



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Bonita Springs YMCA 2018-2019 After School Program Parent Handbook

Thank you for choosing Bonita Springs YMCA After School Program for the 2016-2017 School year. Over last few years the YMCA school aged program has impacted the lives of thousands of children in the Bonita Springs area. We want you to know that your child(ren) are in for “the adventure of a lifetime” and are about to embark on a adventure. This year, new friendships will be formed, children’s confidence will grow, and their memories from after school will last a lifetime.

School aged programs at the Y focus on nurturing the potential of children and helping them grow in spirit, mind, and body. We encourage fun and friendship and provide the opportunity for young people to build self-esteem, develop interpersonal skills and make lasting friendships.

Our School aged program also provides children with the skills they need to succeed in school by providing engaging, hands-on, education based activities that help kids avoid educational learning loss.

Mission & Goals

Bonita Springs YMCA Mission

To put Judeo- Christian principles into practice through programs that build healthy spirit, mind and body for all. We are for *Youth Development, Healthy Living & Social Responsibility*.

Goals & Philosophy

It is the philosophy of the Bonita Springs YMCA to provide a safe, fun and educational experience to each child regardless of race, religion, sex or national origin. The goal is to improve the physical, mental, social, and moral well being of each child through quality, creativity, and value oriented activities under close adult supervision. Our **Character Development Program** will be incorporated by emphasizing **Caring, Honesty, Respect and Responsibility**. Our program strives to strengthen education, parental engagement and involvement, as well as individual growth.

Our Objectives

1. To have a safe and FUN experience
2. To learn and develop new skills accomplished by group activities, sports, arts and crafts, games, homework tutoring, and educational curriculum.
3. To learn and develop social skills accomplished by group involvement with an emphasis on teamwork
4. To learn and develop skills accomplished by incorporating the YMCA’s values of caring, honesty, respect, responsibility during daily activities
5. To develop self confidence and self worth, accomplished by the treatment of children as individuals and positive reinforcement
6. To improve health and fitness accomplished by movement and recreational activities

Staff

Under the direction of YMCA professionals, school aged program staff is selected from a diverse candidate pool of people who respond to job postings published by the Bonita Springs YMCA in electronic print or media. The YMCA seeks applicants who demonstrate leadership skills through employment experience and academics in high school or college, or demonstrated leadership in social or religious opportunities.

The YMCA does not discriminate employment due to age, gender, national origin, religion, marital status, disability, or any factor prohibited by federal, state, or local ordinance.

All staff has to complete a background check, as prescribed by Florida statute. Fingerprinting of all staff will take place through the YMCA's Fingerprinting process before they are allowed to begin work with any children enrolled in our program. The Bonita Springs YMCA also conducts reference checks and is a Drug Free Workplace.

Staff are chosen for their leadership skills, safety consciousness, responsibility, and caring attitude towards children. They each possess a desire to impact a child on an individual basis and help them grow at their own comfort level.

Staff/Student Ratios

The Bonita Springs YMCA is sufficiently staffed to meet the needs of and promote the physical, social and emotional development of children. Student ratios are 1:15.

Volunteer Opportunities

Volunteers are the heart of every YMCA and we rely on them to enable us to serve the community. Volunteers may assist in YMCA programming as a homework helper, guest speaker/presenter, workshop facilitator field trip chaperone, or parent's night greeter. Volunteers can also participate in special projects outside the walls of the YMCA, including yard cleanups, outreach events, and other "hands on" activities that help the neediest members of our community. If you are interested in becoming a volunteer, please complete a volunteer application and speak to a YMCA staff member about your interests and talents.

Americans with Disabilities Act

The Bonita Springs YMCA makes every effort to accommodate all children. If the safety of the child, staff or other children in the Bonita Springs YMCA Program is in question, the Bonita Springs YMCA will discuss options with the parents.

The YMCA is in compliance with the ADA and does not discriminate against children unless their presence poses a "direct threat" to health and safety of others. The program will make "reasonable modifications" to policies and practices to accommodate children with special needs. If possible, the YMCA will provide auxiliary aids and services for effective communication.

Our facility is fully accessible to persons with disabilities and will not assume a disability is to sever for a child to participate. YMCA staff will make individual assessments whether the program can meet the needs of a child without fundamentally altering the program

Accommodation Clause

The Bonita Springs YMCA will provide reasonable accommodation to students with disabilities, provided these accommodations do not pose any undue hardship on the organization or jeopardize the safety of other students or employees. Management reserves the right to make all program-related decisions on reasonable accommodations.

Payment & Registration Policies

Registration Materials

Registration form, Parent Handbook, signed Payment Authorization form & payment method must be present at the time of registering your child(ren)

The form includes important information regarding your child, parent (s), emergency contacts, persons authorized to pick up the child, and the child's medical information. Enrollment will only be accepted with the completed registration form. Please be sure to sign the forms in the spaces requiring your signature as parent. If any of your child's information changes or if you need any additional information added, please see any of the YMCA staff for further assistance.

All students that are enrolling in YMCA programs must be going into Kindergarten through 5th grade. All registration forms will be cross referenced with the school's student database to ensure that we are accepting students who meet the age and enrollment requirements.

Registration Fee & Payment Procedures

Registration Fee:

There is a **\$30.00 non - refundable program fee** per child that must accompany each child's registration. This registration fee will cover all of the following 2018-2019 programs: After School Program, School Break Camps: Christmas Camp and Spring Break Camp. We require 24 hours to process the paperwork once a child is registered. Participants that are registered before 3pm may start the next day but participants that register after 3pm will start service two days later.

Electronic Funds Transaction (EFT)

To ensure proper collection of ALL registration fees and weekly payments, it is our YMCA's policy to set each member up on a convenient electronic funds transaction. We want to make sure we are making the process of the collection of all fees owed by parents an easy process.

To set you up on EFT is simple. We **REQUIRE a VOIDED CHECK or a debit/credit card number** to get you started. Once you have completed the **EFT form for authorization and provided the voided check or debit/credit card number**, you are all set to go. This information will be required at the time of registration.

Bonita Springs After School Program Fees

Fees for 2018-2019 After School Program

Weekly Fees: \$35.00 members & \$55.00 non-members

**Credit Card or bank draft must be on file*

**Payments will be scheduled Friday before the camp*

If for some reason any of your EFT information changes it is **YOUR RESPONSIBILITY** to inform the YMCA of all changes. Failure to do so will result in back fees owed and possible removal of your child from the program. Payments that are back owed for program dates that your child(ren) attended or participated in are still owed and payments will be pursued prior to future participation.

Any payment arrangements not scheduled with EFT need to be approved by the current Program Director. Regardless of payment plan, payment for the week of After School Program and any other programs held by the Bonita Springs YMCA need to be paid for in advance of your child(ren)'s attendance.

Supporting the YMCA

Through the generosity of donors to our Annual Support Campaign and the United Way, the YMCA offers financial assistance so all kids can enjoy fun-filled childhood moments at after school programs. To learn more about how to support a child ask a member of our staff.

Scholarship/Financial Assistance

The YMCA offers financial assistance to help make membership and programs available regardless of a family's financial circumstance. Eligibility is determined based on applicant's household income and assistance is granted based on a sliding scale. The financial assistance application must be submitted and approved before registration of your child will be completed and finished.

Those wishing to be considered for financial assistance may request a scholarship application at our Membership Services desk or online at bonitaspringsymca.org. **Please be aware that scholarship application can take 2-4 weeks to process.** Once approved or denied, you receive notice stating if you will be receiving any assistance.

The following will need to accompany your scholarship application: **copy of most current income tax return or proof of filed extension, copy of driver's license or government issued ID card, copy of last 4 pay stubs/social security or disability statement.**

Financial Assistance generally no more than 25 – 50% for membership or program fees

Program Schedule & Hours

YMCA Holidays & Closures

The Bonita Springs YMCA will be **CLOSED** for programming in honor of the following holidays: **Labor Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Day, New Years Day, Good Friday, and Memorial Day.**

*****This will be subject to change without notice.*****

After School Program:

The Bonita Springs YMCA After School Program follows the Lee County School District Calendar. We also observe the early dismissal days of Bonita Springs Charter School.

Early Dismissal Days (as reflected on Lee County School District Calendar):

The YMCA will pick up your child(ren) on early release days from school. Those dates listed below *could be subject to change based on the 2018-2019 Lee County School District School Schedule.* If you are enrolled in the YMCA School aged program, you will receive teacher workdays **FREE** (in-service Days & Professional Duty Days) of charge as a part of that week's weekly rate for the program. The dates are listed below. All single day programs must be registered for by the Friday before that scheduled day off.

**September 10, October 15 November 21, January 7-8, January 21
February 18, March 15, April 22, May 31**

Early release Dates: Wednesday-Friday December 19-21 Tuesday-Thursday, May 28-30

School Break/ Holiday Camps (Held at the Bonita Springs Recreation Center)

Winter/Christmas Camp: December 24 (half day), 26-28 \$60 members & \$72 nonmembers

December 31 (half day), January 2-4 \$60 members & \$72 nonmembers

Spring Break Camp: March 18-22 \$75 members & \$100 non-members

Program Details:

Days: Monday – Friday (with the exception of noted holidays)

Hours: 2:30pm – 6:00pm (with the exception of early dismissals & holidays)

Dates: August 10th 2017 – June 1, 2018

Daily Schedule:

2:30 -3:45pm YMCA retrieval of students (school bus transportation)
3:45 – 4:00pm Student Assembly- students prepare for daily program
4:00 – 4:30pm Snack
4:30 – 5:30pm Homework/ Tutoring
5:30 – 6:00pm YMCA Program activities: arts & crafts/ organized games/ Club activities
6:00pm Parent Pick up

Participating schools

Bonita Springs Charter School, Bonita Springs Elementary, Three Oaks Elementary, and Pinewoods Elementary.

Program Activities & Structure

SNACK

YMCA After School Program provides one(1) afternoon snack daily during program hours. Students will receive a free nutritional snack to eat everyday in designated areas only. All snacks will be pre-packaged for individual use and are high in vitamins and nutrition.

HOMEWORK

During YMCA After School Program one (1) hour is scheduled in to daily activities to help students with their homework. It is our goal to focus 1 hour of time during program to help students get as much of their homework done during that time as possible. It is NOT our program focus to force students to sit for the complete duration of the program to complete ALL of their homework.

Cancellation & Refunds:

Cancellations:

If for any reason you are unhappy with the Bonita Springs YMCA School Aged Program and its services, you may cancel and withdraw from the program. Cancellations ***MUST*** be done two weeks before the scheduled date of your withdrawal. **Registration fees are non-refundable.** Cancellations must be made in writing via email to the program director at rhopkins@bonitaspringsymca.org.

Late Fee Policy

The afterschool program runs until 6:00p.m. If the YMCA staff does not hear from a child's family by 6:00pm, it is the YMCA policy to begin calling emergency contacts to pick up your child. A fee of \$1 per minute after 6:00pm will be charged when the child is picked up from the afterschool program. This payment will be charged to your account or a payment of cash or check is also accepted.

Tax Information:

If needed for tax filing purposes, please request this information from the Program Director or one of our front desk attendants. Tax ID #: 59-1629660

YMCA Code of Conduct

Behavior Policy

YMCA staff is trained in what is known as progressive approach to discipline. This approach is designed to understand the motivation of the child, encourage positive behavior, and responsibility for their own behavior, with the purpose of keeping all children physically and emotionally safe.

Children will be given basic rules of safety and good conduct for them to follow throughout the program. The progressive discipline steps we use for guidance are provided in our Discipline/Behavior Strategy.

Written reports will be used for disciplinary problems and will require the signature of the parent or guardian. Parents may also be contacted by phone or requested to meet with staff as needed.

If a child is determined to be a threat to the safety of the other children, staff, or is disruptive to the program, the child will be immediately removed from the program and parents will be called to pick up the child. This may result in the child being terminated from the program after a review of the circumstances.

Discipline/Behavior Strategy:

YMCA staff is trained to use a positive approach to discipline but if a child is disruptive, YMCA policy is to notify parent/authorized person at sign out on a Behavior Modification Form. Your signature is required; completed forms are kept on site at the YMCA.

1st offense- warning parent Behavior Modification Form

2nd offense – warning parent Behavior Modification Form

3rd offense – Behavior Modification Form & suspension from program for 1 day

4th offense- Behavior Modification Form suspension from program for 3 days

5th offense- Behavior Modification Form suspension from remainder of program

**Refunds will not be issued for time missed from program due to Behavior Modification.

Zero Tolerance policy covers the following behaviors:

- Any physical abuse towards other child(ren)
- Any threats made towards child(ren) (verbal or physical)
- Bullying (verbal or physical) of any kind
- Stealing or damaging other children's property or YMCA property.
- ***YMCA is NOT responsible for financially replacing any object broken by another student.
- Bringing any weapon to the YMCA or any object resembling a weapon
- Any physical or verbal abuse/threats to staff (can result in an immediate termination from the program).

It is our hope that we can work together to prevent your child from being suspended or terminated from the program. The Director may request a conference with you if there are significant behavior problems with your child.

Parental Complaint Process

Parents and guardians are encouraged to raise program-related concerns with YMCA staff as soon as possible after the event(s) that causes the concern. The Program Director will do an investigation by talking to students and gathering statements. The Program Director will then contact the parent/guardian with the results of their complaint.

Staff will also communicate all parent concerns to the Program Director. If the parent/guardian is not satisfied with the results they may contact the Executive Director directly.

The Program Director will investigate the complaint and communicate the investigation with both the Executive Director and the YMCA's Risk Management Department. After the investigation is completed the Program Director will contact the parent/guardian with the final decision.

YMCA Policies

Lost Articles

The YMCA is not responsible for lost or stolen items from the premises, parking lots, or program activity areas. We strongly advise against your child bringing articles of value to the program. **LABEL EVERYTHING!!** This will help minimize confusion in the event something does get lost. There will be a designated lost and found area at check out. Please check the lost and found daily at check out to see if your child is missing something. Any unlabeled items will be kept for a limited time and then donated to charity if unclaimed.

Photographs:

As a program participant of the Bonita Springs YMCA School Aged Program, your child may be photographed and/or videotaped during his/her activities. The YMCA may use these photos and/or videos periodically in newsletters or other publications. If you do not want your child's picture to be used, please initial **Do not** in the appropriate section located on your registration form.

Communication policies

Email: Providing an email that you check often is important to staying up to date and informed of program events and activities. We use email for communication between parents and the Program Director

Phone: Providing a phone number that you have easy accessibility to is important as we may call during program hours to update you on your child's current condition or for an emergency.

Text: We also may utilize texting services to notify you of any program changes or emergencies.

Newsletters: A monthly newsletter will also inform parents of all activities for the month and keep you up to date on events and program updates.

Sign out: information will also be available for pick up at the sign out table. Keep an eye out for fun activities and events to sign up for. Monthly activities and calendars are available to take home to let you know what your child will be doing.

Parent Notification Form: these are used as a form of communication between YMCA Staff and parents to notify parents of less serious behavior concerns or other incidents. Your signature is required, completed forms are kept on site at the YMCA.

Bathroom Policy

In order to provide a safe place for all the children in our programs, there will be timed group bathroom breaks. All children will proceed to the bathroom facilities at one time. Staff will ensure that no children are unsupervised during the bathroom breaks. If an emergency occurs, staff will provide children with the necessary bathroom opportunities. The visits to the facility will be in a three buddy system with children of the same gender (males with males, females with females) as well as staff supervising the bathroom break. Staff is required to make sure that the time taken on bathroom breaks is not excessive. All children will report back to the staff when they have finished using the facilities.

Reporting Suspected Child Abuse

In order to ensure the well being of the children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse. We are required to report this information to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse.

All staff members are **mandatory reporters** and must follow Florida statute for mandatory reporting. We may be subjected to criminal penalties if we fail to report such possible harm. Staff is not allowed to comment to parents, other staff or any other persons on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF or local police departments.

Swimming

Recreational swimming may be offered during the after school program, teacher workdays, and holiday camps. You will be notified in writing of upcoming swim days. Swimming is a privilege, not a right. We reserve the right to suspend swimming activities for any disciplinary or safety reasons. Children will be swim tested and given a pool orientation. All non swimmers will be kept in the shallow end of the pool. Certified lifeguards and counselors supervise children while they are in the swimming pool.

Sunscreen

YMCA does not provide sunscreen. Parents should apply sunscreen and/or supply sunscreen on the child before sending the child to program. Sunscreen breaks will be taken periodically. Children will apply sunscreen to themselves using their own sunscreen and to each other under staff supervision where

necessary using the “bathing suit” rule to areas the child cannot reach on their own and that would not be covered by a one-piece swim suit.

Inclement Weather

Our programs are designed for alternative activities in the event of inclement weather. Outdoor programs will not be affected by light rain without thunder and lightning. If thunderstorms are present, activities will be moved indoors until it is safe to return outdoors. If thunderstorms occur during sign in/out, the afternoon process will be unchanged unless you are specifically directed otherwise as circumstances warrant at the location.

If Lee County Schools are in session and announce closure due to inclement weather, the YMCA programs will also be closed. We will also post information on our Facebook page. You may also call the YMCA for the latest updates. There are no refunds for days missed due to inclement weather.

Medication & Emergencies

Administration of medication

The YMCA does not have medically trained staff and will not administer medication without written permission from the parent or legal guardian. If your child requires medication during program hours, then the following will be required:

The person registering the child for the program should supply all necessary medication along with written instructions on the Medication Form provided by the YMCA as to the quantity of dosage, time/frequency of administration, how to be administered, name and phone number of the doctor, reason for the medication and any other considerations related to the medication or illness.

Prescription medication should be in the original container with the name of the child, directions, amount of dosage, frequency of dosage, date, name of medication, doctor’s name and telephone number. Non-prescription medicine should be labeled with the child’s name, in the original container, administered per manufacturer’s recommendation on the label, doctor’s name and telephone number. A record will be kept for the program session that will include the following information in ink:

- Date, time, and name of the person receiving the medication
- Dosage being administered
- Initials of the person administering the medication

A record of the medication being administered will be sent home with any remaining medication in the original container with the authorized person signing the child out at the end of the program. All medications and forms should be brought directly to the Program director when dropping off your child on the first day of program. Unused medications will be returned to the parent at the end of the After School Program.

Sick or Injured Child

The YMCA cannot provide care for sick children. A child who is sick before after school should be kept at home for his/her sake and that of others. If a child has any sign of illness or fever, the parent will be called to pick up the child. If a child has no overt symptoms of illness, but displays significant behavior changes and is clearly uncomfortable and not able to participate in activities, a parent will be called to pick up the child. Reasonable accommodations will be taken to make the child comfortable until they are released to the individual picking them up from program.

If a parent cannot be reached, the staff will call the emergency numbers listed on the registration form. If your child has a contagious condition (i.e. pinkeye, lice, fever, rash, etc) they will not be admitted to the program and if discovered during the program day, you will be required to pick up the child immediately. You must provide a doctor’s clearance note to return to after school.

There are no refunds granted due to illness for partial week attendance. Individual situations may be brought to the current Program Director to assess funds for payments for future programs.

If your child is injured, the Program Director & YMCA staff will take immediate steps that may be necessary to obtain medical care. The steps may include but not limited to:

General First Aid administered
Attempt to contact person (s) or guardian
Attempt to contact parent through emergency contacts on registration form

If we cannot reach the parent, and the injury is deemed serious, an ambulance or paramedic will be called and the child will be taken to the hospital in the company of a YMCA staff member.

***An accident report will be completed and sent to the Venice YMCA Risk Management office to be filed.*

Emergencies

YMCA staff will treat routine cuts, scrapes, and bumps. If the injury is more serious, we will take immediate steps to secure medical treatment while making every effort to contact you or the contacts listed on the program registration form. Your signed authorization on the program registration allows us to secure prompt treatment. Should there be any changes in the emergency contact name or phone numbers, please notify us immediately and update the registration with the Program Director.

Parent Responsibilities

Parent/Family Involvement

We believe in a strong partnership between parents, children and staff. Parents/guardians are welcome at the YMCA School Age Programs – stop by and visit. If you have a family tradition or hobby/interest that you would like to share, please contact the Program Director

One of our goals is to strengthen families, whether single parent, two parents, or other legal guardians. During the school year, we will offer special family activities that will start after normal program hours. We encourage you to participate. Please check the program newsletter for upcoming event dates.

Sick/ absent from YMCA Program

Calling or emailing the YMCA to make sure that they are aware that your child will not be coming to the YMCA After School program for a specific day is greatly appreciated.

Evaluations

We need your comments, input, and ideas on how to make our after school programs better to serve you and your child(ren). Evaluation calls or surveys will be made or given to you and your family three times during the year. Please take the time to answer the questions given to you. This allows us to make the necessary changes in the program and to recognize staff that is providing outstanding service to you and your family.

You may receive a periodic phone call from the director to get your input on a more specific area of concern. Please feel free to share any suggestions you might have on how we can better improve our service to you.

What's going on at home?

Children's actions are often direct reflects of situations that they are experiencing at home (i.e. parents divorcing, fight with siblings, pet's death, etc.) If any such disruptive or traumatic experience should occur, please inform the Director or counselor. This will enable us to better meet the needs of your child.

Supervision

Please do not leave your child at the YMCA program site unless a YMCA staff or volunteer is there to receive and supervise your child. The YMCA adheres to ratios staff/participant to ensure the proper supervision and safety of all participants.

Transportation

All YMCA vehicles used to transport children must be equipped with "operable fire extinguishers, first aid kits and manuals, emergency equipment, are cleaned and inspected on a regular basis.

Children are required to be seated at all times unless boarding or leaving the vehicle. All items (including hands/arms) must remain inside of ALL YMCA vehicles at all times. Children must sit forward, legs and feet should not be in the aisles while the bus is in motion. If applicable, seat belts will be worn at all times.

Any behavior problem or safety issue while being transported will result in loss of transportation privileges and/or suspension from the program. In this event, it will be your responsibility to make other arrangements for your child.

ALL YMCA drivers meet applicable vehicle laws and vehicles are properly maintained.

Staff & Volunteer Interaction with Children Outside the YMCA

The YMCA strongly recommends that staff/volunteers not interact with children they meet in the YMCA programs outside of the YMCA. This includes: babysitting, sleep overs, inviting children to their home, text messaging/email communications, or other electronic web-based interaction through Facebook, Twitter, or other online networking sites. YMCA staff and volunteers are not to transport children any time outside the YMCA program. Please do not ask our staff to provide child care or transport children outside of the YMCA program.

Sign Out Procedures

Parent Check out Procedures

Only those listed on the child's registration form are authorized to pick up the child. No one else, including family members, is considered authorized persons. Please add or delete names from the list as needed by updating the registration form with the program director. Children may not sign themselves in or out of the program.

Please have your government issued identification card and show it to our staff each time you come for your child to sign them out of the program. Please inform any other authorized person if they arrive to pick up your child and appear to be under the influence of drugs or alcohol, or otherwise impaired, for the child's safety, staff may have no recourse but that of contacting the police. Please do not put staff in a position where they have to make this judgment call.

Parent Check Out will be conducted at Membership Services Desk in the front lobby of the YMCA. You may enter through the main lobby of the YMCA to pick up your child.

Custody/ Persons listed on registration form

In the best interest of your child, we ask your cooperation to resolve custody issues before registering the child in our programs so that there is no confusion as to who is authorized to pick up in the program. This also includes making sure payments are made on time and in full. The individual who registers the child in the program is responsible to us to resolve any custody issues in advance and is the one we communicate with concerning the child and authorizations. If an individual is not listed on the child's registration, claims to have custodial rights to the child, they will need to provide court documentation that clearly proves those rights under what conditions. Staff may need to consult with management before authorizing any changes.

Early Pick-up and late arrivals

We encourage you to leave your child for the complete program each day so he/she will not miss out on activities and awards earned that day. Please come inside main lobby of the YMCA if you are signing your child out.

Late Pick-up

In fairness to our staff and because of subsequent program demands, it is very important that your child is picked up on time. Late fees will be assessed for pickups after the end of the day. The late fee is

payable at the time you arrive to pick up your child and/or will be charged with your next scheduled payment. Cash or money order can be accepted for payment.

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YMCA CONTACTS

If you have any questions about our program, please contact our Program Director. If you would like to speak with a member of our administrative staff, please use the following contact information below:

Butch Nichols Program Director

Office: (239) 221-7560 Ext: 156

Email: geraldn@bonitaspringsymca.org



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Bonita Springs YMCA 2018-2019 After School Program at Bonita Rec. Center Parent Handbook

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Volunteers are the heart of every YMCA and we rely on them to enable us to serve the community. Volunteers may assist in YMCA programming as a homework helper, guest speaker/presenter, workshop facilitator field trip chaperone, or parent's night greeter. Volunteers can also participate in special projects outside the walls of the YMCA, including yard cleanups, outreach events, and other "hands on" activities that help the neediest members of our community. If you are interested in becoming a volunteer, please complete a volunteer application and speak to a YMCA staff member about your interests and talents.

Americans with Disabilities Act

The Bonita Springs YMCA makes every effort to accommodate all children. If the safety of the child, staff or other children in the Bonita Springs YMCA Program is in question, the Bonita Springs YMCA will discuss options with the parents.

The YMCA is in compliance with the ADA and does not discriminate against children unless their presence poses a "direct threat" to health and safety of others. The program will make "reasonable modifications" to policies and practices to accommodate children with special needs. If possible, the YMCA will provide auxiliary aids and services for effective communication.

Our facility is fully accessible to persons with disabilities and will not assume a disability is to sever for a child to participate. YMCA staff will make individual assessments whether the program can meet the needs of a child without fundamentally altering the program

Accommodation Clause

The Bonita Springs YMCA will provide reasonable accommodation to students with disabilities, provided these accommodations do not pose any undue hardship on the organization or jeopardize the safety of other students or employees. Management reserves the right to make all program-related decisions on reasonable accommodations.

Payment & Registration Policies

Registration Materials

Registration form, Parent Handbook, signed Payment Authorization form & payment method must be present at the time of registering your child(ren)

The form includes important information regarding your child, parent (s), emergency contacts, persons authorized to pick up the child, and the child's medical information. Enrollment will

only be accepted with the completed registration form. Please be sure to sign the forms in the spaces requiring your signature as parent. If any of your child's information changes or if you need any additional information added, please see any of the YMCA staff for further assistance.

All students that are enrolling in YMCA programs must be going into Kindergarten through 8th grade. All registration forms will be cross referenced with the school's student database to ensure that we are accepting students who meet the age and enrollment requirements.

Registration Fee & Payment Procedures

Registration:

We require 24 hours to process the paperwork once a child is registered. Participants that are registered before 3pm may start the next day but participants that register after 3pm will start service two days later. There is not registration this school year due to the change in providers.

Electronic Funds Transaction (EFT)

To ensure proper collection of ALL registration fees and weekly payments, it is our YMCA's policy to set each member up on a convenient electronic funds transaction. We want to make sure we are making the process of the collection of all fees owed by parents an easy process.

To set you up on EFT is simple. We **REQUIRE a VOIDED CHECK or a debit/credit card number** to get you started. Once you have completed the **EFT form for authorization and provided the voided check or debit/credit card number**, you are all set to go. This information will be required at the time of registration.

Bonita Springs After School Program Fees

Fees for 2018-2019 After School Program

Fees: \$45/week, \$12/day,

School Day Off Full Day

(if not registered for afterschool care) \$20 members, \$25 non-members

**Credit cards or bank drafts must be kept on file*

**Payments will be scheduled to draft Friday before that week of care*

If for some reason any of your EFT information changes it is **YOUR RESPONSIBILITY** to inform the YMCA of all changes. Failure to do so will result in back fees owed and possible removal of your child from the program. Payments that are back owed for program dates that your child(ren) attended or participated in are still owed and payments will be pursued prior to future participation.

Payments can be made without an EFT. Regardless of payment plan, payment for the week of After School Program and any other programs held by the Bonita Springs YMCA need to be paid for in advance of your child(ren)'s attendance.

Supporting the YMCA

Through the generosity of donors to our Annual Support Campaign and the United Way, the YMCA offers financial assistance so all kids can enjoy fun-filled childhood moments at after school programs. To learn more about how to support a child ask a member of our staff.

Scholarship/Financial Assistance

The YMCA offers financial assistance to help make membership and programs available regardless of a family's financial circumstance. Eligibility is determined based on applicant's household income and assistance is granted based on a sliding scale. The financial assistance application must be submitted and approved before registration of your child will be completed and finished.

Those wishing to be considered for financial assistance may request a scholarship application at our Membership Services desk or online at bonitaspringsymca.org. **Please be aware that scholarships application can take 2-4 weeks to process.** Once approved or denied, you receive notice stating if you will be receiving any assistance.

The following will need to accompany your scholarship application: **copy of most current income tax return or proof of filed extension, copy of driver's license or government issued ID card, copy of last 4 pay stubs/social security or disability statement.**

Financial Assistance generally no more than 25 – 50% for membership or program fees

Program Schedule & Hours

YMCA Holidays & Closures

The Bonita Springs YMCA will be **CLOSED** for programming in honor of the following holidays: **Labor Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Day, New Years Eve Day, New Years Day, Good Friday, and Memorial Day.**

*****This will be subject to change without notice.*****

After School Program:

The Bonita Springs YMCA After School Program follows the Lee County School District Calendar. We also observe the early dismissal days of Bonita Springs Charter School.

Early Dismissal Days (as reflected on Lee County School District Calendar):

The YMCA will pick up your child(ren) on early release days from school. Those dates listed below *could be subject to change based on the 2017-2018 Lee County School District School Schedule.* If you are enrolled in the YMCA School aged program, you will receive teacher workdays **FREE** (in-service Days & Professional Duty Days) of charge as a part of that week's weekly rate for the program. The dates are listed below. All single day programs must be registered for by the Friday before that scheduled day off.

**September 10, October 15 November 21, January 7-8, January 21
February 18, March 15, April 22, May 31**

Early release Dates: Wednesday-Friday December 19-21 Tuesday-Thursday, May 28-30

School Break/ Holiday Camps (Held at the Bonita Springs Recreation Center)

Winter/Christmas Camp: December 24 (half day), 26-28 \$60 members & \$72 nonmembers
December 31 (half day), January 2-4 \$60 members & \$72 nonmembers
Spring Break Camp: March 18-22 \$75 members & \$100 non-members

Program Details:

Days: Monday – Friday (with the exception of noted holidays)
Hours: 2:30pm – 6:30pm (with the exception of early dismissals & holidays)
Dates: August 10, 2018-May30, 2019

Daily Schedule:

2:30 -3:45pm YMCA retrieval of students (school bus transportation)
3:45 – 4:00pm Student Assembly- students prepare for daily program
4:00 – 4:30pm Snack
4:30 – 5:00pm Homework/ Tutoring
5:00-5:45 STEM, Character Development, Crafts, Literacy Activities
5:45 – 6:30pm YMCA Program activities: arts & crafts/ organized games/ Club activities

Participating schools

Bonita Springs Charter School, Bonita Springs Elementary, Oak Creek Charter School and Spring Creek Elementary

Programs, Activities, and Structure

SNACK

YMCA After School Program provides one(1) afternoon snack daily during program hours. Students will receive a free nutrition al snack to eat everyday in designated areas only. All snacks will be pre-packaged for individual use and are high in vitamins and nutrition.

HOMEWORK

During YMCA After School Program 30 min is scheduled in to daily activities to help students with their homework. It is our goal to focus time during program to help students get as much of their homework done during that time as possible. It is NOT our program focus to force students to sit for the complete duration of the program to complete ALL of their homework.

Cancellation & Refunds:

Cancellations:

If for any reason you are unhappy with the Bonita Springs YMCA School Aged Program and its services, you may cancel and withdraw from the program. Cancellations ***MUST*** be done two weeks before the scheduled date of your withdrawal. Cancellations must be made in writing via email to the program director at rhopkins@bonitaspringSYMCA.org.

Late Fee Policy

The afterschool program runs until 6:30p.m. If the YMCA staff does not hear from a child's family by 6:30pm, it is the YMCA policy to begin calling emergency contacts to pick up your child. A fee of \$1 per minute after 6:00pm will be charged when the child is picked up from the afterschool program. This payment will be charged to your account or a payment of cash or check is also accepted.

Tax Information:

If needed for tax filing purposes, please request this information from the Program Director or one of our front desk attendants. Tax ID #: 59-1629660

YMCA Code of Conduct

Behavior Policy

YMCA staff is trained in what is known as progressive approach to discipline. This approach is designed to understand the motivation of the child, encourage positive behavior, and responsibility for their own behavior, with the purpose of keeping all children physically and emotionally safe.

Children will be given basic rules of safety and good conduct for them to follow throughout the program. The progressive discipline steps we use for guidance are provided in our Discipline/Behavior Strategy.

Written reports will be used for disciplinary problems and will require the signature of the parent or guardian. Parents may also be contacted by phone or requested to meet with staff as needed.

If a child is determined to be a threat to the safety of the other children, staff, or is disruptive to the program, the child will be immediately removed from the program and parents will be called to pick up the child. This may result in the child being terminated from the program after a review of the circumstances.

Discipline/Behavior Strategy:

YMCA staff is trained to use a positive approach to discipline but if a child is disruptive, YMCA policy is to notify parent/authorized person at sign out on a Behavior Modification Form. Your signature is required; completed forms are kept on site at the YMCA.

1st offense- warning parent Behavior Modification Form

2nd offense – warning parent Behavior Modification Form

3rd offense – Behavior Modification Form & suspension from program for 1 day

4th offense- Behavior Modification Form suspension from program for 3 days

5th offense- Behavior Modification Form suspension from remainder of program

**Refunds will not be issued for time missed from program due to Behavior Modification.

Zero Tolerance policy covers the following behaviors:

- Any physical abuse towards other child(ren)
- Any threats made towards child(ren) (verbal or physical)

- Bullying (verbal or physical) of any kind
- Stealing or damaging other children's property or YMCA property.
- ***YMCA is NOT responsible for financially replacing any object broken by another student.
- Bringing any weapon to the YMCA or any object resembling a weapon
- Any physical or verbal abuse/threats to staff (can result in an immediate termination from the program).

It is our hope that we can work together to prevent your child from being suspended or terminated from the program. The Director may request a conference with you if there are significant behavior problems with your child.

Parental Complaint Process

Parents and guardians are encouraged to raise program-related concerns with YMCA staff as soon as possible after the event(s) that causes the concern. The Program Director will do an investigation by talking to students and gathering statements. The Program Director will then contact the parent/guardian with the results of their complaint.

Staff will also communicate all parent concerns to the Program Director. If the parent/guardian is not satisfied with the results they may contact the Executive Director directly.

The Program Director will investigate the complaint and communicate the investigation with both the Executive Director and the YMCA's Risk Management Department. After the investigation is completed the Program Director will contact the parent/guardian with the final decision.

YMCA Policies

Lost Articles

The YMCA is not responsible for lost or stolen items from the premises, parking lots, or program activity areas. We strongly advise against your child bringing articles of value to the program. **LABEL EVERYTHING!!** This will help minimize confusion in the event something does get lost. There will be a designated lost and found area at check out. Please check the lost and found daily at check out to see if your child is missing something. Any unlabeled items will be kept for a limited time and then donated to charity if unclaimed.

Photographs:

As a program participant of the Bonita Springs YMCA School Aged Program, your child may be photographed and/or videotaped during his/her activities. The YMCA may use these photos and/or videos periodically in newsletters or other publications. If you do not want your child's picture to be used, please initial **Do not** in the appropriate section located on your registration form.

Communication policies

Email: Providing an email that you check often is important to staying up to date and informed of program events and activities. We use email for communication between parents and the Program Director

Phone: Providing a phone number that you have easy accessibility to is important as we may call during program hours to update you on your child's current condition or for an emergency.

Text: We also may utilize texting services to notify you of any program changes or emergencies.

Newsletters: A monthly newsletter will also inform parents of all activities for the month and keep you up to date on events and program updates.

Sign out: information will also be available for pick up at the sign out table. Keep an eye out for fun activities and events to sign up for. Monthly activities and calendars are available to take home to let you know what your child will be doing.

Parent Notification Form: these are used as a form of communication between YMCA Staff and parents to notify parents of less serious behavior concerns or other incidents. Your signature is required, completed forms are kept on site at the YMCA.

Bathroom Policy

In order to provide a safe place for all the children in our programs, there will be timed group bathroom breaks. All children will proceed to the bathroom facilities at one time. Staff will ensure that no children are unsupervised during the bathroom breaks. If an emergency occurs, staff will provide children with the necessary bathroom opportunities. The visits to the facility will be in a three buddy system with children of the same gender (males with males, females with females) as well as staff supervising the bathroom break. Staff is required to make sure that the time taken on bathroom breaks is not excessive. All children will report back to the staff when they have finished using the facilities.

Reporting Suspected Child Abuse

In order to ensure the well being of the children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse. We are required to report this information to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse.

All staff members are **mandatory reporters** and must follow Florida statute for mandatory reporting. We may be subjected to criminal penalties if we fail to report such possible harm. Staff is not allowed to comment to parents, other staff or any other persons on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF or local police departments.

Swimming

Recreational swimming may be offered during the after school program, teacher workdays, and holiday camps. You will be notified in writing of upcoming swim days. Swimming is a privilege, not a right. We reserve the right to suspend swimming activities for any disciplinary or safety reasons. Children will be swim tested and given a pool orientation. All non swimmers will be kept in the shallow end of the pool. Certified lifeguards and counselors supervise children while they are in the swimming pool.

Sunscreen

YMCA does not provide sunscreen. Parents should apply sunscreen and/or supply sunscreen on the child before sending the child to program. Sunscreen breaks will be taken periodically. Children will apply sunscreen to themselves using their own sunscreen and to each other under staff supervision where necessary using the "bathing suit" rule to areas the child cannot reach on their own and that would not be covered by a one-piece swim suit.

Inclement Weather

Our programs are designed for alternative activities in the event of inclement weather. Outdoor programs will not be affected by light rain without thunder and lightning. If thunderstorms are present, activities will be moved indoors until it is safe to return outdoors. If thunderstorms occur during sign in/out, the afternoon process will be unchanged unless you are specifically directed otherwise as circumstances warrant at the location.

If Lee County Schools are in session and announce closure due to inclement weather, the YMCA programs will also be closed. We will also post information on our Facebook page. You may also call the YMCA for the latest updates. There are no refunds for days missed due to inclement weather.

Medication & Emergencies

Administration of medication

The YMCA does not have medically trained staff and will not administer medication without written permission from the parent or legal guardian. If your child requires medication during program hours, then the following will be required:

The person registering the child for the program should supply all necessary medication along with written instructions on the Medication Form provided by the YMCA as to the quantity of dosage, time/frequency of administration, how to be administered, name and phone number of the doctor, reason for the medication and any other considerations related to the medication or illness.

Prescription medication should be in the original container with the name of the child, directions, amount of dosage, frequency of dosage, date, name of medication, doctor's name and telephone number. Non-prescription medicine should be labeled with the child's name, in the original container, administered per manufacturer's recommendation on the label, doctor's name and telephone number. A record will be kept for the program session that will include the following information in ink:

- Date, time, and name of the person receiving the medication
- Dosage being administered
- Initials of the person administering the medication

A record of the medication being administered will be sent home with any remaining medication in the original container with the authorized person signing the child out at the end of the program. All medications and forms should be brought directly to the Program director when dropping off your child on the first day of program. Unused medications will be returned to the parent at the end of the After School Program.

Sick or Injured Child

The YMCA cannot provide care for sick children. A child who is sick before after school should be kept at home for his/her sake and that of others. If a child has any sign of illness or fever, the parent will be called to pick up the child. If a child has no overt symptoms of illness, but displays significant behavior changes and is clearly uncomfortable and not able to participate in activities, a parent will be called to pick up the child. Reasonable accommodations will be taken to make the child comfortable until they are released to the individual picking them up from program.

If a parent cannot be reached, the staff will call the emergency numbers listed on the registration form. If your child has a contagious condition (i.e. pinkeye, lice, fever, rash, etc) they will not be admitted to the program and if discovered during the program day, you will be required to pick up the child immediately. You must provide a doctor's clearance note to return to after school.

There are no refunds granted due to illness for partial week attendance. Individual situations may be brought to the current Program Director to assess funds for payments for future programs.

If your child is injured, the Program Director & YMCA staff will take immediate steps that may be necessary to obtain medical care. The steps may include but not limited to:

General First Aid administered
Attempt to contact person (s) or guardian
Attempt to contact parent through emergency contacts on registration form

If we cannot reach the parent, and the injury is deemed serious, an ambulance or paramedic will be called and the child will be taken to the hospital in the company of a YMCA staff member.

****An accident report will be completed and sent to the Venice YMCA Risk Management office to be filed.**

Emergencies

YMCA staff will treat routine cuts, scrapes, and bumps. If the injury is more serious, we will take immediate steps to secure medical treatment while making every effort to contact you or the contacts listed on the program registration form. Your signed authorization on the program registration allows us to secure prompt treatment. Should there be any changes in the emergency contact name or phone numbers, please notify us immediately and update the registration with the Program Director.

Parent Responsibilities

Parent/Family Involvement

We believe in a strong partnership between parents, children and staff. Parents/guardians are welcome at the YMCA School Age Programs – stop by and visit. If you have a family tradition or hobby/interest that you would like to share, please contact the Program Director

One of our goals is to strengthen families, whether single parent, two parents, or other legal guardians. During the school year, we will offer special family activities that will start after normal program hours. We encourage you to participate. Please check the program newsletter for upcoming event dates.

Sick/ absent from YMCA Program

Calling or emailing the YMCA to make sure that they are aware that your child will not be coming to the YMCA After School program for a specific day is greatly appreciated.

Evaluations

We need your comments, input, and ideas on how to make our after school programs better to serve you and your child(ren). Evaluation calls or surveys will be made or given to you and your family three times during the year. Please take the time to answer the questions given to you. This allows us to make the necessary changes in the program and to recognize staff that is providing outstanding service to you and your family.

You may receive a periodic phone call from the director to get your input on a more specific area of concern. Please feel free to share any suggestions you might have on how we can better improve our service to you.

What's going on at home?

Children's actions are often direct reflects of situations that they are experiencing at home (i.e. parents divorcing, fight with siblings, pet's death, etc.) If any such disruptive or traumatic experience should occur, please inform the Director or counselor. This will enable us to better meet the needs of your child.

Supervision

Please do not leave your child at the YMCA program site unless a YMCA staff or volunteer is there to receive and supervise your child. The YMCA adheres to ratios staff/participant to ensure the proper supervision and safety of all participants.

Transportation

All YMCA vehicles used to transport children must be equipped with "operable fire extinguishers, first aid kits and manuals, emergency equipment, are cleaned and inspected on a regular basis.

Children are required to be seated at all times unless boarding or leaving the vehicle. All items (including hands/arms) must remain inside of ALL YMCA vehicles at all times. Children must sit forward, legs and feet should not be in the aisles while the bus is in motion. If applicable, seat belts will be worn at all times.

Any behavior problem or safety issue while being transported will result in loss of transportation privileges and/or suspension from the program. In this event, it will be your responsibility to make other arrangements for your child.

ALL YMCA drivers meet applicable vehicle laws and vehicles are properly maintained.

Staff & Volunteer Interaction with Children Outside the YMCA

The YMCA strongly recommends that staff/volunteers not interact with children they meet in the YMCA programs outside of the YMCA. This includes: babysitting, sleep overs, inviting children to their home, text messaging/email communications, or other electronic web-based interaction through Facebook, Twitter, or other online networking sites. YMCA staff and volunteers are not to transport children any time outside the

YMCA program. Please do not ask our staff to provide child care or transport children outside of the YMCA program.

Sign Out Procedures

Parent Check out Procedures

Only those listed on the child's registration form are authorized to pick up the child. No one else, including family members, is considered authorized persons. Please add or delete names from the list as needed by updating the registration form with the program director. Children may not sign themselves in or out of the program.

Please have your government issued identification card and show it to our staff each time you come for your child to sign them out of the program. Please inform any other authorized person if they arrive to pick up your child and appear to be under the influence of drugs or alcohol, or otherwise impaired, for the child's safety, staff may have no recourse but that of contacting the police. Please do not put staff in a position where they have to make this judgment call.

Parent Check Out will be conducted at Membership Services Desk in the front lobby of the YMCA. You may enter through the main lobby of the YMCA to pick up your child.

Custody/ Persons listed on registration form

In the best interest of your child, we ask your cooperation to resolve custody issues before registering the child in our programs so that there is no confusion as to who is authorized to pick up in the program. This also includes making sure payments are made on time and in full. The individual who registers the child in the program is responsible to us to resolve any custody issues in advance and is the one we communicate with concerning the child and authorizations. If an individual is not listed on the child's registration, claims to have custodial rights to the child, they will need to provide court documentation that clearly proves those rights under what conditions. Staff may need to consult with management before authorizing any changes.

Early Pick-up and late arrivals

We encourage you to leave your child for the complete program each day so he/she will not miss out on activities and awards earned that day. Please come inside main lobby of the YMCA if you are signing your child out.

Late Pick-up

In fairness to our staff and because of subsequent program demands, it is very important that your child is picked up on time. Late fees will be assessed for pickups after the end of the day. The late fee is payable at the time you arrive to pick up your child and/or will be charged with your next scheduled payment. Cash or money order can be accepted for payment.

The afterschool program runs until 6:30p.m. If the YMCA staff does not hear from a child's family by 6:30pm, it is the YMCA policy to begin calling emergency contacts to pick up your child. A fee of \$1 per minute after 6:00pm will be charged when the child is picked up from the afterschool program. This payment will be charged to your account or a payment of cash or check is also accepted.

YMCA CONTACTS

If you have any questions about our program, please contact our Program Director.

Butch Nichols Program Director

Office: (239) 221-7560

Email: geraldn@bonitaspringsymca.org