



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENSURING A BRIGHT FUTURE

YOUTH TEEN & FAMILY PROGRAMS PARENT/FAMILY HANDBOOK

YMCA of Lincoln, NE

This handbook outlines the basic policies and procedures for those families participating in YMCA Youth, Teen & Family Programs.

LAST UPDATE
2.5.2026



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Welcome

Thank you for allowing us to serve your child in our Youth, Teen & Family Programs! Youth, Teen & Family programming at the Y is about more than looking after kids. We nurture their development by providing a safe place to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y's core values of caring, honesty, respect and responsibility. We hope our programs meet your needs and prove to be a positive and rewarding experience for your family. Please review and save this handbook for future reference as it outlines the expectations and policies. If you need further assistance or wish to speak to one of our YMCA Directors, please refer to the contact information in this handbook or on our website. As always, we appreciate your feedback and look forward to getting to know you and your family.

Intent of Handbook

This handbook is intended to be used by parents, children and staff as a guide to the rules, regulations, and general information about the YMCA of Lincoln, NE Youth Programs. Each family is responsible for becoming familiar with the handbook and knowing the information contained in it. Parents are encouraged to use this handbook as a resource and to assist their child in understanding and following the expectations of the program. Although the information found in the handbook is detailed and specific on many topics, the handbook is not intended to be all encompassing so as to cover every situation and circumstance that may arise during the program. This handbook does not create a "contract." The YMCA Program Director reserves the right to make decisions and make rule revisions at any time to implement the educational program and to assure the well-being of all participants. The YMCA program staff will be responsible for interpreting the rules contained in this handbook. Should a situation or circumstance arise that is not specifically covered in this handbook, the YMCA Program Director will make a decision based upon all YMCA policies and guidelines, applicable school district policies, and state and federal statutes and regulations.

Stronger Together

We know firsthand how difficult it can be to find balance in life. That's why we're here with you every day, making sure that you, your family and your community have the resources and support needed to learn, grow and thrive. With a focus on developing the potential of kids, improving health and well-being, and giving back and supporting our neighbors, your membership will not just bring about meaningful change in yourself, but in your community too. Being a member of the Y offers many benefits, including, but not limited to: Reduced rates on Youth Sports camps and leagues, youth classes and child care programs; Program registration prior to the general public; Access to all 4 Y locations – Cooper, Copple Family, Fallbrook and Northeast; FREE Child Watch for family and household memberships; FREE group exercise classes; FREE personalized health assessments; FREE cardio orientations; FREE strength training orientations; FREE use of day lockers and mini safes; 3 FREE guest passes per guest; and MUCH MORE! For more information about the Y, please visit www.ymcalincoln.org.

Financial Assistance

We believe the Lincoln YMCA and our many programs that promote a healthier lifestyle should be available to every family, every person and every budget. That is why we are proud to offer Financial Assistance, an exciting program that is designed to fit the financial needs in our community. The YMCA of Lincoln, NE Financial Assistance Program, supported in part by our Annual Campaign, uses all available resources to provide support to those who have financial need and qualify for assistance. Financial assistance is based on the individual's ability to pay and the YMCA's ability to fund. It is easy to find out if you are eligible for YMCA Financial Assistance. Simply print and complete the application; submit it to any Lincoln YMCA location, along with all requested forms of income verification, and you'll hear back from us within 15 business days. For more information on the Financial Assistance Program please visit:

<https://www.ymcalincoln.org/financial-assistance>

Strengthen Your Community

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, grow, and thrive**. The Y uses your gift to our Annual Campaign to make a meaningful, enduring impact right in your own neighborhood. Your support saves lives through teaching water safety, builds healthier, confident kids through our youth programs, provides affordable high-quality child care, and gives families an outlet to spend time together, be active and make our community stronger. To learn more about how you can give back to the Y and support the community please visit <https://www.yocalincoln.org/ymca-annual-campaign-strong-kids>.

Goals & Objectives of our Youth, Teen & Family/ CLC Programs

The goals and objectives for all Lincoln Y Youth, Teen & Family/Community Learning Center Programs are:

- To support and strengthen families and to provide opportunities for each child to grow and develop spiritually, mentally, physically and socially through safe, fun and educational programming.
- To enhance appreciation of others and encourage self-confidence.
- To provide opportunities to accept leadership responsibilities and to serve others.
- To promote a deeper appreciation of the environment.
- To recognize and embrace all types of diversity; talents, age and ethnicity.
- To provide children with positive adult role models who will nurture their development.

Core Values of the Y

The Core Values of caring, honesty, respect and responsibility will be taught and emphasized in all of our Youth Programs. We feel that these values are important for everyone to possess, regardless of background.

Partnering with Lincoln Public Schools

The Y counts on our community partnership with Lincoln Public Schools to provide opportunities for before and after school programming. A collective effort is required to educate and care for students throughout the school day and beyond. We work close with Lincoln Public Schools Staff at each school to achieve this effort and may exchange information on students in order to ensure their success in our program and during the school day.

Special Needs, Additional Support & Food Allergies/Intolerances

The YMCA of Lincoln, NE does not discriminate against children with special needs or who need additional support in our programs but requests this information in order to provide a safe and enjoyable experience for each participant. Please note that the terrain of our facilities, program constraints and our activity levels may make it difficult to accommodate participants with certain special needs/additional supports. This form is to be used by the Program Director and the parent/guardian, in order for the YMCA to be made aware of a participant's additional supports and/or specific special health, dietary, mobility or disability needs and to put in place safety and/or medical accommodations as applicable. The Y will make every reasonable effort to accommodate a participant's special needs/additional supports but we cannot guarantee that this is possible in all circumstances. If your participant needs more assistance or support than the staff is able to provide, during their time in our care, we may contact the parent/guardian or the emergency contacts to assist the participant at the program site or over the phone, and if necessary, come and take them home for the day.

Before a Program Begins

Your participant must have an up-to-date YMCA Child Information Record completed and on file at each facility where your participant will be attending our Youth, Teen & Family Programs. We also need your participant's up-to-date immunization records on file and acknowledgment that you have access to this handbook and the DHHS Parent Information Brochure (included in this handbook). These are the custom questions that are required as part of your participant's enrollment in any Youth, Teen & Family/Community Learning Center Program. When re-enrolling your participant, you will need to review the auto filled answers to ensure all the information is still correct from the previous year. State licensing requires that we have information on file prior to your participant receiving care in our Youth, Teen & Family/Community Learning Center Programs.

Program Fees, Payment Information & Receipts

Please refer to ymcalincoln.org for detailed information about fees and payment information pertaining to the particular program. Parents/Guardians are responsible for paying all fees in a timely manner. Program Fees are to be paid, via automatic charge/withdrawal from a credit card, debit card or electronic check.

- Payments for the Before & After School Programs and Preschool Programs must be paid on the first of the month. If a balance is not paid by the 15th of the month you will forfeit your participant's spot in our program.
- The remaining balance for the Summer Day Camp program for each weekly fee is due two Fridays before the week your participant will attend. If the balance is not paid by the Tuesday of the week your participant is attending, you will forfeit your participant's spot in our program.
- DHHS Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, are responsible for completing a Direct Draft Authorization for payment. Payment for your Family Fee will be withdrawn on the first of each month. If payment is past due, families will be responsible for any additional charges that may accrue on their account. If payment is not collected by the 15th of the month the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid. Families who utilize this service will be responsible for paying for any dates of services that DHHS does not cover and are subject to cancellation and no-show fees.

Receipts are available for you to print from your YMCA ActiveNet account online at <https://apm.activecommunities.com/ymcalincoln/Home>. Receipts are also available upon request at each YMCA facility. A tax receipt for child care for the previous year will be available after January 1. You will need to log onto your YMCA ActiveNet Account or visit the Front Desk at a YMCA facility to obtain a tax receipt for your records. For your records our Tax ID # is 47-0376578.

Waitlist Procedures

If a program or course is full, we offer the option to add a participant to the waitlist. Being placed on the waitlist does not guarantee a spot in the program. Please ensure that your contact information is current at the time you are placed on a waitlist, as Program Directors will contact waitlisted individuals on a first come, first served basis if space in the program becomes available. The waiting lists for our programs do not automatically transfer over to the next school year or from session to session.

Photographs

Membership enrollment, entry into facilities or property/grounds, participation in YMCA programs and/or events grants permission and consent for participant(s) to be photographed or videotaped, audiotaped or recorded and waives any privacy rights with regard to the display of such photographs, broadcasts, recordings, etc. in presentations, publications, websites, social media, news, radio, TV and other means. If you have concerns with the use of these items, you are responsible for personally notifying a Branch Director in writing. The YMCA does not control, regardless of your circumstances, the taking or use of photos/videos, etc. at "public events" such as athletic events, outreach events, etc. where members of the public/community/media are invited.

Parent/Guardian Accessibility

A parent/guardian/emergency contact must be accessible by phone, at all times, during the hours of the program. It may also be necessary for you to come to the site to pick-up your participant, or have a reasonable plan in place to pick-up your participant, within 30 minutes of the Y contacting you. If we are unable to reach an authorized adult, or if you fail to pick-up your participant within the 30-minute time frame, staff may contact the Lincoln Police Department to assist. Failure to comply with this policy may also result in dismissal from the program.

Late Pick-Up Procedures

In order to be respectful of our staff and to be in compliance with our licensing requirements, parents must arrive to pick-up and sign their participant out of the program by the time the site closes. Multiple late pick-ups may result in a late fee or we may ask you to make other arrangements. If you are running late and will be unable to pick your participant up before the set closing time, you must notify the Program Staff or the Program Director with a phone call as soon as possible. If you do not call and we are unable to reach an authorized adult to pick up your participant the staff will follow the YMCA safety policies and procedures and contact the local police.

Sign In & Out Procedures

We will utilize specific doors as the entrance to the Before & After School Programs at each of our school sites. If you arrive at a school-site program entrance and there is not a staff person present you will need to ring the doorbell and/or call the program site cell phone. This information will be shared with you by your Program Director. We will be checking children in and out of the Before & After School Program at the program entrance/exit of the school site each day. When you arrive to pick-up your child, you will meet staff in the same location as you did when you arrived for sign-in. Again, if you arrive and there is not a staff person at the door or no answer when you ring the site door bell, please call the program site cell phone so a staff person can assist you.

Anyone dropping off/picking up a participant from our program must physically walk to the building entrance/exit. For the safety and protection of each participant, the staff cannot accept or release any participant before he/she has been checked in or out by an authorized adult. Anyone picking up a program participant may be required to show ID until the staff are able to identify and verify you when they see you. Please remain patient while the YMCA staff retrieve your participant as it may take a few minutes for staff to facilitate.

The YMCA utilizes ActiveNet Connect on iPads to check participants in and out of the program. Please note that the following individuals listed when completing the questions, as part of the registration process, will be automatically listed as an Authorized Pick-Up Person for the participant: 1st and 2nd Parents/Guardians; Emergency Contacts, and Authorized Pick-Ups. All adults authorized to check your participant in and out of the program need to be listed in your participant's custom questions. If someone other than those adults listed as authorized will be picking up your participant, it is important that you call the site phone and email the Program Director so that we can add them to the participant's authorized list. If we receive no message and can't reach you, or an emergency contact by phone, we will refuse to let your child go, no matter the circumstances. We are obligated to care for and protect your child, so you must be committed to communicating all changes such as these to the program staff.

Visitation/Observation Policy

Parents/Guardians of a participant enrolled in our programs are welcome to visit and observe the program at any time.* Parents/Guardians who are visiting must check-in with the Site Supervisor/Program Staff upon arrival. Parents/Guardians/Visitors visiting the program may never be alone with participants in our care and must remain in authorized areas under the supervision of our Program Staff. We ask that parents/guardians/visitors follow the same guidelines as our employees when it comes to interacting with participants.

Physical Interactions

Physical interactions and physical contact can be easily misinterpreted. Appropriate physical contact in YMCA programs can be defined by:

- Physical contact must be age appropriate: infants, toddlers and preschool age participants have different needs than elementary and middle school age participants. School-age participants may not sit on the laps of adults while in our program.
- Physical contact must be child initiated and non-sexual for both child and adult. Contact may be adult initiated as a means of congratulations (such as High 5, or Fist Bump).
- Physical contact should be with child's permission and resistance to contact should be respected.
- Gentle Limits: Children (especially young ones) can be affectionate, and may need gentle reminders of what is appropriate. As an example, a child might jump in your lap and you might need to gently ask them to sit next to you instead.
- Physical contact should avoid breasts, buttocks, and groin or areas covered by swimsuits (Imagine a person wearing a boy's swimsuit and a girl's 1-piece swimsuit at the same time. Don't touch the areas covered by the suits).
- Employees will make every effort to ensure that no child is punched; pinched; left alone; shaken; slapped; struck with any object; bitten; spanked; handled roughly; isolated in a locked or closed room or closet; denied food; forced to nap.

Verbal Interactions between Parents/Guardians/ Visitors and the Program Participants

We expect that parents/guardians/ visitors be respectful when interacting with other participants, other parents and employees while they are in our program. We have a responsibility to protect the participants in our programs. No participant should be subjected to derogatory remarks about them or their family; yelled at; screamed at; talked to in a negative tone; and/or talked to with abusive or profane language. Participants of any age must not be exposed to: profanity; sexually explicit material; acts of violence toward a person or animal; or acts of racism.

**Visitation/Observation Policy subject to change based on the direction and guidance of Lincoln-Lancaster County Health Department and/or Lincoln Public Schools.*

Impaired Authorized Pick-Up Person Due to Substance Abuse

If a YMCA staff member believes that an authorized pick-up person is intoxicated/under the influence of drugs when they arrive to pick up a program participant, we will let them know we are not comfortable allowing the participant to leave with the person who we believe is intoxicated or under the influence of drugs. We will offer to call another parent/guardian or someone on the emergency contact list to pick up both the participant and the person who we believe may be under the influence. If the person chooses to leave with the participant, and we believe they are under the influence of drugs or alcohol, the YMCA staff will immediately call the police.

Family Transitions

Children's actions in our program often reflect problems they are experiencing at home (i.e. pet's death, parent divorcing, fight with sibling, etc.) If any such disruptive or traumatic experience should occur, we encourage you to inform the Program Director or Site Supervisor. This will enable us to better meet the needs of your participant.

Child Custody

In the case of divorced, separated or unmarried parents, the Y will assume both adults may give directives in regards to the child. If there is a conflict, the YMCA will take direction from the adult that registers the child.

Youth, Teen & Family Program Staff

We have several different positions within our Youth, Teen & Family Program Staff structure. All Program Staff are well trained and receive continuous training throughout the year. We encourage parents/guardians to get to know the Program Staff and discuss any questions or concerns with them openly.

Staff Relationships Outside of the Y

The YMCA of Lincoln does not sanction, encourage or endorse the use of YMCA employees for non-YMCA child care activities. The YMCA assumes no responsibility for outside child care, including legal liability.

Accidents & Injuries

The health & safety of the children in our care is our top priority. Even with watchful eyes, children often test their physical limits making injuries inevitable and accidents do happen. When a minor accident occurs, Program Staff will inform you verbally or with a written health report at the time of pick up. In the event of a medical emergency or accident that may require medical attention, we will contact you immediately. If we cannot reach you or the emergency contacts listed on your child's Information Record, emergency medical personnel will take the participant to the emergency room via ambulance.

Medication

Because we are a state licensed program, we cannot administer medications without written instruction and consent from the parent. If your participant has medication they need to take, please fill out a Medication Request Form and ensure it is always up-to-date while on file. If during the course of the program, you find you will need to fill one out, the Program Staff will have extra copies. All medications to be given to your participant must be in the original container and sealed in a clear plastic bag. Medications need to be labeled with the participant's name, doctor, medication name, dosage, and pharmacy. If your participant has an Epi-Pen we will need an Allergy Plan from your participant's doctor. If your participant has an inhaler for Asthma we will need an Asthma Plan from your participant's doctor.

Safety & Transportation

Every precaution will be taken to be sure participants are safe at all times. If you ever have questions or concerns about safety, please bring them to our immediate attention.

- Fire and tornado drills will be conducted so that emergency procedures are understood and followed.
- In the event of an emergency the YMCA will ensure that all parents and families of the participants in our care are notified of the emergency. Parents/Guardians will be notified via email or phone call. In this email/phone call we will notify you of where you can go to be reunited with your participant(s).
- Staff are CPR, AED and First Aid trained and first aid kits are kept in the facility/on site and in all vans.
- The 1 to 15 staff/child ratio will be met at all times. In the pool, a 1 to 6 staff/child ratio will be met.
- Employees will never be alone with a single participant.
- Participants may be transported in 12 or 15 passenger vans and/or chartered buses.
- Participants must remain seated in the van at all times and must wear a seat belt and children 7 years of age and younger must use a car seat.
- Van drivers are licensed drivers, at least 21 years of age, with a good driving record. All drivers have been approved with Copple Insurance Agency and have completed YMCA van driver training. Drivers follow all speed limits and obey traffic laws.
- While supervising program participants away from the facility, Program Staff must carry a cell phone with them so that they can contact the YMCA Program Director in the event that a participant becomes ill, the vehicle breaks down or is involved in an accident or other emergencies.

Illness Exclusion Policy for Youth, Teen & Family/CLC Programs

Participants who are sick or who are experiencing illness symptoms are not allowed to be in our programs. If the participant is already on site and they begin to show illness symptoms, the Site Supervisor/Shift Leader/Behavior Specialist will place the participant in the isolation area and contact their parent/guardian for immediate pick up. Participants will then need to be excluded for a certain period of time, depending on the symptoms/illness.

Exclusion for Illness Symptoms

Individuals with one or more of the following symptoms/illnesses should be excluded for a *minimum* of 24 hours:

- Temperature of 100°F or greater
- Unexplained Vomiting
- Unexplained Diarrhea
- Unexplained Rashes
- A condition or illness that prevents meaningful participation, presents a health risk to the individual or others, or that requires medical consultation, including but not limited to: persistent congestion and/or runny nose; sore throat; headache; muscle pain; lethargy; persistent crying; persistent cough.

Following normal illness procedures, individuals may return when fever free, without the use of fever reducing medications, for 24 hours and other symptoms have improved.

Exclusion for Reportable Communicable Disease/ Illness

Program participants who are diagnosed with any of the other following illnesses are NOT allowed to be in our programs for varying amounts of time depending on the illness as outlined in the guidelines below. Children who had the following illnesses/health conditions may return to our programs based on the following guidelines, or with a note from a medical provider stating that the child's condition is no longer contagious to others:

- Bronchitis – Persistent cough is resolved without the aid of cough suppressant medication.
- Influenza – Individuals may return when fever free, without the use of fever reducing medications, for 24 hours and all other symptoms have improved.
- Chicken Pox* – The rash/sores must be gone.
- Measles* – May return 4 days after rash onset.
- Mumps* – May return 5 days after onset of swelling.
- Hand, Foot & Mouth Disease* – May return when the child is fever-free, feels well enough to participate/play; they have no uncontrolled drooling with mouth sores; and the rash/sores on the body are closed, scabbed over and/or can be covered.
- Other contagious skin infection/disease, such as Impetigo or Scabies– The rash/sores must be gone.
- Bacterial Conjunctivitis* or other Eye Infection – The eyes are clear, with no drainage.
- Strep Throat – May return 24 hours from the time antibiotic treatment has begun and until they are fever free for 24 hours without the use of fever suppressing medications.
- Head Lice* – May return when there are no nits and no live bugs for 24 hours.
- Respiratory Virus (including COVID-19, Influenza & RSV) – Individuals may return when fever free, without the use of fever reducing medications, for 24 hours, and all other symptoms have improved.

Illnesses marked with an asterisk* are Reportable Communicable Diseases. These illnesses/conditions must be reported to the YMCA Program Director by the parents/guardians of the ill participant. Parents/Guardians of all participants enrolled in our programs will be notified (via posted signs in a visible place, written note, emails and/or phone call to parents/guardians of participants both in attendance and not in attendance that day) on the same day the program employees were informed of or observed the illness, unless otherwise directed by the local health department.

Help Keep Lice & Bed Bugs Out of Our Programs

In an effort to help us keep lice and bed bugs out of our programs here are a few tips:

- Participants with eggs/nits, nymphs and/or adult lice on their head must not attend our programs and cannot return to our programs until the participant and all of their belongings have been thoroughly treated and there have been no live bugs for 24 hours.
- Discourage your participant from sharing hats, hairbrushes, sweatshirts and/or coats.
- Wash and dry (on high heat) all items you are sending to the Y with your participant.
- If you are concerned that you may have an infestation of Bed Bugs, or have recently traveled and may have been somewhere with an infestation, contact the Program Director to work through how to best prepare your participant's personal belongings and how the Y can help make sure pests don't come with your participant.
- For more information on Bed Bugs please visit: <http://lancaster.unl.edu/pest/bugs.shtml>
- For more information on Head Lice please visit: <http://lancaster.unl.edu/pest/lice/index.shtml>

Attendance & Absence Policy

Regular attendance is important to us as we try to provide quality programming and experiences. Please notify the Program Staff if your participant will be absent from our program. We expect that communication will be initiated by the parent/guardian and/or the participant regarding attendance, which includes late arrivals or absences. We will not contact you in the event that your participant does not report and sign into our program. Please notify the Program Staff by calling the program phone number (leave a message if there is no answer) if your participant will be absent for the day. There will be no reduction of fees due to absences/late arrivals.

Weather & Outdoor Play

Participants should come to the program dressed ready for the day and appropriately for the weather, as we do try to go outside everyday weather permitting. When deciding if we will go outside each day we will follow the Child Care Weather Watch Guidelines as recommended by the Lancaster County Health Department, in addition to following the direction of the school administration at our school program sites. We highly encourage participants to wear tennis shoes or close-toed shoes as it is difficult to play and run wearing sandals, especially flip flops, so please try to avoid these.

Sunscreen Policy

Indoor and outdoor activities are a part of our Youth, Teen & Family Programs. Participants in the program will be asked to wear sunscreen when going outside. We ask that parents help their participant(s) apply sunscreen before coming to the program and if possible send the sunscreen you would like your participant to use with them to the program. We will ask participants to reapply sunscreen throughout the day in a group setting. We expect participants to apply sunscreen to themselves but Program Staff are available to assist them if necessary.

Swimming

Swimming is a part of many of our Youth, Teen & Family Programs. When swimming is part of the program schedule, participants who have permission to participate in swimming activities will be allowed to swim. Those who do not have permission to swim will sit out of swimming activities and be supervised by program staff. Certified lifeguards will be on duty and Program Staff will participate in swimming activities as well. Participants who have permission to swim in water that goes above their head will be required to take and pass a swim test prior to swimming in water that goes over the participant's head. Two employees (at a minimum), will be present in the locker rooms while supervising participants when they are changing before and after swim time. Program Staff will also work to ensure they remain in ratio while in the locker rooms as well.

Snacks & Lunch

During our Out of School Days and Summer Day Camp Programs, a morning and afternoon snack is served, however participants must bring their own lunch during those programs. Lunches must be labeled with the participant's first and last name. Lunches need to include items from 4 of the 5 food groups (dairy, grains, protein, fruit, vegetable). We have signed an Alternative Compliance form with DHHS Child Care Licensing and per our licensing agreement that states we will supplement participants' lunches as necessary to ensure that each participant's lunch meets USDA requirements. We will keep food on hand to supplement lunches as necessary and if we do supplement a participant's lunch, their parent/guardian will be notified and reminded of the lunch requirements. We ask that families please avoid sending lunches with common allergens such as peanut butter. Lunches containing common allergens such as peanut butter must be clearly labeled with the words "Contains Peanuts." Soda pop is not allowed in lunches. During the Out of School Days and Summer Day Camp Programs, we do not allow participants to purchase items from vending machines or on field trips. If you send money for your participant to use the vending machines, they must do so before you sign them in each morning. Any items bought should be put into their lunches and then put away.

When a snack is provided it will meet the state licensing requirements and contain two foods from the basic food groups: meat, fruit, vegetable, grain and dairy. If your student has a food allergy it must be noted on their Information Record. A general snack calendar is posted at each program site. To request a copy please contact the Program Staff. We are dedicated to celebrating in healthy ways, and if you wish to bring in outside food into programs, all food must be store bought or prepackaged items, to meet LLCHD Health & Safety Guidelines, and must be free of common allergens such as peanuts/peanut butter; must not be fried foods/snacks and should be healthy in nature.

Youth, Teen & Family Program Rules

The YMCA is committed to providing a healthy, fun, nurturing environment for children in our care. We believe that program rules and a specific discipline policy for inappropriate behavior are necessary in order to maintain a positive and safe environment for all program participants. Please read over and talk about the program rules and the behavior management and disciplinary procedures with your program participant so they understand them prior to the start of the program. At all times participants in our Youth, Teen & Family Programs should be safe, respectful, responsible, caring and honest.

Partnering for Success

The Y encourages and supports a team approach to addressing any behavior concerns. We want to help program participants be successful in our Programs. Y staff will communicate with participants and their parent/guardian about any concerns and issues that arise, and we ask that parents/guardians communicate with program staff as well. We will utilize documentation including but not limited to, incident and accident reports, behavior and intervention reports, communication from parents/guardians and behavior and/or additional support plans. Our programs provide a structured recreational and educational environment and when ongoing challenging behavior occurs, it is disruptive and distracting. The Y has a responsibility to respond to challenging behaviors according to the guidelines and procedures outlined in this handbook.

The Y is able to provide the following:

- Care to children with mild-moderate behaviors.
- Individualized behavior support plans as needed.
- Training to all of our staff in general behavior management.

The Y acknowledges the following limitations:

- We are unable to provide one-on-one care.
- We have a no-chase policy, so in the event of a runaway we will contact the police and parents/guardians to arrange immediate pick-up.
- We are unable to offer services to children who pose a significant safety risk to themselves or others.
- We are also not able to provide treatment level care or therapeutic behavioral services.

- We are unable to assist with toileting/diaper changing.

Parent/Guardian Responsibilities Include:

- Parents/Guardians will be involved in their participant’s problem solving process. This includes reading and signing any documentation at pick up and actively participating in problem solving over the phone if needed.
- For the safety of the participant, other participants, and the staff, when a participant has demonstrated extreme inappropriate behavior, or is requiring one-on-one support, a parent/guardian or authorized escort must pick up the child. In these circumstances it may be necessary for you to come to the site to pick-up your participant, or have a plan to pick-up your participant within 30 minutes of the Y contacting you. If we are unable to reach an authorized adult, or if you fail to pick-up your participant within the time frame, staff may contact the Lincoln Police Department to assist. Failure to comply with this policy may also result in dismissal from the program.
- Parents/Guardians will be expected to take an active role in the development and implementation of a behavior plan if needed.
- If at any time you have questions, concerns or need support, please reach out to the Program Director immediately. We are here for you!

Our team wants to partner with parents/guardians, families and participants to help ensure every participant has a fun, safe and enjoyable experience in our programs. However, the YMCA does reserve the right to terminate care immediately for conduct unbecoming a program participant including but not limited to continued behavior issues, causing harm to another participant or lack of parent cooperation.

Employees will ensure that participants of any age must not be exposed to: profanity; sexually explicit material; acts of violence toward a person or animal; or acts of racism. Staff will also ensure that children are not disciplined for toileting accidents; refusal to take medication; or refusal to eat.

Positive Recognition & Encouragement

At the Y, we highly support and encourage positive behavior in our programs. We will do our best to recognize and acknowledge positive choices being made by our program participants in many ways including, but not limited to:

- Verbal/written praise
- High-fives/pats on the back
- Award coupons & certificates
- Prizes; stamps/stickers; positive behavior tracking charts

Behavior Management Procedures

Discipline Procedures

Y Employees will use LPS Student Supports when managing and addressing student behavior. Site specific program rules and policies are available at the time of registration or by contacting the Program Director. The Y encourages and supports a team approach to addressing any behavior concerns. We want to help program participants be successful in our programs. Program Staff will communicate with participants and their parent/guardian about any concerns and issues that arise, and we ask that parents/guardians communicate with Program Staff as well. As a reminder, the Y does partner with Lincoln Public Schools and we will exchange information with LPS staff as needed. Employees will complete all documentation including but not limited to, incident and accident reports, behavior reports, notes on all conversations, messages from parents/guardians and any behavior plans.

1. Staff will make every effort to ensure that no participant is punched; pinched; left alone; shaken; slapped; struck with any object; bitten; spanked; handled roughly; isolated in a locked or closed room or closet; subjected to derogatory remarks about them or their family; denied food; forced to nap; yelled at; screamed at; talked to in a negative tone; talked to with abusive or profane language; and/or threatened with physical punishment. Staff will ensure that the following items are not used when disciplining participants: soap, hot sauce, or other unpleasant food and non-food items; and mechanical restraints.

2. If a participant is demonstrating inappropriate behavior, the Program Staff most familiar with the incident/who witnessed the behavior, should redirect the participant's behavior by getting down on the same level as the participant and speaking with them using clear, calm and direct words. Employees might also need to help the participant engage in an alternative activity. Examples of inappropriate behavior, that will result in discipline or behavior management procedures include but are not limited to:
 - a. Hitting/pinching/ biting/kicking/punching/slapping another participant or staff
 - b. Fighting/arguing with another participant (both participants may need to be disciplined)
 - c. Destruction of property
 - d. Teasing/ bullying/ picking on another participant/ name calling * see Bullying Prevention below
 - e. Intentionally leaving the group/program area/the premises without permission and without supervision *see Runaway Participant Policy below
 - f. Inability to conform
3. If necessary, staff may use time-out- a brief, supervised, break away from the other participants in their group. Also if necessary, Program Staff may restrict a participant's movements by the use of a physical hold. A physical hold may be used only: when a participant is hurting him/herself, others or property; when the hold does not prevent the participant from breathing or speaking; and until the participant is calm and able to demonstrate reasonable control of their behavior. A Program Director must be notified as soon as it is safe to do so and the Program Director will notify the parents/guardians if a physical hold is used within 24 hours. If it is not safe for an employee to use a physical hold, but the participant is a danger to themselves or others, we will immediately contact the local police department and/or the parent/guardian for the participant to be immediately picked-up from the program.
4. If problems persist, or the incident was very serious, Program Staff will communicate with the parent/guardian via phone call or at the time of pick-up so they are aware of what happened and how the situation was addressed. If necessary parents/guardian/emergency contacts may be contacted by the Program Staff and request that the participant who is demonstrating inappropriate behavior and/or requiring one-on-one support be picked-up from the program. If that request is made, arrangements must be made for the participant to be picked up within 30 minutes. It may be necessary to set up a meeting with the Program Staff, Participant Family and Program Director to create a plan to help the participant be successful in our program.
5. Every effort will be made to communicate with parents/guardians to help participants in our program be successful, however, serious behavior incidents and/or continued behavior concerns may require suspension or dismissal from the program. The decision will be made by the Program Director and there will be no proration or refunds. Please see the Suspension and Discharge of Program Participants policy, below, for more information.

Failure to Comply is Not an Option

The Y is committed to providing a healthy, fun, nurturing environment for children in our care. We believe that program rules and a specific discipline policy for inappropriate behavior are necessary in order to maintain a positive and safe environment for all program participants. Please read over and talk about the program rules and the behavior management and disciplinary procedures with your participant so they understand them prior to the start of the program. These items are outlined in this packet and in our handbook. At all times, participants in our Youth, Teen & Family Programs should be safe, respectful, responsible, caring and honest. Each behavior intervention puts participants, families and staff at additional risk. To minimize risk for all parties involved, multiple interventions will result in suspensions and/or lead to expulsion from programming. We want to keep our doors open for as many families as possible. Doing so means taking the safety of everyone seriously. The Y reserves the right to discontinue services for any participant/family who fails to comply with our program rules, policies and procedures.

Suspension and Discharge of Program Participants

Chronic Compliance Issues/Concerns

- A. A serious guidance problem is defined as one in which a participant is continually disrupting the smooth flow of the program in any of the following manners:
 - Requiring excessive one-on-one attention
 - Inflicting physical or emotional harm on other participants/staff
 - Repeatedly using foul language and being repeatedly rude and discourteous to staff and peers
 - Inability to conform to the guidelines of the program
- B. Behavior difficulties usually become manageable with cooperative efforts between staff, the parent/guardian and the participant. The staff will work with the parent/guardian through:
 - Observation and documentation
 - Parent/Guardian/staff conferences
 - Referrals and outside resources
- C. Every effort will be made by the staff to enlist the cooperation of the participant, parents/guardians and any outside agencies to solve each problem. In the event of continued problems, the following procedure will be followed:
 - Staff will inform parents/guardians of specific situations. Staff will seek advice from parents/guardians and work to resolve problems
 - A conference with parents/guardians, staff and participant will be set to establish a mutually agreeable solution for the participant's behavior
 - Participant suspended from the program for the remainder of the day and up to one week, no refund given.
 - Participant terminated from the program.
 - Participant expelled from all Lincoln YMCA programs.
- D. We will address behavior issues and concerns as they arise, which may lead to changes in program rules and policies without advance notice.

Termination of Childcare Services

The YMCA reserves the right to discontinue child care services including but not limited to the following conditions:

- Failure to abide by any of the registration agreement conditions as itemized in the Parent Statement of Understanding or failure to fulfill any of the responsibilities or conditions included in the Parent Handbook.
- Severe behavior by the participant which disrupts the program, including repeated instance of failing to listen to the Program Staff or refusal to follow program rules. Excessive use of physical force, including, but not limited to: hitting, pushing, kicking or biting, and verbal abuse or excessive threat to use physical abuse.
- Failure of parents/guardians to treat staff or other parents of participants respectfully. Disrespect includes inappropriate or abusive language, behavior or threats and refusal to partner with the Program Staff in addressing behavior concerns regarding their participant.
- The YMCA childcare programs follow a zero-tolerance policy in regards to weapons or look alike weapons. Any participants, parents/guardians or family and authorized adults that uses, possesses or threatens to use or possess a weapon or a look-alike weapon at any time may be permanently expelled from the YMCA Program.
- Balance overdue two weeks or more of child care fees.
- Parents/Guardians of participants utilizing DHHS Child Care Subsidy must notify their Program Director of any absences that will occur throughout the duration of the program. If you violate the specific number of absences per program, without notice to the Program Director, participants are subject to removal from the program. A Director will reach out to the parent/guardian via phone or email asking if

they are still wanting to use the benefits of the program.

- Summer Day Camp Program - Violates 3 or more absences in a week without notice to the Program Director.
- Before/After School Program – Violates 5 or more absences in a month without notice to the Program Director.
- Preschool Program – Violates 5 or more absences in a month without notice to the Program Director.
- Out of School Days Program – Violates 1 or more absence in any following month without notice to the Program Director.

Communication between Program Staff and Parents

Communication about a participant’s progress and behavior will be shared by the Program Staff with parents/guardians generally in person. Other means of communication that Y staff will use to communicate with parents/guardians include phone calls, e-mail, parent newsletters or a note sent home with the participant.

Bullying Prevention

Bullying is any repeated hurtful or aggressive act that is used to intentionally frighten or intimidate others who are weaker or smaller and is often done secretly. Bullying is inexcusable and we will take a firm stance against all types of bullying. Each participant is expected to treat all other participants with respect at all times. We work together to ensure that participants gain self-confidence, make new friends and go home with a positive experience. If a participant has difficulty meeting this expectation, parents/guardians may be called upon to assist. Our staff address all incidents of bullying in a serious manner.

- We expect participants to immediately report any incidents to the Program Staff and we expect Program Staff to immediately report incidents of bullying to the Program Director. Staff who witness such inappropriate and/or hurtful acts will take immediate steps to intervene as soon as it is safe to do so. Each complaint of bullying will be promptly investigated in a thorough and confidential manner.
- To ensure bullying does not occur in our programs the YMCA provides training to staff in bullying prevention.
- Staff will discuss bullying in age-appropriate ways with participants and assure them that they need not endure any form of bullying. Students who bully are subject to disciplinary action up to and including expulsion from all Lincoln YMCA Programs.
- The staff will make reasonable efforts to keep reports of bullying and the results of investigations confidential.

Runaway Participant Procedures

At all times, Program Staff must keep themselves and the participants in our programs safe. If a participant puts themselves in a dangerous situation by running away from the program area, Program Staff and the YMCA property, employees will immediately contact the local police department and the parent/guardian.

Participation

To support safety, positive interactions, quality experiences and good use of resources, participants are to be engaged in the program activities. Participants need to follow directions from the school and YMCA staff, conduct themselves in a positive manner, adhere to school and YMCA expectations, and share concerns in a timely manner with staff.

Participants are encouraged to participate in all program activities. If they cannot participate for medical reasons, a note from the parent/guardian or doctor is recommended. Participants who refuse to participate in group activities make it difficult for other participants in the group to have an enjoyable time. If a participant continually refuses to participate in program activities, we will communicate with you to determine the best course of action.

Personal Belongings

We may request that participants bring some personal items to be used throughout their time in the program. We do ask that participants refrain from bringing money or valuable items. The Y is not responsible for any personal belongings that may become lost or stolen while participating in our Youth, Teen & Family Programs.

Cell Phone/Smartwatch Policy

All of our Youth, Teen & Family Programs have a phone on site. For the safety and privacy of the participants in our programs the Y does not allow recreational use of personal cell phones/smartwatches during program hours and asks that parents/guardians/participants utilize the program phone when they need to communicate with one another. Participants may only use their cell phone/smartwatch with permission from the Program Staff. If the cell phone/smartwatch is used improperly and/or inappropriately, or if the use of a cell phone/smartwatch becomes a distraction during the program and/or conflicts with program activities, the Program Staff reserve the right to confiscate the cell phone/smartwatch and hold it until the program participant is picked up.

SPECIFIC INFORMATION REGARDING OUR PRESCHOOL PROGRAMS

Preschool Program Requirements

To ensure that your student's Preschool experience is enjoyable and our program runs smoothly, please note the following:

- Children must be toilet trained to attend Preschool.
- On swim days, please pack a bag or backpack with your student's swimsuit (Cooper & Copple Family locations) or dress them in their swimming suit, under their clothes (Northeast & Fallbrook locations). Be sure to pack a towel and change of undergarments in their backpack. Please dress/send students in simple clothing so they may dress themselves.
- On gym days, please have your student wear athletic shoes.
- Please send your student in play clothes. Our classroom projects will be fun but may also be messy.

Age Requirements

Students must be age 4 by July 31st to enroll in the 3 classes per week and age 3 by July 31st to enroll in the 2 classes per week regardless of when your student begins the Preschool Program.

School Calendar

During the Preschool Program session dates, we will follow the Lincoln Public Schools academic student calendar for elementary students for all breaks and holidays, which can be downloaded from the Lincoln Public School's website at: <http://www.lps.org/about/calendar/>. Please refer to and retain a copy of the Preschool Program Brochure for site specific program hours and other important information.

Curriculum & Schedule

To ensure that the YMCA early childhood programs deliver high-quality activities and interactions, the YMCA has embraced The Creative Curriculum for Preschool, developed by Teaching Strategies, Inc. The curriculum is consistent with the YMCA's philosophy, which is grounded in a child-centered and holistic approach to early childhood. Preschool teachers plan and lead fun and developmentally appropriate activities and lessons that foster the child's language and social development and that are educational, creative, challenging and fun. Lessons and Activities may include: academics - learning letters, numbers, colors and shapes; beginning writing and language arts; arts and crafts; science and hands-on learning; active play; story time; music and dancing; circle/large group time; field trips; guest speakers and much more. The activities are used to help to develop the whole child: spirit, mind, and body. Our program helps students foster their language and social development by talking, interacting and modeling. A general daily schedule is posted at each location. An outline of our curriculum goals and objectives, including the weekly educational focus and theme, is also available each academic year.

School Cancellation Policy

In the event that Lincoln Public Schools cancels school for an emergency or weather the Preschool Program will be closed. No refunds will be given. Listen to or watch your local news for updates on school closings.

Parent Communication

Teachers will communicate with parents/guardians via email and through newsletters, notes and monthly calendars. Please check your student's folder/backpack/cubby each day so you don't miss important information being sent to you as well as your student's school work.

DHHS Child Care Subsidy

Child Care Subsidy is accepted. The parent/guardian is responsible for the Application Fee, per the DHHS Child Care Subsidy agreement between the Lincoln Y and Nebraska DHHS. Proof of DHHS Child Care Subsidy authorization and Application Fee are required at the time of registration. It is the responsibility of the parent/guardian to ensure that the

authorization for care remains current during the dates that the participant attends the Y program and receives care. Families who utilize this service will be responsible for paying for any dates of services that DHHS does not cover and are subject to cancellation and no-show fees.

If your family is required to pay a Family Fee, in addition to the DHHS Child Care Subsidy you receive, your Family Fee is to be paid via automatic charge/withdrawal from a credit card, debit card or electronic check on the first of the month. Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, are responsible for completing a Direct Draft Authorization for payment. Payment for your Family Fee will be withdrawn on the first of each month. If payment is past due, families will be responsible for any additional charges that may accrue on their account. If payment is not collected by the 15th of the month, the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid. DHHS Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, but the Family Fee is paid to another child care provider (not the YMCA) must provide the Y with a receipt of payment or proof of payment letter of payment from the other Child Care Center.

Parents/Guardians of participants utilizing DHHS Child Care Subsidy must notify their Program Director of any absences that will occur throughout the duration of the program.

If you violate 5 or more absences in any following month, without notice to a Program Director, participants are subject to removal from the program.

SPECIFIC INFORMATION REGARDING THE BEFORE & AFTER SCHOOL PROGRAMS

Schedule & Activities

A general schedule is posted at each site. Program staff plan and lead fun and developmentally appropriate activities that foster the child's language and social development and that are educational, creative, challenging and fun. Some of the clubs and activities include: arts and crafts, group games, science, hiking, drama, music, daily reading/exploring books, sports and much more. The activities are used to help to develop the whole child: spirit, mind, and body.

Late Arrival & Absence Policy

Regular attendance is important to us as we try to provide quality programming and experiences. Please notify the Program Staff if your participant will be absent from our program. We expect that communication will be initiated by the parent/guardian and/or the participant regarding attendance, which includes late arrivals or absences. We will not contact you in the event that your participant does not report and sign into our Before/After School program, but you are always welcome to call the Program Staff to check-in and verify if your participant is signed in. Please notify the Program Staff by calling the program phone number (leave a message if there is no answer) if the participant will be absent or late. There will be no reduction of fees due to absences/late arrivals. Participants who are late in arriving to after school program may be asked to provide a pass from a teacher.

Out of School Days Program

The monthly fees for our before and after school programs/after school enrichment programs are set based on the total number of school days offered in the school year, divided over the number of months care is offered from August to May. Out of School days are not included in the monthly program rate. Child care on many out of school days (excluding snow days) is available at the Cooper, Fallbrook, Copple Family and Northeast YMCAs through our separate Out of School Days child care program. Out of School Days is a licensed child care program offered on some Lincoln Public Schools non-school days for youth in Kindergarten through age 12. Informational brochures and registration forms will be available at each Y Branch Front Desk or online at www.ymcalincoln.org.

School Cancellation Policy

In the event that Lincoln Public Schools cancels school for an emergency or weather, the before/after school programs/after school enrichment programs will be closed and the Out of School Days program will not be offered. No refunds will be given. Listen to or watch your local news for updates on school closings.

Fee & Payment Information

The Lincoln YMCA requires monthly program fees be automatically withdrawn from a credit or debit card on the first of every month, August to May of the academic year. Payments must be set up for a monthly credit/debit card draft. We accept Visa, MasterCard, and Discover. Monthly deduction will begin August 1. The application fee and August program fee will be due in full if registration is received after August 1.

Families are responsible for paying all fees in a timely manner. If payment is past due, families will be responsible for any additional charges that may accrue on their account. If payment is not collected by the 15th of the month, the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid.

DHHS Child Care Subsidy

Child Care Subsidy is accepted. The parent/guardian is responsible for the Application Fee, per the DHHS Child Care Subsidy agreement between the Lincoln Y and Nebraska DHHS. Proof of DHHS Child Care Subsidy authorization and Application Fee are required at the time of registration. It is the responsibility of the parent/guardian to ensure that the authorization for care remains current during the dates that the participant attends the Y program and receives care.

Families who utilize this service will be responsible for paying for any dates of services that DHHS does not cover and are subject to cancellation and no-show fees.

If your family is required to pay a Family Fee, in addition to the DHHS Child Care Subsidy you receive, your Family Fee is to be paid via automatic charge/withdrawal from a credit card, debit card or electronic check on the first of the month. Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, are responsible for completing a Direct Draft Authorization for payment. Payment for your Family Fee will be withdrawn on the first of each month. If payment is past due, families will be responsible for any additional charges that may accrue on their account. If payment is not collected by the 15th of the month, the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid. DHHS Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, but the Family Fee is paid to another child care provider (not the YMCA) must provide the Y with a receipt of payment or proof of payment letter of payment from the other Child Care Center.

Parents/Guardians of participants utilizing DHHS Child Care Subsidy must notify their Program Director of any absences that will occur throughout the duration of the program.

If you violate 5 or more absences in any following month for Before & After School programming without notice to a Program Director, participants are subject to removal from the program.

Membership Status & Program Cancellations

Your membership status at the time of registration determines the fee for the program. If your membership status changes or if you wish to withdraw your participant from the before and after school program/after school enrichment program you must visit the YMCA to complete a Program Change/Withdraw Form at least two weeks prior to the end of the month to amend your fees or to cancel/change your participant's enrollment. Please note: the Application fee is non-refundable and non-transferable.

SPECIFIC INFORMATION REGARDING THE OUT OF SCHOOL DAYS PROGRAM

Schedule, Activities & Field Trips

A general schedule, which MAY include field trips and off-site activities, will be posted at each site. Program Staff plan and lead fun and developmentally appropriate activities that foster the child's language and social development. Activities include crafts, games, gym time, daily reading/exploring books, field trips and/or swimming. Participants must be able to participate in planned field trips as alternative care will not be available at the site. Field trips and special event activities are included in the cost of the program, and again, are noted on the schedule. Many of the field trips and special event activities will take place during the hours of 9:00 am to 4:00 pm, please plan accordingly. For each Out of School Day program, participants must come to the Y with a swimming suit and sack lunch.

Program Hours

Program hours vary from site to site. Please refer to the website for site specific program hours. You may pick up or drop off your child at any time during the day, however if you will be doing so between 9:00 AM to 4:00 PM, please let us know ahead of time due to the fact that between the hours of 9:00 AM to 4:00 PM your participant's group might be somewhere other than the YMCA at the time you arrive.

Absences Policy & Out of School Days Cancellation Policy

It is the responsibility of the parent/guardian to notify the Program Staff or the Program Director if the participant will be absent from the program, by calling the program phone (leave a message if there is no answer) or personally telling the Program Staff.

A Program Change/Withdrawal Form is required for any Out of School Day cancellation at least 2 business days prior to the program in order for your YMCA account to be issued a 100% credit. After 2 business days, no credits will issued. No refunds will be given. Please complete and return a Program Change/Withdraw Form to the corresponding facility's front desk.

The YMCA does not offer child care in the event of a weather related school cancellation, if the YMCA cancels an Out of School Days program there will be a full refund.

School Cancellation Policy

We do not offer child care in the event of a weather related school cancellation.

DHHS Child Care Subsidy

Child Care Subsidy is accepted. The parent/guardian is responsible for the Application Fee, per the DHHS Child Care Subsidy agreement between the Lincoln Y and Nebraska DHHS. Proof of DHHS Child Care Subsidy authorization and Application Fee are required at the time of registration. It is the responsibility of the parent/guardian to ensure that the authorization for care remains current during the dates that the participant attends the Y program and receives care. Families who utilize this service will be responsible for paying for any dates of services that DHHS does not cover and are subject to cancellation and no-show fees.

If your family is required to pay a Family Fee, in addition to the DHHS Child Care Subsidy you receive, your Family Fee is to be paid via automatic charge/withdrawal from a credit card, debit card or electronic check on the first of the month. Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, are responsible for completing a Direct Draft Authorization for payment. Payment for your Family Fee will be withdrawn on the first of each month. If payment is past due, families will be responsible for any additional charges that may accrue on their account. If payment is not collected by the 15th of the month, the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid. DHHS Families responsible for a Family

Fee, per their DHHS authorization for Child Care Subsidy benefits, but the Family Fee is paid to another child care provider (not the YMCA) must provide the Y with a receipt of payment or proof of payment letter of payment from the other Child Care Center.

Parents/Guardians of participants utilizing DHHS Child Care Subsidy must notify their Program Director of any absences that will occur throughout the duration of the program.

If you violate 1 absence in any following month for Out of School Days programing without notice to a Program Director, participants are subject to removal from the program.

SPECIFIC INFORMATION REGARDING THE SUMMER DAY CAMP PROGRAMS

Program Hours

Program hours vary from site to site. Please refer to the website for site specific program hours. You may pick up or drop off your participant at any time during the day, however if you will be doing so between 9:00 AM to 4:00 PM, please let us know ahead of time due to the fact that between the hours of 9:00 AM to 4:00 PM your participant's group might be somewhere other than the YMCA at the time you arrive.

Weekly Schedule & Activities

The weekly schedule will be updated and available each week. The weekly schedule will tell you what your participant will need for each day, the weekly theme, the times and location of activities and any special notes and information. Program Staff plan and lead fun and developmentally appropriate activities that foster the participant's language and social development and that are educational, creative, challenging and fun. Some of the activities include: arts and crafts, group games, science, hiking, drama, music, sports, daily reading/exploring books, swimming, and much more. The activities are used to help to develop the whole child: spirit, mind, and body.

Field Trips

Field trips are a part of our program, each week participants may participate in a field trip or special activity. The specific dates and times of the field trips are noted on the schedule. There will be days involving field trips when the groups will not return to the site until 4:00 PM or later. Parents/Guardians will be notified in advance by posted messages, flyers and/or in the weekly activity schedule. Participants must be able to participate in planned field trips as alternative care will not be available at the site.

Weekly Summer Payments

At the time of registration, a \$35 application fee and \$20 deposit for each week registered is due. The \$20 deposit for each week will be credited toward the weekly program fee. The remaining balance for each weekly fee is due two Fridays before the week your participant will attend and will automatically be drafted from your credit/debit card on the due date. Payments must be set up for a weekly credit/debit card draft. We accept Visa, MasterCard, and Discover. Both the application fee and deposit are non-refundable and non-transferrable and we are unable to make any exceptions to this policy. Please see the cancellation policy below for more details and information. Full payment for Little Explorers & Running Creek is due at the time of registration.

Membership Status

Your membership status at the time of registration determines the fee for the program. Please note, you must have a YMCA family membership at the start of the program and your membership must remain current through August in order to receive the member rate.

Personal Belongings

The YMCA is not responsible for any personal belongings that may become lost or stolen while participating in our Summer Day Camp Programs.

Summer Day Camp Cancellations

Prior to May 1, families who cancel/withdraw from a week of camp will forfeit their \$20 deposit for each week they cancel/withdraw. For all cancellations/withdraws made on/after May 1, payment of 1/2 of the weekly fee for each week being canceled will be required at the time of cancellation. This includes all Summer Day Camp Programs.

A Program Change/Withdrawal Form is required for any change or cancellation at least **two weeks** prior to the session to avoid being charged the entire weekly fee. The \$35 application fee and \$20 deposit are non-refundable and non-transferable.

We encourage all families to carefully plan out their Summer Day Camp needs prior to registration. Please take into consideration family vacations, other camps, time spent with family members, etc., so that you only register for the weeks that your participant will need care.

Families who register for Summer Day Camp and later register for any other YMCA of Lincoln Youth Program (such as a Youth Sports Camp or Camp Kitaki) will have their \$20 deposit credited to their YMCA account for the week(s) prior to May 1. This change should be made using the Program Change/Withdraw Form.

What to Wear/Bring to Day Camp Everyday:

The following items should be brought to the Y everyday your participant attends. Please ensure that personal belongings are clearly labeled with your participant's first and last name.

- For safety reasons, participants should come to the Youth, Teen & Family Program in close-toed shoes or sandals that strap onto their feet, no flip-flops please. Participants should also come wearing old, comfortable clothing each day. Our activities will be fun and could be messy.
- Participants need to bring a lunch, labeled with their name, every day. Lunches will not be refrigerated or warmed up, so please plan accordingly. Lunches need to include items from 4 of the 5 food groups. Please avoid sending lunches with common allergens such as peanut butter. Lunches containing a common allergen, such as peanut butter, need to be clearly labeled with the words "Contains Peanuts." Soda pop is not allowed in lunches.
- Swimsuit and towel. All program participants will need a swimming suit every day. Even if they are not going to the pool, they may be doing an activity or game that involves water.
- Sunscreen. Program participants will engage in both indoor and outdoor activities every day, and it is important for all program participants to wear sunscreen every day. Please ensure your participant applies sunscreen before coming to camp and ensure they bring sunscreen with them to camp each day. The program staff will ask participants to apply sunscreen before going outside and in the morning and afternoon, while at the Y.
- A small backpack and optional items such as a change of clothes, water bottle, sunglasses and bug spray.

DHHS Child Care Subsidy

Child Care Subsidy is accepted. The parent/guardian is responsible for the Application Fee, per the DHHS Child Care Subsidy agreement between the Lincoln Y and Nebraska DHHS. Proof of DHHS Child Care Subsidy authorization and Application Fee are required at the time of registration. It is the responsibility of the parent/guardian to ensure that the authorization for care remains current during the dates that the participant attends the Y program and receives care. Families who utilize this service will be responsible for paying for any dates of services that DHHS does not cover and are subject to cancellation and no-show fees.

If your family is required to pay a Family Fee, in addition to the DHHS Child Care Subsidy you receive, your Family Fee is to be paid via automatic charge/withdrawal from a credit card, debit card or electronic check on the first of the month. Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, are responsible for completing a Direct Draft Authorization for payment. Payment for your Family Fee will be withdrawn on the first of each month. If payment is past due, families will be responsible for any additional charges that may accrue on their account.

If payment is not collected by the 15th of the month, the participant will be withdrawn from the program and will not be able to enroll in any other YMCA programs until the past due balances are paid. DHHS Families responsible for a Family Fee, per their DHHS authorization for Child Care Subsidy benefits, but the Family Fee is paid to another child care provider (not the YMCA) must provide the Y with a receipt of payment or proof of payment letter of payment from the other Child Care Center.

Parents/Guardians of participants utilizing DHHS Child Care Subsidy must notify their Program Director of any absences that will occur throughout the duration of the program.

If you violate 3 or more absences in any following week, without notice to a Program Director, participants are subject to removal from the program.

Contact Information for Child Care Licensing

The following information may be of help in gathering information about Child Care Licensing and includes a mailing address, phone numbers and websites.

For questions regarding Child Care Licensing:

800-600-1289 (toll free)
Child Care Licensing
Department of Health and Human Services
PO Box 94986
Lincoln, NE 68509-4986
dhhs.ne.gov/publichealth/Pages/crl_childcare_childcareindex.aspx

Review or request a copy of Child Care Licensing Regulations:

dhhs.ne.gov/Pages/reg_t391-2.aspx
Phone: 800-600-1289

Request copies of Compliance Reviews, the results of Licensing visits to the provider:

Douglas, Sarpy, Washington, Cass
County—402-595-3343
All other counties—800-600-1289

Review Negative Actions:

dhhs.ne.gov/publichealth/Pages/crl_monthlydisciplinereports.aspx

Make a complaint:

dhhs.ne.gov/publichealth/Pages/crl_childcare_complaints.aspx
Phone: 800-600-1289

Licensed Child Care

You have chosen to use a licensed Child Care provider for the care of your child or children.

According to Nebraska State law (Neb. Rev. Statute 71-1909), the licensing and regulation of Child Care programs exists to protect children and to assist parents in making informed decisions about the enrollment and care of their children in Child Care programs. These licensing and regulatory responsibilities are within the Department of Health and Human Services (DHHS).

Nebraska Law requires anyone providing care to four or more children from different families, for compensation, to be licensed.

The Types of Licensed Child Care in Nebraska are:

- Family Child Care Home I
- Family Child Care Home II
- Preschool
- Child Care Center
- School-Age Only Center



Roles and Responsibilities of Child Care Licensing

The roles and responsibilities of DHHS Child Care Licensing staff are to ensure that programs are providing proper care for and treatment of the children they serve, and that the care and treatment are consistent with the child's physical well-being, safety, and protection.

Licensed Child Care programs are encouraged to involve you. We urge you to let your Child Care provider's staff know of any concerns. There may be situations where you believe that the program is not responding to your concerns or may not be meeting state licensing standards. This brochure,

Review or request a roster of Licensed Child Care Providers:

dhhs.ne.gov/publichealth/Documents/ChildCareRoster.pdf

Phone: 800-600-1289

Additional Resources

These resources may be of additional interest to you.

Child Abuse/Neglect Hotline
800-652-1999

Child and Adult Care Food Program:
800-731-2266
www.education.ne.gov/NS/cacfp/index.html

Child Care Subsidy (ACCESS Nebraska)
accessnebraska.ne.gov

Nebraska Dept of Health and Human Services
dhhs.ne.gov

Nebraska Immunization
dhhs.ne.gov/publichealth/Pages/immunization_index.aspx

State of Nebraska
nebraska.gov

Child Care Licensing
dhhs.ne.gov/publichealth/Pages/crl_childcare_childcareindex.aspx

National Network for Childcare
www.nncc.org/

National Children's Coalition
teenzen.org

which Child Care providers are required to share with you, provides information that might be helpful in those situations. Please complete the receipt section and return it to your Child Care provider. This will be kept with your child's records.

Responsibilities of Licensed Child Care Providers

Licensed Child Care providers should:

Comply with child care regulations for their license type at all times.

Obtain and maintain accurate records for children they have in care, such as Enrollment Forms, Parent Information Brochure Receipts, Immunization Records and Medication Administration records.

Keep accurate and up-to-date records for their license and staff members. Report changes to Child Care Licensing and complete required paperwork to reflect changes.

Allow access to their licensed facility when children are in care at all times to parents, Child Care Licensing representatives and the Fire Marshal.

Develop policies and procedures for their programs.

Communicate with families their needs and concerns for the children in care.

Contact Child Care Licensing with any question or concerns they may have.
800-600-1289
402-471-9278 or
dhhs.ne.gov/publichealth/Pages/crl_childcare_childcareindex.aspx

Department of Health & Human Services



Division of Public Health

PARENT INFORMATION BROCHURE FOR LICENSED CHILD CARE



Expectations of Child Care Consumers

As a consumer of Licensed Child Care you should:

Read thoroughly all the information your provider gives you.

Complete your Child's Record Forms and return to your provider before your child begins care. Review and update these records as needed.

Supply your provider with your child's immunization records and keep them updated as needed.

Sign and date the receipt of this Parent Information Brochure for Licensed Child Care and return it to your provider before your child begins care.

Talk to your Child Care provider regularly to address needs and concerns for your children in care and as a parent.

Be informed of the child care regulations. Make sure you know what your licensed child care provider is regulated to do or not do.

Contact Child Care Licensing with any questions or concerns you may have.
800-600-1289
402-471-9278 or
dhhs.ne.gov/publichealth/Pages/crl_childcare_childcareindex.aspx



Youth, Teen & Family Programs & Community Learning Centers

Director Contact Information

If you have a compliment, grievance, question or concern about our programs, we encourage you to address it immediately with the Site Supervisor of the program. You can also contact the Program/CLC Director for your site. Please find their contact information below:

Cooper YMCA		Copple Family YMCA	
Sonya Uher Program Director – Youth, Teen & Family (402) 323-6408 suher@ymcalincoln.org	Madison Shimmin Assistant Program Director – Youth, Teen & Family (402) 323-6428 mshimmin@ymcalincoln.org	Aaron Edwards Program Director – Youth, Teen & Family (531) 289-7864 aedwards@ymcalincoln.org	Grace Smith Assistant Program Director – Youth, Teen & Family (531) 289-7855 gsmith@ymcalincoln.org
Programs		Programs	
Child Care Child Watch Out of School Days Parents Night Out Preschool Summer Day Camp	After School Lux Middle School Pound Middle School Scott Middle School Zeman Elementary School	Child Care Child Watch Out of School Days Parents Night Out Preschool Summer Day Camp	Before/After School Moore Middle School Wysong Elementary School
Fallbrook YMCA		Northeast YMCA	
Makenzie Waller Program Director – Youth, Teen & Family (402) 323-6433 mwaller@ymcalincoln.org	Kaylie Campbell Assistant Program Director – Youth, Teen & Family (402) 323-6442 kcampbell@ymcalincoln.org	Kyle Steinacher Program Director – Youth, Teen & Family (402) 434-9269 ksteinacher@ymcalincoln.org	Dominique Ngega Assistant Program Director – Youth, Teen & Family (402) 434-9252 dngega@ymcalincoln.org
Programs		Programs	
Child Care Child Watch Out of School Days Parents Night Out Preschool Summer Day Camp	Before/After School Kooser Elementary School Schoo Middle School	Child Care Child Watch Out of School Days Teen Night Preschool Summer Day Camp	Before/After School Kahoa Elementary School Pyrtle Elementary School Robinson Elementary School
Community Learning Centers			
Emily SoWel CLC Director Campbell Elementary School (402) 840-5138 esowel@ymcalincoln.org		Brandon Nichelson CLC Director Elliott Elementary School (531) 530-9003 bnichelson@ymcalincoln.org	
Kristana Perez CLC Director Lefler Middle School (402) 318-2722 kperez@ymcalincoln.org		Madison Klingenberg CLC Director Mickle Middle School (402) 419-3730 mklingenberg@ymcalincoln.org	
Tameca Barnes CLC Director Pershing Elementary School (402) 314-2070 tbarnes@ymcalincoln.org			

President/CEO/Licensee
Renee Yost
YMCA of Lincoln, Nebraska 570 Fallbrook Blvd, Suite 210 Lincoln, NE 68521-9026