



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BUILDING BRIGHTER FUTURES

Teen Program Parent Handbook



Dear YMCA Family,

Welcome to the YMCA! Thank you for making an investment in your teen's development. Your YMCA Teen Program can make a real difference in the life of your teen as it focuses on the development of the whole teen through character building activities, developmental assets and your teen's learning experience. Your teen will learn social skills, work on homework, participate in physical activity, connect with positive adults and strengthen lifelong habits. Studies show that teens who participate in YMCA Teen Programs:

- Are more cooperative with adults;
- Are more likely to resolve conflicts by talking instead of hitting or fighting;
- Improve their academic performance;
- Become caring, responsible adults.

The YMCA is committed to providing a family-friendly environment. You are welcome to visit the program at any time to see how your child participates in the program. Other opportunities for families to get involved include family events, volunteering on field trips and annual campaign to raise funds for scholarships.

This publication is your guide to the YMCA and your Teen Center. It explains everything from operations, policies and procedures to safety, activities and communication. If you have a question that is not covered in this handbook, please contact your YMCA Teen program Director.

We look forward to helping your teen grow into his or her full potential and to building a lasting relationship with you and your family.

Sincerely,

The YMCA Teen Club Team

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## ABOUT THE YMCA

### **The YMCA in Orange County**

The YMCA was formed in 1924 and has provided a variety of youth and family programs since that time, expanding membership and services into all Orange County communities.

The YMCA is a non-profit organization owned by the local community and supported solely by those who choose to join and take part in any of the many programs offered, as well as those who choose to make voluntary contributions.

### **The YMCA Mission Statement**

The YMCA is dedicated to putting Christian principles into practice through programs that build healthy spirit, mind and body for all.

The YMCA, in keeping with its mission to help all people realize their fullest potential, encourages and supports the participation of all children in YMCA Child Care Programs. We serve all children regardless of gender, race, color, nationality, religion, or ethnicity. Religious instruction or worship is not practiced in our programs.

### **The YMCA Vision Statement**

We will improve lives and strengthen character by fostering youth and family development, healthy living and social responsibility driven by passionate staff and volunteers.

### **YMCA Guiding Values**

- Respect
- Responsibility
- Caring
- Honesty

### **Other Program Opportunities (Supplementary Services)**

**YMCA Swim Programs** have been teaching people to swim for more than a century. YMCA aquatics programs teach water fitness and safety skills through private and group lessons, swim teams, water polo, life guard training, and adult fitness classes.

**YMCA Day and Resident Camps** enhance the development and social skills of over 3000 youth a year through a variety of activities including swimming, boating, arts and crafts, organized sports, and other outdoor adventures.

**The YMCA Community Services Branch** offers a number of community based programs in mentoring support for foster youth, counseling and behavioral health support for youth and families, programs for youth and adults with developmental disabilities, and community health and wellness programs including childhood obesity prevention programs.

**YMCA Health & Wellness programs** has four full fitness facilities where people of all ages and abilities can feel comfortable working out, swimming, talking with members, or participating in a group class or community event. The YMCA offers many group classes including yoga, spin, kick boxing, aerobics, and dance.

**YMCA Team Sports programs** offer a number of year round youth and adult sports programs and leagues including softball, basketball, and soccer.

**YMCA Parent – Child Programs** have been operating in Orange County since 1930. The YMCA Adventure Guides Program helps strengthen the relationship between parent and child through outdoor activities, camping trips, and other activities.

**YMCA Youth Development programs** provide a safe and enriching atmosphere, academic support, character development, the arts, service-learning, community involvement, and mentoring.

Visit the YMCA website at [www.ymcaoc.org](http://www.ymcaoc.org) and the YMCA of the USA website at [www.ymca.org](http://www.ymca.org) for more information about the YMCA movement and its programs.

## **Did you know?**

The YMCA is a **leader in After School Enrichment programs** that provide safe places and structured activities during non-school hours for youth who otherwise would be home alone or unsupervised in their neighborhoods.

## **Y TEEN CLUB PROGRAM INFORMATION**

### **YMCA Program Philosophy**

- YMCA Afterschool programs strive to provide a safe, secure and supportive environment that gives families peace of mind when you cannot be there yourself.
- We believe that a teen's experience is dependent on family life and community life-YMCA programs strive to support the entire family with a variety of programming and character based curriculum.
- We believe in focusing on your teen's abilities rather than their shortcomings.
- We believe that when youth are exposed to consistent displays of positive character traits, they will develop a healthy self-esteem and a willingness to help others.
- We believe that by supporting your local school, your teen will experience success.
- Our programs offer a holistic approach to your child's development by offering activities that strengthen, expand and provide real life context to information learned in the classroom.
- We believe that building strong kids and strong families will strengthen the foundation of our communities.

### **YMCA Teen Program Goals**

- To provide an environment of safety, support, care, and fun.
- To develop the inner-strength and character of young people.
- To increase the physical fitness and self awareness of young people.
- To strengthen the interpersonal and social skills of young people.
- To demonstrate the importance of the six (6) pillars of CHARACTER COUNTS!
- To foster an appreciation for diversity.
- To complement and integrate the teen's educational experience with a well rounded curriculum.

### **YMCA Teen Program Staff**

YMCA Teen Club staff are CPR and First Aid certified and meet criminal clearance and state health regulations. All staff goes through an interview process and references are checked prior to making an offer. We take pride in our staff and provide training, which includes emergency procedures, program planning, child abuse awareness, and other areas pertaining to Y Teen Club safety and supervision. All staff meets or exceeds the minimum state requirements regarding academics and experience working with youth.

YMCA staff and volunteers are not allowed to baby-sit or transport participants at any time outside of the YMCA program.

Each Y Teen Club center is managed by a highly trained YMCA Middle School Director/ Site Lead that not only has the academic requirements for the position but also has past experience of operating a Teen Program. The Middle School Directors /Site Leads spend the majority of their time at the center providing leadership, guidance and overall supervision to insure a high quality program is provided for the teens and families.

### **Program Hours**

While school is in session, each day is divided into two segments:

**The Before School Program** begins at 7:00 am (at most locations) and is loosely structured for flexibility to allow for teens arriving at varying times.

- 7:00 – 8:30/9:30 am: Arrival time. Creative and quiet inside activities.
- 8:30 - 9:30 am: Departure for school. The YMCA staff dismiss the teens from the YMCA morning program.

**The After School Program** begins at school dismissal and continues until 6:00 pm.

A sample daily schedule includes:

- Dismissal – 4:30 pm: Outdoor activities, Homework Assistance, Clubs
- 4:30 pm: Nutritious Snack
- 4:30 - 5:00 pm: Group activities, Crafts, Games, Sports
- 5:00 - 6:00 pm: Guided indoor activities, Electronics

**Note:** Teens are expected to report directly to the YMCA program upon dismissal from school. Once a teen is checked into the program, he/she will not be released from the program except to an authorized individual. Please see page 18 for more information on daily absence from the program and extracurricular activities.

## Full-Day Schedules

On days when school is not in session, care is offered from 7:00 am (at most locations) until 6:00 pm. Full-day program schedules vary with field trips and other planned activities. Parents are notified of schedules/plans in advance in the monthly newsletter. Teens are required to bring a morning snack and sack lunch on full day schedules. **Refrigeration and/or warming up of food cannot be provided so please do not send perishable items or items that need to be cooked or heated up.**

## Part-Time Schedules

During the year the YMCA offers a limited part-time schedule, based on availability. This schedule includes 2-Day option, 3-Day option, 5-day option, Before School Only or After School Only. Participants who are scheduled for Before School Only or After School Only cannot attend the program on non-school days or can attend with additional fees applied. Participants who are scheduled 2-Day or 3-Day must adhere to their schedule as agreed upon at the time of enrollment. No changes will be made due to a non-school day or minimum day. To change your plan you must submit a 30 day notice in writing.

## Holiday Schedule

The Child Care Program **does not operate on the following days:**

New Year's Day*	Labor Day	Christmas Eve
President's Day	Veteran's Day	Christmas Day*
Memorial Day	Thanksgiving	New Year's Eve (Modified schedule)
4th of July*	Day after Thanksgiving	School/Summer Preparation**

\*If the legal holiday falls on the weekend, the holiday is observed the day before or after. For example, if the holiday falls on Saturday, the holiday is observed on Friday.

**\*\*THE YMCA WILL BE CLOSED TWO DAYS PRIOR TO THE START OF SCHOOL AND ONE DAY PRIOR TO THE START OF SUMMER FOR PREPARATION AND STAFF TRAINING.**

**\*\*IN THE EVENT OF A SCHOOL CLOSURE DUE TO SAFETY CONCERNS, THE YMCA WILL FOLLOW THE LEAD OF THE SCHOOL/DISTRICT AND WILL NOT OFFER CARE DURING THE SCHOOL CLOSURE.**

## **ENROLLMENT POLICIES & COST**

### **Admissions Criteria/Medical Assessment Requirement**

Teens must be currently enrolled in middle school. Parents must complete the YMCA Middle School Program Registration material including the "Teen's Pre-Admission Health History-Parent's Report" **prior** to the first day of participation in the Y Teen Club Program. Registration fee plus tuition is due prior to the start date.

### **Establishing Member Fees**

Teen Program fees are established to offset the costs of operation for the program within the following framework:

- Fees are established on a monthly basis during regular school year, and do not vary during school holidays or vacations. Fees do vary during the summer months to enhance the summer program.
- All participants in the program share equally in the cost of providing for the fixed costs for the program, regardless of time usage. Fixed costs include facilities and insurance, directing staff, and administrative costs.
- Direct costs such as snacks, program supplies, and program leadership are considered when establishing fees.
- All new or returning participants to the program must pay a non-refundable registration fee any time there is a break in service as well as completing a registration packet.
- Annual Registration Fee-The YMCA of Orange County implemented an annual registration fee in order to enhance our current programs and support the increase in costs to our day-to-day operations. Our goal is always to provide the highest quality in care and programming for our families.

### **Multi-Child Discount**

The responsible party paying for more than one school-age child or one middle school aged child enrolled in the YMCA Child Care/Teen Program is eligible for the multi-child discount off the monthly tuition for the oldest child. Discounts will be based on program option selected. Please see the Middle School Director/ Site Lead for more information.

### **YMCA Member Benefits**

By establishing a school-based YMCA membership, youth and families are welcomed into the family of 14-million other YMCA members throughout the world. As a member of a school-based YMCA, you will enjoy the following benefits:

- Participation in YMCA school-based programs including before school, after school, summer and vacation/holiday periods. Programs are established at school locations based on minimum participation levels.
- Membership discounts include 50% off family facility memberships. Family must have current enrollment in YMCA licensed child care center or middle school Y Teen program to qualify for discount.

### **Member Payment Arrangements**

In order to control administrative costs, the volunteers who serve on the YMCA Board of Managers have established Electronic Funds Transfer (EFT) as the accepted method of payment. With your authorization, funds are automatically transferred from your bank or credit card to the YMCA's bank on the 1<sup>st</sup> business day of each month for that month. As long as funds are available, your teen's membership remains active. Employer or agency paid plans are other acceptable payment options.

Payments not made through EFT must be received by your Middle School Director/Site Lead by the first day of the month. Payments not received by the 1<sup>st</sup> business day of each month will be assessed a late payment fee of \$25.

## About Electronic Funds Transfer (EFT)

EFT is an efficient means of payment and significantly reduces the cost of billing and collecting fees, which equates to both lower overall fees to YMCA members and more resources being applied to program services. **This payment plan equates to a substantial per month, per account savings.** At no time does the YMCA have access to your personal bank account or other information. An entry on your monthly bank statement serves as your record of payment.

EFT occurs on the 1<sup>st</sup> business day of each month. Monthly payments continue until the YMCA receives a 30-day written cancellation notice. Any change to the EFT system, i.e. change of bank/credit card account; leaving the program; increasing membership fees to include an additional child; must be received in writing by the YMCA 30 days prior to the month in which the change is to be effective. **There is a \$25 service charge imposed for EACH failed attempt to collect funds up to a maximum of \$50 (each month). This includes any payment that does not clear the member's account, for any reason, including change in credit card expiration date, this is in addition to any fees your bank may impose. Returned payments may result in suspension or termination of YMCA Child Care services. Additional late fees may also apply.** Written notification regarding fee increases and service charge increases will be given to current members 30 days in advance of effective EFT date.

## Fee Credits/Refunds for Absences

There are no adjustments in the monthly teen program membership payment for absence or non-participation. Your fee covers our direct operating expenses (i.e., staffing, snacks, materials, activity fees, etc.). When you enroll your teen, you are reserving space, time, staffing, and provisions whether or not she/he attends. There is a one month minimum participation with no refunds or credits issued for the registration or participation fees.

As the enrolling parent, you are responsible for all fees related to your teen's participation (registration fees). Upon request, the YMCA is able to send account statements to a "billing" party other than yourself upon written notification by you, but please remember that you remain responsible for payment of all fees due. Responsible paying parties are encouraged to utilize the parent portal for payment and receipts through Day Care Works- <https://ymcaocf.daycareworks.com/login.do>- contact Middle School Director/Site Lead for user name and password.

## Withdrawing from the Program/Changes to Program Enrollment

Participants leaving the Teen Program are required to notify the YMCA Teen program director in writing by completing the "Withdrawal Notice." **The "Withdrawal Notice" form is required to stop the EFT payment or manual billing and must be received 30 days prior to the month the teen will be leaving the program regardless of the time of year. If 30 day written notice is not given there will be no credits or refunds given. After 30 days, unpaid accounts may be submitted to a 3rd party collection agency. Registration fees and increased participation fees will apply to any re-enrollment. Changes in schedule, days of attendance or payment methods need to be given in writing 30 days prior to date of change.**

## Removal from Program for Non-Payment of Fees

In order to be fair to all Teen Program members, those who do not pay program fees in a timely manner may be suspended or terminated from the program.

Fees become past due on the first of each month and may include a late payment fee of \$25. Any balance due may result in the child being removed from the program roster effective the following day. No further YMCA participation is allowed until the balance is paid in full. If the account balance has not been paid in full and arrangements have not been made for payment, your account may be turned over to a collection agency.

## Financial Assistance

Qualifying families unable to pay the full cost of participation are encouraged to apply for YMCA Financial Assistance made available through generous contributions from friends of the YMCA. Please speak with the Teen Director for more information on eligibility requirements. The YMCA will also work with families to connect them to additional resources throughout the county.

## Who to See When



Your **Teen Program Director** will be able to assist you with most questions related to operation of the program, including program ideas or concerns, behavior issues, schedule changes, and staffing. The Teen Program Director is your link to the YMCA branch and will be able to work closely with you to ensure a positive YMCA experience for both you and your teen. If, after working with your Teen Program Director, you are unable to reach satisfactory resolution to a concern, please contact the **Program Director** or **Area Manager** for the teen program at your local YMCA branch.

For membership account clarification or billing questions, please contact your YMCA **Teen Site Director**.

## Your Teen's File

Your teen's file is available for review by the Department of Social Services at all times and your teen may also be interviewed by law enforcement personnel if requested.

## PROGRAM COMMITMENT TO INCLUDE CHILDREN WITH SPECIAL NEEDS

The YMCA Teen Program staff strives to respond to the needs of each individual teen in a group care setting, with a ratio of one staff member to 20 teens. The YMCA provides opportunities for involvement in large and small groups with a balance of teacher-directed and teen-initiated activities. The YMCA Teen Program is, however, unable to provide one-to-one care for any teen except on an intermittent basis, such as injuries, immediate disciplinary issues, and certain personal care needs customarily provided to other teens.

The YMCA Teen Program welcomes all teens. To the extent it is reasonably able to do so, the YMCA program will provide services to teens with disabilities or any special needs in the same manner as services provided for other teens of comparable age.

It is essential that all pertinent information about the teen's needs be available to staff from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the teen. Therefore, a parent has the obligation to disclose significant medical, physical or behavioral issues at the time of the teen's enrollment and on an ongoing basis.

If it is unclear whether The YMCA Teen Program can reasonably accommodate the unique needs of a teen, we will arrive at a final decision by reviewing the circumstances on a case-by-case basis. Such review will be comprised of most, if not all, of the following steps, unless such process would not meaningfully contribute to a final decision:

- The Director will meet with the teen and family.
- The Director will observe the teen in the classroom setting.
- The Director will assess the staff member's ability to handle the various manifestations of the teen's special needs, and consider whether additional training, the cost of which is not unreasonable, would mitigate the difficulty.
- The Director will observe the teen's adaptation to the group of teens.
- The Director will discuss the teen's needs with the supervisor.
- If possible, the teen will be enrolled for a trial period, not to exceed two weeks.
- A discussion of possible, necessary accommodations will be undertaken and those accommodations that are reasonable and do not fundamentally alter the nature of the group childcare service offered will be implemented.
- If the teen's attendance cannot be accommodated because the needed accommodations are unreasonable or alter the nature of the service, the parents will be informed without delay.

## Partnership with Y-Inclusion

Y-Inclusion was designed to fully include teens with developmental disabilities in YMCA after school care programs and other non-YMCA preschool and childcare programs throughout Orange County. The services that Y-Inclusion offers consist of assessment of children's inclusion needs, onsite inclusion support, family support services, and staff training. Services also include program consultations, progress reviews, and placement assistance in preschool, childcare, and after school care programs. Eligibility for Y-Inclusion includes a referral and authorization from Regional Center of Orange County, Orange County residency, and that the child is of preschool through 18 years of age.

## ACTIVITIES & CURRICULUM

As with any YMCA program, the YMCA Teen Program Curriculum is centered in the YMCA mission and program objectives. The YMCA Mission is *to put Christian principles into practice through activities that build healthy spirit, mind, and body for all*. Y programs, such as school-age care, are the tools YMCAs use to help participants experience the YMCA mission. It is also the YMCA philosophy that teens need to have fun in our programs. When we know that the teens are having fun, they are learning.

The YMCA is committed to developing the whole teen – spirit, mind and body:

*Spirit* refers to self-esteem and willingness to help others, and the activities that develop these qualities. It also includes a sense of fun and a climate of positive energy. YMCA activities include collaboration with others, conflict resolution skills, and opportunities for success regardless of ability.

*Mind* refers to learning and to activities that promote learning. YMCA activities include and encourage problem solving, using school gathered knowledge, and having high expectations each time an activity is undertaken.

*Body* refers to health, wellness, and the activities that promote these qualities. YMCA activities include and encourage physical fitness and active games. The specific activities associated with the various curriculum categories generally take place in one or several of the following contexts, each of which is balanced throughout the day or week. All activities relate to the monthly theme. Weekly lesson plans are posted on the curriculum board at the center. Parents may request a copy from the YMCA Director.

- **Teen's Choice:** The teen has the option of choosing from among several activities, some flexible structured and some that are staff-designed learning centers.
- **Small Group or Individual Activities:** The activities available can be done either in small groups or individually. They may be initiated by the adults with the expectation that all teens will work on the activity (e.g. homework or quiet time) or initiated by the teens themselves.
- **Project Time:** Time is set aside in the schedule for teens to begin or return to a long term project needing certain space, materials, tools, or leadership.
- **Large Group:** Activities designed for large group participation, usually under the leadership of a responsible person (e.g., reading a book, or participating in an active game such as soccer).
- **Indoors or Outdoors:** All of the contexts and activities above are presented or done in both outdoor and indoor environment.
- **Snack:** A nutritious afternoon snack, planned to meet a teen's nutritional requirement, is served each day. A monthly snack calendar is posted at the center.

### Y TEEN Club Curriculum

**YMCA Curriculum is hands-on and developmental.** Teens experience the curriculum through a variety of content areas, hands-on activities, clubs, and enrichment centers. Activities are developed with consideration for the individual and developmental needs of teens.

**YMCA Curriculum is flexible and fun.** YMCA staff members include the teens and families in the curriculum planning process and pursue participant's ideas for activities. Teens are offered a variety of structured and free choice activities throughout the day that consider their particular needs and interests.

**YMCA Curriculum has a strong foundation.** YMCA Afterschool Curriculum is based upon the Mission of the YMCA, YMCA Afterschool Program Goals, and research and best practices in the field. Our Afterschool Curriculum includes **four (4) Core Components** – Homework support, Fitness & Nutrition, Art & Culture, & Science – that provide the broad categories for daily activities, projects, and clubs. Our Afterschool Curriculum also integrates **four (4) Core Elements** – Social Competence & Personal Development, Character Education, Literacy, and Diversity & Cultural Awareness. These elements are evident in the curriculum and structure of the program, staff/youth interactions, and opportunities for teen development and participation.

## **Core Components of the Curriculum:**

- Homework Support
- Fitness & Nutrition
- Art & Culture
- Science

## **Core Elements of the Curriculum:**

- Social Competence and Personal Development
- Character Education
- Literacy
- Diversity & Cultural Awareness

## **Teen Advisory Board (TAB)**

The Teen Advisory Board (TAB) is comprised of teens in the YMCA Teen Club who want to design a YMCA that will continue to be the place that teens want to be. At each monthly TAB meeting, we discuss and set up projects such as site events and service learning projects. They also plan curriculum, monthly clubs, art & science activities, and the monthly snack menu. The TAB team provides input on supplies, electronics, and games purchased and even the room arrangement design. These meetings help teens learn cooperative and leadership skills and give them a chance to have a voice in our program.

## **Teens' Night Out**

The YMCA also offers opportunities outside of the Teen Program for parents to enjoy an evening out while teens enjoy supervised evening activities. Please contact the program center director for more details.

## **Field Trips**

Field trips are generally scheduled on full days. Parents will receive detailed information prior to the day of the trip. Please pay close attention to the newsletter so that you will be aware of the special departure and return times for field trips. Parents should ensure their teen is at the program at least 45 minutes prior to the departure time. Teens will be given a field trip shirt and it must be worn on all field trips. Please plan on having your teen dropped off and picked up at the program site, for safety reasons, do not drop off and pick up at the field trip location. If you do not want your teen to participate in the field trip, you will be responsible for making alternate arrangements in advance for that day.

## PROGRAM PHILOSOPHY ON TEEN GUIDANCE, DISCIPLINE & SAFETY

### Teen's Appropriate Conduct

It is our intent that each teen enjoys the activities planned by understanding that she/he is responsible for her/his actions. With prior knowledge of our basic rules of safety and good conduct, each teen is made aware of how to exercise self-discipline. We are here to assist her/him and to know that we expect her/him to succeed. YMCA house rules and conflict resolution strategies are posted at every YMCA Program Center. Character development is an important part of our program. We also use positive reinforcement by consistently acknowledging good behavior.

The expectations listed below are the general expectations we have for all of our program participants:

- Respect for yourself, for others and for property.
- Safety first.
- Speak for yourself/listen attentively.
- Be responsible for your words and actions.

### Philosophy

The YMCA strives to maintain a positive approach to managing teen's behavior at all times. "Discipline" is the process of teaching self-control and the ability to live within limitations and agreed upon guidelines. The staff and teen at each Program Center establish expected behavior guidelines. Positive behavior is self-rewarding and allows for program activities to occur. When teens choose to behave outside of the guidelines, some consequence is required to avoid future problems. **The overall safety of all teens in the program is our highest priority.**

### Process

As mentioned above, when positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:

1. **Reasoning and Redirection:** Every effort will be made to help the teen understand the inappropriateness of her/his action and agree to an alternate form of behavior. Teens may be redirected to alternative activities. When the conflict is teen to teen, every effort will be made to have them reason together face-to-face with staff facilitating.
2. **Removal from Specific Activity:** When reasoning has been pursued and has not changed behavior, removing the teen from the activity involved for an appropriate amount of time may become necessary. The denied activity should be related to the misbehavior and the removal should not exceed 10 minutes.
3. **Teen/Director Conference:** When the Teacher is not successful in correcting behavior the Teen Program Director may meet with the teen to redirect him/her to use of proper conflict resolution strategies.
4. **Parent Conference:** If the parent needs to be formally involved in the process, specific changes in behavior will be requested with specific consequences for non-compliance outlined. This is usually accomplished through the use of a "Behavior Contract." Whenever possible, the teen is present and participates in these conferences. The goal is to define what changes need to be made to help the teen be successful in the program.

### Removal from Program for Inappropriate Behavior

If the above process has not resulted in corrected behavior, the family will be required to remove the teen from the program. The YMCA reserves the right to remove a teen from the program if he/she disrupts the class or endangers the well being of themselves or others.

## Behavior Related Issues

In addition to behavior management procedures outlined above, parents should be aware that:

- No staff member may ever strike, swear at, abuse, or threaten with physical intimidation either a teen or a parent;
- No staff member will allow a teen to be stricken, sworn at, abused, or physically intimidated by anyone else in the program;
- No teen will be allowed to continue in the program that becomes a safety hazard to themselves or others;
- No staff member will ever solicit or accept gratuities in consideration for any treatment of a teen;
- No parent or guardian will be allowed to harass, threaten, or display violent/intimidating behavior towards staff, participants or other members.

## Special Situations

In situations that indicate professional help may be necessary, a referral to a professional resource in the community can be made.

## Behavior Management

**The safety of a teen is the highest priority for setting behavior management procedures.**

- When a teen has a serious discipline problem, (on any ONE occasion), the parent may be called by staff to request that the teen be picked up within one (1) hour of the call. Hitting another teen, threatening or intimidating others, injuring another teen or staff member or leaving the program center is a serious discipline problem.
- Should it be decided by YMCA staff that a teen poses a serious discipline problem; the teen may be suspended from the program for a period of 1-5 days, or may be removed from the program entirely.
- The YMCA Teen Program follows all school rules and policies. If a teen is suspended from school, he or she is not allowed to attend the YMCA program during the entire time of the suspension.

## YMCA Child Abuse Prevention

The YMCA maintains a policy of Child Abuse Prevention practices, which include procedures, related to:

- Employee reference checking, hiring criteria, and fingerprinting;
- Training and supervision requirements for staff;
- Staff relationships with children and teens;
- Unscheduled site visitation by YMCA supervisory staff.

These policies are enacted to protect parents, teen, and YMCA staff members from actual occurrences of child abuse as well as allegations of abuse. For more information contact your Teen Center Director.

## Child Abuse Reporting

Section 11166 of the California Penal Code requires any Child Care Custodian, medical practitioner, or employee of a child protective agency who has knowledge of or observes a child in his/her professional capacity or within the scope of his/her employment who he/she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

“Child Care Custodian” includes teachers, licensed day care workers, administrators, or community care facilities licensed to care for children, foster parents, and group home personnel.

## Information about Abuse

The YMCA wants all teens to be safe. Unfortunately, child abuse does exist, taking many forms.

- Emotional – Threatening a child or using words that can hurt a child’s feelings and self esteem; withholding love and support from a child.
- Physical – Causing injuries to a child on purpose, such as bruises, burns, scars, or broken bones.
- Sexual – Having sexual contact in any form with a child, including exposing, fondling, intercourse, pornography, or internet solicitation.
- Neglect – Not providing children with enough food, clothing, shelter, medical care, hygiene, or supervision.

**IF YOU SUSPECT ABUSE, call Child Protection Services (CPS) at 714-940-1000.**

## PARENT PROGRAM COMMUNICATION

To ensure you and your teen are getting the most out of your YMCA experience, we keep the lines of communication open through a variety of ways including: newsletters, bulletin boards, parent events, surveys, and feedback forms. You will receive frequent communications from us, both in person and in writing, so you’re constantly informed of your teen’s progress, achievements and daily activities. **What’s more, you’re welcome to drop in anytime, to visit, check in with your teen, and enjoy the program.**

## Parent Information Area

Please check for any up-to-date information or notices at the Parent Information Area. Please check any posters and brochures for other information pertaining to YMCA activities and opportunities to volunteer. Your teen is responsible for cleaning out his or her cubby every Friday.

## Newsletters

Newsletters with themes, highlighted activities and other important information are distributed at the YMCA program center monthly. Please review the newsletter carefully, as it may include information on upcoming field trips and events. Please remember to ask for one if you do not receive a newsletter. Extra newsletters will be available in the Parent Information Area.

## Email

Parents can email the YMCA Teen Club Director regarding any questions about the program or the YMCA. Your director can be reached at: [initial\\_of\\_first\\_name+last\\_name@ymcaoc.org](mailto:initial_of_first_name+last_name@ymcaoc.org). (For example: Director Jane Doe – email address would be [jdoe@ymcaoc.org](mailto:jdoe@ymcaoc.org)). The YMCA believes that face-to-face conversations are almost always best when dealing with sensitive issues or concerns.

## Custodial Issues/Disputes

The YMCA and the staff employed by the YMCA will not become involved in any custodial disputes between parent/guardian. Staff will follow court orders to the best of our ability; however we are not legal experts. All court orders submitted with the teen’s file must be official documents of the court. The YMCA will follow the instructions given by the enrolling parent as long as it supports the court order. Non-enrolling parents can add authorized individuals on their court appointed day (following the court orders). If custodial disputes are not handled appropriately by the parents, the child may be terminated from the program.

## YMCA Documents

All YMCA documents, including but not limited to Registration Paperwork, Attendance Records and Incident Reports are property of the YMCA. If YMCA documents are required, they must be requested by the court. All subpoenas should be served to the custodian of records (Child Care Administrator) at the Branch Administrative Office.

## Orientation to the program for parents

In addition to a staff orientation, families also receive an orientation to the program. Before a teen begins attending the program, the Teen Director will meet with the parent or guardian to learn more about your teen, your expectations of the YMCA and any special considerations in meeting your teen's individual needs. In the orientation, the following will be provided:

- Parent handbook explaining the policies of the program and expectations the program has of the parent.
- Required forms will be explained and must be filled out before the teen begins the program.

## GET INVOLVED

### Parent Concerns

The YMCA is dedicated to developing and maintaining high levels of member service. We want to hear from you if we have not accomplished this goal. Anyone of our YMCA staff is available to assist you with questions or concerns and will work with you for a resolution. In the event a concern is not resolved to your satisfaction you may contact the branch (information located on the back of the handbook) and speak with the Program Director or Area Manager of Child Care at your local branch. You have the right to share concerns without fear of retaliation. All concerns will be investigated and/or addressed with the proper parties. Every site has a management communication chain posted with contact information.

### Volunteer

The YMCA encourages parents to volunteer at the program center for daily activities and special events as well as attend field trips. The YMCA also conducts our annual Youth Campaign to raise money for program scholarships; there are many opportunities to volunteer for this annual fundraising campaign, ask your Center Director for more information.

## HEALTH & SAFETY

### Medication

Any medication which needs to be administered during program hours must:

- Be accompanied by "Permission to Medicate" form (available at the Program Center);
- Be brought directly to the Director in its **original** container with the teen's name, physician's name and drug name clearly labeled on the container; and
- Have specific written instruction for dosage amounts, times, etc. YMCA staff members are not permitted to administer any over-the-counter medication, such as aspirin and cough medicine without having written instruction and dosage given by the teen's physician.

**Note:** Staff cannot split pills or administer amounts other than specified on prescription label bottle unless it is in writing by the teen's physician.

### Chronic Health Issues

The YMCA Teen Program will administer medications to teens that have asthma, who experience allergic reactions, or require blood-glucose tests. Any other substitute foods for raising blood sugar, such as honey, orange juice, or other food substance, will be maintained at the parents' request if we are reasonably able to do so. Parents of teens with any potentially life-threatening illness or condition must be reachable by the YMCA staff the entire time the teen is at the YMCA Teen Program.

## Illness during Program Hours

If your teen becomes ill, she/he will be isolated from other participants and you will be contacted to pick her/him up. The YMCA is not equipped to handle ill teens beyond securing their immediate comfort. If you are contacted, you need to make arrangements to pick up your teen within one (1) hour. Please be sure to keep the YMCA office and your Program Center informed of any changes in your work or emergency phone numbers. If you cannot be reached, we will contact someone you have authorized.

Any teen not attending school on any regular school day may not attend the YMCA during that school day.

If your teen goes home from school, call the Program Center to report the absence. If your teen will return late from a school field trip, it is your responsibility to notify the YMCA Program Center. When a teen needs to stay after school, the parent must complete special forms. Please ask your Teen Director for these forms.

## Teens Illness

For the sake of your teen and others, if a teen has a temperature of one full degree over normal, is vomiting, or shows other signs of illness, they may not attend YMCA Teen program.

Parents must notify the YMCA Teen Director of the absence AND the nature of the absence on the day of the illness. The school office does not notify the YMCA when your teen is not in school.

The YMCA has the right to request a doctor's note that releases the teen back into the program or stating teen is not contagious.

## No Nit Policy (Lice)

The YMCA has a No Nit Policy, as a health standard intended to keep teens lice free, nit free and able to attend the YMCA program. Head lice are one of the most common communicable childhood diseases. Parents can help prevent the spread of lice by conducting routine screening, early detection and removal of lice and nits. Should your child contract lice or nits, please inform the YMCA staff and school. Parents may be asked to provide a doctor's note that their child is free of lice and nits before returning to the program.

Should there be an outbreak of lice; parents will be notified in writing. The center will be properly treated. Our priority is the safety and well-being of all the children in the program.

The YMCA's "No Nit Policy" and Capistrano Unified School Districts policy differ.

## Injuries during Program Hours

If your teen is injured during program hours, the staff member in charge will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Provide immediate first aid;
- Attempt to contact a parent or guardian;
- If parent or guardian cannot be reached we will attempt to contact others listed on your registration forms; and
- In case of serious injury, appropriate emergency medical assistance will be contacted (911 will be called). A YMCA staff member will remain with the child until parents or another authorized adult arrives. YMCA staff may not transport program participants.

## Emergency Procedures

Fire and disaster drills are scheduled regularly to ensure that all staff is prepared in the event of an emergency. In case of actual emergency parents will be notified of their teen's well being as soon as possible. If the YMCA Program Center must evacuate due to an emergency, they will go to the YMCA Program Center listed on the posted "Emergency Care and Disaster Plan". All teens must have an emergency/earthquake kit on site purchased by the parent. Please see your Teen Director for details.



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

## **Snacks and Lunches (Food Service Provisions)**

An afternoon nutritious snack will be provided to participants. On full-day schedules, all teens must bring a morning snack and a sack lunch with a drink. **Refrigeration and/or warming up of food cannot be provided so please do not send perishable items or items that need to be cooked or heated up.** Please inform the YMCA Director/Site Lead of any allergies. Monthly snack calendars are posted at the center.

Due to the increasing numbers of children with allergies to products containing nuts, the YMCA will serve nut free products. All YMCA locations that have children with severe allergic reactions may choose to be completely nut free.

## **Clothing, Belongings, and Lost and Found**

Please send your teen to the program in comfortable clothing. Teens will be doing arts & crafts, going outside for activities, clothing may get soiled. Teens should not wear clothing that will restrict activity. Footwear is required. Closed toe and closed heeled shoes are required. No shoes with heels please. In order to insure the comfort and respect of all participants at all times the Y Teen Club program adheres to the school district dress code which includes appropriate clothing including closed toed shoes that avoids: attire with offensive language or inappropriate logos, any gang related attire, low cut clothing, bare mid-driffs, halter tops, spaghetti straps, clothing that exposes undergarments, etc.

The YMCA will not be responsible for lost, damaged, or stolen articles. Please do not send valuables (cell phones, walkmans, toys, radios, trading cards, video games, etc.) to the site with your teen. If your child carries a cell phone or other electronics, it may be turned off during program hours so teens actively participate in curriculum and activities. After one month, lost and found items will be donated to a charitable agency.

## **Sun Protection and Sun Screen**

Please insure your teen applies sunscreen prior to arriving at program and have your teen pack a bottle of sunscreen for application throughout the day. We highly encourage teens to:

1. Wear hats while we are outdoors;
2. Bring a water bottle and keep it full throughout the day;
3. Bring sunscreen and apply it to your exposed parts hourly; and
4. Wear a "sun shirt" on field trip days.

While it is hard to avoid being out in the sun between 10:00 am and 4:00 pm. we do try to schedule groups to stay out of the sun during these hours as much as possible. We always alternate between indoor and outdoor activities.

## **REQUIRED SIGN IN AND OUT PROCEDURES/ATTENDANCE**

**The Y Teen Club Program is a drop in program in which teens are able to sign in/out daily. When you or your teen comes to the center, you or your teen must stop at the sign in/out table and enter the assigned pin number, which will sign your teen in/out for the day.** This procedure helps to ensure the safety of your teen and allows staff to determine which teens are present at any given time. Teens may sign themselves into the program by using their pin number. Please see below for the pick-up procedure.

## **Only Authorized Individuals May Pick Up Teens**

For your protection, only persons authorized, in writing, by the parents may pick up your teen. Once persons are authorized they will be assigned a unique pin to be used when signing your teen in/out. The staff will question anyone who is unfamiliar to them and ask for identification to check their authorization. Anyone without proper authorization will be stopped from taking a teen. If someone other than those persons authorized on the registration form will be picking up your teen, you must notify the Program Director in writing.

YMCA staff are not permitted to sign out teens from program for the day except when leaving for school. Additionally, any restricted individual must have a restraining order on file with the Teen Director.

## Release of Teen by Phone

There is an option for authorized individuals to release teens from the Teen Program by phone. In order to maintain safety of your teen, authorized individuals must call the site phone, speak to a YMCA staff member and state their full name, the teen's full name, and their relationship to the teen in order to release the teen by phone.

## Daily Absences

If your teen is going to be absent, it is **VERY IMPORTANT** that you call your YMCA Program Center on the day of the absence. Your teen's safety is very important to us. Your Program Center is equipped with an answering machine or voice mail for your convenience. Parents will be contacted by the YMCA staff if any teen is marked "unexcused" unless a message has been received stating that he/she will be tardy or absent from the program. Repeated failure to report your teen's absence may result in termination from the program. If your teen is absent from school for any reason, they cannot attend the YMCA that day.

## Extracurricular Activities

Parents are responsible for informing your YMCA Program Center in writing if your teen will be participating in an after school activity. Please include the following information:

- Days of the week that your teen will be attending
- Time period for the activity (start and end time)
- Time teen is expected to arrive at the YMCA program center
- Type of activity (tutoring, chorus, drama, brownies, etc.)
- The start date and end date of the extracurricular activity
- Name of authorized person (school teacher, coach, etc.) to pick up and/or drop off your teen for the extracurricular activity

The YMCA Program Center will not release teens from the program without the above information in writing. **Your teen's safety is our number one priority.**

## Late Pick-Up

YMCA Teen Program ends at 6:00 pm, and our staff is scheduled to leave to tend to their own families and personal commitments. Parents need to ensure that their teen is picked up before the end of the program. If you are unable to make it, please arrange for another authorized adult to pick up your teen. Please contact the program center if you anticipate being late.

**Beginning at 6:00 pm, there will be a late charge of \$5.00 (per family) for each five (5) minutes (or any part thereof) past 6:00 pm that the teen is not picked up. The additional charge is payable to the YMCA at the time the teen is signed out. You will receive a receipt for the late fee payment. Parents receiving financial assistance or receive funding from third-party agencies are responsible for paying the late fees.**

Parents who have not notified the Program Center that they will be late, can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the teen as well as YMCA staff members.

- **6:00 pm:** Program closes
- **6:15 pm:** Staff member in charge begins calling parent home and cell phone number(s) to check for problems or miscommunications. If contact is not made, alternative contacts listed on the registration form will be called
- **6:45 pm:** Staff member in charge contacts local authorities to determine if any problem related to the parent has been reported. The Program Director (or closest Director available) is contacted and appraised of the situation
- **7:30 pm:** If the teen has not been picked up by this time, he or she will be turned over to the Orange County Sheriff's Department (or local Police)

You risk dismissal from the program if:

- You fail to pay the late pick-up fee at the time of pick up
- You are late in picking up your teen three (3) times within a 30-day period

**Parents must keep the YMCA office and Program Center notified of phone number changes for work, home and emergency contacts at all times.**

## **YMCA – Admission Agreement**

**ACKNOWLEDGEMENT / AGREEMENT** – As the parent or legal guardian of the above named teen, I understand, agree to and/or acknowledge the following:

- A. I acknowledge that I have received a copy of the Y Teen Club Parent Handbook and will comply with the policies set forth.
- B. I acknowledge that the Y Teen Club program is a drop in program and my teen is able to sign themselves in/out daily.
- C. That field trips, either by walking or in YMCA vehicles or chartered buses, are a part of Y Teen Club program activities. No additional permission slips will be required.
- D. Authorization for the YMCA to take photographs, videos, motion pictures and /or sound recordings of the teen participant or members of the participant’s family. I further grant the YMCA permission to use the photographs, video, motion pictures and/or sound recordings in its general publicity materials. See attached waiver.
- D. That YMCA staff and volunteers are not allowed to baby-sit or transport teens at any time outside of the YMCA program. (The YMCA will take immediate staff and volunteer disciplinary action if a violation occurs.)
- E. That I am not to leave my teen at the YMCA Program Center unless a YMCA staff or volunteer is there to receive and supervise my teen.
- F. That should a person arrive to pick up my child who appears to be under the influence of drugs or alcohol, for the teen’s safety, staff may have no recourse but to contact the police. (Please do not put staff in a position where they have to make this judgment call.)
- G. That the YMCA is mandated by state law to report any suspected child abuse or neglect to the appropriate authorities for investigation.
- H. Law Enforcement personnel may request the information listed in your file and may interview your teen if necessary.
- I. That the YMCA may terminate my teen’s enrollment for any of the following reasons:
  - ❖ Emergency names and phone numbers are incorrect
  - ❖ Parent is late picking up teen after Program Center closes
  - ❖ Non/late/NSF payment of fees
  - ❖ Failure to adhere to the sign-in/sign-out policies
  - ❖ Failure to notify the YMCA that teen will be absent
  - ❖ Teen leaving the Program Center without authorized permission
  - ❖ Behavior that is continually disruptive or dangerous to others and/or self
  - ❖ Behavior that is destructive to property and/or refusal to replace said property
  - ❖ Any single incident that is deemed by the Program Center Director to be dangerous, harmful or disruptive
  - ❖ Harassment, violent behavior or threat of such behaviors against a staff person or other member by parent/guardian or persons associated to the child (family member, family friend etc.)
- J. That Program participation requires a YMCA school-based membership in good standing and that non-payment of membership fees will result in my teen not being allowed to participate in the program and could result in legal referral with additional costs to myself. I further understand there is an administrative processing fee for any payment returned by my bank or credit account.
- K. The YMCA and the staff employed by the YMCA will not become involved in any custodial disputes between parent/guardian. If YMCA documents are requested, the court must request them. The staff’s responsibility is to provide a safe environment for children.
- L. I understand that I am required to give 30 days written notice when terminating from the Y Teen Club Program.

**If 30 days written notice is not given, I will not receive a refund or credit. Registration fees are Non-Refundable.**

**Signed Registration Forms located in child’s file**

## **Branches of the YMCA**

CAPISTRANO BEACH CITIES FAMILY YMCA  
29831 CROWN VALLEY PARKWAY  
LAGUNA NIGUEL, CA 92677  
(949) 495-9622

*Community Branch serves Dana Point, San Clemente, San Juan Capistrano, Talega and surrounding areas.*

LAGUNA NIGUEL FAMILY YMCA  
29831 CROWN VALLEY PARKWAY  
LAGUNA NIGUEL, CA 92677  
(949) 495-9622

*Full Fitness Facility serves Aliso Viejo, Laguna Niguel, Laguna Beach, and surrounding areas.*

NEWPORT-MESA FAMILY YMCA  
2300 UNIVERSITY DRIVE  
NEWPORT BEACH, CA 92660  
(949) 642-9990

*Full Fitness Facility serves Corona del Mar, Santa Ana, Costa Mesa, Tustin, Irvine, Newport Beach, and surrounding areas.*

HUNTINGTON BEACH FAMILY YMCA  
8875 ADAMS AVENUE,  
HUNTINGTON BEACH, CA 92646  
(714) 378-4784

*Full Fitness Facility serves Huntington Beach, Fountain Valley, Westminster, and surrounding areas.*

FULLERTON FAMILY YMCA  
2000 YOUTH WAY  
FULLERTON, CA 92835  
(714) 879-9622

*Full Fitness Facility serves Brea, La Habra, Buena Park, Fullerton, and surrounding areas.*

YMCA COMMUNITY SERVICES  
13821 NEWPORT AVE. STE. 200  
TUSTIN, CA 92780  
(714) 665-1342

*Community based programs serve all of Orange County.*

MISSION VIEJO FAMILY YMCA  
27341 TRABUCO CIRCLE  
MISSION VIEJO, CA 92692  
(949) 859-9622

*Full Fitness Facility serves Coto de Caza, Las Flores, Dove Canyon, Mission Viejo, Foothill Ranch, Trabuco Canyon, Laguna Hills, Lake Forest, and surrounding areas.*

YORBA LINDA/PLACENTIA FAMILY YMCA  
4672 PLUMOSA DR,  
YORBA LINDA, CA 92886  
(714) 701-0604

*Community Branch serves Anaheim Hills, Yorba Linda, Placentia, and surrounding areas.*

SANTA ANA FAMILY YMCA  
2100 WEST ALTON AVENUE  
SANTA ANA, CA 92704

*Community Branch with sports complex, pool and community based programs serves Santa Ana, Costa Mesa and surrounding areas.*

MAPLE HILL FAMILY YMCA  
1673 MAPLE HILL ROAD  
DIAMOND BAR, CA 91765  
(909)348-5248

*Community Branch serves the Diamond Bar, Pomona Valley, and surrounding areas*

For more Information on what the YMCA offers visit

[www.ymcaoc.org](http://www.ymcaoc.org)