, parents/guardians are prohibited from:

- Using vulgar, abusive, or threatening language
- Using physical aggression
- Using physical punishment of their own child while in the child care facility
- Addressing a child who is not their own for the purpose of correction or discipline
- Physically engaging a child who is not their own for the purpose of correction or discipline
- Seeking out another parent/guardian to discuss their child's behavior
- Sharing or seeking out confidential information from program staff of other parents/guardians

CHILD ABUSE PREVENTION

A principal endeavor of the Y is to provide a healthy atmosphere for the growth and development of youth and children. Utmost consideration is given to all measures that ensure the prevention of child abuse in Y programs and facilities. Child abuse is the mistreatment or neglect of a child or youth by parents, another child, or others that results in injury or harm.

Abuse can lead to severe emotional, physical, and behavioral problems. The Y has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse.

Additionally, all employees are screened and background checks are conducted upon hiring, rehiring, and regularly thereafter. Employees who have contact with children and youth receive training in preventing, recognizing, and reporting child abuse.

The following employee guidelines are enforced to ensure the prevention of child abuse and the protection of all children and youth:

- Staff are to avoid being alone with a single child where they cannot be observed by other staff or adults.
- Staff may not relate to children who participate in Y programs outside of approved Y activities. For example, babysitting, dating, sharing personal contact information, and connection through social media are not permitted.
- Staff may not give personal gifts to program participants or their families.
- Staff must follow program rules and boundaries around appropriate touch.
- Staff may not single out children or youth for favored or special attention.
- Staff may not discipline children by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.
- Staff may only release children to individuals listed on their enrollment documents and must follow all drop off and pick up procedures.

All Before and After School Enrichment Staff are informed of the program's policies on child abuse and neglect and are aware that the abuse and neglect of children is against the law. Additionally:

- All caregivers are mandated by law to report abuse and neglect. Any caregiver who has cause to suspect abuse or neglect shall contact the Director of Operations of the Tri-Cities Family YMCA immediately. Any information regarding abuse or potential abuse should be documented in writing.
- The caregiver who has cause to suspect child abuse or neglect shall make immediately, by telephone or otherwise, an oral report of the suspected abuse or neglect to the Michigan Department of Health and Human Services (MDHHS), specifically Children's Protective Services (CPS) Centralized Intake. The Phone number to contact is: 855-444-3911 any time day or night.
- The program may NOT notify parents/guardians of any reports made to CPS unless advised and recommended by CPS or law enforcement.
- Caregivers reporting suspected child abuse or neglect will maintain confidentiality of all parties and only share identifying information with law officials, investigators, licensing, and employers as required by law.
- Within 72 hours of making an oral report, the reporting person shall file a written report as required by law. A copy of the written report shall be maintained by the program and Child Care Licensing shall also be notified as required by law.
- Caregivers will ensure, as allowed under law, that an alleged perpetrator is separated from children until the incident is resolved. If the suspected or alleged abuse involves an employee, the employee shall immediately be removed from working directly with children until a written investigation has been completed and the employee is authorized to return to work.

CHILD SAFETY

As a partner in your child's success, the Y is committed to providing a safe environment for all participants and staff. We work hard to create an environment that is both physically and emotionally safe for children. If at any time, you are concerned about the physical or emotional health of your child, please do not hesitate to speak to a staff member, the program supervisor, or the program director. For immediate assistance in connecting with any team member, please call the Tri-Cities Family YMCA at 616-842-7051.

PERSONAL SAFETY TALKS

As part of our program, staff engages in discussions designed to increase children's understanding of personal space, boundaries, and appropriate touch. Y staff will model the use of correct words for body parts and functions, and respond to conversations and questions in age appropriate ways.



COMMUNICATION

The Before and After School Enrichment Program strives to provide families with timely and relevant information so they may engage as a partner in their child/s success. This includes both formal and informal communication methods including, but not limited to:

- Email, phone calls, face to face conversations
- Program and parent meetings
- Notes and/or program newsletters
- Activity schedules and menus

Families are encouraged to share suggestions for program improvement, changes in the child's or family's daily routine and/or home life, behavior challenges, as well as any comments the child shares about the program. Program staff are available to discuss your child at any time. However, due to staff responsibilities and schedules, families are asked to make appointments for lengthy conversations. Please keep the program informed so we can be sensitive to your child's needs. Any information of a confidential nature will be shared with only those who need to know.

Should a grievance occur, families should discuss their concerns with the program supervisor. If a parent/guardian does not feel their concerns have been addressed they may discuss their concerns with the Director of Operations and/or the Chief Executive Officer of the Tri-Cities Family YMCA.

CUSTODY ISSUES

We realize that custody decisions and parenting plans are very important to both guardians. State law maintains that both parents have access to their child unless there are legal documents which define the restrictions. In situations involving child custody disputes or restraining orders, a copy of the court order MUST be presented to the program and maintained in the child's enrollment file. We cannot prohibit contact with either parent without a current court order. The enrolling parent or legal guardian will be asked to prove that his or her instructions on releasing the child from the program are in accordance with the law and not in violation of the other parent's or legal guardian's rights.

CONFIDENTIALITY

All Before and After School Enrichment Program staff will respect families', children's and colleague's privacy. All information and documentation necessary for enrollment will only be shared as needed to provide for continuity of care. All child/family information and records, private conversations with families, and classroom observational notes are considered confidential and will not be shared with any outside parties.

LICENSING NOTEBOOK

Notice of the availability of the center's licensing notebook:

Information summarizing the status of the license, including all licensing inspections, special investigation reports, related corrective action plans, and the licensing approval letter from the last calendar year may be accessed and viewed at: https://cclb.michigan.gov/s/. Internet and technology is available to families onsite to access.

THANK YOU

Thank you for taking the time to review our Before and After School Enrichment Program Handbook. We look forward to providing high-quality and engaging before and after school care for your child.

If you have any questions, please contact:

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- Kelly Haracourt, Marketing Coordinator
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