



## **Joplin Family YMCA**

### **Parent Handbook**

- **After School Services**
- **Winter and Spring Break Camp**
- **Summer Day Camp**
- **Summer School After School Services**

### **Our Mission:**

**The YMCA is For Youth Development, For Healthy Living and For Social Responsibility.**

At the Joplin Family YMCA, we strive to put our mission to action by strengthening the community and closing the gap in services for working families. Part of the way we do this is by offering inclusive childcare services while school is not in session.

We understand the difficulties working families face in finding quality childcare, so we are here to provide help with homework and a healthy snack so that time at home is truly family time.

When your child spends time with the Y after school, they are not returning to an empty house unsupervised. Our staff create opportunities for children to continue learn, grow, and thrive.

Our staff have been trained in child abuse prevention; Our Mission in action related to social responsibility is to promote prevention of child abuse and community awareness.

## **After School Program Care**

The Joplin Family YMCA's After School Program is an after-school care and activity program designed to provide a safe, nurturing environment for children in elementary school. It is held on-site at participating schools and supervised by YMCA staff.

For safety and peace of mind:

- All staff are CPR-certified.
- All staff undergo a comprehensive background check, including fingerprinting.
- Each site director has college credits in education.
- All staff complete 12 hours of continuing education annually.

### **Times and Hours of Operation**

The standard After School Program schedule is **2:30–6:00 p.m.**, though exact times may vary by location.

### **Emergency Procedure**

If an emergency arises between **2:45–6:00 p.m.** relating to the care of your child, contact the YMCA at **417-781-9622**. A message will be relayed to the school site.

### **Late Pickup Fee**

Pickup after **6:00 p.m.** results in a **\$25 fee**.

Three late pickups will result in dismissal.

### **Abandonment**

Children not picked up by **7:00 p.m.** will be considered abandoned.

The Police Department and Division of Family Services will be contacted.

### **Signing In & Out**

- Only adults listed on the enrollment form may pick up a child.
- Photo ID may be required.
- Must be at least **16 years old** to pick up.

### **Meals & Snacks**

Meals/snacks vary by program.

Notify staff of allergies—doctor's documentation required.

## After School Program Daily Schedule

Every YMCA site offers a unique and special experience. Below are general examples.

### Joplin & Webb City Schedule

- 2:45 p.m. — Arrival Time / Roll Call
- 3:00 p.m. — Group Games Outside
- 3:30 p.m. — Snack
- 4:00 p.m. — Arts & Humanities / Health, Wellness & Fitness
- 4:30 p.m. — Outdoor Play / Indoor Activities
- 5:15 p.m. — Homework Assistance (time may vary)
- 6:00 p.m. — Program Closes

### Carl Junction Schedule

*(Friday start time accommodates early dismissal.)*

- 2:45 p.m. — Arrival
- 3:30 p.m. — Split Groups / Roll Call
- 4:00 p.m. — Snack
- 4:30 p.m. — Arts & Humanities / Health, Wellness & Fitness
- 5:00 p.m. — Outdoor Play / Indoor Activities
- 5:30 p.m. — Homework Assistance
- 6:00 p.m. — Program Closes

## Summer School After School

For children enrolled in summer school in either Joplin School District or Carl Junction, we provide an extension of our After School Program. Parents must enroll children in this program in order for children to attend. *Children do not automatically transfer from our After School Program into our Summer School Extension Program.*

## Winter, Spring Break & Summer Camps

Our Winter and Spring Break Camps provide safe, structured care for elementary-age children during school breaks. Camps are held at the Joplin Family YMCA and supervised by YMCA staff. All staff are CPR-certified and background checked.

### Drop-Off & Pick-Up Procedure

To meet state childcare regulations and limit contact with individuals not associated with School Age Services:

- **Drop-off:** 7:00–8:30 a.m. (East Door)
- **Pick-up:** 3:30–6:00 p.m. (East Door)

*Subject to change.*

### Hours of Operation

Monday–Friday, 7:00 a.m.–6:00 p.m.

Camp dates follow the Joplin School District calendar.

### Late Pickup Fee

Pickup after 6:00 p.m. results in a **\$25 fee**.

Three late pickups will result in dismissal.

### Abandonment

Children not picked up by 7:00 p.m. will be considered abandoned.

The Police Department and Division of Family Services will be contacted.

### Signing In & Out

- Only adults listed on the enrollment form may pick up a child.
- Photo ID may be required.
- Must be at least **16 years old** to pick up.

### DVN Numbers

Available at [www.joplinfamilyy.org](http://www.joplinfamilyy.org)

### *Sample Day Camp Schedule*

Field trips occur throughout the week and add variety to the camp experience. Field trips are typically taken on Tuesdays, Thursdays, and occasionally Fridays. Field trip times vary depending on the group, destination, and daily schedule.

Weather permitting, children visit a local park in the mornings before field trips or activities.

#### General Daily Schedule:

- 7:00–8:30 — Check-In & Breakfast
- 8:45–9:00 — Bathroom / Handwashing / Bus Loading
- 9:00–10:45 — Morning Activity
  - *Weather permitting, children will visit the park during this time.*
- 10:45–11:00 — Bathroom / Handwashing / Bus Loading
- 11:00–12:00 — Lunch (off-site)
- 12:30–2:15 — Community Activities / Field Trips
  - *Field trip departure and return times vary depending on the destination and the group.*
- 2:15–2:30 — Bathroom / Handwashing / Bus Loading
- 2:30 — Return to YMCA
- 3:00–4:00 — Snack & Group Activities
- 4:15–6:00 — Movie & Social Time
- 3:30–6:00 — Check-Out

#### Meals

Breakfast, lunch, and afternoon snack are provided. Meals/snacks vary by program.

Notify staff of allergies—doctor’s documentation required.

## Enrollment, Attendance & Legal Documentation

#### Sign-In / Sign-Out Procedures

- Only individuals listed on the enrollment form may pick up your child.
- Photo ID may be required.
- Pick-up persons must be **16 or older**.

#### Child Custody & Foster Care

If a parent or guardian is legally restricted from contact, you must provide official documentation (custody orders, ex parte orders, etc.).

Without legal documentation, the YMCA cannot deny a parent the right to pick up their child.

### **Abandonment Policy**

If a child is not picked up by **7:00 p.m.** and no contacts can be reached, law enforcement and the Division of Family Services will be notified.

## **Tuition & Payment Policies**

### **Processing Fees**

A non-refundable processing fee is required at enrollment.

### **Tuition**

- Fees are drafted automatically on Mondays prior to care.
- Weekly tuition is non-refundable and non-transferable.
- Tuition is charged weekly regardless of attendance, holidays, illness, weather closures, or suspensions.
- A **10-day written notice** is required to unenroll  
(email: [schoolplus@joplinfamilyy.org](mailto:schoolplus@joplinfamilyy.org) or [summer@joplinfamilyy.org](mailto:summer@joplinfamilyy.org)).

### **Returned Payment Fee**

- \$25 fee for declined/returned payments.
- Payment must be made by Friday or child may not attend.
- Unpaid balances may be sent to collections.
- Repeated incidents may result in suspension.

### **Child Care Subsidy**

Parents must apply through the Missouri Department of Elementary and Secondary Education Office of Childhood.

Temporary rates may apply if the application is denied for income reasons, but parents are responsible for full weekly payment until approved.

### **Attendance Requirements for Subsidy Recipients**

Children must meet daily hour minimums and attendance requirements.

Timecard errors must be corrected within **5 days**.

### **Receipts & Tax Statements**

Available at [www.joplinfamilyy.org](http://www.joplinfamilyy.org).

Federal Tax ID: 44-0552026.

## **Health Policies**

### **Sick Children**

Children may NOT attend if they have:

- Fever of 100.4°F or higher
- Contagious rash
- Vomiting/diarrhea (twice or more)
- Head lice (including nits)
- Any contagious illness

Ill children will be separated and must be picked up immediately.

### **Medication Policy**

Medication is only administered if:

- Required during program hours
- In the original container with pharmacy label
- Requested by parent in writing

The YMCA may refuse medication administration if necessary.

### **Special Care Plans**

Children with special needs may require a Specialized Care Plan.

If needs cannot be met, staff will offer alternative care recommendations.

### **Handwashing Policy**

The YMCA follows state health guidelines to help prevent the spread of illnesses.

Staff and children will regularly wash their hands throughout the day to keep everyone safe and healthy.

Hands will be washed:

- When children arrive to the program
- Before and after eating or handling food
- After using the restroom
- After coughing, sneezing, or blowing noses

- After outdoor play
- After contact with bodily fluids
- Whenever hands are visibly dirty

When handwashing is not immediately possible, staff will use an approved hand sanitizer until handwashing can occur.

## **General Program Policies**

### **Media Release**

Children may be photographed or included in YMCA media demonstrating program activities and social development.

### **Personal Property**

YMCA is not responsible for lost or damaged items.

All belongings should be labeled.

## **Behavioral Expectations & Discipline**

### **Behavior Management & Discharge Policy**

- **1st Write-Up:** Warning; parent notified.
- **2nd Write-Up:** 1–5 day suspension.
- **3rd Write-Up:** Dismissal for the remainder of the school year.

Severe behaviors may result in immediate suspension or discharge.

Parents may not hire YMCA staff for private babysitting while their child is enrolled.

### **Anti-Violence Policy**

Violent/aggressive behavior or dangerous items (knives, firecrackers, guns, etc.) are prohibited.

### **Child & Parent Code of Conduct**

#### **Prohibited Parent Behaviors**

- Violence or aggression
- Verbal abuse
- Bullying
- Foul language

- Failure to follow policies

### **Prohibited Child Behaviors**

- Physical aggression
- Excessive bullying
- Inappropriate language
- Damaging property

## **Staff & Child Safety Standards**

### **YMCA Staff & Volunteer Interaction Guidelines**

Prohibited actions include:

- Physical punishment
- Harsh or belittling language
- Inappropriate touching
- Private one-on-one time with a child
- Transporting children in personal vehicles
- Personal communication with children outside YMCA programs

### **Supervision Policy**

Staff will maintain active, engaged supervision at all times through:

- Strategic positioning
- Regular headcounts
- Awareness of indoor/outdoor activity zones
- Supervision during transportation and transitions

### **Child-to-Child Behavior Policy**

Not permitted:

- Physical aggression
- Bullying or name-calling
- Inappropriate touching

Staff will intervene immediately and notify parents when needed.

### **Red-Flag & Inappropriate Behavior Policy**

Staff watch for behaviors that may indicate risk or boundary violations, including:

- Excessive or prolonged contact
- Special treatment or favoritism
- Isolation or secretive behavior
- Manipulative or inappropriate comments

Inappropriate staff actions (aggression, belittling, unnecessary touching, or private encounters) are prohibited.

## **Grievance & Reporting Procedures**

### **Grievance Policy**

Steps to resolve concerns:

1. Speak with the staff member.
2. Contact the Site Director.
3. Contact the School Age Services Director at **417-781-9622** or [schoolplus@joplinfamilyy.org](mailto:schoolplus@joplinfamilyy.org).

### **Response to Allegations or Incidents of Abuse**

- Ensure child safety immediately.
- Remove staff/volunteers from duty if involved.
- Mandated reporting to **Missouri Child Abuse & Neglect Hotline: 1-800-392-3738**.
- Notify YMCA leadership.
- Document incident and follow up after investigation.

