



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



YMCA OF METROPOLITAN LOS ANGELES

PROGRAM HANDBOOK

SCHOOL-AGE CHILD CARE, BEFORE/AFTER SCHOOL,
RECREATIONAL ENRICHMENT, DISTANCE LEARNING & DAY CAMP

2nd Edition (supersedes any previous editions).

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TOGETHER, WE MAKE POSSIBLE HAPPEN

The YMCA is a 501(c)(3) not-for-profit social services organization dedicated to youth development, healthy living and social responsibility. Visit www.ymcaLA.org/more-to-be-done to learn more or to donate!

WELCOME BACK TO THE YMCA OF METROPOLITAN LOS ANGELES!

Our Mission: The YMCA of Metropolitan Los Angeles puts Judeo Christian Principles into practice through programs that build a healthy spirit, mind and body for all.

Our Values: All YMCA staff members and youth are expected to conduct themselves in accordance with our Four Core Values of Honesty, Caring, Respect and Responsibility.

- **Caring:** to demonstrate a sincere concern for others, for their needs and well-being. Related values: compassion, forgiveness, generosity, and kindness.
- **Honesty:** to tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. Related values: integrity and fairness.
- **Respect:** to treat others as I would want them to treat me, to value the worth of every person, including myself. Related values: acceptance, empathy, self-respect and tolerance.
- **Responsibility:** to do what is right--what I ought to do, to be accountable for my choices of behavior and actions and my promises. Related values: commitment, courage, good health, service and citizenship.

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

Who We Are: The YMCA is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility.

- **Youth Development – Nurturing the potential of every child and teen:** Nine million youth are taking a greater interest in learning; making smarter life choices; and cultivating the values, skills and relationships that lead to positive behaviors, the pursuit of higher education and goal achievement.
- **Healthy Living – Improving the nation's health and well-being:** Millions of adults and youth receive the support, guidance and resources needed to achieve better health and well-being.
- **Social Responsibility – Giving back and providing support to our neighbors:** Across the country, the YMCA helps people give back and assist their neighbors by offering those opportunities to volunteer, advocate and support programs that strengthen community.

Our Impact: When you belong to the YMCA, you are not only a member of a youth development program, you are a member of an organization dedicated to strengthening our community. In difficult times, the YMCA pivots in response to community needs, and finds ways to use its resources to offer solutions. Here's what the YMCA of Metropolitan Los Angeles is doing right now to help those in need in our community:

- 400,000 free Grab & Go meals served throughout Los Angeles
- 25,000 free hours of child care provided to the children of our essential workers
- 1,600+ potential lives saved by blood drive donations
- Distribution of diapers, wipes, formula, bottles and more to families with young children, in our community
- Free sanitation shower programs at 9 facilities for people experiencing homelessness.
- Free meal delivery to vulnerable seniors in the South Bay, West Los Angeles and East Los Angeles areas.

Involvement at the YMCA: As the U.S. undergoes this massive urgent response to COVID-19, the YMCA has worked day and night to rise to the challenges. Your investment in the YMCA has never been more important or urgently needed. If we are around today, we will be here to help our communities tomorrow. The LA YMCA is currently campaigning to raise \$3M for the YMCA's Emergency Community Impact Fund in response to the COVID-19 pandemic. This comes on the heels of a \$1,000,000 matching fund commitment from a member of the YMCA's Board of Directors. Beginning today our generous donors will match your investment in the Emergency Community Impact Fund dollar for dollar. Your investment will directly support the many needs stemming from the COVID-19 pandemic. Learn more, get involved and donate here: <https://www.ymcala.org/keeping-our-community-together>

YMCA Board of Directors and YMCA Branch Board of Governors: Our YMCA of Metropolitan Los Angeles Board of Directors provides vital support for the YMCA's work to create lasting personal and social change. In addition, each individual YMCA branch is governed by a Board of Managers, who provides oversight to local YMCA branch operations, protocols, and procedures. Through regular meetings, as well as an extensive committee structure, the Board monitors on-going operations, ensures the proper funding for the organization, and provides leadership to the long-range planning process for the YMCA.

SUMMARY OF PROGRAMS COVID-19 SAFETY PRECAUTIONS FOR PARENTS, GUARDIANS, AUTHORIZED REPRESENTATIVES, AUTHORIZED VISITORS, CHILDREN AND YMCA STAFF MEMBERS.

COVID-19 Testing: The state, county and city have free resources for COVID-19 Testing. The YMCA of Metropolitan Los Angeles does not require or collect COVID-19 test results in order to participate in YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs. The YMCA does not provide testing for children, parents, guardians or authorized representatives.

Program Closures & Cancellations Due to Low Enrollment: COVID-19 has presented some unique challenges. As the YMCA works to revive its child care, before/after school, recreational enrichment, distance learning and day camp programs, it is important that YMCA programs remain viable so that the programs can continue to operate. **The YMCA reserves the right to close and cancel any program that is not meeting its minimum enrollment requirements. If a program to close, either temporarily or permanently, the YMCA will make every attempt to notify the parent, guardian or authorized representative as soon as possible so that other arrangements can be made.**

Physical Distancing: All YMCA activities, curriculums and programming is designed to help all maintain physical distancing. Children will be reminded throughout the day to maintain physical distancing. All program sites have been set-up to help maintain physical distancing (assigned tables and chairs, floor markers, etc.).

Staff-to-Child Ratios by Program Category and Type:
Category: School Year Programs:

- **Type: Licensed Before & After School Child Care:**
1:14 (1 qualified YMCA staff member for every 14 children*). *In response to COVID-19, the DPH has released a temporary safety order for child care ratios, regulating them to operate at 1:12 (1 qualified YMCA staff member for every 12 children). The YMCA will adhere to the DPH regulated ratios until the safety order is lifted.
- **Type: Before School/After School Recreational Enrichment:**
1:15 for grades K-3rd and 1:20 for grades 4th and up (1 qualified YMCA staff member for every 15 children, grades K-3rd and 1 qualified YMCA staff member for every 20 children, grades 4th and up**). **In response to COVID-19, the YMCA will operate all Before School/After School Recreational Enrichment Programs at 1:12 (1 qualified YMCA staff member for every 12 children). The YMCA will adhere to these ratios

until it is safe enough to revert back to the original ratios.

- **Type: Distance Learning Child Care:**
1:10 (1 qualified YMCA staff member for every 10 children)
- **Type: Distance Learning Support Program:**
1:10 (1 qualified YMCA staff member for every 10 children)

Category: School Break Programs:

- **Type: Day Camp (Summer, Fall, Winter, Spring breaks)/Specialty & Sports Day Camp/Teen & Middle School Day Camp):**
1:12 (1 qualified YMCA staff member for every 12 children) and 1:6 for all water activities (1 qualified YMCA staff member for every 6 children).
- **Type: Summer Break Child Care:**
1:14 (1 qualified YMCA staff member for every 14 children*), 1:12 for all off-site field trips (1 qualified YMCA staff member for every 12 children) and 1:6 for all water activities (1 qualified YMCA staff member for every 6 children). *In response to COVID-19, the DPH has released a temporary safety order for child care ratios, regulating them to operate at 1:10 (1 qualified YMCA staff member for every 10 children). The YMCA will adhere to the DPH regulated ratios until the safety order is lifted.
- **Type: Fall, Winter & Spring Break Child Care:**
1:14 (1 qualified YMCA staff member for every 14 children*), 1:12 for all off-site field trips (1 qualified YMCA staff member for every 12 children) and 1:6 for all water activities (1 qualified YMCA staff member for every 6 children). *In response to COVID-19, the DPH has released a temporary safety order for child care ratios, regulating them to operate at 1:10 (1 qualified YMCA staff member for every 10 children). The YMCA will adhere to the DPH regulated ratios until the safety order is lifted.

Face Coverings:

YMCA staff members will wear face coverings at all times.

Children are required and reminded to wear a face covering or face mask at all times, with the following exceptions:

- Children from birth through 2 years old are not required to wear a face covering. Per CDC, CCLD and DPH guidelines, for safety reasons, children from birth through 2 years old should not wear any type of face covering or mask.
- Children who are 3 through 8 years old are required to use and wear face coverings with adult supervision to ensure that the child can breathe safely and avoid choking or suffocation.
- Children with breathing problems are not required to wear cloth face coverings, but are strongly

encouraged to wear a face shield with drape, if possible.

- Children are not required to wear face coverings when eating and drinking, but will maintain physical distancing.

The YMCA understands the challenges that children may face with wearing a face covering throughout the day, especially on hot summer days. YMCA staff will encourage children to wear and keep on their face coverings.

YMCA programs on school campuses will adhere to all school district COVID-19 guidelines, including mandates for all adults and children on their campuses to wear face coverings at all times.

Check-In Station (more details in the sections below):

- Parents, guardians or authorize representatives must check the child and/or children in and out of the program at the designated Check-In Station. Parents, guardians and authorized representatives may not enter the program site beyond the Check-In Station. Children will be escorted to their group/room by a YMCA staff member.
- At arrival to the Check-In Station, all children, parents, guardians and authorized representatives must wear a face covering. YMCA staff members will not interact with any person at the Check-In Station who is not wearing a face covering.
- Each Check-In Station will be supplied with extra face masks, gloves and hand sanitizer pumps.
- When arriving at the Check-In Station, physical distancing is required between parents, guardians, authorized representatives and/or families of different households.
- All children must have a complete YMCA enrollment packet to participate, which includes emergency contact phone numbers and medical information.
- While at the Check-In Station, communication between YMCA staff members and parents, guardians and authorized representatives, must be brief. If further discussion is needed, parent, guardian and authorized representative must email the YMCA Director of the program to set-up a virtual meeting or phone conference.

Visual Health Check

- At check-in, a YMCA staff member will conduct a visual and verbal well-child health assessment with all children entering the program, that includes observations for the following:
 - Visual observation for signs and symptoms of respiratory illness, sickness and COVID-19.
 - A verbal health questionnaire (asking about cough, difficulty breathing or other

respiratory symptoms, recent travel, etc.)

- Infrared temperature reading with a no-touch thermometer.
- YMCA staff members will document the child's temperature, as well as all observations and responses, daily.

Mandatory 14-Day Quarantine

- A child will not be permitted to attend the program for 14 days if the following is observed or recorded:
 - Child has been out of the country or in contact with someone who has been out of the country, within the past 14 days.
 - Child, parent, guardian and/or authorized representative appears to be sick.
 - Child, parent, guardian and/or authorized representative has been in contact with someone who is sick, or who has been in contact with someone who has tested positive for COVID-19, within the past 14 days.
 - Children, parent, guardian and/or authorized representative record a temperature that is 100.4 degrees or higher.
- Children, parents, guardians or authorized representatives must stay home for at least 14 days if they are sick, appear sick, record a temperature that is 100.4 or higher, test positive for COVID-19 or has been in contact with someone who is sick, appears sick, has a recorded temperature of 100.4 or higher, has tested positive for COVID-19 or has been in contact with someone who has tested positive for COVID-19. If any of these scenarios are true, the parent, guardian or authorized representative, on behalf of themselves and/or the child, will be encouraged to immediately consult with their physician.

Child Becomes Ill or Sick During Program and/or Begins to Show Symptoms of COVID-19:

- The YMCA staff members will remind parents, guardians or authorized representatives to update their emergency contact information regularly so YMCA staff members can get in touch quickly if they need to. When a child does show signs of illness, they will need to be picked up immediately, within one hour or less, **no exceptions**.
- Children who develop symptoms of illness after drop-off will be immediately separated from their group and placed into a designated sick room or sick area. The designated sick room or sick area is an isolated area where no other persons would enter or pass. The child must remain in the sick room or sick area until they are picked-up from the program site by a parent, guardian or

authorized representative. The child in the sick room or sick area will be supervised, at a safe distance, by a YMCA staff member.

- If possible and age appropriate, a surgical mask will be placed on the child, as soon as possible. The child's face covering can be placed over the surgical mask.
- The child must stay home in isolation and not return to the program site for a minimum of 14 days after onset of symptoms **AND** until their symptoms have improved **AND** they are free of fever for at least 72 hours without fever-reducing medication. After which time, the parent, guardian or authorized representative would be required to provide the YMCA with negative COVID-19 test results for the child and every member in the household. Guidance for home isolation from the DPH website: <http://publichealth.lacounty.gov/acd/docs/HomeisolationenCoV.pdf>
- Upon the child's exit from the program site, the isolated area will be aired out and then cleaned, sanitized and disinfected.
- While the virus is spread when the infected person is clearly ill, many individuals can infect others even when they don't have obvious symptoms or any symptoms at all.
 - Given that risk, children who have been exposed to someone who has respiratory illness will remain home for 14 days to see if they also develop symptoms of illness. Home quarantine of an exposed child reduces the chance of spread to other children and YMCA staff members. If no symptoms appear within 14 days, the child may return to the program site.
 - Parents, guardians or authorized representatives are reminded that when the child is at home, to keep as much separation between the child and any sick household members. The importance of good prevention hygiene for all will be emphasized.

It is vital that the YMCA is provided with correct and current contact information for the child and any adults, including the parents, guardians and authorized representatives, connected to the child. By participating in this YMCA program, the parent, guardian and authorized representatives agree to be **READILY AVAILABLE** and able to pick-up their child from the YMCA program site, upon notification from the YMCA that their child is sick or ill or that their child is showing signs/symptoms of sickness or illness. **READILY AVAILABLE** is defined as being able to pick-up the child from the YMCA program site within one hour of less; **no exceptions. Parents, guardians and authorized representatives must ensure that they**

have made all the necessary arrangements for emergency pick-up, including a back-up plan, should they be contacted suddenly by the YMCA to pick-up their child from the YMCA program site. The back-up plan must include other adults and authorized individuals who can be READILY AVAILABLE to pick-up the child from the YMCA program site. Failure by the parent, guardian or authorized representative to pick-up the child within one hour or less, upon notification from the YMCA that their child is sick or ill or that the child is showing signs/symptoms of sickness or illness, will result in the child and family's immediate dismissal from the YMCA program. Given the serious nature of the COVID-19 pandemic, the parent, guardian or authorized representatives inability to leave work, lack of transportation or any other excuse that may arise that prevents the parent, guardian or authorized representative from getting to the YMCA program site within one hour or less, is not acceptable.

Travel Exclusions: Parents, guardians, authorized representatives, family members, YMCA staff members, etc., who have traveled to an area identified by the CDC as Level 3 Travel Health Notice, may not attend the program site for 14 days from the day that they returned to the United States. Countries continue to move off the Level 3 Travel Health Notice list. For the most up-to-date list, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

Los Angeles County Department of Public Health (DPH) Orders of the Health Officer: The Los Angeles County Department of Public Health (DPH) has released reopening guidance for several sectors. The YMCA of Metropolitan is constantly reviewing these Health Orders and modifying YMCA guidelines, as required. Below is a summary of selected highlights from the Order of the Health Officer. Parents, guardians and authorized representatives can view the complete orders of the health offices on the DPH website at: www.ph.lacounty.gov.

Visitor & Volunteers: The YMCA program has strict guidelines about visitors in areas and sites that serve children. Although the YMCA strives to create a welcoming environment for parents, guardians, authorized representatives and authorized visitors, under the current health orders, these individuals will not be permitted beyond the Check-In Station for any reason. During this time, the YMCA has been required to greatly reduce its program volunteer opportunities. This is for the safety of all children and guests. Although the YMCA has limited these opportunities, there are still several Y's that community members can volunteer with the Y. Learn more about how we are keeping our community together, here: <https://www.ymcala.org/keeping-our-community-together>

The Y nurtures the potential of every child and teen by supporting their unique youth development journey through holistic programming. From cradle to career, the Y provides all youth with the tools and resources they need to succeed in life. With so many demands on today's families and the increased focus on early brain development, families need all the support they can get to nurture their child's potential. Our YMCA child care, before/after school, recreational enrichment and distance learning programs focus on holistically nurturing child development by providing a safe and healthy place for children to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, respect and responsibility. YMCA Youth Development programs share one thing: they are about discovery. Children have the opportunity to explore nature, find their talents, try new activities, gain independence and make lasting friendships and memories. And, of course, they have a lot of fun too! Although the YMCA has had to pivot its programming in response to the COVID-19 national health emergency and put extra safety measure and precautions in place, one thing remains the same: at the YMCA, it is easy for every child to live, grow and thrive!

Definition of Terms:

- **CCLD:** California Department of Social Services Community Care Licensing Division
- **DPH:** Los Angeles County Department of Public Health
- **ACA:** American Camp Association
- **CDC:** Center for Disease Control and Prevention

YMCA Program Philosophy:

- YMCA programs strive to provide a safe, secure and supportive environment that gives families peace of mind when they cannot be there themselves.
- We believe that a child'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 child'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 child 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.

Program Goals

School Year Programs

- To support and strengthen the family
- Provide a safe, fun and nurturing environment that teaches and builds positive character development
- Support and encourage academic growth
- Create meaningful opportunities for family and community involvement
- Improve health and fitness of school age children and their families
- Foster creativity, independent decision making and personal growth

School Break Programs

- Gain confidence in individual abilities
- Learn how to work together as a team (while maintaining physical distancing)
- Develop leadership skills
- Learn independence and self-reliance away from home
- Acquire an appreciation for nature
- Have a chance to understand one's self and one's values a little better

Search Institute's 40 Developmental Assets: The

Search Institute has identified 40 concrete, positive experiences and qualities that have a tremendous influence on the lives of children. Research shows that these 40 developmental assets help children make wise decisions, choose positive paths, and grow up competent, caring, and responsible. For success, children need an average of 31 to 40 assets in their lives. The national, self-reported average taken from surveys of thousands of youth is 18 assets. Fewer assets in a child's life result in the greater potential for high-risk behaviors. The YMCA, in partnership with families and schools, puts the focus on creating asset-rich environments. For a list of the 40 Developmental Assets, please see the appendix section of this handbook.

The Eight Categories of Developmental Assets

Support	Empowerment	Social Competencies
Constructive Use of Time	Commitment to Learning	Boundaries & Expectations
Positive Values	Positive Identity	

To Develop the Inner Strengths of Young People Through:

- Focusing on increasing self-confidence and feelings of self-worth.
- Focusing on increasing each individual's recognition and appreciation of his/her own

uniqueness, and motivating him/her toward their full potential.

To Develop the Interpersonal Skills of Young People Through:

- Focusing on their learning to be effective members of and carry out personal responsibilities in groups.
- Focusing on increasing their ability to be aware of the feelings of others and their willingness to respond with empathy.

To Strengthen Families Focusing On:

- Improving the ability of families to communicate with and understand each other.
- Increasing the ability of family members to express concern and appreciation for one another.
- Increasing the family's ability to work and play together and function effectively as a unit.

REGISTRATION

School-Age Program Categories & Types

Category: School Year Programs: A program that typically runs continuously, from a specific start date to a specific end date, throughout a single school year, such as the program types listed below. Program fees are generally charged once or twice per month on the 2nd & 16th of the month or every other week, based on fee schedule.

- **Type: Licensed Before & After School Child Care:** A YMCA program that takes place in a licensed child care facility, that is licensed to operate by CCLD. For this program type, the program typically operates either before school or after school or both.
- **Type: Before School/After School Recreational Enrichment:** A YMCA program that is not licensed by CCLD and does not operate in a licensed child care facility, per CA Health & Safety Code 1596.793 for the operation of licensed-exempt recreational enrichment programs. For this program type, the YMCA will offer either a before school or an after school program; not both.
- **Type: Distance Learning Child Care:** A YMCA program that takes place in a licensed child care facility, that is licensed to operate by CCLD. For this program type, the program provides child care and distance learning support.
- **Type: Distance Learning Support Program:** A YMCA program that is not licensed by CCLD and does not operate in a licensed child care facility, per CA Health & Safety Code 1596.793 for the operation of licensed-exempt recreational enrichment programs. For this program type, the program provides recreation, enrichment and distance learning support.

Category: School Break Programs: A program that typically runs weekly when school is not in session, during the fall, winter, spring and summer intersession breaks, such as a day camp. Program fees are generally charged on a weekly basis for individual enrollees.

- **Type: Day Camp (Summer, Fall, Winter, Spring breaks)/Specialty & Sports Day Camp/Teen & Middle School Day Camp:** A YMCA program that operates as an organized camp. In most cases, these programs are accredited by the ACA. Day Camp programs are not licensed by CCLD and do not operate in a licensed child care facility, per CA Health & Safety Code 18897-1 8897.7 for the operation of organized camp programs.
- **Type: Summer Break Child Care:** A YMCA "Day Camp" program that takes place in a licensed child care facility, that is licensed to operate by CCLD. In some cases, these programs are also accredited by the ACA.
- **Type: Fall, Winter & Spring Break Child Care:** A YMCA "Day Camp" program that takes place during school intermissions. These programs take place in a licensed child care facility, that is licensed CCLD. In some cases, these programs are also accredited by the ACA.

YMCA programs may operate under multiple program types at the same program site. This includes programs that operate as a licensed child care facility during school days/individual days when there is no school and then transition to operate as an organized day camp under ACA during the fall, winter, spring and summer breaks. Program offerings vary by YMCA branch and program site. **It is the responsibility of the parent, guardian or authorized representative to select a program and understand the program type being offered.** For more information on a specific program, please contact the YMCA branch or email the YMCA at ChildCare@ymcaLA.org.

YMCA Branches & Availability of Program Types

Serving Los Angeles since 1882, the YMCA of Metropolitan Los Angeles is comprised of 26 YMCA branches and three resident camps that stretch across 150 miles of Los Angeles County. Each YMCA is unique in its program offerings and services. For a full list of YMCA branches, including addresses, maps and directions, please visit: www.ymcaLA.org/locations. For a complete list of YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs, please visit www.ymcaLA.org/afterschool.

Partner Organizations:

The American Camp Association (ACA) is a community of camp professionals who, for over 100 years, have joined together to share their knowledge and experience and to ensure the quality of camp programs. Because of their diverse 10,000 plus membership and their

exceptional programs, children and adults have the opportunity to learn powerful lessons in community, character-building, skill development, and healthy living — lessons that can be learned nowhere else. As a leading authority in youth development, ACA works to preserve, promote, and improve the camp experience. The ACA association is committed to helping members and all camps provide:

- Camp communities committed to a safe, nurturing environment
- Caring, competent adult role models
- Healthy, developmentally appropriate experiences
- Service to the community and the natural world
- Opportunities for leadership and personal growth
- Discovery, experiential education, and learning opportunities
- Excellence and continuous self-improvement

The ACA accredits over 2,400 camps. ACA-Accredited® camps meet up to 300 standards for health, safety, and program quality (Safety Tips/Accreditation). ACA works closely with other youth-serving organizations and associations. Founded in 1910, ACA is a tax-exempt corporation under Section 501(c)(3) of the Internal Revenue Service code.

The California Department of Social Services Community Care Licensing Division (CCLD) serves the most vulnerable people of California and with a mission to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system. The core mission of the Child Care Licensing Program is to ensure the health and safety of children in care. The Child Care Licensing Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, families, and the child care community. The Child Care Licensing Program provides oversight and enforcement for licensed Child Care Centers and Family Child Care Homes through 19 Regional Offices located throughout California. All children and families, regardless of age, ethnicity, cultural background, gender, socioeconomic status, or ability, are afforded the same protections under law and regulations for child care facilities.

Please note: If the child is participating in a program that take place in a CCLD Licensed Child Care facility (including a YMCA branch that has elected to keep its child care license active/operational during school breaks, while simultaneously running an ACA accredited program), the child's file is available for review by a CCLD representative, at all times. Any child enrolled in a YMCA licensed child care program may also be interviewed by a licensing

evaluator without prior parent, guardian or authorized representative permission, as per state regulations. Representatives of CCLD are entitled to interview both children and YMCA staff member's files at random and on request. They are entitled to interview YMCA staff members, children, parents, guardians and authorized representatives when deemed necessary for the purpose of complaint investigations. The YMCA Licensed Child Care facility will fully cooperate with CCLD and support their role in giving oversight to Licensed Child Care facilities.

Program Registration/How to Get Started: All registration must be completed **100% online** at www.ymcala.org and then by clicking **REGISTRATION** in the top right corner of the webpage. Once registration is open, enrollment is on a first-come, first serve basis, while space is available. Enrollment cannot be done in-person. The YMCA cannot accept in-person payments, except under specific circumstances and at the discretion of the YMCA Branch Leadership.

- **Registration Fees:** There are no one-time pre-program and/or annual registration fees for any of the YMCA program types listed above.
- **Spaces:** Spaces are limited in YMCA programs. The YMCA cannot hold or reserve spaces in any program. Online registration remains open until the program is full.
- **School District Restrictions on Program Eligibility:** All YMCA programs on school campuses maintain a strong relationship with school districts, superintendents, administrators and principals. Some partnership agreements provided to the YMCA and the school district may require that all participants in the YMCA program be students of that same district. If this is the case, it will be noted on the program's fee schedule.
- **Registration Questions:** For questions, comments or concerns about payments, usernames and passwords, please contact ChildCareAccounting@ymcala.org.

Enrollment windows may provide for priority registration to YMCA members and/or returning program families. Please refer to preferred YMCA branch's specific enrollment and registration timelines. Upon completion of online enrollment, the parent, guardian or authorized representative can download the Enrollment Packet from the YMCA website or request one via email by contacting ChildCare@ymcala.org. At the time of this publication, the enrollment packet is being presented as a downloadable PDF or Smart Form PDF. In the coming weeks, the YMCA will be moving to the Camp Docs Software platform, and families will have the ability to register and complete the enrollment packet, 100% online. More details will be available soon.

The YMCA makes periodic updates to its Enrollment Form and Program Handbooks. A family who already has an Enrollment Packet on file may be required to complete a new enrollment packet, or, specific pages that have been updated. The YMCA Director of the program will review all submitted Enrollment Packets and inform parents, guardians and/or authorized individuals if any additional action is needed. **Any enrollment packets submitted prior to June 2020 will most likely need to be resubmitted, as the Enrollment Packet has been updated since that time.**

How to Register for YMCA Programs Online: Please see the Appendix.

Program Parameters

- **Ages and Grades:** Each YMCA branch and their programs have established its own age and/or grade requirements for each program. Please refer to specific YMCA branch and/or program sites for information on what age group and grade ranges are accepted. Unless otherwise noted, all children must be at least 4.9 years-old on their first day of program. The YMCA reserves the right to change the minimum or maximum age-range for any program.
- **Program Site Combinations & Mergers:** With health and safety in mind, the YMCA reserves the right to merge similar School Year and School Break Program types, due to low enrollment, pupil-free days, school holidays when the program is operating or other factors. It is the parent, guardian or authorized representative's responsibility to understand that program sites may merge, and any inconvenience or displeasure caused by the merger is not grounds for the YMCA to issue a refund or a credit.

Family Self-Evaluation: Is this Program the Right Fit for my Child? It is important for each parent, guardian or authorized representative to evaluate if a YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs is appropriate for their child. Families should use the following bullets to determine if the YMCA program matches their child's need:

- **Primary Care Groups:** At the YMCA, children are organized in Primary Care Groups, with 1 paid YMCA staff member for every 10-20 children, depending on the program type (see staff-to-child ratios).
- **One-To-One Services:** Families with children who may require one-to-one services (such as families with children who are assisted by a one-to-one aide while the child is at school during the school day) must set-up a conference call with the YMCA Director of the program or program leadership team to determine the level of the

child's needs and to better understand the strategies and techniques needed to help the child be successful in the program. The YMCA program will do its best to meet the needs of the child, with the hope that the program is able to provide for the child's individual needs. The YMCA does not accept, nor take any financial responsibilities in securing a one-to-one aide for any children. The YMCA will assist families by helping them to connect with agencies and organization that can possibly help a family secure one-to-one service. Please note that the YMCA is a group-centered program, and children must be able to function in a group along with up to 10-20 other children (depending on the program type). To discuss further, please email the YMCA at ChildCare@ymcalA.org.

- **Tours & Site Visits:** Due to COVID-19 and current health orders, YMCA will be unable to provide tours of their program areas and spaces. In addition, visitors are not permitted inside of the program or program site. For everyone's safety, parents, guardians, authorized representatives and visitors will not be permitted beyond the Check-In Station. Children will be escorted to and from their rooms/program areas by a YMCA staff member, at drop-off and pick-up.
- **Trial Periods:** Due to limitations in space availability, there are no free trial periods. Once the cancellation deadline has passed, the YMCA will not issue any credits, refunds or transfers of funds paid towards past program dates. A family wish to withdrawal their child from the program, must follow the YMCA's cancellation procedures.
- **Health-Related Services:** The well-being and safety of children is the number one priority of the YMCA. Prior to enrolling, parents, guardians or authorized representatives must notify the YMCA if their child requires Health-Related Incidental Medical Services. The YMCA requires additional documentation to be provided by the parent, guardian or authorized representative, the child's physician and training, in some instances. The YMCA's current health related services plan includes the following: Administering Inhaled Medication (such as a Nebulizer or Inhaler), Administering EpiPen or EpiPen Jr., Testing/Monitoring Blood-Glucose Levels for Diabetic Children, Gastrostomy Tube (G-Tube) Care/Feeding, Glucagon administration, Emptying an Ileostomy Bag Care, Administering Prescription and Over the Counter Medications with proper documentation from a physician and along with training of YMCA staff member, by the parent, guardian or authorized representative, if needed. **All paperwork related to Health-Related Services must be submitted and approved**

prior to the child's first day. Please consider that some forms must be completed and signed by a physician. Parents, guardians or authorized representatives should email the YMCA at ChildCare@ymcalA.org to request forms or additional information related to Health-Related Services that may be need for their child.

PROGRAM LOGISTICS

Program Start & End Dates/Hours: Program start & end dates and program hours will vary by YMCA branch and program site. Please refer to preferred YMCA branch and/or program site for details on days and hours of operation.

Holiday Closures: All programs will be closed on the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- MLK Day
- Veteran's Day

If the legal holiday falls on the weekend, the holiday is observed the day before or after. Example: If the holiday falls on Saturday, the holiday is observed on Friday. If the holiday falls on a Sunday, the holiday is observed on a Monday.

Modified Day Schedule: If the program is open on New Year's Eve and/or Christmas Eve, YMCA programs will close at 1:00 pm, unless the program site notes otherwise. If New Year's Eve and Christmas Eve fall on a Saturday or Sunday, the 1 pm closure time will be honored on the prior Friday.

Closed for YMCA Staff Member Development: The YMCA program may be closed for 1-3 weekdays on the last week of summer break for School Break Programs and/or 1-3 weekdays prior to the first day of school for School Year Programs. This will vary by YMCA branch and program site.

School Year Full-Day Programs: The availability of full-day programs during limited holidays and some pupil-free days will vary by YMCA branch and program type. **These programs are included in all School Year Payment Schedules and most Distance Learning Payment Schedules and are limited to children who are already enrolled in a School Year Program option. The YMCA**

does not offer any single-day, drop-in or "pay-for-the-day" program options.

District Calendars: Each YMCA program site follows one or more school district calendars. The YMCA is not able to provide programs that accommodate all school districts in the area. It is the responsibility of the parent, guardian or authorized representative to check with the YMCA to see if their program covers the child's school district (specifically independent school districts and/or unaffiliated or independent charter school calendars).

Room Assignments: Per DPH and CCLD guidelines, each group of children will remain in the same room or space throughout the day. Children and YMCA staff members will not move through rooms. The YMCA program will accommodate up to the highest number of children allotted under the law for each program type, per room or space available. When feasible and to the extent possible, siblings will remain in the same group. This will be assessed on a case-by-case basis, depending on the age disparity between siblings. To the extent possible, children will remain with the same YMCA staff member(s) throughout the day and week. The YMCA Director of the program will enter the room throughout the day to assist with cleaning during transition, to give YMCA staff members their mandated meal and rest breaks and to assist with escorting children in small groups to the restroom.

Drop-Off & Pick-Up, Sign-In and Sign-Out

Procedures: Each YMCA program will institute drop-off and pick-up procedures that follow DPH Health orders. Unlike the past, parents, guardians, authorized representatives and authorized visitors will not be permitted to enter any program or any program site space that will be occupied by children. This is in effect as a precaution to help stop the spread of COVID-19 and to assist the DPH in contact tracing, if an outbreak were to happen. Each program will typically institute one of two recommended drop-off/pick-up procedures:

- **Drive-Up Check-In Station:** At drop-off, parents, guardians or authorized representatives will "drive-up" to a Check-In Station, where they will be greeted by a YMCA staff member and provided with their child's individual sign-in sheet. The YMCA staff member will then escort the child to their room/group area. At pick-up, the parent, guardian or authorized representative will need to use their cell phone to call for their child. Their child will be escorted out by a YMCA staff member and the parent, guardian or authorized representative will be provided with their child's individual sign-out sheet.
- **Walk-Up Check-In Station:** At drop-off, the parent, guardian or authorized representative will park and walk-up to a Check-In Station, where

they will be greeted by a YMCA staff member and provided with their child's individual sign-in sheet. The YMCA staff member will then escort the child to their room/group area. At pick-up, the parent, guardian or authorized representative will need to use their cell phone or a buzzer system provided by the YMCA branch or program site to call for their child. Their child will be escorted out of the program site to their parent, guardian or authorized representative by a YMCA staff member and the parent, guardian or authorized representative will be provided with their child's individual sign-out sheet.

It is highly recommended that anyone coming to the YMCA to sign a child in or out of the program, bring their own blue or black ink pen each day to use when signing their child in or out of the program.

Absence Allowance: School Year Programs:

- **School Year Payment Schedule and Recreational Enrichment Payment Schedule:** For programs under the School Year Payment Schedule and Recreational Enrichment Payment Schedule, a leave allowance is built into the program fee structure for absences that may take place during the school year or session. The YMCA does not provide a credit if the absence allowance is not used. There is no penalty for exceeding the absence allowance.
- **Distance Learning Payment Schedule:** For programs under the Distance Learning Payment Schedule, a leave allowance is **not** built into the program fee structure. The program fees are set for each session and are only adjusted if a child is registered mid-session, via a prorated.

School Break Programs: For programs under the School Break Payment Schedule, a leave allowance is **not** built into the program fee structure. The program fees are set for each session. Late registration/mid-session registration is **not** prorated.

The YMCA does not provide credits or make-ups for program days missed. There are no adjustments in program fees for absences, non-participation or emergency closings (with the exception of a National Emergency), once the child is registered and enrolled in the program. The frequency and occurrence of the child's attendance has no bearing on the monthly or bi-monthly program fees. Program fees cover the YMCA's direct operating expenses (i.e., staffing, materials, activity fees, etc.). All of these must be available to each child in program. When a child is enrolled in a YMCA program, the YMCA is reserving space, time, staffing, and provisions, for the child, whether or not the child attends.

Calling in to Verify Absences (for YMCA programs where the child is received into the YMCA program from the school): For YMCA programs where the YMCA receives the child from the school, such as an after school program and some distance learning programs where the child spends the first part of the day at school and then is transitioned to the YMCA program after school, the YMCA will need to verify the absence of the child. If the parent, guardian or authorized representative knows that the child will be absent from school and the YMCA program for the day, the absence needs to be called in to the YMCA program site on each day where the child is expected to be in the YMCA program. This allows for the YMCA to verify that the child should not be expected in the program for that day. Absences need to be called or emailed to the YMCA Director of the program by the beginning of the day, **no later than 9:30am**. Each YMCA program site is equipped with voicemail and email. For children who will be absent for an extended period of time (more than 2 days), due to vacation, scheduled time away, etc., the parent, guardian or authorized representative should notify the YMCA Director of the program in advance. If the YMCA program expects to receive the child after school, and the child is not present, the YMCA will contact the child's school teacher, the school office, the parent, guardian or authorized individual to verify that the child was truly absent for the day. This procedure usually takes place within 15-20 minutes of the end of school. Should the YMCA obtain an absent verification from the child's school teacher or the school office, no further attempts will be made to contact the parent, guardian or authorized representative to verify the absence. Failure to contact the YMCA program site to notify the YMCA of a child's absence may result in a \$5 Absence Not Called-In Charge.

Calling in Absences (for YMCA programs where the child is dropped-off to the YMCA program by a parent, guardian or authorized representative): Because children are signed into the program via check-in by a parent, guardian or authorized representative drop-off, YMCA staff members will not contact the parent, guardian or authorized representative to verify absences. If children do not attend for the day, they will be marked as absent.

Attendance Requirements by the School District: For programs that are subsidized by the school district, children are expected to attend the program every day, except when sick/ill or other COVID-19 program exceptions are met and when the program is closed. Attendance will be recorded each day and submitted to the district to certify the subsidy payment from the district to the YMCA.

By signing up for a YMCA program that is subsidized by the school district, the parent, guardian and/or authorized representative authorizes and approves for the YMCA to

share program attendance records with the school district subsidizing the YMCA program, for their child or children, for the purpose of certifying the subsidy so that the correct reimbursement can be provided to the YMCA from the school district. Attendance records from the YMCA to the school district may include the full-name of the child, the full name of the parent, guardian or authorized representative, the households full address, the household phone numbers, the child's or children's date of birth and a listing or daily attendance as either present or absent.

Each school district may have additional requirements from the parent, guardian or authorized representative and/or the YMCA. If this is the case, the YMCA will provide that information to the parent, guardian and/or authorized representative.

Classroom Pick-Up for After School Programs: YMCA staff members will go to the kindergarten classrooms or school designated pick-up points afterschool to pick-up kindergarten children and walk them over to the YMCA program. Some after school program also provide this pick-up service for 1st grader children as well. Parents, guardians and authorized representatives should speak with the YMCA Director of the program to get a better understanding of how classroom pick-ups are organized, as it may vary by YMCA branch and program site. Due to COVID-19, some classroom pick-up procedures may be modified.

School Attendance Requirement for YMCA After School Programs: In consideration of the YMCA's strong partnership and relationship with its host school, children cannot attend the YMCA after school program if they did not attend school that same day. Children must have an attendance record with the school marking them as present or tardy, but present, in order to attend the YMCA after school. Children dismissed from school for disciplinary reasons or illness may not attend the YMCA until they are readmitted into school or, if necessary due to illness, until after 14 days, whichever policy is the stricter/more restrictive of the two. The YMCA does not issue any credits or refunds for missed time due to an admittance/attendance issue with the host school.

Drop-Off Deadline: For full-day programs, children must be dropped off at program **no later than 9:30am each day (this may vary from YMCA branch and program site, but if not stated or posted by the YMCA branch or Program Site, parents, guardians and authorized representatives should assume that this is the YMCA branch program policy).** This is for everyone's safety, as it helps the YMCA program and YMCA staff members maintain established groups and staffing for the day. If, for anyone reason, a parent, guardian or authorized representative needs to bring their child to program late, the parent, guardian or authorized representative must

make prior arrangements with the YMCA Director of the program. Children arriving after 9:30am, without prior arrangements, may be turned away by a YMCA staff member, if the program cannot make accommodations for the child.

Personal Schedule Conflicts: For everyone's safety, the YMCA may not be able accommodate children's schedule conflicts that may arise during the day, such as summer school drop-off and pick-up, on or off-site extracurricular and enrichment activities provided by another company or outside events. To maintain safety and ensure that a health officer can contact trace, in the event of an outbreak, children will not be able to come and go from the program throughout the day, without prior authorization and at the discretion of the YMCA program leadership.

Outside Extracurricular Activities: Parents, guardians and authorized representatives are responsible to inform the YMCA Director of the program, in writing, if their child will be participating in any outside extracurricular activities, that take place during YMCA program hours, yet "outside" of the YMCA program site. This includes school events, PTA sponsored events, programs, sports and/or enrichment clubs provided by an outside company or organization. When informing the YMCA Director of the program, in writing, via the YMCA Kids Going Place Log, the following information must be included:

- Days of the week that the child will be attending the outside extracurricular activity.
- Time period for the outside extracurricular activity (start and end time).
- Time child is expected to arrive back to the YMCA program site from the outside extracurricular activity.
- Type of outside extracurricular activity (tutoring, chorus, drama, sports, Brownies, etc.).
- Name of authorized person, company or organization (school teacher, coach etc.) who will pick-up and return the child from the outside extracurricular activity.

The YMCA program site will not release children from the YMCA program site if the parent, guardian or authorized representative of the child has not provided the above information in writing. The YMCA and YMCA staff members are **not** responsible to drop-off or pick-up children up from outside extracurricular activities. The YMCA program is required to maintain staff-to-child ratios; for this reason, YMCA staff members are unable to leave the YMCA program site to pick-up and/or drop-off children from other parts of the host facility property. Parents, guardians and authorized representatives must arrange with the provider of the outside extracurricular activity to ensure that their child is pick-up and returned to the YMCA program site, before and after the outside extracurricular activity. **Due to COVID-19 and for the**

safety of all children and YMCA staff in the YMCA program, the YMCA may prohibit children from returning to the YMCA program site for the day, after attending an outside extracurricular activity.

Sign-In and Out Procedures: Parents, guardians and authorized representatives must follow all sign-in and sign-out procedures at drop-off and pick-up. This includes using a full signature, logging the accurate time and providing ID, when requested by a YMCA staff member. Children may not escort or sign themselves in or out of program. Children will only be released to a parent, guardian or authorized representative who is age 18 years-old or older. Children may not be signed-in or out of the program by a sibling who is under the age of 18. Please let a YMCA staff member know if special accommodations are needed. **Failure of parent, guardian or authorized representative to use full legible signatures may result in child's termination from the program.**

Authorized Pick-Up List: Children will only be released to their parent, guardian or an authorized representative. For everyone's protection, only persons authorized (must be 18 years or older), in writing, by the parent, guardian or authorized representative, may remove a child from the program. Parents, guardians or authorized representatives must provide complete information on authorized persons including full name. The YMCA staff member 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 child. If someone other than those persons authorized on the registration form will be picking up the child, the parent, guardian or authorize representative must notify the YMCA Director of the program, in writing. YMCA staff members are not permitted to sign children out of program. **Often times, YMCA staff members rotate shifts throughout the week. For this reason, it is important that parents, guardians or authorized representatives always carry their photo ID when coming to check a child out of the program.**

Both parents' right to pick-up: Under the laws of the State of California, all legal parents, guardians may have the right to pick up their child, unless a court document is provided to the YMCA restricting that right to one or more legal parents and/or guardians. The enrolling parent or guardian who chooses not to include the child's other legal parent or guardian on the authorized pick-up list, must file an official court document (e.g. current restraining order, sole custody decree, divorce decree stating sole custody) with the YMCA in order for the YMCA program to enforce the restrictions. Absent of an official court document, the program may release the child to either parent or guardian, provided that parent or guardian documents his paternity/her maternity of the child.

Visitation, Custody and Restraining Court Orders: In providing program services, there may be occasions where YMCA staff members are required to handle disputes among parents or guardians, arising out of court-issued restraining orders and custody and visitation orders. These orders are likely to be transmitted by parents to the YMCA in order to put the YMCA on notice of Court-issued visitation restrictions regarding their children.

- **Visitation/Custody Court Orders:** With the exception of a Sole Custody Order or a No Visitation Order (similar to a restraining order; see next bullet), the YMCA generally will not get involved in the enforcement of a visitation order as long as both parents have custody of the child. YMCA staff members may only release children to the authorized/legal parents or guardians of the child. Unless the YMCA program is provided with a court order specifying loss of custody privileges or a restraining order against one of the parents or guardians, the child will be released to the child's parent or guardian. While the YMCA understands that this may upset parents who might be frustrated by the other parent or guardian's lack of regard for a set schedule, it is not the YMCA's role to monitor that schedule. Rather, the YMCA staff member will politely remind the parent that any violation of visitation or custody schedules should be addressed with their lawyer.
- **Restraining Orders/Sole Custody Orders/No Visitation Orders:** If a parent presents a YMCA staff member with a restraining order, sole custody order or no visitation order, the YMCA staff member will forward the document to a supervisor for review by the YMCA Risk Management department. The YMCA will review the court document to determine who the protected person(s) is/are and determine which children are specifically listed in the order. In situations where it is clear that one parent is seeking to contact and/or procure the child from a YMCA program in violation of a restraining order, the YMCA staff member will take the following steps:
 - The YMCA staff member will politely remind the restricted parent that there is a Court Order in place restricting that parent from removing the child from the YMCA.
 - A YMCA supervisor will be contacted to come to the program site and support the YMCA staff member, if necessary.
 - A YMCA staff member will contact the other parent and inform them of the situation.
 - If necessary, the YMCA staff member will call 911 (if necessary, the YMCA staff

member will bypass the first three bullets and immediately contact 911)

It is essential that all pertinent information about any court orders related to the child be available to the YMCA staff members from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent, guardian or authorized representative has the obligation to disclose any court orders at the time of the child's enrollment and on an ongoing basis; **and provide the YMCA program with a copy of the court orders to keep on file at the YMCA office. Parents, please do not wait until the other parent, guardian is at the YMCA program site to pick up their child, to disclose to the YMCA that there is a court order in place. Absent of court documentation filed at the YMCA, the YMCA will have no choice but to release the child to their legal parent, guardian. Please do not ask the YMCA staff members to play mediator. YMCA staff members unfortunately cannot relay message between separated parents.**

Late Pick-Up: A late pick-up fee of \$10.00 per every 15 minutes will be charged beginning at the first minute after program closure, for all children picked up from the program late. The \$10.00 late pick-up fee is per every 15-minute increment and is per family, not per child (in this instance, family is defined as residing in the same household). The late pick-up fee will be assessed, as follows, in the example below. Please note that closing times may vary from YMCA branch and program site. The example below is for a program that closes at 6:00pm. The payment structure below is applied based on the time the program or program option actually closes.

Parents, guardians or authorized representatives who **have or have not** notified the YMCA program site that they will be late, can expect the following late pick-up fees to be charged, based on the time that they arrive to the program site:

- **Arrive between 6:01pm and 6:15pm**, \$10 late fee will be assessed
- **Arrive between 6:16pm and 6:30pm**, an additional \$10 late fee will be assessed, for a total of \$20
- **Arrive between 6:31pm and 6:45pm**, an additional \$10 late fee will be assessed, for a total of \$30.
- **Arrive between 6:46pm and 7:00pm**, an additional \$10 late fee will be assessed, for a total of \$40.
- **Arrive between 7:01pm and 7:15pm**, an additional \$10 late fee will be assessed, for a total of \$50.

Parents, guardians or authorized representatives who **have not** notified the program that they will be late, can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA staff members:

- **6:00pm:** Program closes.
- **6:05pm:** YMCA Staff member in charge begins calling parent, guardian or authorized representative work number(s) to check for problems or miscommunications. If contact is not made, alternative contacts listed on the enrollment packet will be called.
- **6:15pm:** YMCA Staff member in charge contacts local authorities to determine if any problem related to the parent, guardian or authorized representative has been reported. The YMCA Director of the program or program leadership team is contacted and apprised of the situation.
- **6:45pm:** If the child has not been picked up by this time and the YMCA has not received communication from the parent, guardian or authorized representative, he or she will be turned over to the Sheriff's Department (or local Police) and DCFS will be contacted.

This timeline is designed to show an example of what actions a YMCA program could take in the event that a child is not pick-up from the program site at closing and the parent, guardian or authorized representative has not communicated with the YMCA. At the discretion of the YMCA Director of the program, steps may be expedited or skipped.

At late pick-up, parents, guardians or authorized representatives are required to sign and date the YMCA of Metropolitan Los Angeles Program Late Pick-Up Form. **All late fees must be paid online before the child returns the next program day.** Once the parent, guardian or authorized representative has paid the late fee online, the system will send an email to the YMCA Director of the program notifying them that the fee has been paid and that the child may resume program. Instructions on how to pay the late fee online can be found on the back of the late pick-up form. The parent, guardian or authorized representative who registers the child must have an email on file with the YMCA to access the online portal. YMCA members who have forgotten their password can enter their email and select "forgot my password". This will prompt the system to send the user a new password via email. System users who need additional assistance logging in and accessing their account may email ChildCare@ymcaLA.org for assistance or a password reset. The YMCA cannot accept any payments at any program site, with the exception of the YMCA branch. Please contact the YMCA at ChildCare@ymcaLA.org immediately if a YMCA staff member accepts a cash payment on-site at the program site.

Failure to pay late fees before the next program day and/or three late pick-ups within a rolling 30 calendar days for School Year Programs and rolling 14 calendar days for School Break Programs, may result in termination of child's enrollment in program. If a child is terminated from the program due to a late pick-up termination, the YMCA will not issue any credits, refunds or transfers of any kind for any fees paid.

Lunch: Parent, guardian or authorized representative is responsible to provide a sack lunch each day for their child. Parents, guardians or authorized representatives are encouraged to pack a healthy lunch with enough food, water and beverages to help the child through the day. YMCA staff members and programs are unable to warm, heat or cook food for children. Please keep child's lunch cool and at temperature using reusable cold packs or ice packs, as the YMCA program is unable to provide refrigerator space for children. Children will be reminded that sharing food is not permitted.

Snacks: Snack food service, in the form of a free AM and PM snack, will be provided as follows, based on the following program types:

- **Licensed Before & After School Child Care, Distance Learning Child Care, Fall, Winter & Spring Break Child Care, Summer Break Child Care:** The program will provide an AM and PM snack. Snacks will be served individually and will include two food groups. A snack menu will be posted. Children will need to bring their own sack lunch to the program. Children in these programs may bring their own AM and PM snacks if they prefer not to receive the individually wrapped snacks provided by the YMCA.
- **Before School/After School Enrichment, Day Camp, Distance Learning Support Programs:** Children will need to bring their own AM and PM snack and their own sack lunch to the program.

Parent, guardian or authorized representatives should check with the YMCA Director of the program for a listing of the weekly menu, and inform them of any allergies.

Grab-N-Go Meal and School District Meal Programs:

Some YMCA programs located at a YMCA branch or at a school program site may offer a Grab & Go meal and snack programs or school district lunch and snack programs. If this program is available at the YMCA program site, children may participate in this program and receive free, reduced or at cost meals and snacks.

Food Allergies: Peanut Butter is a common childhood allergy. If a child has an allergy of any kind, please inform a YMCA staff member on the child's first day. In addition, if the child requires an EpiPen, please contact ChildCare@ymcaLA.org before the child's first day of

program, as the YMCA requires Health Related Services forms to be on file for the child, prior to their first day. The YMCA program and YMCA staff members cannot accept a child or their medical equipment without a signed Health Related Services Plan, using the YMCA's forms. Please request these forms in advance, as there is a portion of the form that requires information and a signature from the child's physician. **Some programs, school districts and/or school sites may have a nut-free policy that limits, restricts or prohibits children from bringing any type of nut or nut products to the program. If this is the case, parent, guardians, authorized representatives, children and YMCA staff members must adhere to this specific policy.**

Field Trips, Travel and Outside Enrichment Vendors:

Due to COVID-19 and the safety guidelines provided by DPH, YMCA School Year and School Break Programs will not offer any field trips. In addition, DPH has advised that visitors should not be permitted within the program. For this reason, the YMCA program will not be contracting with any outside enrichment or extracurricular activity vendors. The YMCA will provide alternative programming, within the safety guidelines provided by the State, County and CDC, including some virtual field trips. This policy will be revisited and, if needed, revised, when it is safe enough for the YMCA to include off-site field trips, on-site vendors and visitors in the program.

Program T-shirts for School Break Program: Due to COVID-19 and the safety guidelines provided by DPH, YMCA School Year and School Break Programs and, due to the absence of off-site field trips, on-site vendors and visitors, the YMCA will not provide camp t-shirts. This policy will be revisited and, if needed, revised, when it is safe enough for the YMCA to include off-site field trips, on-site vendors and visitors in the program.

Swimming, Swim Lessons, Beach Visits: Due to COVID-19 and the safety guidelines provided by DPH, YMCA School Year and School Break Programs will not offer any type of aquatics programming. Current guidelines require the YMCA to maintain physical distance, eliminate large gatherings and encourage children to wear face coverings throughout the day. Within these guidelines, the YMCA is unable to prevent close contact during recreational swimming, swim lessons and beach visits. Within the current guidelines, children in YMCA programs are not permitted to lounge on California beaches, which creates an additional safety hazard, especially for children who are non-swimmers. This policy will be revisited and, if needed, revised, when it is safe enough for the YMCA to include swimming, swim lessons and beach visits in the program.

Transportation: It is the YMCA's goal that while transporting children, they are safe at all times. In order

for the YMCA to do this, the basic safety rules listed below must be followed:

- Children must stay seated at all times while in the vehicle.
- Properly wear seat belt at all times, when equipped.
- Refrain from eating and or drinking while in the vehicle.
- Use a low voice while in the vehicle.
- Keep all body parts inside the vehicle at all times
- Adhere to driver's directions.

In the event that a child endangers themselves or others by not adhering to one or more of the above stated basic safety rules, the parent, guardian or authorized representative should expect the following consequences, as determined by the YMCA Director of the program and YMCA Branch Leadership:

- Conference with parent, guardian or authorized representative (virtually or via conference call, unless safe enough to happen in person).
- Suspension from transportation the following day.
- Suspension from transportation for one (1) week.
- Transportation privilege terminated.

The YMCA does not typically take off-site field trips, via bus in School Year Programs. Transportation is typically provided in School Break Programs only. Children whose transportation privileges have been suspended or terminated, may not be able to continue attending the program. Parent, guardian or authorized representative may provide alternative transportation at the approval and discretion of the YMCA Director of the program and YMCA Branch Leadership. The YMCA does not provide alternative programs for children who have lost their transportation privileges. If the program will be off-site for the day, the parent, guardian or authorized representative would be responsible for the child's care for that day.

Due to COVID-19 and the safety guidelines provided by DPH, YMCA School Year and School Break Programs may not be able to provide transportation, if usually offered, or may only be able to provide limited transportation under specific circumstances, and if safe to do so. This policy will be revisited and, if needed, revised, when it is safe enough for the YMCA to resume providing transportation at specific YMCA branches and program sites. Not all YMCA branches and program sites provide transportation.

Photography: YMCA programs will participate in multiple activities throughout the years. During these events, YMCA staff members and the YMCA Marketing department may take photos to incorporate in marketing materials that may be used and reused throughout the LA county area to promote YMCA programs. These photographs will be used only on YMCA promotional materials. Parents, guardians

and authorized representatives will be asked to provide permission to the YMCA of Metropolitan Los Angeles to include their child in photographs. **YMCA Photo Release is available in the enrollment packet.**

PROGRAM COMPONENTS

Curriculum Calendar & Activities: Each program has a curriculum calendar designed to give parent, guardians and authorized representatives a snapshot of what activities will be included in the program each day. The curriculum calendar will typically be posted and available at the Check-In Station and by request, via email. It may also be available for download on the YMCA website. Due to the COVID-19 national health emergency, all activities have been designed to maintain physical distancing, while maximizing as much fun as possible. Curriculum calendars for each week are typically available the Friday before each program week or the Monday of each program week, but this may vary by YMCA branch and program site. The YMCA reserves the right to modify or cancel scheduled activities, without prior notice. Daily schedule of activities will vary by YMCA branch and program site and is subject to change without notice. Although this does not happen often, YMCA staff members are trained to be flexible with activities and make changes based on various factors (how children respond, resources, etc.).

Components of a Typical Day Schedule (program hours, component dosage and components will vary by YMCA branch and program site):

Licensed Before School Child Care	
6:30am until school begins	Homework Review Interest Centers
	Arts Humanities Educational Enrichment Recreational Enrichment Fine Arts Enrichment Health Eating/Nutrition STEAM 21 st Century Skills Global & Inclusion Leadership Development College & Career Readiness Building Positive Values

Licensed After School Child Care	
2:30pm	Homework Time Interest Centers Math & Literacy
3:30pm	PM Snack Group Huddle
4:00pm	Arts Humanities Educational Enrichment Recreational Enrichment Fine Arts Enrichment Health Eating/Nutrition STEAM 21 st Century Skills Global & Inclusion Leadership Development College & Career Readiness Building Positive Values
4:45pm	Youth Fitness/Physical Activity
	Family Engagement Community Involvement Service Learning

Before School Recreational Enrichment	
6:30pm until school begins	Achievement Enrichment

After School Recreational Enrichment	
3:00pm	Achievement
4:00pm	Enrichment
5:00pm	Recreation

Distance Learning Support Program Full Day	
6:30am until school begins	Achievement
	Enrichment
8:00am (or when school starts)	Distance Learning Support YMCA Activity Variety Stations
	AM Recess Break Youth Fitness/Physical Activities
	Lunch
	Distance Learning Support YMCA Activity Variety Stations
3:00pm (or when school ends)	Achievement
4:00pm	Enrichment
5:00pm	Recreation

Distance Learning Child Care	
6:30am until school begins	Homework Review Interest Centers Arts Humanities Educational Enrichment Recreational Enrichment Fine Arts Enrichment Health Eating/Nutrition STEAM 21 st Century Skills Global & Inclusion Leadership Development College & Career Readiness Building Positive Values
8:00am (or when school starts)	Distance Learning Support YMCA Activity Variety Stations
	AM Recess Break Youth Fitness/Physical Activities
	Lunch
	Distance Learning Support YMCA Activity Variety Stations
2:30pm (or when school ends)	Homework Time Interest Centers Math & Literacy
3:30pm	PM Snack Group Huddle
4:00pm	Arts Humanities Educational Enrichment Recreational Enrichment Fine Arts Enrichment Health Eating/Nutrition STEAM 21 st Century Skills Global & Inclusion Leadership Development College & Career Readiness Building Positive Values
4:45pm	Youth Fitness/Physical Activity
	Family Engagement Community Involvement Service Learning

Day Camp (Fall, Winter, Spring, Summer)	
6:30am	AM Extended Care
9:00am	Opening Ceremony
9:20am	Group Huddle
9:45am	AM Snack
10:00am	Camper Choice
10:30am	Camp Game
11:00am	Camp Rest
11:30am	Mastery Skills
12:00pm	Lunch & Outdoor Play
12:45pm	Crew Service
1:00pm	Camp Readers
1:30pm	Variety Stations
3:00pm	Group Reflection
3:20pm	PM Snack
4:00pm	Closing Ceremony
4:30pm	PM Extended Care

Specialty Day Camp	
6:30am	AM Extended Care
9:00am	Opening Ceremony
9:20am	Group Huddle
9:45am	AM Snack
10:00am	AM Specialty Instruction Time
12:00pm	Lunch & Outdoor Play
1:00pm	PM Specialty Instruction Time
4:00pm	Closing Ceremony
4:30pm	PM Extended Care

School Break Child Care (Fall, Winter, Spring, Summer)	
6:30am	AM Extended Care
8:45am	AM Snack/Outdoor Play
9:15am	Opening Ceremony
9:30am	Group Huddle, Enrichment, Skill Building, Arts & Crafts
11:00am	Youth Fitness/Physical Activities
12:00pm	Lunch
1:00pm	Group Time
2:00pm	STEAM, PLAY, Camp Readers
3:00pm	Specialty Activities
3:45pm	PM Snack/Outdoor Play
4:15pm	Closing Ceremony
4:30pm	PM Extended Care

Typical activities and curriculum will be modified in response to COVID-19 safety regulations and guidance.

STEAM: Science, Technology, Engineering, Art and Math (better known as STEAM) is a YMCA program component that is fused into the YMCA curriculum calendar. Some of the academic competencies gained through STEAM curriculum include:

- Motivation and engagement
- Thinking skills

- Scientific and numerical literacy
- Information and technology literacy
- Social and cross-cultural skills

HEPA: The YMCA is expanding its longtime commitment to children and youth by adopting a set of Healthy Eating and Physical Activity (HEPA) standards that will be used in childcare programs nationwide. These standards will build a healthier future for the nation's children by providing healthy environments rich in opportunities for healthy living and physical activity. Specifically, the program will:

- Establish a minimum of 60 minutes of outdoor physical activity, maintaining physical distancing. YMCA program will be encouraged to spend as much time outdoors as safely possible, as DPH has provided guidance that outdoor time and fresh air are best in preventing the spread of COVID-19.
- Engage family with virtual informational materials so that healthy eating and activity is consistent at home
- Ensure that water is accessible to children at all times.

Sample List of Activities that Maintain Physical Distancing:

Music & Movement	Physical Challenges
Individual Science Projects	Nature Activities
Fine Arts Enrichment	Virtual Experiences
Themed Days	Riddles, Trivia, Exhibitions
Kid Yoga & Stretching	Mindfulness Activities
Arts & Crafts	Hopscotch

FINANCIAL POLICIES

To read the YMCA's complete financial policies agreement, please refer to the Financial Policies Agreement, located in the Appendix Section of this Handbook.

AVAILABILITY OF SUBSIDIES & DISCOUNTS

To read the YMCA's policies and procedures regarding subsidies and discounts, please refer to the Financial Policies Agreement, located in the Appendix Section of this Handbook.

YMCA STAFF MEMBERS & PROGRAM LEADERSHIP

YMCA Staff Members: All YMCA child care, before/after school, recreational enrichment, distance learning and day camp program staff members are 18 years of age or older, and have completed Child Abuse Prevention and Positive Discipline Training. Some YMCA staff members are graduates of the YMCA Training Program, which is a 24-hour training program on policies, procedures, safety, risk management, etc. and attend monthly YMCA staff meetings and trainings for professional development. There is always at least one YMCA staff member in the program that is CPR/First Aid certified. All YMCA staff

members have completed specific trainings around COVID-19 safety precautions and guidelines for YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs. Parents, guardians or authorized representatives should work with the YMCA Director of the program and YMCA Branch Leadership to resolve any issues or concerns that may arise. The YMCA believes in quality care and appreciates any questions, concerns, feedback and compliments. All YMCA staff members have completed a background check, which includes live scan fingerprint clearance through the FBI and DOJ, reference checks and National Sex Offenders Registry check.

YMCA staff members attend trainings that include:

- COVID-19 DPH Guidelines
- Positive Discipline
- Emergency Procedures
- Safety Practices
- Positive Role Modeling
- Group Building within the confines of Physical Distancing
- Character Development
- Building Self-Esteem
- Leadership Skills
- Professionalism
- Child Abuse Prevention

YMCA staff members working in a Licensed Before & After School Child Care Program, Distance Learning Child Care, Summer Break Child Care or Fall, Winter or Spring Break Child Care program type have additional education and experience requirements, per CCLD Title 22 regulations, varied, based on their current employed position.

YMCA Directors of the programs and YMCA Program Leadership staff attend an additional training that includes topics such as:

- Administrative Responsibilities
- Team Building/Conflict Resolution
- Communication
- YMCA Staff Member Performance Management

Who to See When: The YMCA Director of the program will be able to assist parents, guardians and authorized representatives with most questions related to operation of the program including:

- Program Ideas
- Behavior Concerns
- Schedule Changes
- Staffing Concerns

The YMCA Director of the program is the link to all things “program” and will be able to work closely with families to ensure a positive YMCA experience for the entire family. If, after working with the YMCA Director of the program, a parent, guardian or authorized representative is unable to

reach a satisfactory resolution to a concern, parents, guardians and authorized representatives may contact the program leadership team, or submit their concerns in writing to ChildCare@ymcaLA.org.

FAMILY INFORMATION

“Virtual” Open Door Policy: As everyone manages around the COVID-19 pandemic, it is important to know that the YMCA’s open-door policy is still in effect. Although the YMCA has to pivot and limit some face-to-face contact and interaction, parents, guardians and authorized representatives are welcome to contact the YMCA Director of the program via phone or email at any time. Parents, guardians and authorized representatives are also welcome to have brief conversations with the YMCA Director of the program at pick-up and drop-off, as long as the parent, guardian or authorized representative is wearing a face covering and physical distancing is maintained. The YMCA ask that parents, guardians and authorized representatives keep in-person conversations brief to help in mitigating the spread of the COVID-19 virus. Parents, guardians and authorized representatives can also check the Check-In Station for updates and announcements.

Expectations for Families

- The parent, guardian and authorized representative should keep the YMCA program informed about changes going on in the child’s life that might affect his/her behavior.
- YMCA staff members will keep parents, guardians and authorized representatives informed of their child’s progress, on both good and bad days.
- Feel free to make a virtual appointment or conference call appointment with the YMCA Director of the program or YMCA Branch Leadership.
- Give the YMCA program and the YMCA Director of the program suggestions on effective means to encourage the child’s positive behavior.
- Help the YMCA program praise the child for a job well done.
- Don’t feel alone; the YMCA is here to help!

Appropriate Conduct: It is important that parents, guardians and authorized representative’s role model positive behavior while at the YMCA program. Parents, guardians and authorized representatives can also be asked to leave the program, if their behavior is deemed inappropriate. If there is a problem with the program or with a YMCA staff member, please contact the YMCA Director of the program or put it in writing to ChildCare@ymcaLA.org. This will help to avoid any confrontations that might be uncomfortable for the children, other parents, guardians, authorized representatives, authorized visitors and YMCA staff members. Parents, guardians, authorized representatives

and authorized visitors are expected to behave respectfully when communicating with YMCA staff members. Any inappropriate behavior, abuse or harassment will result in the suspension or cancellation of the child's enrollment. This includes yelling, threatening or other perceived aggressive behavior. Please note that refunds will not be issued if child's enrollment is suspended or terminated due to inappropriate behavior, abuse or harassment from a parent, guardian or authorized representative. Parents, guardians or authorized representatives who believe something is unsatisfactory, should speak with the YMCA Director of the program or YMCA Branch Leadership, immediately.

All parents, guardians, authorized representatives and authorized visitors must follow the YMCA's positive discipline policy with their children while they are on YMCA premises. Parents, guardians and authorized representatives may not discipline children who are not their own at the program site. This policy includes all parents/guardians and any adult, visitor, authorized designee or authorized representative associated with the child. All are expected to conduct themselves appropriately when dealing with the YMCA and with YMCA personnel. Conduct in YMCA programs, program sites and YMCA branches must be conducive to a diverse constituency where people of all ages and backgrounds feel welcome and safe. YMCA members and guests are expected to behave in a civilized manner towards one another and towards YMCA Staff members, at all times.

Email Communication to YMCA Staff Members: Families may email the YMCA Director of the program regarding any concerns about the program or the YMCA. The YMCA Director of the program can be reached at: first and last name@ymcala.org. (For example: The YMCA Director of the program Jane Doe– email address would be JaneDoe@ymcala.org). The YMCA believes that face to face conversations are most preferred when dealing with sensitive issues or concerns, however, parents, guardians and authorized representatives should consider the current COVID-19 national health emergency and make a virtual or conference call appointment with the YMCA Director of the program. In addition, parents, guardians and authorized individuals may email the YMCA's general mailbox at ChildCare@ymcala.org.

Pre-Program Orientation: This Program Handbook is the YMCA's written orientation for YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs. Due to the COVID-19 national health emergency, restrictions on group gathering and urgency for YMCA's to relaunch programs, an in-person and virtual orientation will not be made available this year. The YMCA encourages parents, guardians and authorized representatives to read this handbook from top

to bottom and contact the YMCA Director of the program with any specific questions or email questions to ChildCare@ymcala.org.

Concerns: The YMCA is dedicated to developing and maintaining high levels of member service and wants to hear from parents, guardians or authorized representatives if any of these goals are not accomplished. The YMCA Director of the program is available to assist parents, guardians or authorized representatives with questions or concerns and will work with parents, guardians or authorized representatives to come up with a resolution. In the event that a parent, guardian or authorized representative's concern is not resolved to their satisfaction, parents, guardians or authorized representatives may contact YMCA Branch Leadership or submit their concern, in writing, to ChildCare@ymcala.org.

ADDITIONAL POLICIES, GUIDELINES AND PROCEDURES

Program Commitment to Include Children with Special Needs: YMCA staff members strive to respond to the needs of each child in a group care setting. Parents, guardians and authorized representatives should be familiar with the YMCA's staff-to-child ratios for the program type they are enrolling the child. The YMCA provides opportunities for involvement in groups, while maintaining physical distance, with a balance of teacher-directed and child-initiated activities. The YMCA Program is, however, unable to provide one-to-one care for any child except on an intermittent basis, such as injuries, immediate disciplinary issues, and certain personal care needs customarily provided to other children.

The YMCA program welcomes all children. To the extent it is reasonably able to do so, the YMCA program will provide services to children with disabilities or any special needs in the same manner as services provided for other children of comparable age. It is essential that all pertinent information about the child's needs be available to YMCA staff members from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent, guardian or authorized representative has the obligation to disclose significant medical, physical, or behavioral issues at the time of the child's enrollment and on an ongoing basis.

If it is unclear whether the YMCA Program can reasonably accommodate the unique needs of a child, the YMCA 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:

- Program Leadership will meet with the child and family, either via conference call or virtual meeting.
- Program Leadership will observe the child in the program setting.

- Program Leadership will assess the YMCA staff members' ability to handle the various manifestations of the child's special needs, and consider whether additional training, the cost of which is not unreasonable, would mitigate the difficulty.
- Program Leadership will observe the child's adaptation to the group of children.
- Program Leadership will discuss the child's needs with the YMCA staff member and supervisor.
- If possible, the child will be enrolled for a trial period.
- 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 program service offered, will be implemented.
- If the child's attendance cannot be accommodated because the needed accommodations are unreasonable or alter the nature of the service, the parents, guardians or authorized representatives will be informed, without delay.

In order to best meet the needs of the child, the YMCA ask that the parent, guardian or authorized representative schedule a conference call or virtual meeting with the YMCA program leadership team before enrolling the child in the program. If a child has an Individualized Educational Plan (I.E.P.) at school, the YMCA may request an aide in the program in order for the child to attend. The parent, guardian or authorized representative will be financially responsible for securing a one-to-one aide for their child. All one-to-one aides in YMCA programs must from a YMCA approved 3rd party partner agency, and the agency and their employee, must complete all YMCA requirements. The process to on-board a one-to-one aide from an outside agency can take up to 30 days.

In addition, and accordance with Federal law and U.S. Department of Agriculture policy, the YMCA is prohibited from discrimination on the basis of race, color national origin, sex, age, or disability, for nutrition programs.

Toilet Training: Children must be **fully** toilet trained to participate in the YMCA program (pull-ups are not allowed). All children must be able to use the restroom unassisted. Parents, guardians or authorized representatives may supply extra clothes with the understanding that a child may have an occasional accident due to illness or change in schedule (especially kindergarteners). It is the YMCA's policy that if a child does not meet this goal and has frequent "accidents" (one or more a month) the child may be asked to leave the program and will not be able to return until he/she is able to use the restroom unassisted. The YMCA, unfortunately, does not have the staffing structure in

place to assist children who are not fully toilet trained. For safety reasons, the YMCA cannot put the YMCA staff members in a precarious situation by asking them to assist children with using the restroom.

What Children Should Bring to Program Each Day: Due to the current COVID-19 national health emergency, children may only bring essential items to the program. All items brought to the program must fit in one bag or backpack. Parents, guardians and authorized representatives should consult with the YMCA Director of the program before bringing additional items to the program, from home. Children's item must be able to fit in their cubby or assigned storage area so that their items do not touch another child's cubby, bag and/or backpack. Children's personal belongings must be labeled with their full name (i.e., lunch boxes, backpacks, bags, jackets, coats). Parents, guardians or authorized representatives should send the following items with their child to program, each day:

- Healthy Sack lunch, with reusable cold packs/ice packs, for full-day programs, unless the child's lunch is being provided by a meal program.
- Healthy AM & PM Snack, if applicable.
- Filled Water Bottle
- Sunscreen in the summer months (spray sunscreen of SPF 30 or higher, recommended)
- Hat to shield the sun, in the summer months
- Sweater or jacket for colder days, if applicable.
- Electronics and digital devices needed for distance learning (as well as applicable chargers, headphones/listening devices, accessories and carrying cases).

Not Allowed at the YMCA: The YMCA is designed to be a retreat from technology and amenities to discover self-potential, group dynamics and friendships. The following items are not permitted within the YMCA program, except where noted above for Distance Learning Child Care & Support Programs: cell phones, iPods, iPads, iPhones, Apple or Smart Watches, smart phones, tablets, Kindles/Readers, DVD players, Nintendo DS/DSI, Switch, game consoles, MP3 players, trading cards, skates, bikes, skateboards, weapons of any kind, outside toys, drugs and other substances (both legal and illegal), animals/pets (dead or alive), electronic games, video game units, valuable, electronics, alcohol, medication (both over-the-counter and unauthorized prescription drugs), needles, other illegal substances, radios, poison, cleaning products, other and any personal sports equipment (including but not limited to archery, equipment, bats, hockey sticks, climbing gear and other equipment that should be stored and handled safely for the protections of all people) or any like items that are unlisted. These items can be distracting, can be dangerous or unsafe, can be stolen or damaged, and can inhibit the YMCA program. YMCA program encourages children to be more active and to be

social, within physical distancing guidelines. Any of these items that are found will be removed from child immediately by a YMCA staff member and returned to the parent, guardian or authorized representative at the end of day by a YMCA staff member, or turned over to the authorities or YMCA Risk Management Department, if the YMCA deems appropriate. The YMCA Director of the program will then determine whether or not the item brought to the program merits disciplinary action (for example, a weapon or drugs, continued violations of bringing electronics to the program, etc.). With current COVID-19 safety precautions, all non-essential items should be left at home, especially items that can be shared.

Children with Cell Phones: Parents, guardians or authorized representatives should encourage their child to leave their cell phones at home. If children bring cell phones to the program, they will be asked to leave them in their bag or backpack. Children are not to use cell phones while attending YMCA programs. Cell phones can easily be stolen or misplaced. Parents, guardians and authorized representatives are more than welcome to contact the child directly at the program site. Contact phone numbers will be posted at the Check-In Station. The YMCA is not responsible for lost or stolen electronics, cellular phones, or any personal items.

At the YMCA Branch Executive Director's discretion, programs may allow children to use or bring electronic devices for various activities not related to distance learning, including but not limited to recreational activities, educational activities, virtual experiences, etc. This will vary by YMCA branch and program site.

Clothing and Appropriate Dress: Please send children to the program in comfortable "play" clothing. California weather can go from one extreme to another, so monitor the weather and send a jacket, if needed. Children will be doing arts & crafts and going outside for activities, so clothing may get soiled. Children should not wear clothing that will restrict activity. Footwear is required. Closed toe and closed heel shoes are required. No shoes with heels or with skate wheels. Children may not come to the program in sandals.

Responsibility for Personal Belongings/Lost & Found: The YMCA is not responsible for lost, stolen or damaged personal items that children, parents, guardians or authorized representatives may bring to the YMCA program site, including on designated theme or share days. All personal items brought to the YMCA program site, by the child, parent, guardian and authorized representative are brought to the YMCA program site at their own risk. Parents, guardians and authorized representatives should

check the child's backpack and cubby at the end of each day.

For safety reasons around COVID-19, the YMCA will not maintain a lost and found. Found items will be stored at the YMCA for up to two weeks. When possible, found items will be returned to the owner, if the item is claimed. Found items that are not claimed within two weeks, will be donated and given away.

Movie, Television Policy, Computer Center: Given the nature of YMCA child care, before/after school, recreational enrichment, distance learning and day camp programs, and limitations to traditional activities due to COVID-19 and the national health emergency, the YMCA program may show a "G" or "PG" rated film, in programming, once a week. Although this is not a mode of programming that the YMCA traditionally supports, the YMCA understands that these are long days for children and many of the traditional activities that are normally offered, cannot be offered. In addition, YMCA programs have been authorized to explore live streaming enrichment and take virtual field trips, partnering with museums, aquariums, zoos and other educational organization, that may utilize a television screen. Children have spent most of the spring season in Zoom and virtual learning sessions. With that in mind, screen time will be extremely limited at the YMCA program. Some YMCA programs sites have computers for children with age-appropriate games, limited internet access and are always monitored by a YMCA staff member.

Singing: Singing is a major part of the YMCA program experience and may be included as a part of the program curriculum. Per DPH guidelines, singing will only take place in a program when a minimum of 8ft of physical distancing can be maintained between each child and YMCA staff member.

Music Policy: Music may be played on occasion. The YMCA will only play music that is positive and does not contain foul language. AM/FM radio stations are not permitted to be played at the program, with the exception of radio stations that are marketed for young children.

Birthdays: Due to the COVID-19 national health emergency, YMCA programs will not be able to celebrate communal birthdays during program. This includes parents, guardians or authorized representatives bringing outside treats (including catered, pre-packaged and/or homemade) and desserts to share with children. Parents, guardians or authorized representatives can work with the YMCA Director of the program to explore safe ways to celebrate a child's birthday, while maintaining safety, physical distancing, and without sharing items, food or equipment. The YMCA Director of the program can also assist parents, guardians or authorized representatives

with sharing virtual invitations, while maintaining the privacy of other parent, guardian or authorized representative's email addresses. DPH has advised against singing, unless physical distancing of greater than 8ft can be maintained. A child's birthday is a very special day that the YMCA wishes to honor. In honoring the child, it must be done in a safe way that ensures all safety guidelines and regulations are followed.

PROGRAM PHILOSOPHY ON CHILD GUIDANCE AND DISCIPLINE

Children's Appropriate Conduct: It is the intent of the YMCA program that each child enjoys the activities planned by understanding that she/he is responsible for her/his actions. With prior knowledge of the YMCA programs' basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline. The YMCA is here to guide children towards what is expected to succeed. YMCA house rules and conflict resolution strategies are posted at every YMCA program site. Character development is an important part of the program. YMCA programs use positive reinforcement by consistently acknowledging good behavior.

The expectations listed below are the general expectations that YMCA programs have for all children in the program:

- 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 children'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 YMCA staff members and children at each program establish, expected behavior guidelines. Positive behavior is self-rewarding and allows for program activities to occur. When children choose to behave outside of the guidelines, some consequence is required to avoid future problems. The overall safety of all children in the program is the YMCA's 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 child understand the inappropriateness of her/his action and agree to an alternate form of behavior. Children may be redirected to alternative activities. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face (within physical distancing guidelines), with a YMCA staff member facilitating.

2. **Removal from Specific Activity:** When reasoning has been pursued and has not changed behavior, removing the child 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. **Child/Director Conference:** When the YMCA staff member is not successful in correcting behavior, the YMCA Director of the program may meet with the child to redirect him/her to use of proper conflict resolution strategies.
4. **Conference:** If the parent, guardian or authorize representative 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 child is present and participates in these conferences. The goal is to define what changes need to be made to help the child be successful in the program. For safety, conferences may be held via phone or virtual meeting.

Removal from Program for Inappropriate Behavior: If the above process has not resulted in corrected behavior, the family will be required to remove the child from the program.

Behavior Related Issues: In addition to behavior management procedures outlined above, parents, guardians or authorized representatives must be aware that:

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

Behaviors that Compromise COVID-19 Safety Guidelines & Regulations: In response to the COVID-19 national health emergency, children whose actions or behaviors cause other children, YMCA staff members or themselves to jeopardize or compromise DPH and/or CCLD

(whichever department is applicable to the program type) COVID-19 safety regulations, may be immediately removed from the program.

Behavior Management: The safety of a child is the highest priority for setting behavior management procedures. When a child has a serious discipline problem, (on any ONE occasion), the parent, guardian or authorized representative may be called by a YMCA staff member to request that the child be picked up within one hour of the call. Examples of serious discipline problem may include but not limited to:

- Hitting another child
- Threatening or intimidating others
- Injuring another child or YMCA staff member
- Leaving the program site and/or refusing to remain with their group
- Use of foul language or being repeatedly disrespectful towards a YMCA staff member
- Defacing YMCA or school property
- Stealing
- Behaviors or actions that cause themselves or other to violate state, county and local COVID-19 health orders.

Should it be decided by the YMCA Director of the program or the YMCA Branch Leadership that a child poses a serious discipline problem; the child may be suspended from the program. If a child is suspended or removed from the YMCA program, the YMCA will not issue any refunds or credits for any program fees paid.

YMCA programs on school campuses adhere to all school rules.

Requirements for Supervision of Children: YMCA staff members hold each child's primary safety and well-being at heart. YMCA staff members have been selected based on their educational background, experience and commitment to working with children. Criminal background and child protective services checks are done for all YMCA staff members, as well as a TB test. Continual training is provided throughout the duration of employment including, but not limited to; Child Abuse Prevention, Positive Discipline, Curriculum, Safety and training specific to operating a children's program during the COVID-19 pandemic. The behavior of YMCA staff members and disciplinary steps with children must avoid all abusive actions as outlined in "Definition of Terms" section (Penal Code 11165). All YMCA Staff members must also comply with the California Administrative Code, Title 22, Section 31240 which states, "Constructive methods of discipline must be used for maintaining group control and handling individual behavior. Corporal punishment and other humiliating or frightening techniques are prohibited. Punishment must not be associated with food, water, rest or isolation. (YMCA Policy adopted by Board of Directors,

YMCA Metropolitan Los Angeles Date Issued June 27, 1985)

Bullying Policy: Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or a group of people want to have power over another and use their power to get their way. Bullying can also happen in cyberspace through the use of emails, Facebook, text messages and the like. At the YMCA, there are firm policies against ANY types of bullying. Any type of bullying is grounds to suspend a student from attending. Every person has the right to have the best possible experience, and by working together as a team to identify and manage bullying, the YMCA can help ensure that all children have a great time in program. Parents, guardians or authorized representatives should report any instances of alleged bullying to the YMCA Director of the program or a member of the program leadership team.

Zero Tolerance Policy: YMCA has a zero-tolerance policy for serious behavior infractions. Since the goal of the YMCA is to provide a healthy, safe and fun environment, inappropriate behaviors have no place. The behaviors listed below are grounds for immediate removal from YMCA programs for the remainder of the current day, and additional days as deemed necessary by YMCA the YMCA staff members. Each incident will be considered on a case-by-case basis to determine if the child is capable of functioning in a group setting while at the YMCA.

- Any behavior that endangers the health and safety of children or YMCA staff members, including behaviors that violates state, county and local COVID-19 public health orders.
- Leaving the program site without permission, or refusing to remain with assigned group
- Inappropriate touching of other children or sexual misconduct
- Theft, defacing or destruction of property belonging to the YMCA or others
- Verbal abuse or threats, bullying, or name-calling
- Any kind of physical assault such as hitting, kicking or biting

Children found with weapons or dangerous objects are immediately terminated from the YMCA program.

The type of consequence imposed will vary depending upon the circumstances. Each case will be evaluated on a case-by-case basis, looking at a variety of factors, including, but not limited to, the type, nature and severity of the behavior or event, whether this was an isolated event or a series of events and/or whether this is a first violation or a repeat violation. The type of discipline imposed will be at the Program Director's sole discretion.

HEALTH, SAFETY AND RISK MANAGEMENT

COVID-19 Safety Precautions: Please see the beginning of this handbook for a list of precautions that the YMCA is taking to prevent and mitigate the spread of COVID-19 in YMCA programs.

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 YMCA staff members
- YMCA Staff members relationships with children
- Unscheduled program site visitation by YMCA supervisory staff members and Board of Manager volunteers, who would be required to wear face coverings, complete a health screening and temperature check and maintain physical distancing.

YMCA staff members are not allowed to baby-sit, tutor, socialize, or transport children at any time outside of the YMCA program. These policies are enacted to protect parents, guardians, authorized representatives, children, and YMCA staff members from actual occurrences of child abuse as well as allegations of abuse. For more information contact the YMCA Director of the program.

In the event the YMCA discovers an alleged abuse of a child, the California Child Abuse Reporting Law Penal Code Sections 11165-11174.3., requires, by law, that if a child care service personnel (those responsible for the custodial care of a child) has reasonable cause to believe that a child has been abused, he/she must report that alleged abuse to the Child Abuse Hotline of the Department of Child and Family Services, immediately.

Health Related Services: The well-being and safety of children is the number one priority of the YMCA. Prior to enrolling, parents, guardians or authorized representatives must notify the YMCA if their child requires Health-Related Incidental Medical Services. The YMCA requires additional documentation to be provided by the parent, guardian or authorized representative, the child's physician and, some instances, host a training for YMCA staff members. The YMCA's current health related services plan includes the following: Administering Inhaled Medication (such as a Nebulizer or Inhaler), Administering EpiPen or EpiPen Jr., Testing/Monitoring Blood-Glucose Levels for Diabetic Children, Gastrostomy Tube (G-Tube) Care/Feeding, Glucagon administration, Emptying an Ileostomy Bag Care, Administering Prescription and Over the Counter Medications with proper documentation from a physician.

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

- Be accompanied by the approved medical forms.
- Be brought directly to the YMCA Director of the program or designee in its original container with the child'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 child's physician and the approval of the YMCA Risk Management department. All medication including inhalers, cough drops, ointments, etc. must be kept locked in a cabinet or in the possession of a YMCA staff member assigned to the child's PCG. YMCA staff members cannot split pills. YMCA staff members cannot administer medication dosages other than what is specified on the prescription bottle label unless it is in writing by the child's physician and approved by the YMCA Risk Management department.

All paperwork related to Health-Related Services must be submitted and approved prior to the child's first day. Please consider that some forms must be completed and signed by a physician. Parents, guardians or authorized representatives should email the YMCA at ChildCare@ymcaLA.org to request forms or additional information related to Health-Related Services that may be need for their child.

Chronic Health Issues: The YMCA Program will administer health related services to children with chronic health issues, who are admitted to the program after the Health-Related Service paperwork is submitted and approved. The YMCA has an Incidental Medical Services Plan which list which Health Related Services can provided, while children are in the YMCA program. The YMCA Program reserves the right not to administer insulin shots. **Any other substitute foods for raising blood sugar, such as honey or orange juice, or other food substance, will be maintained at the parents, guardians or authorized representatives request, if the YMCA program are reasonably able to do so; the parent, guardian or authorized representative would be responsible to ensure that these items are provided to the YMCA and maintained. Parents, guardians or authorized representatives of children with any potentially life-threatening illness or condition must be reachable by a YMCA staff member the entire time the child is at the YMCA Program.** If a child has a chronic illness, parents, guardians or authorized representatives should contact the program leadership team to discuss how to best care for the child while in the program.

General Allergies: For programs serving food, parents, guardians or authorized representatives must inform the YMCA Director of the program about any allergy their child may have and list the allergy information in the child's enrollment packet so that the YMCA staff members can take the right precautions to protect the child's health. If a child has severe allergies or those that require medical response, additional forms may be required from the parent, guardian or authorized representative prior to the child's first day of program. YMCA staff members are not formally trained in how to use an EpiPen. **It is the responsibility of the parent, guardian or authorized representative to teach and train YMCA staff members on how to utilize the child's EpiPen, in the event that it needs to be utilized.**

Illness during Program Hours: If a child becomes ill while in program, she/he will be isolated from the other children and the parent, guardian or authorized representative will be contacted to pick-up their child immediately. With the COVID-19 pandemic, it is imperative that parents, guardians or authorized representatives have an emergency pick-up plan for when their child is ill at the program. YMCA staff members will make every effort to screen children at sign-in, ensuring that children who appear ill or whose parents, guardians or authorized representatives disclose recent illness, are not permitted to return to the program for 14 days (This policy will be revisited and, if needed, revised, when the YMCA determines that it is safe enough to do so, with the current COVID-19 pandemic). The YMCA is not equipped to handle ill children beyond securing their immediate comfort. If parent, guardian or authorized representative is contacted, the parent, guardian or authorized representative will need to make quick arrangements to pick up their child within one hour or less. Parents, guardians or authorized representatives must ensure that the YMCA program always has their most up-to-date contact information and emergency numbers. If a parent, guardian or authorized representative cannot be reached, YMCA staff members will contact contacts on the child's authorized pick-up list. The YMCA utilizes the Department of Health and Human Services communicable disease chart as a guide.

Parents, guardians and authorized representatives will be notified in writing when a communicable disease has been introduced into the program. Parents, guardians or authorized representatives should notify a YMCA staff member immediately if their child contracts a communicable disease. If a child or parent, guardian or authorized representative reports that they have contracted COVID-19 or been in contact with someone with COVID-19, the YMCA will follow all guidelines and recommendations from DPH.

Child Illness: For the sake of the health and well-being of all YMCA staff members and children in the YMCA program, if a child has a temperature of one full degree over normal, is vomiting, shows other signs of illness (rash, diarrhea, sore throat, etc.) or shows signs of COVID-19, etc., they may not attend the YMCA program. Parents, guardians or authorized representatives must notify the YMCA Director of the program of the absence AND the nature of the absence on the day of the illness.

- **Fever:** If a child has a fever, he/she cannot attend care. If a child develops a fever at the YMCA, the parent, guardian or authorized representative will be called to pick up their child immediately.
- **Communicable Diseases** (i.e. chicken pox, measles): The parent, guardian or authorized representative is asked to inform the YMCA if their child contracts a communicable disease. The YMCA is required by the DPH to inform other parents, guardians or authorized representatives. The child will not be named in the communication. The child may come back when cleared by a doctor. For chicken pox, all of the spots must be dry. The YMCA reserves the right to request a doctor's release to participate, in the event of a communicable disease.
- **COVID19:** Please see the beginning of this handbook for a list of precautions that the YMCA is taking to prevent and mitigate the spread of COVID-19 in YMCA programs. It is the responsibility of the parent, guardian or authorized representative to ensure that the YMCA has updated contact information. By participating in this program, the parent, guardian or authorized representative agrees to be READILY available to pick-up their child from the program, within one-hour or less, if the program informs them that their child is sick or ill.

Parents, guardians and authorized representatives must ensure that all the necessary arrangements are made to ensure that someone is able to pick-up the child immediately, upon notification that the child is sick. Failure to do so may result in the child and family's immediate dismissal from the program.

No Nit Policy: The YMCA has a No Live Lice Policy as a health standard intended to keep children's lice free and able to attend the YMCA program. Lice are one of the most common communicable occurrences in childhood. Parents, guardians or authorized representatives can help prevent the spread of lice by conducting routine screening, early detection, and removal of lice and nits. Should a child contract lice or nits, the parent, guardian or authorized representative should inform the YMCA Director of the program. Once the child has been treated, they will be

allowed to return to the program. YMCA staff members may continue to monitor (conduct daily checks) and if live lice (not eggs) are found again, then the treatment will need to be repeated. Should there be an outbreak of lice; parents, guardians or authorized representatives will be notified in writing. The program will be properly treated. The YMCA's priority is the safety and well-being of all children in the program.

Injuries during Program Hours: If a child is injured during program hours, the YMCA 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, guardian or authorized representative;
- Attempt to contact others listed on the child's 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, guardians or authorized representatives. YMCA staff members may not transport any children in the program.

The YMCA does not carry medical insurance for registrants. All expenses incurred in the treatment of injuries due to accidents that occur during a YMCA program will be the responsibility of the parent, guardian or authorized representative.

Sunscreen: In the summer months, parents, guardians or authorized representatives are asked to apply sunscreen to their child in the morning and provide SPF 30 Spray Sunscreen for their child to apply during the day. The YMCA recommends spray sunscreen, as it is easier for children to apply. YMCA staff members can also assist with spraying sunscreen on children. For the safety of all and in accordance with the YMCA's child abuse prevention practices, YMCA staff members are not permitted to assist children with the application of sunscreen lotion. Sunscreen breaks are scheduled during the day, every 2 hours, or more frequently during longer durations outdoors. The YMCA highly encourages children to:

1. Wear hats while outdoors;
2. Bring a water bottle and keep it full throughout the day; and
3. Bring sunscreen to be applied at least every 2 hours. **During the summer months, parents, guardians or authorized representatives should send sunscreen with their child every day.**

Emergency Procedures: If the YMCA program must evacuate due to an emergency, YMCA staff members and children will go to the designated place, on the property of

the site, which will be posted on the program site or YMCA branch's emergency plan. The YMCA has Emergency Supplies at each YMCA branch and program site.

In addition, **every child in a YMCA care program is required to have an Emergency Kit at the program site.** Emergency Kits may be obtained, as follows: (1) Purchase an Emergency Kit from the YMCA, if stock is available, (2) purchase an Emergency Kit from a retailer, such as Amazon.com, SOS Survival Product or the American Red Cross Online Store or (3) make a homemade Emergency Kit. The Emergency Kit must contain the following: 1 food bar that is at least 2,400 calories (additional bars may be included), 6 water pouches (enough for 3 days), 1 emergency blanket or Mylar blanket, 1 light stick, 9 wet wipes, and, if applicable, two days of medication. Homemade Emergency Kits must be placed in one bag with the child's name clearly labeled. Children must have an Emergency Kit by their 30th calendar of a monthly program and on their first day of a weekly program. Information on how to purchase an Emergency Kit will be provided during the child's first week of program.

YMCA staff members have been trained in all Emergency Procedures, including all the policies and procedures in the YMCA Emergency Action Plan. This also includes procedures for natural and accidental disasters, missing child, lockdowns, etc. During School Year Programs, YMCA programs practice safety drills once or twice a month. During School Year Programs, YMCA programs practice safety drill once a week.

Emergency-Closing Policy: The YMCA reserves the right to close a program site early or for the day, in the event of an emergency, program change, natural disaster or any other reason deemed appropriate by the YMCA. If the program site or facility hosting the program closes for the day or closes early, the YMCA program will not be provided. Parents, guardians or authorized representatives need to listen to local TV and radio stations for closing announcements. Parents, guardians or authorized representatives will be contacted and are required to pick up their children or make arrangements for an authorized adult to come and pick up their child in case of program closure due to emergencies. The YMCA does not provide refunds or credits for emergency closings, unless the closure is due to a National Health Emergency.

GENERAL CONTACTS

General Questions, Comments, Concerns and Inquires:

ChildCare@ymcaLA.org

Accounting Issues, Written Notices, Changes,
Drops/Cancellations, 3rd Party, Financial Assistance, Tax
Letters, Work Reimbursement Paperwork, etc.:

ChildCareAccounting@ymcaLA.org

Inquiries about the YMCA's free/reduced cost Subsidized
Licensed Child Care Program at the North Valley Family
YMCA in Porter Ranch for School-Age children in grades K-
5, for qualifying families (based on income, family size,
etc.): NVYDayCamp@ymcaLA.org

A response should be expected within 1-2 business days.

FINAL STATEMENT

Please note that these policies are subject to change at
the discretion of the YMCA of Metropolitan Los Angeles
with a 15-day written notice.

**This is the end of the Program Handbook. The
following pages contain the appendix.**

40 DEVELOPMENTAL ASSETS

After surveying nearly 500,000 young people in towns and cities of all sizes across America, the Search Institute has identified the following building blocks of healthy development that help young people grow up healthy, caring, and responsible.

	CATEGORY	ASSET NAME AND DEFINITION
EXTERNAL ASSETS	Support	Family support-Family life provides high levels of love and support. Positive family communication-Young person and her or his parent, guardian or authorized representative(s) communicate positively, and young person is willing to seek advice and counsel from parent, guardian or authorized representative(s). Other adult relationships-Young person receives support from three or more nonparent adults. Caring neighborhood-Young person experiences caring neighbors. Caring school climate-School provides a caring, encouraging environment. Parent, guardian or authorized representative involvement in schooling- Parent, guardian or authorized representative(s) are actively involved in helping young person succeed in school.
	Empowerment	Community values youth-Young person perceives that adults in the community value youth. Youth as resources-Young people are given useful roles in the community. Service to others-Young person serves in the community one hour or more per week. Safety-Young person feels safe at home, at school, and in the neighborhood.
	Boundaries & Expectations	Family boundaries - Family has clear rules and consequences and monitors the young person's whereabouts. School boundaries -School provides clear rules and consequences. Neighborhood boundaries - Neighbors take responsibility for monitoring young people's behavior. Adult role models-Parent, guardian or authorized representative(s) and other adults' model positive, responsible behavior. Positive peer influence-Young person's best friends' model responsible behavior. High expectations-Both parent, guardian or authorized representative(s) and teachers encourage the young person to do well.
	Constructive Use of Time	Creative activities-Young person spends three or more hours per week in lessons or practice in music, theatre, or other arts. Youth programs-Young person spends three or more hours per week in sports, clubs, or organizations at school and/or in the community. Religious community-Young person spends one or more hours per week in activities in a religious institution. Time at home-Young person is out with friends "with nothing special to do" two or fewer nights per week.
	Commitment to Learning	Achievement motivation-Young person is motivated to do well in school. School engagement-Young person is actively engaged in learning. Homework-Young person reports doing at least one hour of homework every school day. Bonding to school-Young person cares about her or his school. Reading for pleasure-Young person reads for pleasure three or more hours per week.
INTERNAL ASSETS	Positive Values	Caring-Young person places high value on helping other people. Equality and social justice-Young person places high value on promoting equality and reducing hunger and poverty. Integrity-Young person acts on convictions and stands up for her or his beliefs. Honesty-Young person "tells the truth even when it is not easy." Responsibility -Young person accepts and takes personal responsibility. Restraint-Young person believes it is important not to be sexually active or to use alcohol or other drugs.
	Social Competencies	Planning and decision making-Young person knows how to plan ahead and make choices. Interpersonal competence-Young person has empathy, sensitivity, and friendship skills. Cultural competence-Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds. Resistance skills -Young person can resist negative peer pressure and dangerous situations. Peaceful conflict resolution-Young person seeks to resolve conflict non-violently.
	Positive Identity	Personal power-Young person feels he or she has control over "things that happen to me." Self-esteem-Young person reports having a high self-esteem. Sense of purpose-Young person reports that "my life has a purpose." Positive view of personal future - Young person is optimistic about her or his personal future.

The State of California requires all parents, guardians or authorized representatives enrolling their child the following program types: **Licensed Before/After School Programs, Distance Learning Child Care, Summer, Winter, Fall, Spring Break Day Camp (all program licensed to operate under CCLD)** is to be provided with information regarding parent, guardians, authorized representatives and child rights as well as other information. For concerns related to these or other licensing issues, contact the YMCA at ChildCare@ymcaLA.org or the California Department of Social Services Community Care Licensing Division (CCLD) Child Regional Office (locations available here: <https://bit.ly/2MZeLeU>). The following information on the next 2 pages is provided by the State:

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IMPORTANT INFORMATION FOR PARENTS

CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation or a marijuana-related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children cannot by law be given an exemption that would allow them to own, live in or work in a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

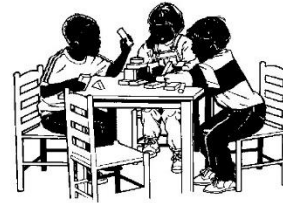
The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is <http://cclid.ca.gov/contact.htm>.

Community Care Licensing



NOTIFICATION OF PARENTS' RIGHTS

THIS NOTICE MUST BE POSTED IN A PROMINENT, PUBLICLY ACCESSIBLE AREA OF THE CHILD CARE CENTER

AS A PARENT/AUTHORIZED REPRESENTATIVE, YOU HAVE A RIGHT

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.
7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive from the licensee the Caregiver Background Check Process form.

<http://www.cclcd.ca.gov>

For the Department of Justice
"Registered Sex Offender" database, go to
www.meganslaw.ca.gov

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

Licensing Office Name: _____

Licensing Office Address: _____



Licensing Office Telephone Number: _____

YMCA OF METROPOLITAN LOS ANGELES

ADMISSIONS AGREEMENT

Please read each statement below and initial in each box:	
<input type="checkbox"/>	Definition of Terms used below: CCLD: State of California Department of Social Services Community Care Licensing Division. ACA: American Camp Association.
<input type="checkbox"/>	For program types Licensed Before & After School Child Care, Distance Learning Child Care, Fall, Winter & Spring Break Child Care & Summer Break Child Care: I acknowledge that I have received the following documents and information, as required by CCLD: Parents Right (LIC 995), Personal Rights (LIC 613A), Program Handbook, Caregiver Background Check Process (LIC 995E), and Acknowledgment of Receipt of Licensing Reports, if applicable, located in the Enrollment Packet and/or Appendix of the Program Handbook. I have also received a copy of the YMCA Fee Schedule (available only online for certain program types).
<input type="checkbox"/>	I acknowledge that I have reviewed the YMCA of Metropolitan Los Angeles Summary of Program COVID-19 safety precautions. I understand that by participating in a YMCA program, I agree to be READILY available to pick-up my child from the program site, within one-hour or less. Parents, guardians and authorized representatives must ensure that all the necessary arrangements are made to ensure that someone is able to pick-up the child within one hour or less, upon notification that the child is sick. Failure to do so may result in the child and family's immediate dismissal from the program.
<input type="checkbox"/>	I understand that it is vital that the YMCA is provided with correct and current contact information for my child, myself, and any other parents, guardians and authorized representatives, connected to my child. By participating in this YMCA program, I agree to be READILY AVAILABLE and able to pick-up my child from the YMCA program site, upon notification from the YMCA that my child is sick or ill or that my child is showing signs/symptoms of sickness or illness. I understand that the YMCA defines READILY AVAILABLE as being able to pick-up my child from the YMCA program site within one hour or less; no exceptions. I understand that I must ensure that I have made all the necessary arrangements for emergency pick-up, including a back-up plan, should I be contacted suddenly by the YMCA to pick-up my child from the YMCA program site. The back-up plan must include other adults and authorized individuals who can be READILY AVAILABLE to pick-up my child from the YMCA program site. If understand that if I fail to pick-up my child within one hour or less, upon notification from the YMCA that my child is sick or ill or that my child is showing signs/symptoms of sickness or illness, my child and family will be immediately dismissed from the YMCA program. Given the serious nature of the COVID-19 pandemic, I understand that my possible inability to leave work, lack of transportation or any other excuse that may arise that prevents me from getting to the YMCA program site within one hour or less, is not acceptable.
<input type="checkbox"/>	I have read and agree to the following statements regarding the transportation of my child while in YMCA programs (if applicable): It is the YMCA's goal that while transporting children, they are safe at all times. In order for the YMCA to do this, the basic safety rules listed below must be followed: <ul style="list-style-type: none"> • Stay seated at all times while in the vehicle. • Properly wear seat belt at all times when equipped. • Refrain from eating and or drinking while in the vehicle. • Use a low voice while in the vehicle. • Keep all body parts inside the vehicle at all times. • Adhere to driver's directions. In the event that a child endangers him/her self or others by not adhering to one or more of the above stated basic safety rules, you should expect the following consequences, as determined by the YMCA Director of the program and YMCA Branch Leadership: <ul style="list-style-type: none"> • Parent conference (virtually or via conference call, unless safe enough to be held in-person). • Suspension from transportation the following day. • Suspension from transportation for one (1) week. • Transportation privilege terminated. We do not typically take off-site field trips, via bus in School Year Programs. Transportation is typically provided in School Break Programs only. Children whose transportation privileges have been suspended or terminated, may not be able to continue attending the program. You may provide alternative transportation at the approval and discretion of the YMCA Director of the program and YMCA Branch Leadership. There are no alternative programs for children who have lost their transportation privileges. If the program will be off-site for the day, you would be responsible for your child's care for that day.
<input type="checkbox"/>	I understand the YMCA staff members and volunteers are not permitted to babysit, transport or relate to children/participants anytime outside of the YMCA program.
<input type="checkbox"/>	I understand that I am not allowed to leave my child at the YMCA program site unless there are two YMCA staff members present to receive and supervise my child. I understand that YMCA staff members will refuse to accept my child if there is not a 2nd YMCA staff member present, as our YMCA staff members are not permitted to be alone with one single child. I understand that when the YMCA offers a full-day School Year or School Break Program, such as pupil-free child care or day camp, children must be signed into the program no later than 9:30am, unless prior arrangements were made with the YMCA Director of the program. I also understand that if the program includes special visitors, special program activities and/or

	early field trip departures, these activities may be scheduled before 9:30am. I understand that I am responsible to check the activity schedule and ensure that my child is at the program site on time.
<input type="checkbox"/>	<p>At the Y, we believe our strength is in the diversity of our YMCA staff members, volunteers, members and participants. We work proactively and collaboratively every day to build organizational and individual capacity towards providing the most inclusive and welcoming experience for every individual we serve and engage. In that regard, the Y complies with all federal, state and local equal employment opportunity/non-discrimination laws.</p> <p>Ensuring ADA compliance is the law, and inclusion is critical to our strategy and impact. If you, or any of your family members who are participating in a program or an activity, have any type of special medical need (such as, a disability or a medical condition, including life threatening/severe allergies or other medical and/or dietary restrictions) that requires an accommodation, may impact the program experience, or requires additional YMCA staff member training and/or YMCA staff member supervision, please inform the YMCA Director of the program or YMCA Branch Leadership, prior to your participation in such activity.</p> <p>In order for some reasonable accommodations to be provided, current documentation from a qualified individual knowledgeable about the disability or medical condition may need to be submitted. After receiving the request for the accommodation, a YMCA staff member will engage in an interactive dialogue with you or the relevant family member to explore potential reasonable accommodations.</p>
<input type="checkbox"/>	I acknowledge that I have read the following statement: I am solely responsible for determining if my child is physically fit for the activities provided for children in YMCA programs. It is always advisable, especially if your child has an illness, injury or impairment, to consult a physician before undertaking any active recreational or child care program. It is my responsibility to contact the YMCA should I need to submit a request for accommodations for my child (see above).
<input type="checkbox"/>	I understand that if my child requires one-to-one services while in the YMCA program (such as a child who is assisted by a one-to-one aide while in school/during the school day), I must set-up a conference call with the YMCA Director of the program or the program leadership team, prior to my child's first day, to determine the level of my child's needs and to help the YMCA better understand the strategies and techniques needed to help my child be successful in the YMCA program. I understand that the YMCA does not accept, nor take any financial responsibilities in securing a one-to-one aide for my child. I understand that, if requested, the YMCA will assist me by referring me to agencies and organizations that provide one-to-one services and personnel. I understand that the YMCA is a group-centered program. In the event that I need to secure a one-to-one aide for my child, I understand that the YMCA has an intake process to screen one-to-one personnel members from an outside agency or organization, and that the process for the YMCA to screen and clear such personnel can take up to 30 days. I understand that my cooperation with the YMCA and the agency or organization providing one-to-one services personnel, is a partnership that will be mutually beneficial to my child and I, upon completion of the YMCA intake process. I understand that it is essential that I provide the YMCA with all pertinent information about my child's needs from the outset of my child's enrollment and that a continuing bond of trust and mutual partnership exists, between the YMCA and myself, for the benefit of my child. Therefore, I acknowledge my obligation to disclose significant medical, physical, or behavioral issues at the time of my child's enrollment and on an ongoing basis, as needed.
<input type="checkbox"/>	I understand that should a person arrive to pick-up my child who appears to be under the influence of drugs or alcohol, for my child's safety, YMCA staff members may have no recourse but to contact the local police or sheriff.
<input type="checkbox"/>	I understand that all YMCA staff members are mandated by state law to report any suspected child abuse or neglect to the appropriate authorities for investigation.
<input type="checkbox"/>	I understand that Law Enforcement personnel may request the information listed in my file and may interview my child, if necessary. For program types Licensed Before & After School Child Care, Distance Learning Child Care, Fall, Winter & Spring Break Child Care & Summer Break Child Care : I understand that, per California's Title 22, my child's file is available for review by the Department of Social Services and representatives from these agencies may interview my child without prior parental, guardian or authorized representative permission.
<input type="checkbox"/>	I acknowledge that I have read and understood the YMCA Program Philosophy on Child Guidance and Discipline, found in the most recent edition of the Program Handbook.
<input type="checkbox"/>	<p>I understand that the YMCA may terminate my child's enrollment for any of the following reasons, including, but not limited to:</p> <ul style="list-style-type: none"> • Emergency names and phone numbers are incorrect. • Parent is late picking up child after program closes. • Non-payment, late payment or returned item, such as non-sufficient funds • Failure to adhere to the sign in and out policy. • Failure to notify the YMCA that the child is absent. • Child leaving the program site without authorized permission. • Behavior that is continually disruptive or dangerous to others and/or self. • Behavior that is disruptive to property and/or refusal to replace said property. • Any single incident that is deemed by the YMCA of Metropolitan Los Angeles and YMCA Branch Leadership to be dangerous, harmful or disruptive. • Harassment, violent behavior or threat of such behaviors against a YMCA staff member or other member by parent/guardian or persons associated with the child (family member, family friend, etc.). <p>I understand that the type of consequence imposed will vary depending upon the circumstances. Each case will be evaluated on a case-by-case basis, looking at a variety of factors, including, but not limited to, the type, nature and severity of the</p>

	behavior or event, whether this was an isolated event or a series of events and/or whether this is a first violation or a repeat violation. The type of discipline imposed will be at the sole discretion of YMCA Branch Leadership.
<input type="checkbox"/>	I understand that program participation requires that my account is in good standing with all balances current. This includes program fees and membership dues (if applicable). Non-payment of program fees and/or membership dues, will result in my child not being allowed to participate in the program and could result in legal referral with the additional costs to myself, until the balance is paid and current. I further understand that there is an administrative processing fee for any payment returned by my bank or credit account and for late payments.
<input type="checkbox"/>	I understand that the YMCA and YMCA staff members will not become involved in custodial disputes between parents and/or legal guardians. All custody, visitation and/or restraining orders must come to the YMCA from the courts and be signed by a judge. The YMCA staff member's responsibility is to provide a safe environment for children.
<input type="checkbox"/>	I acknowledge that I have read the YMCA's Financial Policies Agreement and will comply with the guidelines, policies and procedures listed therein.
<input type="checkbox"/>	I understand that I must inform the YMCA fifteen (15) days in advance of any changes to my name, address, telephone number or payment information. Failure to provide the YMCA with current information may result in termination from the program. I am personally responsible for any payments not processed by my financial institution and/or the YMCA.
<input type="checkbox"/>	<p>I understand that the YMCA is not responsible for lost, stolen or damaged personal items that my child or I may bring to the YMCA program site, including on designated theme or share days. All personal items brought to the YMCA program site, by my child or myself, are at our own risk. I understand that I must mark all of my child's belongings (i.e., lunch boxes, jackets, coats) and be sure to check my child's backpack and cubby at the end of each day. I understand, as a safety precaution during the COVID-19 pandemic, my child should leave non-essential personal items at home. I understand that all items brought to program by my child must fit in to one bag or backpack. I understand that I must consult with the YMCA Director of the program before bringing additional items to the program, from home.</p> <p>I understand that gaming devices and cellular phones are not permitted at the YMCA program site, except under special circumstances or when it is programmatically appropriate, as determined and announced by the YMCA Director of the program. For safety reasons around COVID-19, I understand that the YMCA will not maintain a lost and found. Found items will be stored at the YMCA for up to two weeks. When possible, found items will be returned to me, if I claim them. I understand that if the found item(s) are not claimed within two weeks, the YMCA will donate the found item(s) and give them away. For my child's safety, I understand that they must wear closed-toe and closed-heel shoes at all times, including on pool/aquatic field trips (water shoes are highly recommended).</p>
<input type="checkbox"/>	<p>I understand that food service will be provided as follows, based on the program type:</p> <ul style="list-style-type: none"> • Licensed Before & After School Child Care, Distance Learning Child Care, Fall, Winter & Spring Break Child Care, Summer Break Child Care: The program will provide an AM and PM snack. Snacks will be served individually and will include two food groups. A snack menu will be posted. Children will need to bring their own sack lunch to the program. • Before School/After School Enrichment, Day Camp, Distance Learning Support Programs: Children will need to bring their own AM and PM snack and their own sack lunch to the program. <p>YMCA staff members cannot heat food for children. Some YMCA branches and program sites participate in a free meal program and may provide snacks, breakfast, lunch and/or supper. The availability of free meal programs will vary by YMCA branch and program site.</p>
<input type="checkbox"/>	<p>By signing below, I acknowledge the following:</p> <ol style="list-style-type: none"> 1. I have received the most recent Program Handbook, relevant to the program that I have enrolled my child. 2. I have read the Program Handbook, in its entirety. 3. I have understood the Program Handbook, in its entirety. 4. I have accepted all policies, procedures and guidelines listed within the Program Handbook and enrollment materials. 5. I will comply with all policies, procedures and guidelines listed within the Program Handbook and enrollment materials. 6. I take responsibility for ensuring that I have the most recent Program Handbook that is relevant to the program that I have enrolled my child. If I am unsure, I will email the YMCA at ChildCare@ymcaLA.org to ensure that I have the most recent and relevant Program Handbook. <p>By signing below, I acknowledge that the above six (6) statements are true. In addition, I agree that this Enrollment Packet may be signed by me, electronically.</p>
<p>Please note, due to COVID-19 and the uncertainties of how the 2020-21 school year will be structured, the YMCA reserves the right to modify, eliminate, reduce or postpone policies, procedures and guidelines, in this document. If such action is necessary, the YMCA will amend this document prior to opening enrollment.</p>	
Name of Child being enrolled in YMCA program:	
Printed Name of Parent/Guardian/Authorized Representative:	Signature of Parent/Guardian/Authorized Representative:
	Date:

YMCA OF METROPOLITAN LOS ANGELES

FINANCIAL POLICIES AGREEMENT

Definition of Terms used below

CCLD: State of California Department of Social Services Community Care Licensing Division.

ACA: American Camp Association.

School-Age Program Categories & Types

Category: School Year Programs: A program that **typically** runs continuously, from a specific start date to a specific end date, throughout a single school year, such as a before and after school child care program or distance learning child care/support program. Program fees are generally charged once or twice per month on the 2nd & 16th of the month **or** every other week, based on fee schedule.

- **Type: Licensed Before & After School Child Care:** A YMCA program that takes place in a licensed child care facility, that is licensed to operate by CCLD. For this program type, the program typically operates either before school or after school or both.
- **Type: Before School/After School Recreational Enrichment:** A YMCA program that is not licensed by CCLD and does not operate in a licensed child care facility, per CA Health & Safety Code 1596.793 for the operation of licensed-exempt recreational enrichment programs. For this program type, the YMCA will offer either a before school or an after school program; not both.
- **Type: Distance Learning Child Care:** A YMCA program that takes place in a licensed child care facility, that is licensed to operate by CCLD. For this program type, the program provides child care and distance learning support.
- **Type: Distance Learning Support Program:** A YMCA program that is not licensed by CCLD and does not operate in a licensed child care facility, per CA Health & Safety Code 1596.793 for the operation of licensed-exempt recreational enrichment programs. For this program type, the program provides recreation, enrichment and distance learning support.

Category: School Break Programs: A program that typically runs weekly when school is not in session, during the fall, winter, spring and summer intersession breaks, such as a day camp. Program fees are generally charged on a weekly basis for individual enrollees.

- **Type: Day Camp (Summer, Fall, Winter, Spring breaks)/Specialty & Sports Day Camp/Teen & Middle School Day Camp:** A YMCA program that operates as an organized camp. In most cases, these programs are accredited by the ACA. Day Camp programs are not licensed by CCLD and do not operate in a licensed child care facility, per CA Health & Safety Code 18897-1 8897.7 for the operation of organized camp programs.
- **Type: Summer Break Child Care:** A YMCA "Day Camp" program that takes place in a licensed child care facility, that is licensed to operate by CCLD. In some cases, these programs are also accredited by the ACA.
- **Type: Fall, Winter & Spring Break Child Care:** A YMCA "Day Camp" program that takes place during school intermissions. These programs take place in a licensed child care facility, that is licensed CCLD. In some cases, these programs are also accredited by the ACA.

YMCA programs may operate under multiple program types at the same site. This includes programs that operate as a licensed child care facility during school days/individual days when there is no school and then transition to operate as an organized day camp under ACA during the fall, winter, spring and summer breaks. Program offerings vary by YMCA branch and program site. **It is the responsibility of the parent, guardian or authorized representative to select a program and understand the program type being offered.** For more information on a specific program, please contact the YMCA branch or email the YMCA at ChildCare@ymcalA.org.

How to Pay & Register

All registration must be completed online at www.ymcalA.org, and then by clicking **REGISTRATION** in the top right corner of the webpage. Once registration is open, enrollment is on a first-come, first serve basis, while space is available. Enrollment windows may provide for priority registration to YMCA members and/or returning program families. Enrollment cannot be done in-person. The YMCA cannot accept in-person payments, except under specific circumstances and at the discretion of the YMCA Branch Leadership.

Registration Fees: There are no one-time pre-program and/or annual registration fees for any of the YMCA program types listed above.

Spaces: Spaces are limited in YMCA programs. The YMCA cannot hold or reserve spaces in any program. Online registration remains open until the program is full.

School District Restrictions on Program Eligibility: All YMCA programs on school campuses maintain a strong relationship with school districts, superintendents, administrators and principals. Some partnership agreements provided to the YMCA and the school district may require that all participants in the YMCA program be students of that same district. If this is the case, it will be noted on the program's fee schedule.

Registration Questions: For questions, comments or concerns about payments, usernames and passwords, please contact ChildCareAccounting@ymcalA.org.

Payment Plan

School Year Payment Plan(s):

- **For licensed before and after school programs, before/after school recreational enrichment programs:** Payments are made through a recurring electronic funds transfer (EFT) or automatic transfer service (ATS), using the credit card, debit account, checking or savings account provided by the parent, guardian or authorized representative at the time of online enrollment. Payments are drafted by the YMCA on the 2nd of each month, or twice each month on the 2nd and the 16th. A voided check is no longer required or requested to set-up a payment plan. A \$25 NSF (non-sufficient funds) service fee will be applied to each returned item, such as a declined credit card, non-sufficient funds (NSF), etc. If the EFT or ATS draft is returned and the balance is not paid within 2-days, the child will be removed from the roster and the parent, guardian or authorized representative will be responsible for their child's care. The child's space in the program will be forfeited and the child will be removed from the program roster. After paying the \$25 NSF service fee and the program balance, the parent, guardian or authorized representative may re-enroll their child in to the program, if space is available. **There is a 2-day grace period for the balance and service fee to be paid. After this time, the child will be removed from the program roster and their space forfeited to the next child on the waiting list. If EFT or ATS drafts continue to be returned, the YMCA, at its discretion, may choose not to honor the grace period, and immediately terminate program services.**
- **For distance learning child care programs and distance learning support programs:** Payments are made through a recurring electronic funds transfer (EFT) or automatic transfer service (ATS), using the credit card, debit account, checking or savings account provided by the parent, guardian or authorized representative at the time of online enrollment. Payments are drafted by the YMCA every other week, on every other Sunday. The payment covers two weeks of programming. Some YMCA branches may require an additional week of payment at the time of enrollment, based on the number of weeks offered in the program. A voided check is no longer required or requested to set-up a payment plan. A \$25 NSF (non-sufficient funds) service fee will be applied to each returned item, such as a declined credit card, non-sufficient funds (NSF), etc. If the EFT or ATS draft is returned and the balance is not paid within 2-days, the child will be removed from the roster and the parent, guardian or authorized representative will be responsible for their child's care. The child's space in the program will be forfeited and the child will be removed from the program roster. After paying the \$25 NSF service fee and the program balance, the parent, guardian or authorized representative may re-enroll their child in to the program, if space is available. **There is a 2-day grace period for the balance and service fee to be paid. After this time, the child will be removed from the program roster and their space forfeited to the next child on the waiting list. If EFT or ATS drafts continue to be returned, the YMCA, at its discretion, may choose not to honor the grace period, and immediately terminate program services.**

School Break Payment Plan(s): There are three options to pay (options can be done in combination): (1) register online and pay, week-by-week, pending space availability, (2) register online and pay in full for all desired weekly sessions, or (3) register online and pay for the child's first session of program, in full, and then place a \$20 non-refundable deposit on any remaining desired program sessions, to reserve a space (beginning 2021). The program session must then be paid, in full, via a pre-set electronic funds transfer (EFT) or automatic transfer service (ATS), by the Monday prior to the start of the weekly session. If the EFT or ATS draft is returned a \$25 NSF service fee will be applied for each returned item and the deposit for that weekly session will be forfeited; the child's reserved space on the program roster will be removed. After paying the \$25 NSF service fee, the parent, guardian or authorized representative may re-enroll their child in to the program weekly session, if space is available. **Please note that the option to place deposits is for summer School Break Programs only. For fall, winter and spring break School Year Programs, payment is due in full at the time of enrollment.** All deposits paid towards a weekly program session are non-refundable, non-transferrable and cannot be used as a program credit.

NSF: Such non-sufficient fees will be the maximum amount permitted by law and will include applicable taxes.

Returned Items: If 3 items are returned from your credit card, debit account or checking account, participation in YMCA programs may be terminated.

Multiple Payers: Parents, guardians or authorized representatives wishing to split payments between multiple payers, must contact ChildCareAccounting@ymcaLA.org to discuss further and to sign a Multiple Payer Agreement Form.

Account Discrepancies: Any account discrepancies must be brought to the YMCA's attention within 60 days of appearing on the account holder's financial statement(s). After 60 days, the account holder(s) waives their right to dispute such discrepancies.

Bills, Invoices, Receipts: The YMCA no longer provides bills or invoices for program payments, as all program payments are now submitted online and via an ATS or EFT. When financial institutions honor such debits by charging the parent, guardian or authorized representatives account, this constitutes a receipt of payment. The account holder(s) may download receipts, invoices and tax letters from their online portal on the YMCA website or can request those documents by email at ChildCareAccounting@ymcaLA.org.

Please note, due to COVID-19 and the uncertainties of how the 2020-21 school year will be structured, the YMCA reserves the right to modify, eliminate, reduce or postpone this Payment Plan. If such action is necessary, the YMCA will amend the Payment Plan.

Payment Schedule/Fee Schedule

School Year Programs: There are three types of payment schedules for School Year Programs. When enrolling, please read the program options and fee schedule to determine the payment schedule for the program:

1. **School Year Payment Schedule(s):** The program options under this schedule are based on 11 months of program, from the first day of school to the last day of school. Typically, the program fee for the school year is averaged and then divided into 10 even monthly payments. Program fees for the months of August and June (or the month of May) **may** be

prorated, based on the start and end dates of the school year (this will vary by YMCA branch and program site and by school district). The School Year Payment Schedule includes all school year day camps/child care School Break Programs (if applicable to your school district: winter, spring and fall break), limited holidays, some pupil-free days and all early dismissals. School Year Payment Schedules do **not** include summer break day camp/summer break child care programs. Examples of program types that could offer School Year Payment Schedule options: **Licensed Before & After School Child Care, Before School/After School Recreational Enrichment.**

2. **Recreational Enrichment Payment Schedule(s):** The program options under this schedule are paid monthly, from the first month of school to the last month of school. Some months **may** be prorated, based on the number of days in that month (this will vary by YMCA branch and program site and by school district). The monthly fee is based on an average of 21 days of program within a month. Programs on a Recreational Enrichment Payment Schedule **only** operates on the days when school is in session. Programs on a Recreational Enrichment Payment Schedule do **not** include school break day camps, holiday care, and pupil-free days. Programming for care during school breaks day camps, holidays and pupil-free days **may** be offered at the same or a different program site, with separate enrollment and program fees. Examples of program types that could offer Recreational Enrichment Payment Schedule options: **Before School/After School Recreational Enrichment.**
3. **Distance Learning Payment Schedule(s):** Distance Learning child care and support programs are offered by the YMCA in response to COVID-19 and the closure of school campuses for on-campus learning. The program options under this schedule are based on the advertised start and end date of the program. The advertised start and end date of the program may or may not be the first and last day of school. The Distance Learning Payment Schedule covers two weeks of programming, unless other-wise stated on the program's fee schedule. Payments are due every other week, on every other Sunday. At the time of enrollment, and initial payment for the first two weeks is due (some YMCA branches and program sites may require the initial payment to be for the first three weeks). Some weeks **may** be prorated if the YMCA program is not operating on a particular day. The Distance Learning Payment Schedule includes all school year day camps/child care School Break Programs (if applicable to your school district: winter, spring and fall break), limited holidays and some pupil-free days, **that take place within the start and end dates of the program, only. Please note:** Some programs that fall under the Distance Learning Payment Schedule end on the Friday before the start of the winter school break. If this is the case, it will be noted on the program fee schedule. In this scenario, if the YMCA branch provides a winter break program, that program will fall under the Individual Enrollment Payment Schedule, and families can enroll separately and individually for the week(s) that they need (see below). Examples of program types that could offer a Distance Learning Payment Schedule options: **Distance Learning Child Care, Distance Learning Support Programs.**

All payments for School Year Programs are made through a recurring electronic funds transfer (EFT) or automatic transfer service (ATS), charged once or twice a month or every other week (see details above), using the credit card, debit account, checking or savings account provided by the parent, guardian or authorized representative at the time of online enrollment.

Parents, guardians and authorized representatives should refer to the YMCA program's specific fee schedule and program options form to learn about the specific payment schedule for each program. This section is designed to give parent, guardians and authorized representatives an example of what kind of payment schedules they may need to expect, however, it is the program's specific fee schedule that provides details on the program's exact payment schedule.

There is no opt-out for day camp and/or full-day programs that are covered within the Payment Schedule. The YMCA will not provide any credits, refunds or transfers for non-usage or non-attendance of any day camp programs or full-day child care programs offered within the Payment Schedule.

School Break Programs: There is one type of payment schedule for School Break Programs:

1. **Individual Enrollment Payment Schedule:** If School Break Programs are offered, such as a day camp program, and the child is not enrolled in a School Year Payment Schedule program or Distance Learning Payment Schedule, where school break programs may be included (see details above), parents, guardians or authorized representatives may enroll their children in these programs, pending space availability. Enrollment may be completed in one of the three ways (or in combination), listed above in the Payment Plan section under "School Break Payment Plan(s)". Examples of program types that could offer Individual Enrollment Payment Schedule options: **Day Camp (Summer, Fall, Winter, Spring)/Specialty & Sports Day Camp/Teen & Middle School Day Camp, Summer Break Child Care, Fall, Winter & Spring Break Child Care.**

All payments for School Break Programs are made through an electronic funds transfer (EFT) or pre-set, non-recurring automatic transfer service (ATS), charged based on one or more of the three payment plans options for School Break Programs (see School Break Payment Plan(s) above), using the credit card, debit account, checking or savings account provided by the parent, guardian or authorized representative at the time of online enrollment.

For the 2020-21 School Year, the YMCA will not offer any Year-Round or Continuous Programs.

**Prorating:
School Year Programs**

- Program fees for the months of August and June (or the month of May) **may** be prorated, based on the start and end dates of the school year and/or the start and end dates of the program (this will vary by YMCA branch and program site and by school district).
- If space is available and the child is enrolled to start after the first program day of the month, the system will automatically prorate the program fee for the child's first month (see Enrolling for a Future Start Date, below).
- **Distance Learning Programs may be prorated, if a child is enrolled after the start of the program week or session.**

School Break Programs

- There is no prorating for any School Break Programs, such as day camp. Parents, guardians and authorized representatives should expect to be charged for the full week, regardless of when the child starts attending the program for that week.

Enrolling for a Future Start Date: Prior to the start of a School Year or School Break program, enrollment will remain open until the program is full. For School Year Programs under the School Year Payment Plan and Recreational Enrichment Payment Plan, parents, guardians or authorized representatives are not permitted to self-reserve program spaces, by enrolling with a start date more than 3 program days in the future. For example, if it is November 1 and the child will start the program December 15, the child may not be enrolled until December 12 or after. This ensures that the space remains open, should another child want to start November 2. The YMCA will monitor online registration and start dates and immediately cancel and refund any enrollments that do not follow the guidelines listed in this paragraph. For School Year Programs under the Distance Learning Payment Plan, there are two possible scenarios that will happen at the time of enrollment: (1) if enrolling the child before the first day of program, the system will automatically enroll the child to start on the first day of program; (2) if enrolling the child after the program has already started, the system will automatically enroll the child to start on the current day (or, if it is the weekend, the forthcoming weekday) and for all future days of program. The system does not have the flexibility to allow parents to select a future start date. Unfortunately, in this scenario, the YMCA is unable to hold any spaces. The parent, guardian or authorized representative wishing to enroll for a future start date will have to wait until that date to enroll, pending space availability.

Program Options:

School Year Programs: Program options may vary by YMCA branch and program site.

- **School Year Payment Schedule and Recreational Enrichment Payment Schedule:**
 - **5 Days a Week/Monthly:** Allows the child to attend program Monday – Friday on each day of program operation.
 - **3 Days a Week/Monthly:** Allows the child to attend program Monday – Friday **for 3 days or less, per week**, during each week of program operation.
- **Distance Learning Payment Schedule:** For Distance Learning Child Care and Support Programs, YMCA branches and program sites may offer different program options. This will vary by YMCA branch and program site and by school district. Possible program options include:
 - **5 Days a Week, Full-Day:** Allows the child to attend program Monday – Friday on each day of program operation, for the full-day.
 - **3 Days a Week, Full-Day:** Allows the child to attend program Monday – Friday **for 3 days or less, per week**, during each week of program operation, for the full-day.
 - **5 Days a Week, Half-Day:** Allows the child to attend program Monday – Friday on each day of program operation, for half the day (AM session or PM session).
 - **3 Days a Week, Half-Day:** Allows the child to attend program Monday – Friday **for 3 days or less, per week**, during each week of program operation, for half the day (AM session or PM session).
 - **All payments for programs on the Distance Learning Payment Schedule are paid every two weeks, on every other Sunday, with an initial payment due at the time of registration.**

School Break Programs

- **5 Days a Week:** Allows the child to attend program Monday – Friday on each day of program operation, for the week.
- **3 Days a Week:** Allows the child to attend program Monday – Friday **for 3 days or less, per week** during each week of program operation, for the week.

Not all YMCA branches and program sites provide a 3-Day a Week Program Option. Some YMCA branches and program sites have pre-set the 3 weekdays or require the parent, guardian or authorized representative to pre-set the 3 weekdays. Some YMCA's make 3-Day a Week Option available only during mid-school year, should spaces be available.

Please note, due to COVID-19 and the uncertainties of how the 2020-21 school year will be structured, the YMCA reserves the right to modify, eliminate, reduce or postpone this Payment Schedule. If such action is necessary, the YMCA will amend the Payment Schedule.

Holiday Closures & Site Mergers

The YMCA Program will be closed on the following holidays:

New Year's Day

President's Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day	Day after Thanksgiving	Christmas Day	MLK Day	Veteran's Day
<p>If the legal holiday falls on the weekend, the holiday is observed the day before or after. Example: If the holiday falls on Saturday, the holiday is observed on Friday. If the holiday falls on a Sunday, the holiday is observed on a Monday.</p> <p>Modified Day Schedule: If the program is open on New Year's Eve and/or Christmas Eve, YMCA programs will close at 1:00 pm, unless the program site notes otherwise. If New Year's Eve and Christmas Eve fall on a Saturday or Sunday, the 1 pm closure time will be honored on the prior Friday.</p> <p>Closed for Staff Development: The YMCA program may be closed for 1-3 weekdays on the last week of summer for School Break Programs and/or 1-3 weekdays prior to the first day of school for School Year Programs. This will vary by YMCA branch and program site.</p> <p>School Year Full-Day Programs: The availability of full-day programs during limited holidays and some pupil-free days will vary by YMCA branch and program type. These programs are included in all School Year Payment Schedules and most Distance Learning Payment Schedules and are limited to children who are already enrolled in a School Year Program option. The YMCA does not offer any single-day, drop-in or "pay-for-the-day" program options.</p> <p>District Calendars: Each YMCA program site follows one or more school district calendars. The YMCA is not able to provide programs that accommodate all school districts in the area. It is the responsibility of the parent, guardian or authorized representative to check with the YMCA to see if their program covers the child's school district (specifically independent school districts and/or unaffiliated or independent charter school calendars).</p> <p>Program Mergers: The YMCA reserves the right to merge similar School Year and School Break Program types, due to low enrollment, pupil-free days, school holidays when the program is operating or other factors. It is the parent, guardian or authorized representative's responsibility to understand that program sites may merge, and any inconvenience or displeasure caused by the merger is not grounds for the YMCA to issue a refund or a credit.</p> <p>Emergency Closures: The YMCA reserves the right to close a program site early or for the day, in the event of an emergency, program change, natural disaster or any other reason deemed appropriate by the YMCA. If the program site or facility hosting the program closes for the day or closes early, the YMCA program will not be provided. Parents need to listen to local TV and radio stations for closing announcements. Parents will be contacted and are required to pick up their children or make arrangements for an authorized adult to come and pick up their child in case of program closure due to emergencies. The YMCA does not provide refunds or credits for emergency closings, unless the closure is due to a National Emergency.</p>				
<p>"Responsible" and "Billing" Parties</p> <p>The enrolling parent, guardian or authorized representative is responsible for all fees related to their child's participation in the program. This includes families that receive assistance through 3rd Party Providers (DFCS, CCRC, Crystal Stairs, Connections for Children, MOAF, Pathways, etc.) and have co-pays and family fees. Upon request, the YMCA is able to send account statements to a "billing" party other than the account holder(s), upon written notification by the account holder(s); however, the account holder(s) remains responsible for payment of all fees due.</p>				
<p>Late Pick-Up</p> <p>A late pick-up fee of \$10.00 per every 15 minutes will be charged beginning at the first minute after program closure, for all children picked up from the program late. The \$10.00 late pick-up fee is per every 15-minute increment and is per family, not per child (in this instance, family is defined as residing in the same household). The late pick-up fee will be assessed, as follows, in the example below. Please note that closing times may vary from YMCA branch and program site. The example below is for a program that closes at 6:00pm. The payment structure below is applied based on the time the program or program option actually closes.</p> <p>Parents, guardians or authorized representatives who have or have not notified the YMCA program site that they will be late, can expect the following late pick-up fees to be charged, based on the time that they arrive to the program site:</p> <ul style="list-style-type: none"> • Arrive between 6:01pm and 6:15pm, \$10 late fee will be assessed • Arrive between 6:16pm and 6:30pm, an additional \$10 late fee will be assessed, for a total of \$20 • Arrive between 6:31pm and 6:45pm, an additional \$10 late fee will be assessed, for a total of \$30. • Arrive between 6:46pm and 7:00pm, an additional \$10 late fee will be assessed, for a total of \$40. • Arrive between 7:01pm and 7:15pm, an additional \$10 late fee will be assessed, for a total of \$50. <p>Parents, guardians or authorized representatives who have not notified the program that they will be late, can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA staff members:</p> <ul style="list-style-type: none"> • 6:00pm: Program closes. • 6:05pm: YMCA Staff member in charge begins calling parent, guardian or authorized representative work number(s) to check for problems or miscommunications. If contact is not made, alternative contacts listed on the enrollment packet will be called. • 6:15pm: YMCA Staff member in charge contacts local authorities to determine if any problem related to the parent, guardian or authorized representative has been reported. The YMCA Director of the program or program leadership team is contacted and apprised of the situation. 				

- 6:45pm: If the child has not been picked up by this time and the YMCA has not received communication from the parent, guardian or authorized representative, he or she will be turned over to the Sheriff's Department (or local Police) and DCFS will be contacted.

This timeline is designed to show an example of what actions a YMCA program could take in the event that a child is not pick-up from the program site at closing and the parent, guardian or authorized representative has not communicated with the YMCA. At the discretion of the YMCA Director of the program, steps may be expedited or skipped.

At late pick-up, parents, guardians or authorized representatives are required to sign and date the YMCA of Metropolitan Los Angeles Program Late Pick-Up Form. **All late fees must be paid online before the child returns the next program day.** Once the parent, guardian or authorized representative has paid the late fee online, the system will send an email to the YMCA Director of the program notifying them that the fee has been paid and that the child may resume program. Instructions on how to pay the late fee online can be found on the back of the late pick-up form. The parent, guardian or authorized representative who registers the child must have an email on file with the YMCA to access the online portal. YMCA members who have forgotten their password can enter their email and select "forgot my password". This will prompt the system to send the user a new password via email. System users who need additional assistance logging in and accessing their account may email ChildCare@ymcaLA.org for assistance or a password reset. The YMCA cannot accept any payments at any program site, with the exception of the YMCA branch. Please contact the YMCA at ChildCare@ymcaLA.org immediately if a YMCA staff member accepts a cash payment on-site at the program site.

Failure to pay late fees before the next program day and/or three late pick-ups within a rolling 30 calendar days for School Year Programs and rolling 14 calendar days for School Break Programs, may result in termination of child's enrollment in program. If a child is terminated from the program due to a late pick-up termination, the YMCA will not issue any credits, refunds or transfers of any kind for any fees paid.

Absences, Attendance, Changes and Cancellations

Absence Allowance:

- **School Year Programs:**
 - **School Year Payment Schedule and Recreational Enrichment Payment Schedule:** For programs under the School Year Payment Schedule and Recreational Enrichment Payment Schedule, a leave allowance is built into the program fee structure for absences that may take place during the school year or session. The YMCA does not provide a credit if the absence allowance is not used. There is no penalty for exceeding the absence allowance.
 - **Distance Learning Payment Schedule:** For programs under the Distance Learning Payment Schedule, a leave allowance is **not** built into the program fee structure. The program fees are set for each session and are only adjusted if a child is registered mid-session, via a prorate.
- **School Break Programs:** For programs under the School Break Payment Schedule, a leave allowance is **not** built into the program fee structure. The program fees are set for each session. Late registration/mid-session registration is **not** prorated.

The YMCA does not provide credits or make-ups for program days missed. There are no adjustments in program fees for absences, non-participation or emergency closings (with the exception of a National Emergency), once the child is registered and enrolled in the program. The frequency and occurrence of the child's attendance has no bearing on the monthly or bi-monthly program fees. Program fees cover the YMCA's direct operating expenses (i.e., staffing, materials, activity fees, etc.). All of these must be available to each child in program. When a child is enrolled in a YMCA program, the YMCA is reserving space, time, staffing, and provisions, for the child, whether or not the child attends.

Calling in to Verify Absences (for YMCA programs where the child is received into the YMCA program from the school):

For YMCA programs where the YMCA receives the child from the school, such as an after school program and some distance learning programs where the child spends the first part of the day at school and then is transitioned to the YMCA program after school, the YMCA will need to verify the absence of the child. If the parent, guardian or authorized representative knows that the child will be absent from school and the YMCA program for the day, the absence needs to be called in to the YMCA program site on each day where the child is expected to be in the YMCA program. This allows for the YMCA to verify that the child should not be expected in the program for that day. Absences need to be called or emailed to the YMCA Director of the program by the beginning of the day, **no later than 9:30am**. Each YMCA program site is equipped with voicemail and email. For children who will be absent for an extended period of time (more than 2 days), due to vacation, scheduled time away, etc., the parent, guardian or authorized representative should notify the YMCA Director of the program in advance. If the YMCA program expects to receive the child after school, and the child is not present, the YMCA will contact the child's school teacher, the school office, the parent, guardian or authorized individual to verify that the child was truly absent for the day. This procedure usually takes place within 15-20 minutes of the end of school. Should the YMCA obtain an absent verification from the child's school teacher or the school office, no further attempts will be made to contact the parent, guardian or authorized representative to verify the absence. Failure to contact the YMCA program site to notify the YMCA of a child's absence may result in a \$5 Absence Not Called-In Charge.

Calling in Absences (for YMCA programs where the child is dropped-off to the YMCA program by a parent, guardian or authorized representative):

Because children are signed into the program via check-in by a parent, guardian or authorized

representative drop-off, YMCA staff members will not contact parents to verify absences. If children do not attend for the day, they will be marked as absent.

Changes & Cancellations:

- **School Year Programs:** A 15-day written request is required for all program changes and cancellations. Without proper written request, the change or cancellation will be denied or applied to the next qualifying payment within the schedule; the subsequent ATS or EFT charge will draft, as scheduled. YMCA School Year Programs are continuous, from the first day of the program until the last day of program and monthly, bi-monthly and/or weekly charges will resume until the program has ended or the parent, guardian or authorized representative has emailed a 15-day written request for cancellation.
- **School Break Programs:** A written request is required for all program changes, cancellations and refund requests. Without proper written request, the change, cancellation or refund request will be denied. For School Break Programs, such as a day camp, the deadline to submit a written request for a cancellation, change or refund is the Monday prior to the start of each School Break Program weekly session. YMCA School Break Programs are charged based on the weekly sessions that the parent, guardian or authorized individual selected at the time of online enrollment and it is therefore their responsibility to ensure that any request for cancellations, changes or refunds is submitted by the deadline.

Written Request: All written requests must be submitted to ChildCareAccounting@ymcaLA.org. A written request to the YMCA Director of the program is not sufficient, as it is not the YMCA Director of the program's responsibility to submit a written request on behalf of a parent, guardian or authorized representative. Physical forms are no longer provided. Any outstanding balances will be due at the time of cancellation. The parent, guardian or authorized representative is liable for any program fees that the YMCA may incur in its effort to collect any remaining balances.

3rd Party Providers

The YMCA is happy to accept payments from any approved state or county agency or foundations. The contract for any 3rd Party Providers is between that agency and the child's parent, guardian or authorized representative. The parent, guardian or authorized representative is responsible to contact a 3rd Party Provider and complete all intake requirements with them. Once approved, the YMCA will work with the family and the 3rd Party Provider to enroll the child, if space is available.

Parents, guardians or authorized representatives wanting to enroll a child using a 3rd Party Provider must first contact the YMCA at ChildCareAccounting@ymcaLA.org to begin the process of enrolling the child. Once the 3rd Party Provider funding is confirmed and approved by the YMCA, the YMCA will guide you on the next steps to enroll online (please do not enroll online until the YMCA has approved the 3rd Party Provider contract, as the online portal will charge the family the full fee). If a 3rd Party Provider Case Manager wishes to speak to the YMCA, they should email the YMCA at ChildCareAccounting@ymcaLA.org.

Parents, guardians or authorized representatives are responsible for all fees related to their child's participation in any program type. Each YMCA branch and program site is unique in its relationships with 3rd Party Providers. It should not be assumed that all YMCA branches and program sites accept all 3rd Party Providers. It is the responsibility of the parent, guardian or authorized representative to work with the YMCA, in partnership with their 3rd Party Provider, to ensure that the YMCA can accept the funding contract. If the 3rd Party Provider fails to reimburse the YMCA or provides the YMCA with a partial reimbursement, the parent, guardian or authorized representative is responsible to promptly pay the unpaid program fee balance to the YMCA. Failure to do so may result in the child's termination from the program.

Parents, guardians or authorized representatives must adhere to the following:

- Set up a payment plan and payment schedule, with the YMCA, for any recurring family fee portion of program fees not paid by the 3rd Party Provider.
- Set up a payment plan and payment schedule, with the YMCA, for any unpaid balances that were not reimbursed to the YMCA by the 3rd Party Provider.
- If the 3rd Party Provider does not provide monthly 3rd Party timesheets directly to the YMCA (either by mail or online portal), the parent, guardian or authorized representative is responsible to pick-up the 3rd Party timesheets from the 3rd Party Provider and deliver them to the YMCA. Failure to do so may result in the family being responsible for the payment of program fees
- Before the YMCA works with any family, the family must provide completed paperwork from their 3rd Party Provider to the YMCA with all applicable information and signatures complete. This can also be provided to the YMCA by an agent or case worker of the 3rd Party Provider.
- The parent, guardian or authorized representative must sign the 3rd Party timesheet at the end of each day, accurately inputting time and providing signatures, where needed. Entering inaccurate times, falsifying any documents or failure to sign and complete the forms, may result in the termination of program services. Full signatures are required. 3rd Party timesheets may never be taken from the YMCA program site except by an authorized YMCA staff member. The YMCA will submit completed 3rd Party timesheets at the end of each must. The parent, guardian or authorized representative is responsible to ensure that the 3rd Party Timesheet is complete so that the YMCA can submit it by the deadline.
- If applicable, children on a variable 3rd Party contract must submit additional documentation, as required (i.e., Variable Schedule Calendar, work attendance records, etc.). **Not all YMCA branches and program sites accept variable contracts.**
- Parents, guardians or authorized representatives must notate the child's absences on the 3rd Party timesheets and provide a reason for the absence, if required. Some 3rd Party Providers also require a doctor's note. If, due to absences, the 3rd

Party Provider does not reimburse the YMCA the full program fee, the parent, guardian or authorized representative is responsible for the unpaid balance.

- When cancelling from a program, the parent, guardian or authorized representative is responsible to inform the YMCA by written request, 15-days prior to the child's last day. If the 3rd Party Provider terminates its contract with the child and the child continues to attend, the parent, guardian or authorized representative will be responsible for the unpaid balance.
- If needed, the parent, guardian or authorized representative is encouraged to apply for YMCA Financial Assistance to cover a family fee or other program fees. Financial Assistance is given to the extent possible, based on available funds. To apply or for more information, email us at FA@ymcaLA.org.
- The YMCA will only accept the child based on the start date provided to the YMCA, in writing, by the 3rd Party Provider. If the YMCA accepts the 3rd Party Provider terms, the YMCA will follow all approved days and times. The YMCA is required to inform the 3rd Party Provider if the child is absent and not attending during the approved days and hours.
- The YMCA cannot backdate enrollment or attendance. If a parent, guardian or authorized representative wishes for the child to start before approval, they may pay the program fee and be reimbursed by the YMCA, pending approval from the 3rd Party Provider. Reimbursements can take up to 2 weeks to process.

The YMCA cannot act on behalf of the parent, guardian, authorized representative or child with any 3rd Party Provider; this includes negotiating on the family's behalf. The YMCA can assist in coordinating efforts to complete required documentation and paperwork. The YMCA partners with 3rd Party Providers, but is a separate entity and business. The parent, guardian or authorized representative must work directly with their 3rd Party Provider.

The relationships between the YMCA and 3rd Party Providers will vary by YMCA branch and program site. Not all 3rd Party Providers are accepted at each YMCA branch and program site. Parents, guardians and authorized representatives should work with the YMCA Director of the program, to see what options are available.

Program Cancellation

COVID-19 has presented some unique challenges. As the YMCA works to revive its child care, before/after school, recreational enrichment, distance learning and day camp programs, it is important that YMCA programs remain viable so that the programs can continue to operate. The YMCA reserves the right to close and cancel any program that is not meeting its minimum enrollment requirements. If a program to close, either temporarily or permanently, the YMCA will make every attempt to notify the parent, guardian or authorized representative as soon as possible so that other arrangements can be made.

Availability of Subsidies

Financial Assistance: YMCA of Metropolitan Los Angeles membership and programs are open to everyone who desires to participate. Financial assistance, to the extent possible, is made available through the generosity of community donors. Financial assistance is based on need. Applications for consideration are available via e-mail by request to FA@ymcaLA.org and should be submitted as soon as possible, as awards are granted to qualifying families on a first come, first serve basis.

If a family has been awarded financial assistance, when enrolling, the online registration system will deduct the financial assistance discount from the balance.

When applying for financial assistance, parents, guardians and/or authorized representatives should wait until they receive notification of approval or denial, before registering online. If a parent, guardian or authorized representative enrolls their child prior to notification of a financial assistance award, the discount will be applied to future enrollments in programs. The YMCA will **not** go back and provide refunds or credits for a week or month of programming that was already paid in full.

3rd Party Providers: See above

District Sponsored Subsidies: Some YMCA programs are subsidized by the local school district. In order to ensure that the school district can process subsidy payments to the YMCA, families must adhere to the following:

- For district sponsored subsidies, children are expected to attend the program every day, except when sick/ill or other COVID-19 program exceptions are met and when the program is closed. Attendance will be recorded each day and submitted to the district to certify the subsidy payment from the district to the YMCA.
- By signing below, the parent, guardian and/or authorized representative authorizes and approves for the YMCA to share program attendance records with the school district subsidizing the YMCA program, for their child or children, for the purpose of certifying the subsidy so that the correct reimbursement can be provided to the YMCA from the school district. Attendance records from the YMCA to the school district may include the full-name of the child, the full name of the parent, guardian or authorize representative, the households full address, the household phone numbers, the child's or children's date of birth and a listing or daily attendance as either present or absent.
- Failure to adhere to these policies and those listed in the YMCA Program Handbook, may result in the YMCA not receiving the full subsidy reimbursement from the school district. If this occurs, the parent, guardian or authorized representative would be responsible for the unpaid fees by the district, to the YMCA.
- For district sponsored subsidies, the district is the billing party, however, the parent, guardian and/or authorized representative is the responsible party; therefore, any payments not paid to the YMCA by the billing party (the district), fall to the responsible party (the parent, guardian and/or authorized representative).

Program Discounts: Due to COVID-19, program discounts are currently on hold and are not being offered at this time. The YMCA will update this handbook when these discounts become available again. Families needing financial help, are encouraged to apply for financial assistance. We apologize for the inconvenience.

YMCA Staff member discounts, program discounts and Third-Party Funds cannot be applied online through the YMCA system. YMCA staff members, parents, guardians or authorized representatives who may qualify for one of these discounts should contact the YMCA at ChildCareAccounting@ymcaLA.org for assistance with enrolling.

Additional Information

Changes in Program Fees: The YMCA Board of Managers may, at their discretion, adjust the monthly or weekly School Year Program and/or School Break Program fees applicable to any program option. In such cases, parents, guardians and authorized representatives will be given notice 30-days prior to such a change.

Unpaid Balances: The YMCA may use any banking account on file, that has been provided by the account holder(s), to reimburse the YMCA for any unpaid account balances.

Program Handbook & Financial Policies Agreement

For a full listing of YMCA School-Age Program policies, procedures and guidelines, please download the most recent edition of our Program Handbook at www.ymcaLA.org. By signing below, the parent, guardian and/or authorized representative acknowledges receipt of the relevant and program specific YMCA of Metropolitan Los Angeles Program Handbook and Financial Policies Agreement. The parent, guardian and/or authorized representative agrees to abide by the rules, policies, procedures, guidelines and standards contained in the Program Handbook and Financial Policies Agreement as they are a condition of their family's program participation. The parent, guardian and/or authorized representative agrees that this Program Handbook and Financial Policies Agreement supersedes and replaces any inconsistent policies or procedures and all prior manuals and handbooks. It is the intent of the Program Handbook and Financial Policies Agreement to give the parent, guardian and/or authorized representative some idea as to the policies to which they will be subject and it is not a complete manual. The parent, guardian and/or authorized representative agrees that the YMCA of Metropolitan Los Angeles has the right to modify, amend, or withdraw any and all of the policies and procedures described in this Program Handbook and Financial Policies Agreement at any time, with or without cause. The parent, guardian and/or authorized representative agrees that this Acknowledgment Form and the YMCA Enrollment Packet (and the pages within) may be signed by the parent, guardian and/or authorized representative electronically.

Please note, due to COVID-19 and the uncertainties of how the 2020-21 school year will be structured, the YMCA reserves the right to modify, eliminate, reduce or postpone policies, procedures and guidelines, in this document. If such action is necessary, the YMCA will amend this document.

Name of Child being enrolled in YMCA program:

Printed Name of Parent/Guardian/Authorized Representative:

Signature of Parent/Guardian/Authorized Representative:

Date:

HOW TO LOGIN AND REGISTER FOR PROGRAMS ONLINE:

1. Visit www.ymcaLA.org
2. On the top right corner, click on **REGISTRATION**.
3. Hover your mouse arrow over the **ACTIVITIES TAB** and select **CHILD CARE** for any type of **SCHOOL YEAR PROGRAMS** and **DAY CAMP** for any type of **SCHOOL BREAK PROGRAMS**.
4. On the left side panel, filter by **SITE** and select the YMCA Branch. This will show you a listing of **PROGRAM** options available at that YMCA Branch. If a YMCA Branch is offering programs at multiple locations, you will need to select the program at the location of your preference, pending space availability.
5. Follow the prompts until you get to the login page.
6. Enter your username and password and **LOGIN**. Your username is the email address that you provided to the YMCA. If you do not know your password, click, **FORGOT YOUR PASSWORD** and you will receive an email to reset your password. If you did not know which email address is associated with your account or if you did not provide the YMCA with an email address, please email ChildCare@ymcaLA.org for assistance.
7. If you have ever participated in a YMCA program, please do not create another account for your family or yourself. The fact that you have participated in a YMCA program means that you have an account. If you have forgotten the email address you associated with your account and/or are unsure if you ever provided the YMCA with an email address to associate to your account, please email ChildCare@ymcaLA.org for assistance.
8. Once you are logged in, follow the prompts until your child is registered.
9. If you need assistance or further confirmation, please email us at ChildCare@ymcaLA.org.