

Parent Handbook

2026–2027 School Year

GENEVA LAKES FAMILY YMCA IN PARTNERSHIP WITH LAKE GENEVA J1



Geneva Lakes Family YMCA Parent Handbook

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Introduction

On behalf of the Geneva Lakes Family YMCA, we would like to take this opportunity to welcome both you and your child into our Child Care programs offered at Central-Denison and Star Center Schools. The Geneva Lakes Family YMCA is thrilled to be offering 3K Preschool as well as before and after-school enrichment programs. We are excited about the upcoming year and pleased that your child will be sharing this adventure with us!

Our program is about more than looking after kids. It's about nurturing their development by providing a safe place to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, responsibility and respect. Kids will have the opportunity to explore nature, find new talents, try new activities, gain independence, and make lasting friendships and memories. And, of course it's fun too!

This handbook is intended to be a guide in answering questions regarding program practices and policies. Within this handbook we use the term Parents. Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren). We value all types of families.

If you have any questions regarding our policies and practices, please seek clarification by contacting the School Age Child Care and Preschool Director. It is important that families understand the parameters within which our programs operate. The Geneva Lakes Families YMCA reserves the right to change current policies and practices. Changes to policies will be communicated to Parents.

Geneva Lakes Family YMCA Statement

Our YMCA programs provide a quality, safe and nurturing environment that fosters relationships, achievement, and belonging. We strive to deliver our curriculum with a child-centered approach that focuses on where each individual child is developmentally, cognitively, socially emotionally, and physically.

Non-Discrimination

Geneva Lakes Family YMCA does not discriminate against children or families on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parent status, sexual orientation or source of income.

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Who We Serve

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Americans with Disabilities Act

The Y complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will afford any reasonable accommodations to children with known disabilities, unless such accommodations would cause an undue hardship to the Y. Staff will meet individually with parents to develop a program that works for the child and the program. If we cannot meet a child's special need, the Director will help families find another source.

Inclusion and Accommodations

Geneva Lakes Family YMCA is committed to serving children of all abilities. Geneva Lakes Family YMCA staff are expected to make every effort to provide respectful accommodations that will meet the needs of children with- in the physical limitations of program sites, the availability of program resources and within normal child to staff ratios.

All registration forms that indicate a child may need a respectful accommodation plan or have health concerns, will be reviewed to determine necessary supports that will best meet the needs of the individual child in an effort to provide a safe and successful environment for every child. Geneva Lakes Family YMCA will work with Parent(s) to create a plan that meets the needs of the child. This plan will be shared with staff.

Religious Education and Holidays

In order to maintain the respectful environment, we strive to create at each individual site, customs and celebra- tions from a variety of cultures are included in program delivery. At times holidays that have a religious signifi- cance for some are celebrated as cultural traditions within the program environment. Please contact the program supervisor if your family celebrates a holiday or has a custom that they would like to share with the group.

Geneva Lakes Family YMCA does not offer a religious education program or curriculum and does not include reli- gious instruction or practices as a part of the daily schedule. Prayers are not said as a group at any time during the program. Please discuss any individual religious practice that you want your child to observe during program with the program staff.

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Confidentiality

At Geneva Lakes Family YMCA, we strive to provide the best possible program for our children. We will keep all child and Parent information confidential unless a signed release is obtained and used only for the purpose of guarding the health and safety of our children. All staff with access to children records are trained to not discuss and/or disclose personal information regarding the children and Parents. It is our goal to protect our children and Parents' rights to confidentiality.

Account Access

In order to protect the privacy of our Parents and ensure the safety of our children, Geneva Lakes Family YMCA restricts access to account information. Only authorized account holders and designated account users (all as listed on the parent portal account) may access information that is not publicly available through our website and marketing materials. Account holders are liable for the account and are able to request information and make changes to the account. Authorized users are individuals authorized by the account holder to access information only. Authorized users may not make changes to the account.

If account holders wish to authorize a user or another account holder on their account (including a spouse) written authorization must be sent to their administrative office. Parents should send an email using the email address we have on file. Geneva Lakes Family YMCA may request that additional paperwork be completed. Parents who are not designated account holders may not manage an account. Any individual responsible for a child, even a Parent, that does not have the designated access as described above will not have any information disclosed to them.

Requests for Information

Requests for information about a child from outside agencies or organizations, including the school, require Parent account holder permission. Requests without the account holder's authorization are denied unless court-ordered. Parents should contact their administrative office for more information and the required permission form.

Photo Release Policy

A photo release must be authorized during registration to grant Geneva Lakes Family YMCA permission to publish a child's image in its brochures, displays or other printed material and on its websites, Geneva Lakes Family YMCA social media sites, or Geneva Lakes Family YMCA group emails for purposes of promoting the programs. Children's names are not used when their images are displayed on our website or social media or in widely distributed print materials. The photo release also includes Parent's permission to allow photos to be taken for site uses only (e.g. bulletin boards in the room, art project or newsletters). As part of the photo release parents release Geneva Lakes Family YMCA, its employees, officers, directors and successors from any liability or claim related to the publication or disclosure for which they grant permission. Consent for the photo release options is completely voluntary.

Children and Parents may want to take photos of program activities and events. Geneva Lakes Family YMCA is not responsible for the use of photos taken by program participants or their families.

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Parent Involvement

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Geneva Lakes Family YMCA believes that a strong partnership with Parents is essential to best meet the needs of each child. Parents are encouraged to disclose any pertinent information that may address any additional medical or behavioral concerns. All additional tips, disclosure of triggers, or concerning behaviors to monitor will be beneficial in building staff and child relationships quickly. In order to have a successful child led environment staff must know where to meet each individual child physically, emotionally, socially, and cognitively. Additional information regarding Geneva Lakes Family YMCA programs and events can be accessed on our website at genevalakesymca.org.

As an orientation to Geneva Lakes Family YMCA programs, Parents are asked to review all program policies and procedures and contact the program director for clarification if they have questions or concerns.

All adults wishing to volunteer must have an annual background check on file and a completed volunteer file.

Parent Rights

You have a right to our Policies and Procedures as well as you child's record. Please ask the Director for a viewing. All required state licensing materials, emergency numbers, and parent information will be posted at each site. Ask your specific site for its parent and licensing board location.

Parent Concerns

Parent feedback is greatly appreciated as it helps us to continually improve the quality of our programs. Parents may bring their concerns to any program staff (i.e. counselors) or share feedback by sending email to the program site email.

Parent concerns that are unresolved after communication with on site care staff should be directed to the School Age Child Care and/or Camp Director. Program director contact information is located on the website. Concerns or issues that continue should then be discussed with the program director. If the resolution is unsatisfactory, parents may direct concerns to the Senior Youth and Family Director. Space will be made available for Parents and staff to hold confidential meetings and conversations.

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Health & Safety

Health History and Emergency Care Plan

When registering child(ren) and prior to the first day of attendance, Parents must provide a completed health history and emergency care plan form. This information must be updated at least annually to ensure that information such as immunizations and current health conditions are up-to-date. Completed health history and emergency care plan forms are kept secured on-site and accompany the child throughout the day.

We understand that for religious, health or personal reasons, Parents may elect to not immunize their children. In these situations, Parents must complete required documentation in order to enroll their child in the program.

Program Preparedness

Geneva Lakes Family YMCA is committed to the prevention of and preparation for events that could negatively impact the health and safety of all program participants.

Policies and procedures that outline proper practices to reduce or eliminate risk have been developed and are a part of every employee's training. Annual inspection of each program location, monthly procedure review and on-going training ensure compliance at each program site.

Program Facilities

Geneva Lakes Family YMCA programs are held in local schools and at the Y. We comply with all applicable state licensing standards regarding the facility where programs are held and the maintenance of facilities and equipment.

When we leave our main program location to go elsewhere, like on a field trip or to the playground, staff will leave a sign posted to let families know where they are. Please look for these signs if you come into our program area and staff are not there.

Personal Property

The possession and/or use of the following items is not permitted at Wisconsin Youth Company offices, camps, programs or field trips: weapons, alcohol, illegal substances, tobacco products and electronic cigarettes.

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Health & Safety

Child Illness

Upon their arrival at the program each day, children will be observed by the staff for signs of illness. If a child arrives or becomes ill at the program, the following procedures will be followed:

- A staff member will spend time with the child, assessing the nature of the problem.
- If the child is obviously ill and unable to participate fully in program activities a staff member will contact the child's Parents and ask them to pick the child up as soon as possible. The child will be placed in a quiet area, separated from the other children, but within sight and sound of a staff person, and with appropriate toys, books or quiet diversions for comfort until the Parent arrives. This space and any toys or books used will be disinfected immediately after child is removed.
- If the Parent cannot be reached, a staff member may call an emergency contact to pick up the child.
- Children who have not been in school due to illness are not allowed in the program that day.

When children have any of the following conditions, they may not attend or remain at program. The child should be symptom free for 24 hours before returning to program.

- Fever: Temperature of 100°F
- Diarrhea: two or more loose, watery stools within 24 hours
- Vomiting
- Sore throat or difficulty swallowing
- Headache or stiff neck
- Lice (including nits)
- Undiagnosed rash or spots on skin
- Severe itching
- Mouth sores
- Cloudy eye discharge
- Unusual nasal discharge
- Significant tiredness, irritability, crying
- Uncontrolled coughing
- Difficulty breathing, wheezing
- Any communicable disease

In some cases, a physician's note may be required stating that the condition is not contagious or a risk to others and the child may return to program. We recognize that having a child become ill on a work day can be very challenging for Parents. We will do our best to care for children should they become ill at program. However, please remember that bringing a sick child to program may jeopardize the health of the other children and staff. Please plan for back-up child care for your child if you are unable to leave work.

Parents should obtain a note from the child's physician or clearly indicate on the child's registration if they have a chronic or seasonal condition which is not contagious but may resemble a cold or eye infection.

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Health & Safety

Communicable and Contact Diseases

Each staff member receives information regarding childhood illnesses during orientation. When a suspicion of communicable or contact disease exists in regard to one of the children enrolled in a program, the staff will:

- Make the Parents aware of suspicion or observation related to communicable disease and any specific requirement to have the child seen by a physician and/or the need for physician's approval before the child

returns to the program.

- Notify the health department as applicable if the child has a reportable communicable disease.

- Notify the Parents of all children in the program that a possible exposure has occurred. The identity of the ill

child will not be discussed as a part of this notification.

- Observe other children in the program for signs of illness during the course of the incubation time.

Injuries and Accident Response

Staff will contact 911 in the event of all life-threatening emergencies or injuries.

The following steps will be taken when a non-life-threatening emergency or injury occurs:

1. Administration of first aid and comfort to the child; superficial wounds shall be cleansed with soap and water and protected with a bandage or adhesive type strip.

2. Immediately notify Parent and follow the instructions of the Parent in the event of any injury to the head or injury that may need additional medical attention.

3. If Parents cannot be reached and additional medical attention is needed, an emergency contact person specified by the Parents is notified.

4. If no contact with the Parent or emergency contact is made, staff will monitor the child. If additional or immediate medical attention is necessary, staff will call 911. Child will be transported at emergency discretion to either Lakeland or Mercy Hospital.

Each site will maintain a medical/behavioral log that conforms to Wisconsin Department of Children and Families (DCF) requirements: The bound medical/behavioral log will have lined and numbered pages and all entries recorded in ink. No spacing will be allowed between entries.

- All injuries, no matter how minor, and all medications administered, will be recorded in this log and signed

by the person making the entry.

- Parents will be informed of minor injuries by receiving a copy of the completed minor injury form.

- Parents shall sign the form before being given their copy. When this is not possible, a staff member will record how notification was done (phone call, form sent home, etc.).

- When a child's injury requires medical attention, the program director shall be informed and a state accident report form shall be completed by the staff and submitted to Wisconsin DCF within 24 hours.

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Health & Safety

Medication Management and Storage

Medications may only be administered if:

- There is a physician's prescription label on the medication packaging with authorization.
- The medication is part of an emergency care plan authorized by a physician.

All authorized medications (prescription and over-the-counter) require:

- A signed and dated written authorization by the Parent kept on-site.
- The medication in the original packaging and labeled with the child's name, name of medication, dosage, and directions for administering.

All prescription medications and other medications shall be stored in an area inaccessible to children. The quantity of medication is recorded upon receipt from, and upon return to, the Parent. All medication administered to children shall be recorded in the medical log and signed by the person administering it. Medications for individual children that may be needed for emergency care will be available at all times in the first aid backpack. These medications would include but are not limited to medications needed in the treatment of asthma, diabetes and severe allergies. To protect the safety of all children, individual children may not carry or store personal medications.

Emergency Procedures

Planning for Emergency Situations

Planning for Evacuation in the Event of Fire

The program supervisor will ensure that fire evacuation plans are practiced each month and that these practices include exits from all the various rooms that the program may use during program hours. During summer, fire evacuation plans are reviewed monthly. These plans will designate a primary and an alternate escape route as well as the location of the nearest fire extinguisher and fire alarm box.

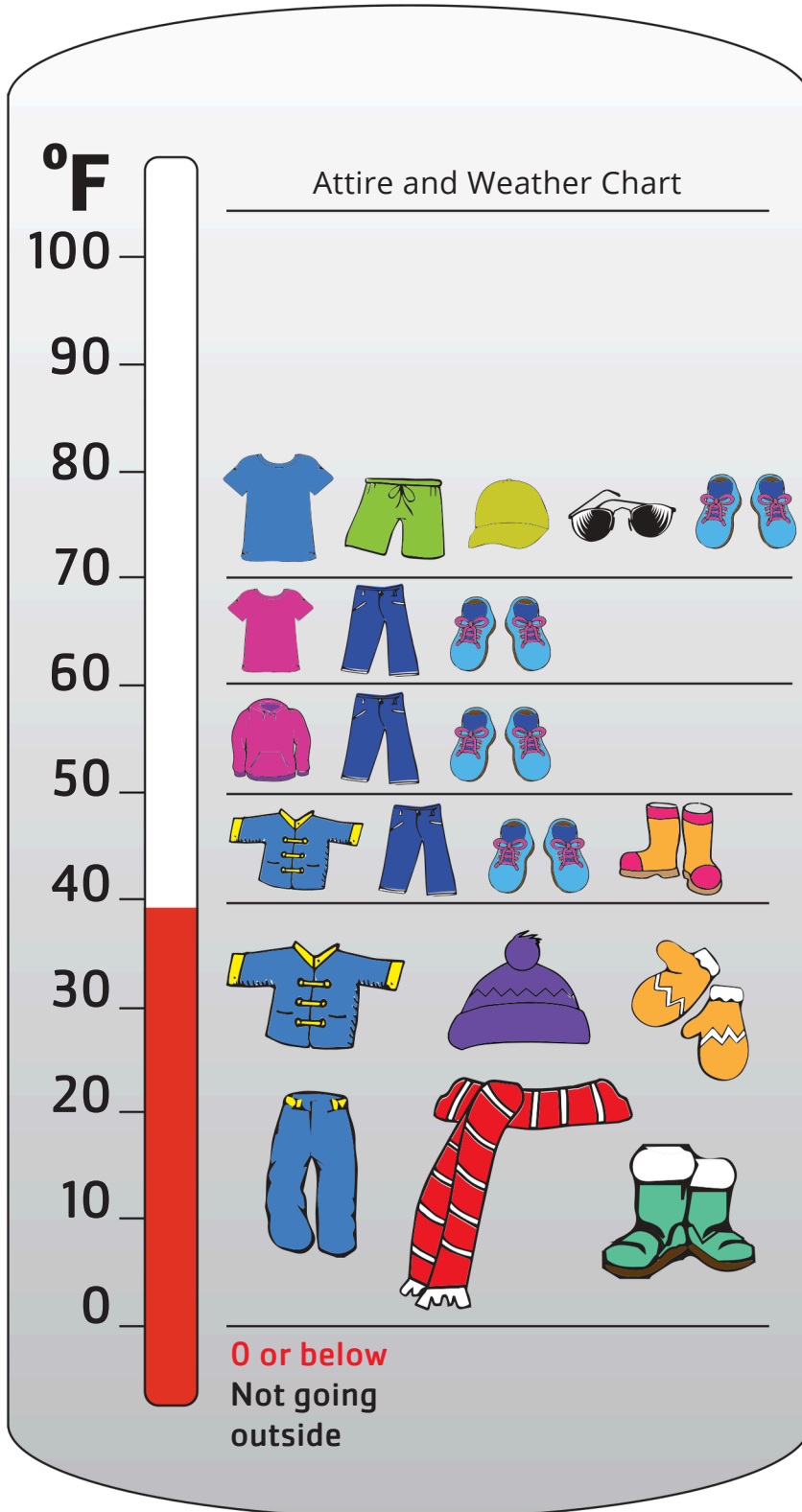
- During orientation, the staff will be trained in the use of the fire extinguisher as well as in how to evacuate children in case of an emergency.
- Documentation of these practice drills will be made and kept on site.
- Children will be taught during these practice drills that if they become separated or scattered, they should meet outside at a specific location away from the building.

Planning for Severe Weather

The Director will designate a tornado shelter area in the safest possible part of the facility.

- Tornado drills will be practiced monthly in compliance with DCF requirements and to ensure children reach the designated tornado shelter in a timely fashion in the event of an actual tornado.
- Staff members will know their duties in the event of severe weather.

AFTER SCHOOL Weather Chart What to Wear?



Temperature/Clothing

70+
 Shorts and short sleeves

70-60
 Pants and short sleeves

60 -50
 Long pants, long sleeves or
 sweat shirt

50-40
 Long pants and light jacket

40-1
 Hat, mittens/gloves and coat

40-1 with snow on ground
 Must also have snowpants and
 boots

If children are not properly
 dressed for going outside at
 the current temperature they
 will not be permitted outside.

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Health & Safety

Sunscreen and Insect Repellent

To help children enjoy time outdoors, Geneva Lakes Family YMCA will provide No Name SPF 30 for sun block and OFF brand bug spray. We require authorization from Parents to apply sunscreen and insect repellent upon registration. If a child requires a different strength or brand of sunscreen or insect repellent, Parents may complete the authorization(s) to administer sunscreen and/or insect repellent. If Parents provide alternatives to sunscreen and insect repellent, they will be required to drop them off the first day of program and pick it up on the last day of program. Due to the ages of some of the children enrolled in the program, we will ask that you turn in the child's sunblock and bug spray to the group leader.

Hygiene

Children and staff shall wash their hands with soap and water after using the restroom and before eating or preparing snack and after eating snack. Food shall be served in bowls and cups, or on napkins and paper towels, and under no circumstances on bare tables or floors. Toys and equipment will be cleaned when they become soiled. Eating surfaces will be washed and sanitized before and after each use. Wet or soiled clothing will be placed in a bag and set aside for Parents.

Snack and Nutrition

Children will receive free breakfast and lunch from the school district and the YMCA will provide a daily snack. The snacks we provide will be fruit, vegetable, low-sugar yogurt, or whole grain snack. We have a refrigerator on site, and a cooler will be used for food taken to the park. Cold, fresh water is available from drinking fountains in the building as well as in town. It is city water. Food will not be used as a reward or punishment. No child should go without nourishment for longer than 3 hours. Refer to DCF 252.44 table below:

Time Children are Present	Number of snacks and meals
2 1/2 to 4 hrs.	1 snack
4 to 8 hrs.	1 snack and 1 meal
8 to 10 hrs.	2 snacks and 1 meal
10 hours or more	2 meals and 2 or 3 snacks

Allergies and Special Diets

It's vitally important that any and all allergies to food be communicated during the registration process. Based on the health history and the emergency care plan form, accommodation plans will be created to fit the individual needs of children. Parents are responsible for providing the items necessary for the accommodation plan.

A special diet, not based on a medical condition but including nutrient concentrates and supplements may be served with written instruction from the children's physician and written permission from the Parents. Parents are responsible for providing all food if the child requires a specialty menu (vegetarian, Kosher, etc.) and Geneva Lakes Family YMCA requires a written request from the Parents for this accommodation.

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Health & Safety

Animals

Geneva Lakes Family YMCA does not allow privately owned animals on our program premises. When picking up or dropping off children, Parents may not bring pets into the program site or to areas where children are playing outside. Staff may ask the person in control of the animal to remove it from the area where the children are playing (on-site or off-site) and explain our animal policy. If the animal is not removed from the program area, staff will either move children inside or to another area.

In cases of loose or stray animals, staff will bring children inside and (if necessary) contact animal control. In the unlikely event that an animal bites a child, 911 will be called in order to secure the animal and verify rabies shots. Staff will also notify Parents. Staff will provide first aid and will document the bite.

Field trips may include animal petting areas. If children come into contact with animals on field trips, children will be closely supervised and will wash their hands with soap and water, before and after contact with the animals.

Field Trips and Transportation

There will be walking field trips to close-by recreational areas in town. Before leaving the building on a walking field trip, a face count of all children will be done as they are lined up. Using the Daily Attendance/Info Sheet inside the YMCA Binder, staff is to initial as they do a face count. A teacher is to be at the front of the line, as well as one at the back of line. Depending on the size of the group/groups and being aware of staff/child ratios, there may be several groups walking or one continuous line. If there is one line, any remaining staff will walk next to the children in the middle of the line as well. When arriving at the destination, staff will inform the children of the rules and all staff are to keep close supervision of all the children.

While out on a field trip, staff will stay with their group at all times. Bathroom breaks will be taken as a group. All groups will have two or more staff while on a field trip. While using facility bathrooms, one staff member will always remain at the entrance of the bathrooms, and do a face count before leaving to another area of the field trip. Staff will be responsible for enforcing any particular safety rules that apply to the facility being visited.

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Child Abuse & Neglect

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Geneva Lakes Family YMCA recognizes the serious local, state and national problems associated with child abuse and neglect. As an organization, Wisconsin Youth Company recognizes its legal responsibility for reporting suspected cases of child abuse to the properly constituted state, county, or local authorities.

Staff are in a unique position to identify potential cases of abuse or neglect of children. Through recognition and understanding of a problem, knowledge of reporting procedures, and participation in staff professional development on the subject of child abuse and neglect, staff will act responsibly in these situations.

Mandated Reporters

All staff are mandated reporters. This means that our staff are legally required to report knowledge or reasonable suspicion of child abuse or neglect. Geneva Lakes Family YMCA has adopted guidelines based on legal requirements and moral commitments which provide direction for the program staff to help in identifying and reporting cases of suspected child abuse and neglect.

Child Abuse Prevention

The health and well-being of your child is essential to Geneva Lakes Family YMCA. The Geneva Lakes Family YMCA has developed policy on child abuse prevention that includes the following provisions:

- Parents will be informed about their child's program participation.
- Annual Praesidium Child Abuse and Neglect training for all staff.
- Sites will offer and post information on child abuse, including resources.
- Staff will not release a child to anyone other than those listed on the registration form.
- Children will never be alone without staff supervision, observation and interaction.
- Limiting one-on-one interactions between staff and youth.
- Staff will register with the state fingerprinting database prior to employment. Receipt of this will be documented and filed.
- Training on Shaken Baby Syndrome will be provided to all staff that provides care to children under the age of 5.

Under no circumstances should a staff/volunteer member interrogate the child or cause them to feel responsible for any abuse/neglect. The staff/volunteer person's responsibility is to report and cooperate with the investigation.

Any changes to this policy will be made, as necessary, to be current with changes or revisions to state statutes.

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Child Guidance

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Geneva Lakes Family YMCA provides progressive child guidance that is designed to resolve or eliminate behaviors that are not safe or compromise an inclusive caring environment for children and staff. The procedure is based on the individual needs of each child in order for the child to succeed and thrive within the program.

Geneva Lakes Family YMCA supports quality programming through effective child guidance. Our program environments are designed to be fun, educational and enriching. The caring adult role models provide consistent supervision, reinforcing and modeling positive behaviors.

Staff Role in Child Guidance

In keeping with the YMCA mission and character values of caring, honesty, respect, and responsibility Geneva Lakes Family YMCA encourages the development of self-control, self-esteem and respect for the rights of others. Staff members serve as examples in their treatment of others and maintain self-control and respect when guiding or helping to support resolution of conflict. The staff are trained in methods of group management, conflict resolution and normal child developmental characteristics.

Progressive Guidance Procedures

Communication with Parents is critical to children's success. When staff observe inappropriate behavior, they are instructed to document the situation, and concerns are communicated to parents. Possible strategies are determined by taking into consideration the child's age, maturity, safety and protection of other participants. Staff training provides guidance in the use of these strategies. Strategies could include:

- Reconsideration and investigation: ask questions
- Allowance for natural consequences
- Modification of the environment
- Encouragement of positive behaviors
- Focusing responsibility for choices and behavior on the child
- Use of "I" statements to convey expectations
- Clarification of the rule or message to provide rationale
- Redirection or offering a choice
- Active listening
- Providing direction
- Loss of a privilege
- 'Taking a break' not to exceed three minutes
- Development of a behavior plan
- Immediate Parent pick-up

If additional guidance is necessary, the program director reviews the situation and may recommend additional actions, including but not limited to:

- Providing training and information on additional behavior management techniques.
- Parent meeting to create an agreed-upon plan for continued behavior modification.
- Short-term suspension from program and immediate parent pick-up.

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Child Guidance

Geneva Lakes Family YMCA believes that clear and meaningful consequences may be necessary when redirection strategies are not successful. The following strategies or threats of using these strategies are prohibited:

- Actions that are humiliating or frightening to children.
- Corporal punishment (spanking, hitting, shaking, etc.).
- Verbal abuse or any derogatory remarks made about a child or his/her family.
- Physical restraint (except in case of immediate danger to themselves or others).
- The withholding of meals or snacks, or remarks alluding to such actions.
- Allowing children to have disciplinary power over other children.
- Taking a break of more than three minutes.

Unacceptable Behaviors

The following actions have consequences:

- Refusing to follow behavior guidelines or YMCA rules
- Using profanity, vulgarity, or obscenity
- Refusal to participate in activities or cooperate with staff
- Disrupting a program
- Leaving a program area or threat to leave without permission
- Endangering the health, safety, or wellbeing of children and staff
- Use of illicit drugs, alcohol, alcohol or tobacco, or sexual conduct of any kind
- Teasing, making fun, or bullying other participants or staff

Consequences

When a participant does not follow the behavior guidelines, we will take the following action steps as behavior problems progress.

Level 1: Arguing, swearing, refusing to listen, being inappropriate, personal space issues

The first incident occurs:

- Immediate removal from activity and conversation with staff member addressing specific unacceptable behavior
- Subsequent Consequence: time out, removal from remainder of activity, loss of privileges, followed by debriefing.

The second incident occurs:

- Immediate Consequence: time out, removal from remainder of activity, loss of privileges, followed by debriefing.
- Documented Behavior Report that must be signed by Parents.
- Meeting with the Director . Brainstorm possible solutions.

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Child Guidance

Level 2: Violence (i.e. hurting others, self, or property), stealing, threatening violence, threats or attempts to leave program area

The first incident occurs:

- Phone call to Parents for immediate pick up and removal for remainder of day.
- Suspension from program for anywhere from one day to one week.
- Removal for the duration of remaining program.

If removal is required...

Participant fees are non-refundable if a participant is sent home for behavior or disciplinary reasons. Physical violence, bullying toward another participant or staff member, or endangering the program community and not adhering to the YMCA character values of caring, honesty, respect, and responsibility.

If Unacceptable Behavior continues, it may result in termination from Y programs.

Enrollment Termination Procedures

Enrollment may be terminated for the following reasons if attempts fail to resolve or eliminate the actionable problem:

- A child who presents needs that cannot be satisfactorily met within the constraints of the program, due to harmful behavior. Immediate termination results from violent, unsafe behavior where child is a danger to self, staff or other children in the program.
- Repeated early drop-off and/or late pick-up of a child or consistent failure to follow Geneva Lakes Family YMCA policies.
- Suspended short-term enrollment — if a child is suspended by Geneva Lakes Family YMCA, parents may be charged.
- Repeated lack of communication about the child's daily schedule i.e. — absences due to activities or illness are consistently not reported to attendance message line.

When termination of enrollment occurs, Parents will be notified by phone and through written communication of the effective date when the child will no longer be able to attend the program. Parents can appeal the decision to terminate their child's enrollment through written request to the executive director.

Staff and Child Involvement Outside of Program

We hire and train staff for our programs who provide a safe and nurturing experience for children. Your child will develop relationships with staff at our programs and may wish to continue contact with them outside of our programs. Geneva Lakes Family YMCA does not allow staff to babysit those in their programs during Monday through Friday. The built-in structure and safeguards that are available in the licensed program environment may not be present. This includes contact via email, text messages, cell phone, social media, personal websites or blogs. We also recommend that you not invite program staff to join your family for social activities. Parents cannot name a staff member as an authorized pick-up person for their child, even with Parent permission.

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Enrollment

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Required Information for Enrollment

We collect information about children enrolling in our program, their Parent(s), and at least one emergency contact. We collect this information to be in compliance with Department of Children and Families (DCF) requirements, to provide quality program and to help ensure the safety of children in our program. Required, completed information must be obtained before children can attend program. (Signatures may be digital or manual.) Parents may register online at www.GenevaLakesYMCA.org.

Child Information

We collect basic information about each child, their health history and specific information regarding enrollment in our program. More information about the health history and emergency care plan process can be found in the following section of the program handbook.

Basic Child Information Health History Program Information

- Full name
- Gender
- Birth date
- Swim level (program specific)
- T-shirt size (program specific)

Health History

- Child's immunization record or waiver
- Contact information of child's physician or clinic
- Authorization for use of sunscreen
- Authorization for use of insect repellent
- Behavioral and physical health diagnosis
- Necessary accommodations

Program Information

- Child's grade
- Child's school
- Program location
- Program start date
- Program attendance schedule
- Arrival and departure procedure

Geneva Lakes Family YMCA Parent Handbook

Enrollment

Parent Information

We collect Parent contact information and other account information. More information about account access and privacy can be found in the Confidentiality section of the program handbook.

- Full name
- Relationship to child
- Home address
- Best address during program hours
- Email
- Phone number(s)
- Best phone number during program hours
- Indicate who the child resides with

Account Information

- Account password
- Account security question
- Financial assistance source (if applicable)

Emergency Contact and Authorized Pick-up Person Information

A minimum of one emergency contact is required. Emergency contacts must be 18 years of age or older and be available during program hours. In an emergency when Parents and listed emergency contact persons cannot be reached, emergency dispatch (911) will be called.

Authorized pick-up persons must be 16 years of age or older. Parents will be considered authorized pick-up persons unless otherwise noted. Program staff may not be an authorized pick-up person.

Emergency Contact and Pick-up Person Information

- Full name
- Relationship to the child
- Best email during program hours
- Best phone number during program hours

Health History and Emergency Care Plan

Prior to confirmation of registration, Parents will provide completed health history and emergency care plan information. Parents are required to review and update this information bi-annually (each school year and/or summer) including immunizations and current health conditions. Please note that in the event of changes to your child(ren)'s health or an accommodation plan, it is the responsibility of the Parent of the child(ren) to contact their administrative office to update child(ren)'s information, i.e. change or addition of medication, injury to child, IEP. Parents who decline to have their child immunized for religious, health or personal reasons must complete required waiver documentation in order to enroll their child in the program.

Geneva Lakes Family YMCA Parent Handbook

Enrollment & Confirmation Process

Only Parents may enroll children in the program. Other adults interested in enrolling a child should contact the office for assistance.

After registration is received, the information is reviewed for completion and accuracy, and Parents may be contacted for additional information. The following are required for enrollment:

- Signed payment of fees agreement.
- Signed account access authorization (optional).
- Signed photo release (participation optional).
- Signed registration agreement.
- Signed emergency medical care or treatment release.

Start dates in the program will be confirmed for registrations that have completed information and required payment of registration fee. Children may not participate in the program without this confirmation. Parents are notified by email or by phone of their child's confirmed enrollment into the program and will receive a welcome packet by email (or by mail if no email address is provided).

Registrations are processed in the order in which they are received, and children are enrolled in programs on a first-come first-served basis, as determined by enrollment type (regular or drop-in enrollment). It may take up to two weeks for registrations to be processed.

Cancellations and Changes

Requests for schedule change or withdrawal of enrollment must be received in writing (email is sufficient) by the administrative office by the end of the business day Friday (5 p.m.) six business days prior to the start of a new billing period. Effective dates of schedule changes must coincide with the start of billing periods. Requests to increase schedule mid-billing cycle will be accommodated with added days on a space available basis until the next billing cycle begins. Fee adjustments will not be made for a schedule reduction in days occurring mid-billing cycle.

In order to protect the confidentiality of your information, changes to health information must be made through the administrative office. Parents are also to inform the office in writing of any changes in address, home or work numbers, emergency contact and/or authorized pick-up information, and all other registration information. This information cannot be updated online through the Daxko Portal once a registration is submitted.

Geneva Lakes Family YMCA Parent Handbook

Attendance

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Absence Reporting

If a child is ill or will for another reason be absent from the program, Parents are required to call the Site Coordinator phone number or Email the site Email. Phone numbers and emails are provided upon registration.

Unexpected Absences and Attendances

If a child does arrive at the Geneva Lakes Family YMCA program within a reasonable amount of time, and the staff has not received a message that the child will be absent, program staff will follow these steps:

- Contact the school office and verify school attendance when able (if applicable).
- Contact Parents at all available phone numbers.
- Contact emergency contact persons specified on the registration forms.
- No further attempts to locate the absent child will be made at the site level.

To conserve valuable staff time and ensure the safety of all children, it is important that Parents call the attendance message number whenever there is a change to their child's attendance.

If a child comes to program and is not registered for that day or is not confirmed to attend, a staff person will call the Parents and notify them of a drop-in rate being charged to their account.

Arrival and Departure

Each time the child arrives or departs from a program, the person responsible for signing the child in and/or out will note the time and sign the attendance form. Only authorized persons specified on the registration form and who present photo identification upon request may pick up a child, as we will not release a child to any other persons without written permission. Children must check-out with staff before departing for the day. Staff may not be used as an authorized pick-up or drop-off persons. Program staff are not permitted to transport children from our programs in their personal cars. In order to keep children safe and to make sure that they're going home with authorized adults, staff will ask to see the photo ID or verify a phone number of the person picking up the child until the staff is familiar with the pick-up person.

Parents are requested to call the site phone number if an adult other than Parents who are included on the registration will be picking up so that our office can verify this person is authorized. When possible the parent will be asked to fill out and send back a authorized pick up form via email. This helps prevent an unauthorized person arriving at the program location site to pick-up. Parents may authorize up to eight individuals at a given time. Parents may authorize a one-time pick-up authorization if they do not wish to have the pick-up person added to the list for the entire school year. To be authorized to pick up, the person's full name, email address, best phone number during program hours, and relationship to child must be provided. Alternative departure procedures for children must be specified on the registration form. You may change the arrival and/or departure procedures for your child by notifying their administrative office in writing. Changes must be made in writing and an email is sufficient.

Geneva Lakes Family YMCA Parent Handbook

Fees & Payments

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

General Fee Policies

As a non-profit, we are committed to providing quality program at an affordable price for Parents. There are many expenses to running high-quality programs.

Program fees are presented as flat-rate fees. For more information about specific program fee structure please see the program chapter sections. Payment due date will be specified on payment calendars. Parents are responsible for paying for all scheduled days. No adjustment in tuition fees will be made if a child is absent or goes home due to illness.

List of Fees

- **Annual Fees:** A \$25 deposit or registration processing fee is required upon registration in order to reserve space in the program. This processing fee is non-refundable and non-transferable.
- **Late Pick-Ups** that occur after 6:00pm will receive a fee of \$15.00 for every 10 minutes past the end of program time. A warning will be given on the first offense.
- If pick-up must be delayed, parents are asked to contact their program site and let the staff know as soon as possible. Repeated infractions may result in removal from the program.
- Continued non-payment of fees is cause for termination of enrollment from the program.
- **Non-Sufficient Funds:** Credit cards and checks that cannot be processed will incur a \$10 NSF (Non-Sufficient Fund) fee, this includes auto-pay cards.
- **Repeated Schedule Changes:** Schedule changes exceeding three per year will incur an administrative fee of \$5 for each additional change.

Tuition Payments

Auto-Pay: Auto-pay payments are processed bi-weekly, according to the payment schedule. Auto-pay payments (via a bank issued VISA or MasterCard only) can be authorized by parents by using their Daxko portal or by completing the authorization at the end of each statement. Parents who have an active authorization must contact our School Age Child Care and/or Camp Director if they receive a new card; card expiration date and CVC codes are not automatically updated. Parents must notify our School Age Child Care and/or Camp Director in writing to discontinue use of their auto-pay card on-file, email will suffice. If alternative payment plan is necessary please contact the School Age Child Care and/or Camp Director.

The following information will need to be on file for scheduled payments

- **Name** as it appears on the credit card
- **Card number**
- **Expiration date**
- **Three-digit CVC code** on the back of the card
- **Street address and zip code** of the card billing address

Payments are not accepted at program locations.

Geneva Lakes Family YMCA Parent Handbook

Fees & Payments

Payment Schedule

Payments are on a bi-weekly automatic withdrawal that occurs every other Monday prior to 2 weeks of care. Alternative withdrawal dates are not an option. Returned charges will result in a \$10 fee.

No refunds will be given.

Children enrolled in YBASE program are given a complimentary YMCA Youth Membership. There are options to upgrade to family memberships. Please contact the Geneva Lakes Family YMCA 262.248.6211

Year End Statement

A summary statement of what a Parent has paid for all programs offered through Geneva Lakes Family YMCA over the calendar year is available to the Parents of all participating students by January 31. Parents may access yearly tax statements in their Daxko portal. An email will be sent to notify Parents when tax statements are available.

Joint Accounts

Parents may authorize that their account be split between Parents so that tuition fees can be billed and paid separately. Deposits for all day and break programs, as well as registration processing fees, are not split by Geneva Lakes Family YMCA. Account access will be under the primary parents information. Parents should contact the administrative office for more information and to initiate the process for creating a joint account. If there is a custody agreement, the YMCA is legally bound to respect the wishes of the parent with the legal custody. The Director may ask for a certified copy of the most recent court order. If there is no court order, the YMCA will not accept responsibility for deciding which parent has legal custody.

(Please note: Continual delinquent payments on either side of a joint account may result in termination from program.)

Tuition Assistance

Geneva Lakes Family YMCA works with families to access our programs regardless of their ability to pay. Tuition assistance is available through the Geneva Lakes Family YMCA Financial Assistance. Our Membership Operations Director works with Parents to determine the best form of assistance for each family. Families may qualify for third party funding.

Financial Assistance

Individuals and families may apply for financial assistance for Y BASE programs up to a 35% discount. Assistance is based upon a number of factors, including total household income and the number of people living in the household. The process is confidential and application forms and brochures about the program are available online www.GenevaLakesYMCA.org or at the Geneva Lakes Family YMCA.

Geneva Lakes Family YMCA Parent Handbook

Fees & Payments

Third-Party Funding

Childcare funding may be available from the county. Please have your program coordinator contact our administrative office for further information.

Parents are responsible for initiating and managing their funding source transactions. Parents are responsible

for making payments in accordance with the payment schedule until they have received authorization. Once authorization is received from a funding source, our registration specialists will work with Parents to manage their account. It is the Parent's responsibility to follow program billing and funding activity and make timely payments for any remaining balances. In order to register, the registration processing fee must be paid by the Parent. If

this fee is not reimbursed by a third-party funding source, Wisconsin Youth Company may waive the fee after the third-party funding authorization is confirmed. The payment of this fee will then become a credit on the account that will be applied toward payment of future co-payments due.

Any additional fees incurred are not covered by scholarship or third-party funding.

Geneva Lakes Family YMCA Parent Handbook

Y BASE: BEFORE AND AFTER SCHOOL ENRICHMENT

Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Program Overview & Description

YMCA Mission

The YMCA's mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. Our programs are open to all children regardless of their race, creed, religion, sex or national origin.

Program Goals

Our Y BASE program has the following goals in mind:

- Learn an appreciation of others through the YMCA's core values of caring, honesty, respect and responsibility
- Develop new skills and interests
- Gain an appreciation of the world around us
- Provide an opportunity to exert leadership skills
- Develop an appreciation of self-worth
- Provide a safe, fun place for all children

We will implement choice-based programming. While homework, physical activity, and interest centers are all incorporated into the daily schedule, it will be up to the children to decide how to participate in scheduled activities. As a result of a schedule with moveable parts, students have ownership and responsibility for their own learning, and this is what helps keep them motivated and engaged. Program transitions will be staff and student-led to minimize stagnant time.

Before and after school programs are designed to meet the needs of elementary children who are age 4 to 12 and attending school.

SAMPLE BEFORE SCHOOL SCHEDULE

6:30-7:25 Extended Care
7:25-7:45 Snack and Clean-up
7:45-8:15 Group Games
8:15-8:30 Reading, off to school!

SAMPLE AFTER SCHOOL SCHEDULE

3:35/3:50-4:45 Enrichment Class
4:45-4:55 Snack and Clean-up
4:55-5:45 Homework and Books
5:45-6:00 Quiet Group Games

Licensing and Accreditation

State Licensing Postings

State licensing standards are available for review at each licensed program location. The terms of applicable licenses and licensing compliance or non-compliance statements are posted within the program.

HEPA

Geneva Lakes Family YMCA adheres to the quality standards set forth by the Department of Children and Families (DCF) State of Wisconsin Licensing Regulation in regards to daily physical activity offered to children participating in our programs. Children will be offered a minimum of 20-30 minutes each day for large motor activity outdoors, weather permitting and when the temperature is above 0 degrees Fahrenheit in the winter months. Children may use the gym spaces within our schools during inclement weather when available.

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Y BASE: BEFORE AND AFTER SCHOOL ENRICHMENT

Staffing and Supervision

In the interest of safety and quality programming staff are required to know the whereabouts of each child at

all times. All program locations use an organization-approved system to track children within the program that includes knowing the location, names and number of children in attendance. Geneva Lakes Family YMCA strives for the best staff-to-child ratio possible in order to support quality programs and at all times operates within applicable state licensing standards.

Staff Training

Geneva Lakes Family YMCA staff play an important role in the safety and quality of each before and after school program. All staff working with children are trained on all Geneva Lakes Family YMCA policies and procedures as well as CPR and First Aid. Additionally, staff meet all required background, health and orientation requirements that are mandated by DCF. Wisconsin Youth Company is committed to provide on-going professional development including correspondence courses and access to local collaborative training opportunities.

What to Bring to Before and After School

Appropriate Dress Attire

Geneva Lakes Family YMCA asks that all children wear closed-toed shoes during program hours, so that they can safely and fully participate in all activities offered during program hours without danger of accidental injuries. Appropriate clothing must be worn daily for the weather conditions, i.e. winter coat, hats, gloves, snow pants, and snow boots. Please see the attire and weather chart located in the Health and Safety section of this handbook for appropriate clothing needs.

Personal Property

Please make sure to label all items clearly with your child's name. Children are discouraged from bringing items beyond what is needed during program hours. Geneva Lakes Family YMCA is not responsible for lost, stolen or damaged personal property, including clothing, cell phones, cameras, and other electronic devices.

We don't allow the use of toys and equipment from home because of the effect it has on the community we are trying to build. If children bring items from home, it can create an environment of exclusion for other children. If you feel some toy or piece of equipment would enhance the program, please discuss the possible purchase with program staff.

Electronics in Program

- **Cell Phones:** Geneva Lakes Family YMCA does not allow children to use personal cell phones or personal electronic devices when participating in our programs. Children carrying cell phones will be asked to place them in their backpack during program time.
- **Computer Access:** Computer access may be granted at individual programs and used only for academic purposes. Children will be limited to 20 minutes of screen time per day.

Geneva Lakes Family YMCA Parent Handbook

Y BASE: BEFORE AND AFTER SCHOOL ENRICHMENT

Before and After School Regular Enrollment

Children who are registered for regular enrollment are securing a set schedule in before and/or after school programs. There is a two-day minimum for regular enrollment. Unfortunately, we are unable to accommodate a rotating weekly schedule. Parents have the option to add an additional day when program space is available and pre-payment for the day is made in full. Added-day fees vary by program location which can be found on our website, within your program location page.

Once scheduled, add-day fees are non-refundable and non-transferable. Added days cannot be requested more than two weeks in advance. Parents may call the School Age Child Care Director to request and schedule an added day.

There is an enrollment blackout period for regular enrollment one week before the start of the school year to allow time for heavy volume of processing. Only completed forms/online registration received before this date will be processed and confirmed to begin the first week of school, as space permits. Registrations received after this date will be processed as volume and capacity permit. Schedule change requests are not processed during this blackout period.

If space in the program is not available, Parents are placed on the wait-list. Parents who accept a place on the wait-list are then contacted if and when space becomes available. In order to provide a quality experience for your child, we need to have sufficient enrollment to operate a program. If we are unable to offer the program you registered for, we will contact you to discuss possible alternatives.

Locations:

Y BASE offers before and after school programming at three elementary schools in the Lake Geneva School District to provide ease and convenience for families.

SCHOOL	PROGRAM MAIN
Central-Denison	900 Wisconsin St.
Star Center	W1380 Lake Geneva HWY

Times:

Care is available both before and after school from 6:30 AM-school start time and afterschool-6:00 PM when the School District is in session.

Before and After School Arrival and Departure

- Upon dropping off your child, a staff member will electronically sign your child in using software on a laptop or phone app.
- Children must be escorted by an adult to YBASE when being dropped off for AM care.
- To best serve your child's needs, please communicate any necessary, daily information about your child to the Y BASE staff.

Geneva Lakes Family YMCA Parent Handbook

Y BASE: BEFORE AND AFTER SCHOOL ENRICHMENT

After School Programs

All children arrive unescorted from their classroom; all ages will check-in with staff upon arrival to the program. A Parent or authorized pick-up person must make contact with staff to sign children out when children are picked up. Only authorized persons 16 years of age or older will be allowed to pick up a child from a program.

When staff and children leave the licensed program space where regular programming takes place, a sign will be posted stating where they are, e.g., gym, library, park or playground. Please refer to the sign posted at the entrance to direct you to the location of program staff and children when they are not in their licensed program space.

Extracurricular Programs

An extracurricular permission form is required for all children who participate in extracurricular activities that occur during their scheduled program time in after school. The extracurricular permission form provides Geneva Lakes Family YMCA with written Parent permission for children to arrive late to the after school program (e.g., to help a classroom teacher, scouts, sports practice, music lessons, etc.). This process helps to ensure that the child is properly checked out from After School and the ensures the safety of children. The extracurricular permission form is available here, through the Director, and at all program locations.

Geneva Lakes Family YMCA is responsible for children only during the time they are checked into the program. This includes Parents continuing play on the community playground after signing out their child.

Before and After School Fee Structure

Geneva Lakes Family YMCA before and after school programs correspond with school district calendars and fees are based on operation costs for the entire school year.

Our weekly fees are calculated based on the number of days registered and scheduled to attend. Winter and spring break periods are not included in this calculation. Current fees for specific sites are available on the before and after school program page on our website, www.GenevaLakesYMCA.org. Winter and spring break periods are not included in this calculation. Current fees for specific sites are available on the before and after school program page on our website, under the Child Care Page at www.GenevaLakesYMCA.org. Weekly fees change based on early release days, non-school days or holidays. Fees will not be pro-rated for missed days due to the following; vacation, holidays, school closures (due to weather or other reasons) or schedule changes. Billing periods are weekly. Payment is due on the Monday prior to the week of care.

Geneva Lakes Family YMCA Parent Handbook

Y BASE: BEFORE AND AFTER SCHOOL ENRICHMENT

Early Release Days & No School Days

After School program is not offered on no school (mid-day release).

School Day Out Program

We offer School Day Out on most of the days that the School District is closed.

Parents will be notified of these programs in advance and allowed to enroll for an additional fee. This program is separate from our regular Y BASE program.

See our YMCA Kid' Day Out flyer for details and schedule at www.GenevaLakesYMCA.org

Last Day of School

If the last day of school is an early release, there will not be after school, however, before school will take place.

If the last day of school is a full day (no early release) after school will run and fees will be assessed.

School Cancellations and Closings

If school is canceled, delayed or closed early due to bad weather, physical facility problems or other emergencies, before and after school programs will not operate. No refunds will be given.

School closing announcements will be made on the radio, TV, email, incoming message and/or our website, wisconsinyouthcompany.org. In the event of inclement weather, if schools are open but the weather is worsening, after school will operate, but we ask that Parents pick up their child(ren) as early as possible.

Geneva Lakes Family YMCA Parent Handbook

Contact Us

Contact Us

Geneva Lakes Family YMCA
203 S. Wells Street, Lake Geneva, WI
3147
262.248.6211
GenevaLakesYMCA.org

Absence Reporting

YBASE & Early Explorers | Central Denison & Star Center
Hope Feldman | School Age Child Care & Preschool Director
262.248.6211 x26
hope.feldman@glymca.org

