



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FOX VALLEY FAMILY YMCA

SUMMER CAMP

Parent Handbook

Summer Day Camp

YMCA Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.
Membership For All helps to ensure that everyone belongs at the YMCA regardless of income level.

FOX VALLEY FAMILY YMCA | www.foxvalleyymca.org | 630-552-4100

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WELCOME

Welcome to the Fox Valley Family YMCA's Summer Camp Program.

Summer is almost here, and we are getting ready for an incredible camp experience filled with adventure, connection, and nonstop fun! We are so excited to welcome our new camp families and give a big, enthusiastic welcome back to those returning for another amazing summer with us.

Whether this is your camper's very first summer with us or you've been part of our camp community for years, we are so thankful you're here. The information in the pages ahead will help your family feel informed, confident, and ready for all the fun and excitement camp brings.

Thank you for allowing us to be part of your camper's summer journey. We look forward to providing a safe, supportive environment where friendships grow, confidence builds, and every day brings something new to discover.

Katelynn Marcoux
VP of Youth Development
kmarcoux@foxvalleymca.org
(P) 630-552-4100 x230

Cancelations/Changes please email:
summercamp@foxvalleymca.org

PURPOSE & PHILOSOPHY

PHILOSOPHY & PURPOSE

Help children achieve their potential through:

- Pursuing an interest they are passionate about
- Feeling a sense of belonging and making new friends
- Practicing the core values of Caring, Honesty, Respect, and Responsibility
- Providing safety, support, care, and fun for children
- Providing opportunities to gain knowledge, skills, and abilities by trying new things
- Encouraging physical activity
- Improve healthy living among family members
- Increase family ability to work and play together
- Help families share their values
- Increase sense of community within program participants by delivering a positive environment at the YMCA
- Broadening community, national, and world understanding of children and families through our daily programs

CULTURE OF INCLUSION

The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. As our laws and communities continue to change, one thing is constant: the YMCA is, and always will be, a place where individuals and families from all walks of life are welcomed and supported. We demonstrate this through equitable practices and procedures and offering programs and services that continually evolve to meet the changing needs of our community.

NON-DISCRIMINATION STATEMENT

The Fox Valley Family YMCA is an organization committed to diversity, inclusion, and non-discrimination. We welcome all people regardless of ethnicity/race, creed, color, national origin, sex, honorably discharged veteran or military status, marital status, gender, gender expression, gender identity, sexual orientation, age, religion, socio-economic status, or ability.

CHARACTER DEVELOPMENT PROGRAM

At the Y, we encourage and strive to help develop our four core values of caring, honesty, respect, and responsibility in our participants. Understanding and displaying the Y's core values are vital to our commitment of offering a safe, fun and nurturing experience for all. As part of our Character Development program, campers may earn one Y Buck per day for demonstrating the YMCA core values of Caring, Honesty, Respect, and Responsibility. Y Bucks may be redeemed at the YMCA Camp Store at the end of the week.

ACCOMMODATIONS

Y staff members are trained to help children with mild to moderate diverse abilities. However, our facilities are not adequately staffed to work with children who need significant assistance with personal care, constant one-to-one support, or have great difficulty managing their behavior in a group setting. If your child requires specialized accommodations, please reach out to kmarcoux@foxvalleyymca.org prior to registration.

CODE OF CONDUCT

CODE OF CONDUCT

The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. Therefore, the Fox Valley Family YMCA has adopted a code of conduct to govern the actions and behavior of all people while in our facilities and while participating in YMCA programs. All individuals are expected to:

- Uphold the YMCA core values of respect, responsibility, honesty, & caring
- Provide an atmosphere free of derogatory or unwelcome comments, or actions of a sexual nature, or actions based on an individual's sex, race, ethnicity, age, religion, abilities, sexual orientation, or any other legally protected statutes
- Be respectful and cooperative with YMCA staff and others

The following will NOT be tolerated by anyone at YMCA facilities and in YMCA programs:

- Abusive, harassing, and/or obscene language or gestures
- Threats of harm, physical aggression, violent acts, or bullying
- Weapons of any kind
- Damaging or defacing YMCA property
- Possession, sale, use, or being under the influence of alcohol, tobacco, cannabis or illegal drugs
- Offensive or unlawful conduct
- Purposely leaving the area of supervision without permission

It may become necessary for the benefit of the child, as well as for the safety of the other children and staff, to remove a child, parent/guardian or family from our program.

PARENT/GUARDIAN CODE OF CONDUCT

To ensure that Y programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. All parent/guardians must:

- Conduct themselves in a manner that represents the core values of the Y: caring, honesty, respect, and responsibility
- Refrain from foul language at all times, while at a Y program location or interacting or engaging with Y staff or participants
- Not show or exhibit derogatory conduct toward any Y staff, participants, or other parent/guardians
- Not use or be under the influence of illegal drugs, alcohol, tobacco, or cannabis at a Y location
- Not take pictures/videos of other participants or Y programs
- Comply with requests from staff for photo ID
- Pay camp fees according to billing schedule

COMMUNICATION

FAMILY & STAFF COMMUNICATION

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. For Summer Camp, this includes weekly emails and daily informal communication. At registration, it is important that you provide the Y with the best email and cell phone number for successful communication.

If at any time throughout the day you need to reach us, please call 630-552-4100. For any comments, questions, or concerns that are not time sensitive, you can reach out to our VP of Youth Development by emailing Kmarcoux@foxvalleymca.org

YMCA staff will utilize the Groupme App to communicate with parents during the day if needed. The link to join group me is below.

https://groupme.com/join_group/113150381/6Tao90MR

To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools.

DROP-OFF & PICK-UP

DROP-OFF & PICK-UP

To ensure pick-up and drop-off runs smoothly, drop-off must be by 9:00 am and pickup begins at 3:00pm. Read carefully below for details.

DROP-OFF

- Drop-off begins 6:30am but campers must be dropped off by 9:00am.
- Drop-off is at the north side of the parking lot by the bus barn where you will meet our drop-off attendant to sign your child in for the day, you will be asked to show ID.
- If your child is not here by the 9:00am drop-off time, parents/guardians will be responsible for parking, entering and notifying the front desk of a late drop-off.
- Front desk staff will radio your child's Unit Head indicating your child has arrived. Because groups are involved in their scheduled daily activities it may take longer than anticipated for staff to reach the front desk to sign-in your camper. Parent/guardians are expected to stay with the child until the Unit Head arrives at the front desk to sign-in your child.
- Do not drop your child off and send them into the building on their own.
- The YMCA is not responsible for children who have not been signed in by an adult.

PICK-UP

- Pick-up begins at 3:00pm is also at the same area as drop-off, the north side of the parking lot.
- Staff will be outside at the pick-up location from 3:00pm-6:00pm. Please text 630-962-1409 ten minutes prior to arrival to help reduce wait times.
- On days of inclement weather, drop-off and pick-up will be at the double doors just past the main entrance.
- If you arrive before 3:00pm, you will need to park, enter the building, and the desk staff will radio for your child. This may take longer than expected.
- You or anyone picking up your child, must have a driver's license or photo ID with them. **NO EXCEPTIONS.**
- If anyone other than you will be picking up your child from camp, they **MUST** be listed on the Authorized Pick-up list. Any changes to the pick-up list must be made in advance and made in writing.

LATE PICK-UP

Failure to pick up your child by 6:00 p.m. will result in a late fee charge. The late fee is \$1.00 for each minute after 6:00pm. Late fees must be paid at the time of pick-up – children with unpaid late fees will not be allowed to return to camp until fees are paid. In addition, if you have not communicated with YMCA staff or picked up your child by 6:30pm we are mandated to notify local Law Enforcement.

Please note: When a child is not picked up in the expected time frame during emergency situations including, but not limited to inclement weather or natural disasters, we will follow the above "late pick-up" policy. Parents are given 45 minutes from when the parent has been informed of the need for campers to be picked-up. This includes campers being sent home for behavior issues.

DROP-OFF & PICK-UP

DROP-OFF PICK-UP (CONT.)

ARRIVAL, DEPARTURE AND RELEASE PROCEDURES

Parents/guardians must sign their camper in and out each day. Your camper will only be released to the persons listed on the authorized pick-up section at registration. This person will be requested to show proper identification (Driver's License or government issued photo ID).

Only those designated on our enrollment form will be allowed to pick-up. All changes must be made with the program director in writing. If you indicate on your child's enrollment form that he/she may be released to a sibling under the age of 18, the sibling must be listed as an authorized person to pick up your child on the child's enrollment form.

If a parent/guardian is not allowed to pick up a child, the YMCA must have a copy of the court order signed by a judge. Without this documentation, we are obligated to release a child to either parent/guardian if both are listed on the enrollment paperwork. The Y will only follow what the court order states. In the unfortunate event of a difficult/dangerous custody situation where a court order is in place, please contact the Summer Camp Director to set up guidelines regarding the release of your child. You must have a copy of any court documents regarding the restriction of release of children in our care. Parents are responsible for resolving any issues that may arise from their child's participation in our programs. The YMCA will not get participate in disputes between parents.

CAMP ACTIVITIES

TYPICAL DAY AT CAMP

The campers are placed into groups based on school grade level and taken through activities that are geared for their development level throughout the day. At certain points during the day, campers are brought together for whole group activities, songs and/or special events.

A typical camp day includes:

- Drop-off and check-in at "Homebase"
- Morning Snack
- Morning meeting/flag pole
- Activity of the Day
- Lunch
- Afternoon rotations of camp activities
- Craft
- Snack
- "Homebase" and pick-up and check-out

OUTSIDE PLAY

The Fox Valley Family YMCA summer camp is primarily an outdoor camp with staggered rotations indoor to visit the gymnasium, pool, gymnastics facility and indoor craft time.

Outdoor play will be in staggered shifts. While outdoors, camp rotations are implemented and include opportunities for campers to learn, play and explore. Our focus consists of a blend of activities to help campers learn to love outdoor play and appreciate the concept of friendship and working in a group. Of course, camp would not be complete without a healthy emphasis on traditional camp activities including group games and sports, arts and crafts.

Water breaks and hand washing are provided during rotations and group transitions.

In addition, as part of a national effort to help combat childhood obesity and healthy brain development, the Fox Valley Family YMCA will limit the use of television, movies, digital devices and computers to no more than one hour per day and for active purposes only, such as Go Noodle and Cosmic Kids.

TECH-FREE ZONE YMCA

Our Summer Camp recognizes that kids need time away from technology to build friendships, explore the outside world, and experience new adventures. Each YMCA Camp is a "Tech-Free Zone" in which we ask campers not to bring cell phones, portable music or video players, or video games or smart watches. If a camper brings a cell phone, smart watch or any electronic we will put it in the camp directors office to keep it safe. Campers can get their electronic back at the end of the day during pick-up time. YMCA is not responsible for lost or damaged digital property.

SWIMMING

Campers will have the opportunity to swim 2-3 days a week but campers will participate in water games everyday. Please bring swim gear every day for water fun outside. A plastic bag for wet clothes is recommended. Camp staff are unable to help campers change into and out of swim gear, campers must be able to change clothing on their own.

CAMP ACTIVITIES

SWIM TEST

A swim test will be given each time the campers swim. The swim test requires campers to swim to 25 yards without stopping and unassisted. If this is completed, the camper can go without a life vest. All other swimmers must wear a life vest provided by the Y. Goggles are not provided but campers may bring them. Please note, the YMCA is not responsible for lost or stolen items including goggles. Campers will not be allowed in the pool if they do not have appropriate swim attire. Jeans/jean shorts are not allowed.

PHOTO RELEASE

The Fox Valley Family YMCA may take photos, videos or sound recordings of your children in our programs. We often use them for crafts or projects. The YMCA is not required to contact you regarding using photos.

FIELD TRIPS

Throughout the summer, campers may participate in off-site field trips and special activities. Transportation for these experiences may be provided using YMCA-owned vehicles, rented buses, or contracted transportation services operated by approved drivers. All campers are expected to follow YMCA behavior expectations while being transported. Campers must remain seated at all times, wear seat belts when available, and keep hands, feet, and belongings to themselves to help ensure a safe experience for everyone. Failure to follow transportation safety expectations may result in loss of field trip privileges.

CAMP ESSENTIALS

WHAT TO BRING

- Swimsuit & Swim Shirt
- Towel
- Sunscreen
- Water Bottle
- Change of clothes
- Plastic Bag

WHAT TO WEAR

- Closed toe shoes
- Play clothes i.e. clothes that can get dirty
- Hats for sun protection

WHAT NOT TO BRING

- Any food made with peanuts
- Any food that needs to be heated up
- Electronics including cell phones, tablets, smart watches
- Toys from home including stuffed animals and action figures.
- Money- campers are not permitted to purchase items from vending machines while in camp care
- Anything of value. For example: Pokemon cards, Beyblades, Bakugan, baseball and football cards.

SUNSCREEN

We recommend applying sunscreen prior to arrival at camp. We will have the campers apply sunscreen several times per day. We can direct your children on how to apply sunscreen but we are not permitted to apply. For this reason, please be sure your children know how to apply sunscreen on their own. If your child is sensitive to sun exposure, we recommend a sun shirt at all times. The YMCA will provide a spray sunscreen options for kids without sunscreen.

LOST AND FOUND

YMCA is limiting items held in lost and found after each camp week ends. We want to be mindful of limited storage space, campers and members from items, week to week. As such, camp will only hold the following specific list of items in the lost and found:

- Jackets/Sweatshirts
- Water Bottles (with names on them)
- Prescription glasses, durable medical equipment, prescription medication
- Shoes (not water shoes or sandals)
- Backpacks
- Swimsuit/towel

Camp will keep these items for no longer than 1 week from the end of the previous week. After this time, these items will be donated. Please note that these items will be held at the discretion of camp staff. Items that are soiled, damaged, or otherwise deemed not able to be safely stored will be donated. The list of items camp will not hold on to includes but is not limited to: socks and underwear, hats, water bottles (without names), sunglasses, sunblocks, toys, arts and crafts projects.

We highly encourage parents to label all items with their camper's name and grade to help our staff identify items during the camp session. Many items look similar and it can be confusing for both staff and campers.

Please do not send campers with stuffed animals, toys, blankets or other items from home. Items like jewelry can be easily lost or damaged. Electronics, including phones, are not permitted to be used at camp. Phones will be confiscated and returned to families at the end of the day if campers are seen using. Camp is not responsible for any lost, damaged, or stolen items—including confiscated phones.

CAMP ESSENTIALS

FOOD

Camp provides a light morning snack for campers, please make sure to have your camper eat breakfast before attending camp. Lunch and afternoon snack are provided by the Northern Illinois Food Bank. Menus are available at the beginning of each month. The Y makes every effort to stay in sync with the menu calendar, however, fluctuation in attendance may cause the menu calendar to change. We welcome campers to bring their own lunch, especially if they have dietary issues. A light breakfast snack is provided by the YMCA each day.

*Please note, we are a nut free camp

STAFF TRAINING

STAFF TRAINING

The Summer Camp program operates under direct supervision of the VP of Youth Development. Many staff including support staff (Coordinators & Unit Leads) have a background in education, sports and recreation, or child development. All staff have cleared a strict background process that includes fingerprinting. Staff are certified in CPR, AED, First-Aid, and Child Abuse Prevention as well as many specific trainings offered through our training provider. They have had successful experience working with children and have been trained by YMCA Personnel as well as WEST BEND training portal and are looking forward to working with your child. In addition, Unit leads are assigned to each grade-level and have earned over 30 hours of training before the beginning of camp.

STATEMENT FOR PREVENTION OF ABUSE

Y staff are trained in recognizing and reporting suspected child abuse and neglect. Staff are required by law to report suspected abuse or neglect. The child abuse hotline is 800-422-4453. The Fox Valley Family YMCA is committed to keeping all children safe and we make every effort to prevent child abuse. The Y recognizes that child abuse exists in a number of forms, including emotional, physical, and sexual abuse, as well as child neglect. As mandated reporters, it is our responsibility to recognize and report all suspected child abuse to the appropriate authorities. Staff are trained to know the signs of abuse and supervise the youth in a way that they can see them at all times so that they are ready and able to respond appropriately.

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parents or others resulting in injury or harm. Abuse can lead to severe emotional, physical, and behavioral problems. Because of its concern for the welfare of children and youth, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all employees are screened, and background checks are conducted upon hiring or rehiring. Additionally, employees who have contact with children and youth receive training in recognizing, reporting, and preventing child abuse, which includes training in recognizing signs that a child is being groomed for abuse. Some of the guidelines employees are expected to follow are:

- Avoid being alone with a single child where you cannot be observed by other staff or adults.
- You may not associate with children who participate in YMCA programs outside of approved YMCA activities. For example, baby-sitting, weekend trips, foster care etc. are not permitted.
- Giving or reciving personal gifts to program participants or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines.
- Children or youth should not be singled out for favored attention.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.

STATEMENT FOR PREVENTION OF ABUSE (cont.)

- Children may be informed in a manner that is age appropriate to the group of their right to set their own “touching” limits for personal safety.
- Children should only be released to authorized persons in programs with controlled pick-up procedures.
- Any information regarding abuse or potential abuse will be documented in writing.
- At the first reasonable cause to believe that any child abuse exists, it should be reported to your supervisor or branch executive so that proper reporting can be initiated.
- At the first reasonable cause to believe that an employee or volunteer abused a child or youth, even if it was not during working hours, his or her conduct should be reported to the program director and the branch executive or another designated branch representative. Additionally, it is the YMCA’s protocol to make a report to the appropriate authorities. Appropriate actions will be taken regarding the employee or volunteer, including suspension or termination from YMCA employment or volunteer status. Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor and/or branch executive and designated members of the Association office. The Keeping Kids Safe brochure is available online or at the program site as a resource.

HEALTH, INCIDENTS & ACCIDENTS

SICK CHILD POLICY

Please do not send your child to camp if they are sick and/or running a fever. If a child becomes ill at camp, a parent or person authorized to pick up will be contacted to pick up the child. Children must be symptom free for at least 24 hours before returning to camp. A doctor's note may be required. Medical reasons for your child to remain home include but are not limited to:

- A temperature of 100.4 or more.
- Persistent nausea, vomiting, or diarrhea.
- Heavy nasal or eye discharge.
- Any questionable rash or skin condition: This can include chicken pox, poison ivy, poison oak, or poison sumac, etc.
- Any communicable diseases: This can include conjunctivitis, herpes virus which causes cold sores, lice, etc.

MEDICAL EMERGENCIES

If your child is at risk of having an allergic reaction from food or bee stings or other medical emergencies that requires specific action or medication, you must indicate this on your child's registration form and provide us with an individual care plan. Any life threatening emergency occurring to any child during program attendance will result in a call to 911. Be sure that your child's Health History remains current and up-to-date so that staff have all information necessary to adequately care for your child. All staff are certified in CPR and First Aid and will administer as needed. Parent(s)/guardian(s) will be called to and informed of the emergency and procedures for picking-up their child at the first possible moment after the child is safe. Minor injuries will be treated and you will receive a verbal or written report when you pick up your child. Keeping parents/guardians informed is important to us. However, our first priority is the safety of the child.

MEDICATIONS

The Medication Authorization form must be completed prior to camp start. A link to this form is included in the camp registration email. Please submit to Camp Leadership. Medications will be administered in accordance with the printed prescription label, which must be attached to the original prescription container. Non-prescription medication must be in its original container, and will be administered in accordance with the physician's instructions. If there are no manufacturer's printed instructions for the age of the camper, the program may administer the nonprescription medication in accordance with the written, dated, and signed instructions including a statement that the instructions have been reviewed/approved by the camper's licensed health practitioner, or with signed, dated, written instructions from camper's licensed health practitioner. Camp Leadership will disperse medications

INSURANCE

The YMCA does not provide accident or health insurance for its members, it is the responsibility of the parents or guardians to provide coverage for children enrolled in our programs.

HEALTH, INCIDENTS & ACCIDENTS

EMERGENCY PROCEDURES

Camp will practice monthly fire drills and have a posted evacuation plan. The YMCA has written emergency policies for a variety of issues. In case of an evacuation emergency such as fire, bomb threat, or gas leak, children will be kept in the nearest safe area and parents will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contact will be called as soon as possible and informed of procedures.

EMERGENCY/INCLEMENT WEATHER

YMCA Summer Camp has a disaster/emergency plan. In the event of a disaster/emergency the YMCA Program Administrators will follow our current policies and plans that are in place. We ask that parents wait to be notified before trying to call camps, as the staff need to focus on the safety of the children and any weather emergency. If water or electricity remains off at our camp for more than 2 hours, we will contact each parent to pick up his or her camper as soon as possible. In the case that our location is compromised significantly and deemed dangerous, we may transport campers to an alternate location until we feel it is safe to return. During heat advisory days we will take extra precautions to keep children in the shaded areas and well hydrated. When possible, indoor spaces will be utilized. Activities will be modified to give campers plenty of rest during extreme heat. It is imperative to keep emergency contact information current so we can reach you in an emergency. The YMCA follows the guidelines set forth by ISBE (Illinois State Board of Education).

BATHROOM POLICY

YMCA staff will follow "the rule of three" No campers will be alone in a one on one situation with staff. Port-a-Pottys will be located through out camp, as well as bathrooms at the pavilion, locker room, and lobby. We require all children to be potty trained to attend camp.

OUCH REPORTS

An "ouch" report will be completed when your child has incurred a slight injury that would require a Band-Aid or ice pack.

ACCIDENT REPORTS

An accident report will be written in the event of a more serious injury that may require a phone call to the parents/guardians.

INCIDENT REPORTS

An incident report will be written in the event a child breaks a code of conduct rule and your camper is involved or for any discipline issues.

BITING POLICY

Biting is considered an aggressive behavior. If your child bites, an incident report will be given to parents. Excessive biting may result in expulsion from camp.

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

The YMCA staff uses positive behavior management techniques that are developmentally appropriate and adhere to the YMCA's Core Values of Caring, Honesty, Respect, and Responsibility. Our programs offer large group opportunities and are not intended for individual 1:1 care. Using these behavior management techniques, our staff will:

1. Develop program rules and expectations that are clear, consistent, and fair. Children will participate in establishing group expectations as developmentally appropriate.
2. Teach children conflict resolution and interpersonal skills that empower them to solve and regulate social and emotional challenges effectively.
3. Encourage behavior that supports the YMCA's Four Core Values (Caring, Honesty, Respect and Responsibility).
4. Use natural and logical consequences while redirecting children to a more acceptable behavior or activity.
5. Provide intentional opportunities for children to express thoughts and feelings in a safe and judgement-free environment.

Discipline Action Steps – staff will utilize the following forms of discipline

1. Take a Break - Invite a child to step away from a negative or challenging situation so they can regain control of their emotions and behavior. Staff will check in and assist child with rejoining the group.
2. Verbal or written communication to parent/guardian regarding a child's behavior.
3. Develop a Behavior Action Plan/Improvement Plan this will include the final warning and a contract on appropriate behavior.
4. Behavior Write-Up & Suspension - Staff will document behaviors and incidents that are recurring and/or serious. Upon review of the incident, the following suspension policy may be enacted: Minor/Major/Significant
 - 1st Incident: Warning and report to parents.
 - 2nd Incident: 1-day suspension
 - 3rd Incident: 2-day suspension
 - 4th Incident: Removal from the program

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY

DISCIPLINE & BEHAVIOR MANAGEMENT POLICY (cont.)

Our youth programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to:

- Behavior that requires constant attention from the staff
- Behavior that inflicts physical or emotional harm to children, staff or one's self
- Behavior that abuses the staff and/or ignores and disobeys the rules
- Behavior that jeopardizes the health or safety of self or others
- Campers that leave the programming area or refuse to stay under supervision
- Behavior that contradicts our core values of caring, honesty, respect, and responsibility. If a child cannot adjust to the program setting and adhere to behavior expectations, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program environment. Our program leadership reserves the right to excuse a child early due to behavior. If your child misses days due to suspension or expulsion, no refunds will be provided. We strive to support children and families with program and community resources to encourage positive social and emotional development. Please reach out to your program director if you need assistance finding these resources.

CHILDREN WHO LEAVE PROGRAMMING AREAS

The staffing structure and physical layout of our program space requires that all children stay with their group. We have established very strict policies for the rare occasion when a child might leave the group. Children who leave the group, but who remain on site may be suspended. If a child leaves the premises, we will call the police to help us locate the child and take disciplinary action from there.

PERMANENT WITHDRAWALS/EXPULSION

The Y reserves the right to permanently suspend a camper at anytime. Reasons may include but are not limited to: non-payment or habitual insufficient funds, continued disciplinary actions with a camper, parental or camper abuse and harassment of staff members, actions or behaviors by a camper that has or could severely harm themselves or another or any other reason that is deemed fit by the director and the CEO.

The YMCA staff will work cooperatively with families of children to develop the best plan of care for your child. A collaborative approach is the only way to correct repeated inappropriate behavior. Family patience, support and follow through are not only appreciated, but also necessary. Expulsion from the program will be considered in extreme situations. If the child's behavior is a safety threat to themselves, other children, or YMCA staff, members, or volunteers and attempts at guidance have been unsuccessful children may be expelled. If children are expelled no refunds will be provided.

REGISTRATION, BILLING POLICIES & ASSISTANCE

REGISTRATION AND PAYMENT

Upon registration you will be required to submit a \$50.00 registration fee per child. Summer Camp tuition will be drafted each Friday morning prior to the week of registered care from the payment method you provide upon registration (credit card, debit card or banking information).

CHANGES/CANCELLATIONS

SUMMER CAMP billing is drafted on the Friday morning of the upcoming week. Any changes to your registration must be made by the Thursday no later than 4:00 p.m. by email to summercamp@foxvalleymca.org. No refunds or credits will be issued for any changes made after Thursday. Late registrations or schedule changes may incur a \$50.00 fee. All communication must be made via Email to summercamp@foxvalleymca.org.

CONFIDENTIALITY

Child records are kept confidential. Only those staff that must have access to the information will have access. For camps eligible to receive State/Federal funding, licensors are granted access to all center records including child records during inspections to evaluate and enforce the practice of ensuring all records are complete and current.

KEEPING RECORDS CURRENT

All enrollment paperwork is scheduled to be updated at least annually, to ensure we have the most current information necessary to properly care for your child. Please contact the director when you have new or changed information for your child's records. Billing changes should go to Katelynn Marcoux, (630)552-4100 ext. 230 or kmarcoux@foxvalleymca.org

CUSTODY ISSUES & CHILD RECORDS

The registering parent/guardian is the only authorized party to make changes to their child(s) records. All financial, attendance, enrollment, and other business documents will be provided only to the adult who signs the child up for the program and is responsible for payment. The registering parent/guardian may choose to authorize another person to make changes to their child(s) records. Parenting plans will be honored to the extent feasible and requires legal documentation.

The parent who registers the child for YMCA programs is responsible for payments. We cannot sub-divide fees. The custodial parent will receive all bills and tax statements.

DECLINED PAYMENTS

Declined payments are reprocessed an additional two times and an NSF will be assessed.

DELINQUENT ACCOUNTS

When payment on an account falls two days behind, the parent/guardian will be notified that their child is placed on a temporary suspension until the account is brought current or payment arrangements are made with the child care billing department.

REGISTRATION, BILLING POLICIES & ASSISTANCE

FINANCIAL ASSISTANCE

The Fox Valley Family YMCA will make every effort to ensure that no person is denied access to programs and membership because of financial hardship. Applications for financial assistance are available at each branch or online at www.foxvalleymca.org

CHILD CARE ASSISTANCE PROGRAM (CCAP) TUITION POLICY

If submitting a new application with the Child Care Assistance Program (CCAP), commonly known as DHS, please allow 4-6 weeks for the process to be completed and determined. If you wish to enroll in a child care program before a determination has been made and received, you will be responsible for full tuition until one is received. Once payment from CCAP has been received, any overpayment by you will be refunded in the form of an account credit by the Fox Valley Family YMCA or refunded to original payment method or by check.

If you have an active DHS case number and approval, can supply a copy of that approval and have requested a Change of Provider, FVfy will honor the current approval until the updated certificate is received.

Upon enrollment in a child care program, a registration fee is required and collected. DHS does not include the registration fee as part of their payment.

The copay assigned to a family by DHS is due and drafted on the 1st of each month unless other arrangements have been made ahead of time with the Fox Valley Family YMCA Billing Department. Declined payments are reprocessed an additional two times and an NSF fee will be assessed.

Attendance is a strong factor in the amount DHS will pay. To ensure DHS pays their maximum payment, 80% attendance must be obtained each month. Please be aware, in most cases the DHS monthly payment does not cover full tuition (see the Billing Department for an individual estimate) leaving a remaining balance due. You will be notified of this additional balance due before collecting the payment.

For more information please contact Katelynn (630)552-4100 ext. 230 or kmarcoux@foxvalleymca.org

TAX INFO

Tax deductible childcare statements are always available by logging into your child's account at foxvalleyfamilyymca.org and going to the "Invoice" tab. At the bottom of the page you can view/print the statement. The YMCA tax i.d. number is included on the statement. Our EIN # 36-3028169.

CAMP RATES & BILLING CYCLE

CAMP RATES

Registration fee: \$50

K-8th Grade:
5 Days \$250

Please note, this program does not offer a daily rate.

Registrations for camp week must be received by the Thursday prior to attendance. See registration schedule below.

| Week | Registration Deadline |
|--------------------|------------------------------|
| May 26 (4 days) | May 28 |
| June 1 | June 4 |
| June 8 | June 11 |
| June 15 | June 18 |
| June 22 | June 25 |
| June 29 | July 2 |
| July 6 | July 9 |
| July 13 | July 16 |
| July 20 | July 23 |
| July 27 | July 30 |
| August 3 | August 6 |
| August 10 (3 days) | August 13th |

Payments can be made

Website foxvalleymca.org

Phone Central Branch: 630-552-4100

Visit 3875 Eldamain Rd. Plano, IL 60545