



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

ENSURE A BRIGHTER FUTURE

Character Builders Family Handbook



South Bay Family YMCA
1201 Paseo Magda Chula Vista, CA 91910 | 619-421-9622

YMCA CONTACT INFORMATION

For billing and enrollment questions please contact:

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southbaycb@ymcasd.org

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Dear YMCA Family,

Welcome to our YMCA of San Diego County Child & Youth Development Character Builders Program. The Y is the largest and oldest provider of youth development services in San Diego County, with a long history of providing a real, positive impact in the lives of youth. We are dedicated to strengthening families as a community resource that nurtures the potential in children.

Our focus is to ensure a fun, enjoyable experience for your child, where they gain new knowledge, skills and abilities, in a safe and secure environment.

This handbook is your guide to this program. It explains operations, policies and procedures, safety precautions, activities, and communication standards. If you have a question that is not covered in this handbook, please contact your program's leadership.

Our programs are licensed by the state of California. Our excellent quality staff are background cleared through the Department of Justice and trained in CPR, First Aid, and Child Abuse Prevention to ensure the safety of your child.

We look forward to helping your child grow to their fullest potential and to building lasting relationships with your child, your family, and our community.

Sincerely,

Gillian Gorelik
Licensed Childcare Program Director
South Bay Family YMCA

OUR MISSION

The YMCA of San Diego County is dedicated to improving the quality of human life and to help all people realize their fullest potential as children of God through the development of spirit, mind and body.

Children will experience the YMCA Mission by participating in activities that:

- Develop SPIRIT by developing self-control, a willingness to volunteer and help others, the ability to stand up to peer pressure, valuing differences in others, making new friends, and finding a place where they belong.
- Develop MIND by gaining new knowledge, skills and abilities, being motivated to learn, assisting with homework, doing better in school, discovering what can be achieved, being open to new experiences, and ultimately pursuing interests they are passionate about.
- Develop BODY by leading a balanced and healthy lifestyle, serving healthy snacks, being physically active, eating more fruits and vegetables, and staying away from drugs and alcohol.

OUR PHILOSOPHY

The YMCA Child & Youth Development Programs respect the values and diversity each family holds, and we care for each child with warmth and compassion assuring that each child is safe and secure. We represent ourselves as positive adult role models and embrace strong, positive self-image through all our activities. We believe children are strong, capable learners who learn best through social and environmental interactions. Our staff members provide opportunities that stimulate each child's physical, social, intellectual, and emotional development. Our curriculum is used to plan for children's experiences, but also allows for adaptations and modifications to best meet the needs of all children.

YMCA Child and Youth Development Goals

It is our goal to provide all children in our care with a safe and secure environment, one in which they feel a sense of belonging, make friends, have strong relationships with staff, and most of all, a place they can have a fun, enjoyable experience.

- To help develop and demonstrate the YMCA's values of Caring, Honesty, Respect and Responsibility.
- To increase physical activity and self-control.

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- To strengthen interpersonal and social skills.
- To stand up to peer pressure and value the differences in others.
- To be motivated to learn and do better in school.
- To pursue an interest they are passionate about and discover what they can achieve.
- To support and strengthen families, focusing on:
 - Improving communications between you and your child.
 - Connecting you to other families.
 - Giving people an opportunity to give back and support their neighbor.

OPERATING INFORMATION

HOURS OF OPERATION

Program hours of operation are specific to each program and based on facility and school district schedules. The South Bay Family YMCA offers programs at the following locations:

<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
Arroyo Vista Elementary 2491 School House Road Chula Vista, CA 91915 (619) 425-9600 xt.560123	37600644	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:15PM-6:30PM Fri/Min Day 1:45PM-6:30PM Email: Arroyo@ymcasd.org
Camarena Elementary 1650 Exploration Falls Drive Chula Vista, CA 91915 Phone- 591-5500 xt.630201	376700988	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:30PM Fri/Min Day 1:00PM-6:30PM Email: Camarena@ymcasd.org
Casillas Elementary 1130 East J Street Chula Vista, CA 91910 (619) 421-7555 xt.210301	376600471	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:15PM-6:30PM Fri/Min Day 1:05PM-6:30PM Email: Casillas@ymcasd.org
Chula Vista Hills Elementary 980 Buena Vista Way Chula Vista, CA 91910 (619) 482-7066 xt.2375	376600051	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:15PM-6:30PM Fri/Min Day 12:35PM-6:30PM Email: CVHills@ymcasd.org
Clearview Elementary 455 Windrose Way Chula Vista, CA 91910 (619) 498-3000 xt.250123	370806519	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:07PM-6:30PM Fri/Min Day 2:07PM-6:30PM Email: Clearview@ymcasd.org

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<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
Discovery Elementary 1100 Camino Biscay Chula Vista, CA 91910 (619) 646-0797 xt.270123	370806511	Mon-Fri 6:00AM-8:30AM Mon-Thurs. 3:00PM-6:30PM Fri/Min Day 1:30PM-6:30PM Email: Discovery@ymcasd.org
Eastlake Elementary 1955 Hillside Drive Chula Vista, CA 91913 (619) 421-4798 xt.280123	370806125	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:45PM-6:30PM Fri/Min Day 1:15PM-6:30PM Email: Eastlake@ymcasd.org
Hedenkamp Elementary 930 East Palomar Street Chula Vista, CA 91913 (619) 425-9600 xt.580201	376700056	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:15PM-6:30PM Fri/Min Day 1:55PM-6:30PM Email: Hedenkamp@ymcasd.org
Heritage Elementary 1450 Santa Lucia Road Chula Vista, CA 91913 (619) 421-7080 xt.570201	376600762	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:30PM Fri/Min Day 12:45PM-6:30PM Email: Heritage@ymcasd.org
Liberty Elementary 2175 Proctor Valley Road Chula Vista, CA 91914 (619) 425-9600 xt.590201	376700048	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:30PM Fri/Min Day 12:30PM-6:30PM Email: Liberty@ymcasd.org
Marshall Elementary 2295 MacKenzie Creek Road Chula Vista, CA 91914 (619) 656-6252 xt.550704	376600553	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:00PM-6:30PM Fri/Min Day 1:30PM-6:30PM Email: Marshall@ymcasd.org
Muraoka Elementary 1644 Santa Alexia Ave Chula Vista, CA 91913 (619) 216-5599 xt.671111	376701312	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:30PM Fri/Min Day 1:15PM-6:30PM Email: Muraoka@ymcasd.org
McMillin Elementary 1201 Santa Cora Ave. Chula Vista, Ca 91913 (619) 397-0103 xt.460201	376600781	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:30PM Fri/Min Day 1:00PM-6:30PM Email: Mcmillin@ymcasd.org

<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
Olympic View Elementary 1220 S Greensview Dr. Chula Vista, Ca 91915 (619) 425-9600 xt.4183	376600186	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:15PM-6:30PM Fri/Min Day 1:00PM-6:30PM Email: Olympicview@ymcasd.org
Rosebank Elementary 80 Flower Street Chula Vista, Ca 91910 (619) 422-8329 xt.480901	370805284	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:00PM-6:30PM Fri/Min Day 1:30PM-6:30PM Email: Rosebank@ymcasd.org
Salt Creek Elementary 1055 Hunte Pkwy Chula Vista, Ca 91914 (619) 397-5494 xt.600201	376700049	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:35PM-6:30PM Fri/Min Day 1:05PM-6:30PM Email: Saltcreek@ymcasd.org
Sunnyside Elementary 5430 San Miguel Road Chula Vista, Ca 91915 (619) 425-9600 xt.5054	376700415	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:05PM-6:30PM Fri/Min Day 12:50PM-6:30PM Email: Sunnyside@ymcasd.org
Tiffany Elementary 1691 Elmhurst Street Chula Vista, Ca 91915 (619) 421-6300 xt.510123	370806244	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 2:50PM-6:30PM Fri/Min Day 1:25PM-6:30PM Email: Tiffany@ymcasd.org
Veterans Elementary 1550 Magdalena Ave Chula Vista, Ca 91915 (619) 216-1226 xt.610123	376700173	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:30PM Fri/Min Day 12:30PM-6:30PM Email: Veterans@ymcasd.org
Wolf canyon Elementary 1950 Wolf Canyon Loop Chula Vista, Ca 91915 (619) 482-8877 xt.620222	376700367	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:00PM-6:30PM Fri/Min Day 1:30PM-6:30PM Email: Wolfcanyon@ymcasd.org

For additional schools serviced, program locations, program types, and the local YMCA branch location that services them:

- On-Line: www.ymcasd.org
- YMCA Childcare Resource and Referral: 1 (800) 481-2151

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MINIMUM DAYS

For many schools, there are days when the children are released from school early (minimum days). In addition, schools may have minimum days on other various dates. On all days our after-school programs run from the time of school dismissal until the program closing time, regardless of dismissal time for the day.

HOLIDAYS

Character Builders only operates on days when school is in session. For days when school is not in session there often are alternate care and/or day camp options at an additional fee. Please look for opportunities to register separately for these programs. All programs are closed on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving & the day after Thanksgiving
- Christmas Day

ENROLLMENT

REGISTRATION

A completed registration is required prior to attending our programs. You can register at the South Bay Family YMCA branch facility during regular business hours. Once your registration materials and payment are completed and processed it may take up to three business days before your child can start our program. We will inform you of the specific timeline at the time of registration completion.

PAPERWORK & FORMS

Per California State Licensing regulations, all forms and documents must be updated yearly. In addition, personal information (e.g. phone number, address, emergency contact, etc.) must be kept up to date throughout the year.

CONFIDENTIALITY

The YMCA keeps all personal information internal and does not distribute this information to any third-party organizations. However, by enrolling your child you acknowledge, per Department of Social Services, Community Care Licensing, and Title 22 regulations, your child's file is available for review by the Department of Social Services and representatives from these agencies may privately interview your child without prior parental/guardian permission.

In addition, law enforcement personnel may request the information listed in your child's file and may privately interview your child if necessary.

Please note, the enrolling parent/guardian is the only person who is authorized to view, change enrollment information, and add or remove authorized pick-up information unless they indicate on the registration form that the additional parent/guardian or another authorized person may also do so. If additional persons are authorized, the enrolling parent/guardian retains the final decision making authority.

The YMCA does not release attendance or other program documentation without the consent of the enrolling parent or a court order. In addition, providing this information takes time and effort and may also require a fee for services and copying charges.

FEES & PAYMENT CALCULATIONS

The enrolling parent/guardian is responsible for all fees related to your child's participation including any co-pays, family fees, registration fees, and late pick-up fees. This includes families who receive assistance financially from the YMCA or third-party agencies (e.g. CDA, CRS, NACCRRA). These also include all gaps in financial coverage by these agencies and the costs of the program.

Payments are processed by bank draft or credit card draft. Unpaid program fees, recurring non-sufficient funds (NSF), and/or returned payments will be cause for suspended enrollment and/or disenrollment from the program.

In an effort to provide a convenient and consistent weekly amount for families, our weekly fee calculations are based on the program service costs for the entire year/school year and averaged across all the weeks of service. Because of this, the days of service may vary month to month and, therefore, there are no credits or refunds for shorter months. Weekly rates are billed monthly.

SCHOLARSHIPS

The YMCA provides scholarships for families who qualify. Applications are available through your local YMCA branch. These opportunities are made available through generous donations from participants, members, and community residents. If you are interested in donating or volunteering with raising funds to help families in need, simply contact any YMCA staff member. We are proud to be able to provide people with the opportunity to give back and support their neighbors.

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CREDITS & REFUNDS

When you enroll your child, you are reserving space, time, staffing, and provisions, whether or not your child attends. We do not make adjustments in the monthly fees for absence, illness, vacations, or non-participation.

WITHDRAWAL & CHANGES TO ENROLLMENT

Participants desiring to withdraw from the program need to provide written notification within ten business days to the South Bay Family YMCA branch administrative office. Parents/guardians are responsible for the full (non-prorated) monthly program fee if a written notice is not received.

Changes in schedules or days of attendance also require a notification of ten business days to the South Bay Family YMCA branch administrative office to make the changes to your account. Approvals of changes in schedules or days are subject to availability.

SPECIAL NEEDS CONSIDERATIONS

The YMCA of San Diego County values the differences in all people within our association and the communities we serve. If, for your child to successfully participate in the program, our staff members need to know information or provide services for your child beyond the regular and normal capability of our program, you must contact your program's Program Director prior to enrollment. It is in this way that we can assess if we are able to reasonably provide the needed services, and if so, how and the timing of our ability to provide any necessary considerations prior to your child attending.

DROP OFF AND PICK UP

It is a requirement to sign your child in and out of the program each day they attend.

Persons dropping off children need to be a minimum of 18 years old, escort the child into the program, and will need to legibly sign their full name and note the exact time on the sign-in sheets.

Persons picking up children from the program need to be authorized in the child's registration packet, be a minimum of 18 years old, and will need to legibly sign their full name and note the exact time on the sign-out sheets.

For your child's safety, only authorized persons may pick up your child. Your authorized pick-up persons are designated in your child's registration packet. The enrolling parent/guardian is the only person who may edit who is authorized unless they indicate on the registration form the additional parent/guardian or another authorized person may also do so.

All staff members are required to positively identify the authorization of all persons picking up children from the program. All persons must be prepared to present a valid government issued photo ID when picking up a child.

For the safety and security of the children, children may not have permission to sign themselves into or out of the program.

EARLY DROP OFF

To ensure your child's safety, all children in before-school programs will need to be signed into the program by an adult (18 years old or older) after the program opening time begins. Therefore, children should never be left unattended waiting for a program to begin.

LATE PICK UP

In the event a child is picked up after the program's closing time, a late fee of \$1 per minute after the program closing time will be assessed. Please do not pay in cash at this time. Instead, you will be asked to sign a form indicating the pickup time. This amount will be added to your YMCA account for billing.

When a child has been left after closing time, families can expect the following to occur:

1. We will attempt to make contact with all persons authorized to pick your child up from the program, starting with the parent/guardians.
2. Children left for over 30 minutes after the program closing time may be turned over to the local authorities.
3. The YMCA may terminate enrollment when a family is late picking up their child after the program closes on multiple occasions or a single excessive occasion.

EXTRACURRICULAR ACTIVITIES

Children often lead very busy lives, with multiple interests that happen before, during or directly after their YMCA program time. In order to ensure their safe transition, please note the following information and requirements:

If the Character Builders program is located at a school site and your child participates in extracurricular activities on their school campus:

Attending activities prior to their YMCA program requires written parent permission that includes days and times, expected arrival time to our program, type of activity, and names of authorized escorts to and from the activity (ask for a Kids Going Places Log to utilize the Y's pre-made form). Children will be signed in to the YMCA program at the time of arrival from the activity.

Attending activities during YMCA program time: the names of the adults who are operating the extracurricular activity will need to be added to your child's authorized pick-ups. They will then be responsible for signing your child out of and back into the program on the extracurricular activity days.

During extracurricular activities, your child will not be under the care of YMCA staff.

If the Character Builders program is located at or near your local YMCA branch and your child participates in extracurricular activities offered by their local YMCA:

Attending other YMCA activities prior to the YMCA Character Builders program requires written parent permission that includes days and times, expected arrival time to our program, type of activity, and names of authorized escorts to and from the activity (ask for a Kids Going Places Log to utilize the Y's pre-made form). Children will be signed in to the YMCA program at the time of arrival from the activity.

Unfortunately, due to legal requirements, we are unable to allow children to attend other YMCA activities once they have signed into the YMCA Character Builders program, except when an authorized person signs them out and back in. The enrolling parent/guardian may add another adult (who is not a YMCA staff member) to your child's authorized pick up list. They will then be responsible for signing your child out of and back into the program on the extracurricular activity days.

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During extracurricular activities your child will not be in a California State Licensed program or in the custodial care of YMCA staff.

There are times when our programs have the ability to add programming to the Character Builders program in collaboration with our other YMCA departments. In these cases, the programming is conveniently offered as part of the Character Builders program and, therefore, your child will still be in the care of their regular YMCA staff and no sign-in or sign-out transition will be necessary.

DAILY ABSENCES

If your child is going to be absent, it is important that you notify the program. In the event that your call goes to voicemail, please leave us a message. If you do not notify us of your child's absence, the YMCA may attempt to contact you to verify the absence.

FAMILY & PROGRAM COMMUNICATION

Excellent communication between staff and parents is essential in providing quality care for your child. We provide multiple avenues for communication regarding your child, as well as, feedback for our programs. These can include: newsletters, activity calendars, parent advisory committees, bulletin boards, in person communication at drop-off and pick-up, surveys, email, and special events. It is through these methods that we keep our families informed of their child's progress, achievements and daily activities.

CONCERNS & FEEDBACK

The YMCA of San Diego County is dedicated to developing and maintaining high levels of service to families participating in the Character Builders program. We want to hear from you if we have and if we have not accomplished this goal. Any of our YMCA staff are available to assist you with your concerns or questions and will work with you to find a resolution. In the event that a concern is not resolved to your satisfaction, you may contact your Site Supervisor or the Program Director. You have the right to share concerns without the fear of retaliation. All concerns will be investigated and addressed with the appropriate parties.

As part of our continual improvement process, we have an annual independent survey for parents as a tool to help us know what we are doing well, as well as, to improve the quality and care within our programs. Please look forward to this confidential survey coming out in November and we look forward to you providing us your honest feedback.

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PROGRAM VISITATION & VOLUNTEERING

We are committed to providing a family-friendly environment. You are welcome to visit and observe the program at any time. Please simply check in at the program first. We ask, however, that you resist the urge to engage with the children and disrupt their routines. Opportunities for engaged family involvement will include family events, volunteering and/or Annual Campaign to raise funds for scholarships.

We welcome all parents/guardians to become volunteers in our program. This equips you with the opportunity to assist, interact with, and engage the students within the program. To volunteer, please speak with your program's leadership as you will need to complete the YMCA of San Diego County Volunteer Application. In addition, state licensing requires a volunteer to provide current documentation of a recent health screening, Tuberculosis screening, Measles (MMR), Pertussis (TDAP), and flu immunizations.

CURRICULUM & ACTIVITIES

Our Character Builders programs are staffed at a ratio of 1 staff for a maximum of 14 children in accordance with Title 22 Licensed guidelines.

Our curriculum is centered in helping children gain new knowledge, skills and abilities, building their confidence, and discovering what they can achieve. We do this through an organized curriculum, as well as, in helping them build friendships where they feel a sense of belonging in the program. The YMCA has three major areas of focus:

Youth Development: we engage youth in activities that promote learning. YMCA activities include and encourage problem solving and reasoning skills. We work with youth to be open to new experiences and pursue interests they are passionate about.

Healthy Living: we serve healthy snacks and focus on health and wellness by involving youth in activities that keep them physically active, engaging in outdoor moderate to vigorous physical activities, and teaching youth about healthy eating habits such as eating more fruits and vegetables.

Social Responsibility: our activities encourage making friends, conflict resolution skills, standing up to peer pressure, valuing differences in others, and creating opportunities to achieve, regardless of ability. In a fun and enjoyable environment we enhance self-esteem, gain greater self-control, and a willingness to volunteer and help others.

There are eight core components that our curriculum focuses on:

1. Arts and Humanities: drama, art, music, and poetry.
2. Character Development: demonstrating caring, honesty, respect, and responsibility.
3. Health, Wellness and Fitness: becoming physically active, eating more fruits and vegetables, leading a more balanced lifestyle.
4. Scaffolding: a variety of instructional techniques used to move students progressively toward stronger understanding, gaining confidence, and ultimately, a greater motivation to learn.
5. Literacy: reading, writing, speaking, and critical thinking.
6. Science and Technology: biology, environmental awareness, and problem-solving skills.
7. Service learning: civic awareness, volunteering and helping others, valuing diversity, and leadership skills.
8. Social Competence and Conflict Resolution: strategies to deal with conflict, positive interactions, self-control, and socialization.

Although the framework prescribes eight core areas, Y staff, parent advisory committees and the participants themselves are encouraged to collaborate. This collaboration works to design a well-balanced curriculum that meets the needs of children and families.

The specific activities associated with the eight core components generally take place in one, or several, of the following contexts, each of which is balanced throughout the day and week.

- Child Directed: Participants have the option of choosing from several self-directed interest areas. These can include: art, dramatic play, manipulatives, science, literacy, math, music & movement, and outdoor play.
- Small & Large Group: Staff directed activities challenge the children to work together. These types of activities include: reading circles, indoor & outdoor games, arts & crafts, and service-learning projects.
- Lunch & Snack: In most programs where lunch takes place, children will need to bring their own lunch each day. As part of healthy living and eating standards, a nutritious snack containing a fruit or vegetable is served daily within the program. If your child has specific dietary needs or restrictions, please reference the program's snack calendar for days when you may want to provide your own snack.

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- **Rest Time:** A quiet rest time is provided in some of our younger school-age programs. You may be asked to provide a pillow and/or linens if your child attends a program where rest times are taken. Children are required to relax quietly during this time.

With the exception of rest time, each of these components can take place in both outdoor and indoor environments.

HOMEWORK SUPPORT

In an effort to help create additional opportunities at home for valuable family time activities, each of our Character Builders programs offers children an opportunity to complete their homework with daily homework support. Our staff are available to provide assistance and basic tutoring. However, students with excessive homework assignments and/or in need of more intensive tutoring may not complete their homework during the allotted program time.

Our philosophy of developing the spirit, mind, and body drives our belief that daily participation in each of the program curriculum areas is vital to developing well rounded, healthy children. Therefore, the time allotted to homework each day, is limited.

We understand that not all families wish for their children to complete their homework in the program, and would rather have them work on it at home. This is a wonderful way for you to connect with what your child is learning. We ask that your child come prepared to engage in a low active, non-disruptive, activity during the daily homework support time.

Upon starting the program, we ask families to complete one of our Homework Contracts with their child. This ensures that your child understands your expectations for how they use the allotted homework time, as well as, informs our team members on how to best support your child.

CHILDREN'S ATTIRE

Attire should be appropriate for a child's environment and allow participation in a wide range of activities. As many of our activities are outdoors and highly active, close toed shoes are highly recommended, as well as clothing appropriate for the ambient weather. Additionally, based on our daily activities, children may be exposed to materials such as dirt, paint, markers, etc. that can soil clothing.

PERSONAL BELONGINGS

The YMCA will provide a designated place for your child's belongings during the program. However, personal belongings are the responsibility of the child. The YMCA is not responsible for lost, damaged, or stolen items.

Please discourage your child from bringing toys, games and electronics. The YMCA provides toys and games for the children's use. Toys brought from home often cause problems with other participants or end up lost or broken. Electronics including phones, gaming devices, and tablets should always be left at home.

LOST & FOUND

If your child loses an item, please ask a YMCA staff to direct you to the lost and found location. Each program maintains a designated area for lost items. Please note that the YMCA is not responsible for these items. Items left for longer than one month may be donated to another charitable organization.

BABYSITTING & OUT OF PROGRAM CONTACT

We hope that you and your child are excited about and have excellent relationships with their YMCA staff members. Please understand that, outside of working hours, YMCA staff may not interact or otherwise have intentional contact with children they meet through YMCA programs, including activities such as baby-sitting or going to birthday parties.

POSITIVE GUIDANCE

Each program has basic standards which all children are expected to follow. They may be adjusted or reworded slightly at your child's specific program to align with the school's rules, but will include the following elements:

- Show respect for yourself, others, staff, materials, and the environment.
- Be safe and kind in your actions.
- Use honest, kind words and speak for yourself.
- Follow the directions of YMCA staff members.

We understand children are not always successful in demonstrating these standards and being a child is a learning process that involves understanding, practicing, and

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testing different types of behaviors and decisions. We strive to help guide children into becoming caring, honest, respectful, and responsible individuals. Our strategies focus on children learning to become self-sufficient, have self-control, and be responsible for themselves.

GENERAL STANDARDS

Guidance focuses on the expected, appropriate behavior, rather than on the negative, inappropriate behavior.

- Guidance is a process of teaching, learning, and positive reinforcement.
- Developmentally appropriate guidelines are established for the children.
- Limits are set to foster caring, honest, respectful, responsible, and self-sufficient behaviors.
- Positive Guidance is integrated into the overall plan of the program.
- Staff members treat each child with respect and dignity.
- Consequences are developmentally appropriate and designed to teach: belittlement and corporal punishment are never allowed.
- Behavioral concerns of individuals are not discussed with other parents.

CONSEQUENCE SEQUENCE

For minor concerns, staff members will work with individual children to create learning opportunities. Potential strategies may include:

- Reasoning and education.
- Redirection to another activity.
- Taking a break from the current activity.
- Being provided time to think or calm.
- Having a conversation with staff or other students about their decision making process.
- Follow-up behaviors to rectify the situation.
- Revisiting the rules and standards of the program.
- Discussing the YMCA core values of Caring, Honesty, Respect and Responsibility.

Unfortunately, not all behaviors are minor. When the above steps are ineffective in redirecting behavior, the following steps may be taken:

- A parent/guardian will be called.
- The child may be sent home for the day.
- A family conference to discuss and create strategies for success plan.

- For unacceptable or continuous behaviors, the child may be suspended for a pre-determined length of time.
- Behavior that is continually disruptive, unacceptable, and/or dangerous may result in termination from the program.

It is our goal to inform families of all major behavior challenges within the program. We do this in an effort to share our experiences and learn best strategies from each other as partners with families, working toward the success of each child.

The YMCA works as a partner with the school your child attends. When a child is sent home or suspended from school, they may not attend the Y program on those days. No credit or refunds for the program will be given.

UNACCEPTABLE BEHAVIORS

- Causing harm to oneself, other youth, staff, or property.
- Threats of harm to oneself or others.
- Continuous inability to adhere to program guidelines.
- Willfully leaving program boundaries.

PARENT/GUARDIAN CONDUCT

It is important all adults present around children in YMCA programs act as role models for the children. The YMCA of San Diego County believes all persons deserve to be treated with respect, in a safe environment.

The YMCA of San Diego County Parent/Guardian Code of Conduct details acceptable conduct as required of all parents, guardians, family members, and authorized pick-ups. The complete Code of Conduct is posted at the program location and is available upon request.

Persons entering the program are expected to:

- Ensure the safety of all children by following all guidelines as outlined in this Family Handbook.
- Act in the best interest of the children, staff, and other families.
- Allow YMCA staff to handle all disciplinary situations with children who are not your own.
- Respect the confidentiality of the children, staff, and other families.
- Refrain from the use of profane, insulting, harassing or otherwise offensive language.
- Refrain from harassing, threatening, or offensive behavior.

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- Refrain from entering the program area under the influence drugs or alcohol.
- Refrain from smoking, vaping or using alcohol or drugs in or around the program area.

Individuals who do not abide by the Code of Conduct may lose the privilege of entering the program space and/or dropping-off/picking-up children from the program and their child may be removed from the program.

In the event a staff member suspects a person picking up a child of being under the influence of drugs or alcohol, they will contact the local authorities.

CUSTODIAL CHALLENGES

YMCA staff are dedicated to providing excellent experiences for the children we have the honor of serving. However, staff are not responsible for mediating custodial disputes in relation to the children. For children in these circumstances:

- Please do not provide the YMCA or YMCA staff with custodial or court documentation.
- YMCA staff will monitor authorized pick-ups as determined by the registering parent/guardian and only allow pick-ups that are authorized. It is up to all individuals involved to honor court determined authorizations, agreed upon dates, and times.
- Understand parents/guardians are solely responsible for following any court decisions or agreements. YMCA staff are not to provide enforcement nor monitoring of these decisions beyond listed authorizations.
- Any perceived indiscretions in relation to court decisions or agreements need to be addressed with the proper authorities, not YMCA staff members.
- Parents/guardians are expected to work together to ensure the implementation of a plan that allows YMCA staff to remain uninvolved and to focus on program operation.

Placing YMCA staff in a situation where they are requested or expected to enforce or monitor custodial challenges may result in suspension and/or termination from the program.

TERMINATION

The YMCA does not make it a regular practice to suspend or remove children from our programs. However, the YMCA reserves the right to do so if a child's behavior is not conducive to the safety and wellbeing of themselves, other children, or staff.

The YMCA also reserves the right to terminate services for breach of standards, financial components, or inappropriate behavior of parents, guardians, or persons dropping-off and/or picking-up children from the program.

The YMCA may immediately terminate a child's enrollment for any of the following reasons, including but not limited to:

- Non-payment, late-payment, or NSF payment of program fees.
- Failure to adhere to the sign-in and/or sign-out procedures.
- Parent/guardian is late picking up their child after the program closes on multiple occasions or a single excessive occasion.
- Consistent failure to notify the YMCA that your child will be absent (after-school programs)
- Behavior that is continually disruptive or dangerous to others, themselves, or staff.
- Refusal to attend family conference meetings for continuously disruptive behaviors.
- Behavior that is destructive to property.
- Any single incident that is deemed by the Program Director to be dangerous, harmful or disruptive.
- Licensing/enrollment forms that is inaccurate and/or not up to date, including incorrect emergency names and phone numbers.
- Failure to adhere to the Parent/Guardian code of conduct.
- Involving YMCA staff in custodial disputes.

HEALTH & SAFETY

The health and safety of each of the children and staff is the primary focus of each of our programs. The wellness of each individual should be considered prior to all other needs and conveniences. Please familiarize yourself with the following sections and help us keep everyone safe and healthy.

MEDICATIONS

Children needing to take medications during program operation need to have their medication stored and administered by YMCA staff members.

Any medication needing to be administered during program hours must:

- Be accompanied by a Parent Consent for Administration of Medication: form LIC 9221, available at your program.

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- Be brought to the program in its original prescription container clearly labeled with:
 - the child’s first and last names.
 - the date that either the prescription was filled or the recommendation was obtained from the child’s licensed health care provider.
 - the name of the licensed health care provider.
 - the expiration date of the medication or the period of use of the medication.
 - the manufacturer’s instructions or the original prescription label that details the name and strength of the medication.
 - the instructions on how to administer and store the medication.
- All information must be legible for it to be accepted.
- Types of medication listed under Incidental Medical Services must also meet additional requirements.

YMCA staff members are not allowed to administer any over-the counter medication such as aspirin, cough medicine, or Benadryl without a prescription with written instructions and dosage provided by the child’s physician. Nor are children allowed to self-administer or carry medication on them (or in their belongings) while in the program.

INCIDENTAL MEDICAL SERVICES

Our programs provide limited incidental medical services if they are prescribed by a physician and specific California State Licensing requirements are met prior to providing the service. As part of these requirements, additional paperwork and forms will be necessary, as well as, our staff members who will be working directly with your child will need to be trained by the physician or a person authorized by the physician in administering the appropriate service. These forms can be acquired through your local YMCA branch.

Types of incidental medical services we provide are:

Blood-Glucose Monitoring: A trained staff member may perform blood glucose testing for the purposes of monitoring a child diagnosed with diabetes.

Inhaled Medication: A trained staff member may administer inhaled medication prescribed for the child to control lung-related illness (including, but not limited to, local held nebulizers).

EpiPen Jr. and EpiPen: A trained staff member may administer this medication to, a hypersensitive (allergic) child in the event of an allergic emergency.

Glucagon Administration: A trained staff member may administer glucagon for a child diagnosed with diabetes in the event of a severely low blood sugar level resulting in disorientation, seizures, convulsions, or unconsciousness.

Gastronomy Tube Care: A trained staff member may administer a G-tube as a feeding to allow liquid nutrients to be delivered directly into the stomach if the child is unable to eat or unable to eat enough to remain healthy.

ILLNESS & EXCLUSION

If your child becomes ill during program hours, he or she will be isolated from the other participants and you will be contacted to pick up within one hour of notification. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Please be sure to keep the YMCA informed of any changes in your work or emergency phone numbers. If you cannot be reached, we will contact someone you have authorized.

For your child's comfort and wellbeing, as well as, the safety of staff and the other children, children need to stay home if they:

- have a fever over 100° F or had one during the previous 24 hours
- have a cold with heavy nasal discharge
- have a constant cough
- have contagious symptoms (an active cold, sore throat, vomiting, sniffles, coughs, fever, rash, diarrhea, etc...)

If a child is sent home from school for illness, they may not attend the Character Builders program on that day. In addition, children who do not attend school on a given day may not attend the Character Builders program that afternoon.

Should there be an outbreak of a communicable disease, parents will be notified in writing and the center will be properly treated. Our priority is the safety and well-being of all children in our program. We will make every effort to treat the facility by the next business day, however major or more complicated outbreaks may require a period of non-operation in order to ensure the safety of the children.

Parents can help to prevent the spread of communicable diseases by conducting routine screenings, and when ill, keeping the child home until cleared by a physician.

SUNSCREEN

We highly recommend taking appropriate precautions to protect your child from the sun. Many of the program activities will take place outdoors and appropriate protection is necessary to keep children safe.

We recommend:

- Wearing appropriate clothing based on the weather conditions: hats, long sleeves, long pants.
- Applying sunscreen to your child prior to attending.
- Providing sunscreen to be kept at the program and signing the Sunscreen Permission waiver for staff to be able to administer and/or apply it to your child.

LICE

School-age children who are found to have lice during the school day must be picked up from school at school dismissal and will need to be excluded from the YMCA program for that day. They will be allowed to return to our program the next day, once they have been treated.

When a child is identified as having live head lice during YMCA program hours, the child will be isolated from the other children and you will be contacted for pickup within an hour of notification. They will be allowed to return to our program the next day, once they have been treated.

INJURIES

All YMCA staff members are trained in first aid and CPR. Each of our program areas and/or staff members are equipped with basic first aid kits. In the event of a minor injury, our staff will provide the basic care necessary for your child. You will be notified of your child's injury with either a written "ouch" slip and/or a conversation with our staff at pick-up time.

If the injury is serious, first aid will be administered and the parents/guardians will be contacted immediately to assist in deciding an appropriate course of action.

If the injury is life threatening, EMS (911) will be contacted, parents will be notified, and a staff member will accompany EMS and the child to the hospital with the appropriate personal documentation. YMCA staff may not transport program participants in personal vehicles. Please note: all expenses for emergency medical care are the responsibility of the child's parent or guardian.

Anytime a participant hits his/her head, a parent or guardian will be contacted and YMCA concussion protocols will be followed, if appropriate in the circumstances.

EMERGENCIES

Emergency drills such as fire, earthquake, and lockdown are scheduled regularly to ensure the staff and children are prepared in the event of an emergency. In the case of an actual emergency, parents/guardians will be notified of their child's well-being as soon as possible. If your child's site must evacuate due to an emergency, participants will go to the site listed on the "Emergency Disaster Plan" located on the parent board at each site. Check our websites at www.ymca.org during natural disasters for updated information on YMCA branch emergency care.

In the event of a site lockdown, parents/guardians will have to wait until the lockdown is lifted by the authorities prior to being allowed to pick their children up from the program.

Please understand during an emergency, our first priority is caring for the children and ensuring their safety. Therefore, though it is our goal to keep everyone as informed as possible, individual communication to each of the parents/guardians may not be immediately forthcoming.

There will be no refunds or credit given for closures due to emergencies or natural disasters.

CHILD ABUSE PREVENTION

The YMCA of San Diego County values all children and makes their safety a priority. Section 11166 of the California Penal Code requires any Child Care Custodian (includes teachers, licensed day care workers, administrators, foster parents and group home personnel), medical practitioner, or employee of a child protection agency who has knowledge of or observes a child or suspects the child has been a victim of child abuse, to report the known or suspected instance of abuse to a protective agency immediately. A phone call and written report will be filed within 36 hours of receiving the information concerning the incident.

If you suspect abuse, call the Child Protective Services Child Abuse Hotline at (800) 344-6000.

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STATE LICENSING

All YMCA of San Diego County Character Builders, Preschool, and Infant/Toddler programs are licensed by the State of California. For more information on state licensing:

State of California Department of Social Services
Community Care Licensing
7575 Metropolitan Drive, Suite 110
San Diego, CA 92108
619-767-2200

We thank you for trusting the YMCA with the education, care, supervision and growth of your child. We look forward to providing an enriching, safe, and supportive environment where your child will create lasting friendships, achieve great things, and truly belong.

For more information on the YMCA of San Diego County
and our programs please visit:

www.ymca.org



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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of San Diego County
Character Builders Family Handbook
COVID-19 Addendum

We are eager to welcome our youth and their families back to the YMCA. While our programs might look slightly different than before, our mission remains the same. We endeavor to provide high quality programming and experiences to all of our participants, while maintaining a safe and healthy environment. Below are some of the changes you can expect to see.

Sign In/Out Procedures

Parents will be highly encouraged to drop off and pick up only during specific hours. If you must drop off outside of these hours, a notice will be placed on the facility entrance indicating a phone number to call for assistance. Sign in and out will occur outside of the classroom. This process will include a visual health screening, responding to a series of questions and a temperature check. If the answer to any of the questions is yes or a temperature reading of over 100 degrees is noted, your youth will not be able to attend the program and must home isolate per CDC guidelines. While waiting in line for the health screening process, youth and their families should wear facial coverings and maintain a minimum of six feet of distance between other families.

After the health screening and temperature check, you will be asked to sign your youth into the program using your full legal signature. Please allow the YMCA staff member to turn the pages of the sign in and out sheets. The staff member will make sure that you have all that your youth needs for the day to include: lunch/snacks, water bottle, any necessary school materials. All belongings must be labeled and must fit into storage locations so they do not touch other participants' belongings. Please only send what is necessary for your youth that day. Once your child is signed into the program, s/he will be escorted to their assigned location by a YMCA staff member.

Pick up will occur at the same location as drop off. While waiting to pick up your youth, please wear your face coverings and maintain at least six feet of space from other families. A YMCA staff member will escort your youth to the sign out desk.

While we cannot exclude families from the building, we ask that parents follow the above process to the greatest extent possible to ensure the health and safety of all of the participants and staff. If for any reason, a parent must enter the program, s/he will have to undergo the health screening and temperature check. Upon entry, s/he will be required to wash/sanitize their hands, wear a facial covering and maintain a minimum of six feet of distance from all other youth and staff.

Food

Please pack a healthy lunch and snacks for your youth. Due to safety concerns, the YMCA staff will not heat lunches. If your child requires a hot lunch, please consider packing it in a Thermos. Please remember to pack Peanut Free foods to help us ensure the safety of all the children in the program.



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Social Distancing

We all know that youth naturally want to interact with one another. To help keep your child safe, we will have smaller groups than in prior years. Groups will not combine in the mornings or afternoons. They will have assigned restrooms and playground times to prevent from coming into contact with one another.

Program environments will be designed to encourage social distancing and solitary work as much as possible. Tables will be spaced to support social distancing to the greatest extent possible. Program staff will continue to use creative ways to ensure proper handwashing and distancing.

Facial Coverings

Currently, children over the age of two are encouraged to wear face coverings, if they can be worn properly, particularly when social distancing cannot be ensured. Any facial coverings must have a youth appropriate design. Facial coverings are required to be worn by staff at all times.

Cleaning and Disinfecting

Our programs have always followed a robust cleaning, sanitizing and disinfecting schedule. We will continue to maintain a clean, healthy environment. Staff will have enhanced training on proper cleaning, sanitizing and disinfecting to include appropriate chemicals and contact time required to kill COVID-19 and other viruses. Materials that cannot be easily disinfected will be removed from the classroom.

Illness

If your youth complains of not feeling well or shows signs of illness, s/he will rest comfortably in our isolation area. You will be notified immediately to pick up your child. The currently identified symptoms for exclusion according to the San Diego County Health and Human Services Agency include the following:

- Fever (100 degrees or greater) with or without chills
- Cough
- Shortness of breath
- Runny nose (nasal congestion/rhinorrhea)
- Sore throat
- Nausea, vomiting or diarrhea
- Fatigue
- New loss of taste/smell
- Headache
- Muscle or body aches
- Poor appetite or poor feeding
-

Program staff will use the public health decision tree to determine the next steps for your youth to return to the program. In all circumstances, one of the following scenarios will apply:

1. If your youth receives a negative PCR COVID-19 test, s/he may return to the program 24 hours temperature free and any other symptoms are improving. Proof of a negative PCR test is required. Negative antigen tests must be confirmed by a PCR test.



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2. If your youth receives a positive antigen or PCR COVID-19 test result or is presumed by his/her doctor to have a positive case, s/he must remain at home until they have met CDC criteria to discontinue home isolation. Current criteria are as follows:
 - a. At least 10 days have passed since the initial symptom onset or test date, AND
 - b. Symptoms are improving, AND
 - c. Your child has had a temperature below 100 degrees for at least 24 hours without the aid of a fever reducing medication (ex. Tylenol or Motrin)NOTE: Retesting or proof of a negative test is not required
3. If your youth is determined to have another condition, s/he may return the following day with a signed note from their primary care provider confirming the following:
 - a. Confirmed chronic condition
 - b. Provider's contact information
 - c. Explanation of how symptoms are unrelated to COVID-19
 - d. Signed consent from the doctor for your youth to return

You are highly encouraged to contact your youth's doctor for further guidance in all circumstances of potential illness.

Per our illness and finance policies (see Family Handbook page 10), tuition proration or refunds will not be given in the event that your child is sent home from the program due to illness or is required to home isolate or quarantine.

COVID-19

In the event that a youth, parent or staff member reports that they have been exposed to or tests positive for COVID-19, we will follow the guidance by the local health department. Families will be immediately notified of the exposure, but we will protect the identity of those immediately involved. Depending on the details, the program may be closed to allow for proper deep cleaning and disinfection as well as the required inspection procedures as deemed by the local health department and the YMCA of San Diego County.