



2010 Andover YMCA Parent Handbook and Billing Guide

**Y Summer Uproar Cell Phone
763-230-9622**

**Y Summer Uproar Program Location
15200 Hanson Blvd
Andover, MN 55304**

**Jill Bohman
Y Summer Uproar Director
763-717-1836
Jill.bohman@ymcamppls.org**

**Billing or Payment Information
YMCA Customer Service Center
2125 E Hennepin Ave.
Suite 100
Minneapolis, MN 55413
Phone: 612-230-9622 or 1-888-937-9622
Fax: 612-465-0559
customerservice@ymcatwincities.org**

Program Hours: 6:30 a.m. – 6:00 p.m.

The mission of the Metropolitan Minneapolis YMCA is to develop the total person – spirit, mind & body through character development programs that build strong kids, strong families & strong communities.

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PLANNING FOR EACH DAY AT THE YMCA

On Monday, a schedule will be sent home of what your youth will be doing for the rest of the week. You will also receive daily updates as needed.

WHAT TO BRING EACH DAY - Make sure to label all belongings!

- Non-Perishable Lunch & 2 snacks
- Swim suit and towel
- Water Bottle
- Tennis Shoes
- Sunscreen
- T-shirt on Field Trip Days – More information to come on Monday schedule
- Dress Appropriately
- Field trip items may vary

WHAT NOT TO BRING:

- cell phone
- electronics
- games
- valuables
- money
- guns/weapons of any kind, including toys
- alcohol, tobacco or drugs of any kind

The YMCA is not responsible for lost or stolen items.

FIELD TRIPS

For up to date field trip information, please go to the website at www.ymcatwincities.org, select your branch and click on the summer programs page. All field trip information will be found at the summer programs forms page. Unfortunately, if a participant does not make it to the program before we attend the field trip we cannot provide alternative care while the program is off site.

CURRICULUM AND CHARACTER DEVELOPMENT

WHAT MAKES SUMMER UPROAR UNIQUE:

The YMCA Uproar Curriculum is designed around eight core components:

- Leadership Development
- Team Building
- Character Development
- Social and Personal Development
- Family and Community Involvement
- Fitness/Nutrition
- Life Skills
- Diversity

KNOW YOUR STAFF

Each staff member goes through an extensive hiring process including a criminal history background check, reference checks and an interview. Staff receive over 40 hours of training including training program areas, relating to children, health and safety skills and are First Aid and CPR certified. All staff are committed to being positive role models for participants.

PROCEDURES

PERSONS AUTHORIZED TO PICK UP

- Safety of your child is the number one priority at the YMCA.
- Summer Uproar has security procedures. It is not our intention to offend or question anybody's right to pick up a child. They are in place for the safety of your family.
- **We will only release children to individuals listed as authorized to pick up, no exceptions.** (**Written** permission must be given to individuals authorized to pick up your child.)
- **We will be checking ID's of parents/guardians and all authorized persons as children are picked up. Please make all authorized people on your list aware of this.**
- If you will be giving your child permission to ride his/her bike or walk, a Child Release Waiver will need be filled out before your child will be released without an adult's signature. (certain restrictions apply)
- You will be asked to sign your child in and out of the program each day.
- If your child is still at the program 1 hour after closing, staff will call authorities for the safety of your child. (Before we call authorities, we will call all authorized persons on your emergency contact list.)

LATE PICK UP CHARGE

Any violation of our posted hours of operation will result in a late pick-up charge of **\$1.00 per minute** for youth under our supervision after the program hours of operation. Payment is required at the time of pick up. Repeated late pick-up will result in dismissal from the program.

CHILD PROTECTION POLICY

Our top priority is your child's safety. If you witness or feel that your child is in danger of any type of verbal, physical, sexual, or emotional abuse please report to Mary Britts, Youth and Family Product Manager, 763-717-1851, mbritts@ymcamps.org.

- Parents are allowed to observe the program at any time without prior notice.
- Staff and volunteers should contact your family regarding program information through telephone, notes in backpacks, or in person. Computer communication (emails, chats) to children or families is not permitted (this excludes Summer Uproar Director and Executive Director).

- Staff and volunteers should not ask children to participate in other activities outside the YMCA unless previously cleared by the YMCA Executive Director and parent or guardian in writing.
- Staff and volunteers are not allowed to transport children in their own vehicles.
- Staff and volunteers are not allowed to baby-sit children (met through the YMCA) outside the program area unless previously cleared by the YMCA Executive Director and parents or guardian in writing.
- Staff and volunteers are not allowed to give special gifts to participants for any reason.

IF A STAFF OR VOLUNTEER HAS BROKEN ANY OF THE ABOVE RULES, PLEASE REPORT THIS IMMEDIATELY TO MARY BRITTS.

IN CASE OF MEDICAL EMERGENCY

Injuries

- If your child is injured YMCA staff will notify you.
- In case of an emergency, the YMCA staff will:
 - Call 911, perform immediate First Aid and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
 - Staff will accompany the child to the hospital and stay until the parent/guardian arrives, if emergency transport is required.
 - If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

Medication and Illness Procedures

- For the health and safety of all children in our programs please do not send your child to YMCA programs if they are ill. Please notify site if she/he will not be attending.
- Children must be free from symptoms for at least 24 hours before returning to the YMCA and any contagious illness should be cleared by a doctor.
- Parents/Guardians must notify the Director if their child contracts a communicable disease, as soon as diagnosed. When a communicable disease occurs, the YMCA will notify other participants in writing, including cause and symptoms.

Administering Medication

Medication must be sent in a prescription-labeled bottle. The staff may only dispense prescribed medications in the original container; that bears the original label displaying legible information stating the following:

- Name of medication and child's name
- Date of original issue
- Directions for use
- Prescription number and expiration date
- Physician's name
- Dosage and duration
- Name and address of licensed pharmacy issuing the medication

The **Medication Permission Form** must be completed by the parent or guardian and on file at the YMCA before any medication is dispensed – including non-prescription. Please return the form to the YMCA before your first scheduled day or the start of medication.

UPROAR BEHAVIOR GUIDELINES AND DISCIPLINE PROCEDURES

PHILOSOPHY

The YMCA strives to maintain a positive approach to managing youth's behavior at all times, using the YMCA core values of caring, honesty, respect and responsibility. The approach also includes:

- Establishing and enforcing clear and consistent limits and expectations for appropriate behavior.
- Through various techniques including:
 - role modeling
 - distraction/redirection
 - adjusting the environment
 - cooperative problem solving
 - removal from the activity/area as a last resort

When a participant does not follow the behavior guidelines, we will take the following action steps:

1. Staff will redirect the participant to more appropriate behavior.
2. If inappropriate behavior continues, the participant will be reminded of behavior guidelines and rules and the participant will be asked to decide on action steps to correct his/her behavior.
3. Staff will document the situation, the inappropriate behavior and action taken. Parents will be notified.
4. If the situation is not resolved and inappropriate behavior continues, as a final action step, the participant may be dismissed from the program.

We reserve the right to bypass the above behavior steps at anytime and remove a youth from our care for reasons of safety.

BILLING AND PAYMENT INFORMATION

Full payments are due 1 week prior to your child's attendance. In order to accommodate your billing/payment questions, please contact the Customer Service Center at:

Phone: 612-230-9622 OR 1-888-937-9622
Fax: 612-465-0559
E-mail: customerservice@ymcatwincities.org
Address: 2125 East Hennepin Ave
Suite 100
Minneapolis, MN 55413