ABOUT THE Y

Mission
The YMCA of Southern Arizona is dedicated to improving the quality of human life and to helping all people realize their fullest potential through the development of Spirit, Mind and Body.

Values
Our programs and services are infused with our four positive character values: Caring, Honesty, Respect and Responsibility. We are committed to challenging our members, staff and volunteers to demonstrate these values.

Purpose
Our purpose is to empower young people, improve health and wellbeing for every individual, and inspire positive action across our communities. We see the value in bringing together people from all ages and diverse backgrounds to create an environment where all can learn and grow from each other. YMCA staff members strive to ensure that every person entering our doors has access to opportunities they may not have outside our buildings.

Areas of Impact
The Y has served southern Arizona for more than 100 years as a leading nonprofit committed to strengthening our community through Youth Development, Healthy Living and Social Responsibility. The Y empowers everyone, no matter who they are or where they’re from, by ensuring access to resources, relationships and opportunities for all to learn, grow and thrive. One in four children enrolled in Summer Camp could not have attended this life-changing program if they had not received financial assistance. And that’s just the beginning of how the Y creates a welcoming environment for all. In 2019, the YMCA of Southern Arizona provided $1.12 million in financial assistance to more than 15,500 children, adults and families in our community to ensure they have access to necessary programs and services.

Program Philosophy
YMCA programs utilize an interactive approach that sparks creativity and encourage individuality while building strong, confident, and healthy kids. Throughout each session, our Y staff focuses on really getting to know each child in order to understand their personalities and passions so that we can celebrate who they are and who they will become. We prioritize the unique perspective of all of our kids, as well as the differences and similarities that shape them. YMCA programs expose kids to new experiences, different cultures, creative projects, and tons of fun! We aim to create an inclusive environment that promotes teamwork and bolsters self-esteem in order to develop the next generation of leaders.

Nondiscrimination Statement
The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity. Our values: caring, honesty, respect, and responsibility guide everything we do!
GENERAL INFORMATION

Our Staff
All staff meet and often exceed qualifications established by the State of Arizona and YMCA of the USA. As part of the application process all staff are required to provide professional, personal/family and peer references, as recommended related to child abuse prevention in addition to completing a full background check and fingerprint process. Y staff are required to keep their skills up-to-date at all times, and their training is regularly monitored. Trainings are updated often so staff stay current with the latest developments in their areas of expertise. Staff will attend training sessions that focus on program quality through topics such as innovation, behavior management, safety and compliance and leadership. Our staff development initiatives provide opportunities for our site directors and group leaders to initiate and implement specific practices throughout our programming that engage our youth in social and emotional learning that leads to successful futures.

Staff Ratios
The YMCA strives for a 1:15 ratio whereas 1:20 is the state requirements. We base staffing off of registration numbers and adjust and mobilize staff when needed. Please note during unique circumstances, such as the COVID-19 pandemic, the YMCA adheres to guidelines set forth by the local health department and government to determine staff ratios.

Registration Process
Families will each have a login and will be able to register on the YMCA website at www.tucsonymca.org by clicking the Child Care drop down menu. The required registration paperwork will be sent via email once the online registration is processed. All registration paperwork must be filled out and signed prior to the child attending the program. If you recieve DES assistance, please visit www.tucsonymca.org/DES prior to registering.

Serving All Children
In an effort to ensure all children ages 5-12 are successful in summer camp, the YMCA will work with each family to address their child’s specific needs, as identified on the child’s paperwork, to determine if the YMCA can support the child’s ability to reach their full potential. The YMCA does not discriminate against anyone with special abilities or needs and is forthright in making reasonable accommodations in the program to best meet the needs of all children, their families, and program employees.

The YMCA does have limitations due to the ratio requirements and nonspecific knowledge of certain abilities or needs and requires all individuals who have been identified with a diverse ability to take part in an intake process. Guardian communication and support is essential in determining if the YMCA can meet the needs of the child. The YMCA relies on well qualified community partners and other subject matter experts to help us make decisions to provide reasonable accommodations and to determine a child’s path to success in our program.

Financial Assistance
As a charitable organization, the YMCA of Southern Arizona raises money in order to provide our families the opportunity to take part in our programs at a cost that suits their financial needs. We offer financial assistance and work with each family individually to ensure they can participate in our programming. This includes assistance provided for the school year and also includes emergency assistance for families who experience a sudden hardship. Please complete a Youth Development (YD) Financial Assistance Application located on the YMCA website at www.tucsonymca.org by clicking the Child Care drop down menu and selecting YD Financial Assistance. The YMCA of Southern Arizona partners with the Department of Economic Security as well as other local entities that assist families in affording youth development programs. Please contact our office for more information about authorizations and registration.
Receipts and Tax Information
Receipts are available upon request after making a monthly payment. End of Year statements are available upon request after December 31st. YMCA of the Southern Arizona payments for youth development programs may qualify as a tax deduction. Tax ID # is 86-0101237.

Location of Children
Your child’s safety is the YMCA’s first priority, which is why all program participants’ whereabouts are being monitored at all times. Y staff will provide communication that informs guardians where their children will be during pick-up times. A note will be posted at the main entrance to indicate where a program is taking place (in or outside of the designated center). If in the event a child’s whereabouts are unknown, YMCA staff will conduct a thorough search of the area.

Participation in Activities
Opportunities for exercise and fitness are available daily. Our staff will never force children to participate, however, we ask that guardians encourage their child to take part in all programs. Should you or your child have any questions in this regard, please contact the Youth Development Administration.

Check In/Out Procedures
Only persons listed on the registration form are authorized in writing by the child’s guardians may pick up or visit a child. For safety reasons, we will not release your child to anyone without authorization and all persons including yourself must have identification with them. All persons picking up your child will be asked for identification.

If you are more than 30 minutes late and the staff has not been able to reach you or anyone authorized to pick up your child, a YMCA staff member will contact the Youth Development Leadership. We will then notify the Department of Human Services and the local police.

Intoxicated Child Pick-Up
For the safety of the children, the YMCA has established a procedure in the event of anyone attempting to pick up a child while under the influence of alcohol or drugs. If a staff person suspects intoxication, they will strongly encourage that someone else pick up the child. If the individual insists on leaving with the child, the staff will immediately contact law enforcement and advise them of the situation.

Visitors
All visitors must sign in on the designated visitor log before entering a program. Staff members are required to verify the identity of individuals by checking identification.

Program Closure
In the event of a YMCA program closing due to extenuating circumstances, guardians will be notified with as much notice as possible. Any fees that are paid without programming provided will be fully refunded or credited to the account.

Personal Belongings
The YMCA is not responsible for lost, misplaced or stolen items. Please do not send your child to the program with expensive/sentimental items or money. Mark all personal belongings with your child’s name. Lost and found items will be donated to charity if not picked up in a reasonable amount of time. Cell phones and other electronics (including game players, iPods and e-readers) are generally not allowed in YMCA programs. We strive to create an opportunity for your child to unplug and take a break from electronics. Electronic devices are able to be used for remote learning.
HEALTH INFORMATION

Immunizations
The YMCA aligns with state licensing agencies requiring a certificate of immunization. Your child will not be able to attend without supplying their immunization form. Failure to adhere to this policy will result in a delay for your child to start the program (immunization exemptions are accepted.) State licensing allows for a day grace period for updated vaccines.

Medications and Medical Oversight Plan
In compliance with the licensing requirements, the YMCA is required to have a medication administration handling policy. No medication will be accepted without the approved forms and properly stored medication. All medication MUST have a valid expiration date. Prescription and non-prescription medication will be administered to children only when the below standards are followed:

- A written health care plan from the health care provider is provided.
- Medication must be given to the YMCA in its original container with the prescription, dose and time to be administered (attached.)
- Medication must be current and will not expire in the next 30 days.
- Medication may only be administered to the child it is prescribed for.
- A written order is required from a prescribing health care provider if a child self-carries his/her own emergency medication.

Sunscreen
It is recommended during summer camp that you provide your child with sunscreen daily as well as apply it to your child prior to dropping them off at camp. Your child’s sunscreen must be properly labeled with their first and last name. While at camp staff will supervise sunscreen application. The YMCA will provide 30+ spf sunscreen (aerosol only) in the event that your child does not bring their own.

Allergies
For our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, environmental or other substances. The YMCA is NOT a nut free zone. We cannot guarantee safety from exposure to foods that may cause allergic reactions.

Mental Health
YMCA staff will refer any mental health concerns to guardians and all other invested parties.

Injury
In the case of an injury on site, guardians will be notified immediately. A decision will be made between guardians and Y staff if a child needs to be transported for emergency attention. For any hospital or doctor required visits after an injury occurring in a Y program, it must be reported to the Youth Development Leadership.
Illness

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children who have had the following symptoms in the last 24 hours.

- Elevated temperature (over 100.4)
- Diarrhea or vomiting
- Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge.
- Diagnosed contagious disease such as strep throat, chicken pox, or COVID-19

All children must be symptom free for 24 hours prior to returning to the program. In some cases, a doctor’s note of release will be required.

If children become ill during a program, parents will be notified to come and pick up their child within the hour. They will be provided with a place to rest comfortably until they go home.

Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles or hand, foot and mouth disease. It is a licensing requirement that signs be visibly posted to notify families.

Documentation of Accidents & Injury Reports

The YMCA staff is not permitted to provide guardians with documents such as incident or accident reports. Y staff will communicate any issues related to a child to their guardian at pick-up verbally or via a written report. Any further communication about accidents/incidents must be handled by parents/guardians and will not involve YMCA staff. The YMCA will only provide documentation through a formal court process (i.e., receiving a subpoena).

Separated or divorced guardians will need to create their own method of communication between them, which does not involve YMCA staff.
BEHAVIOR MANAGEMENT

Self-management skills and positive social interactions among children and adults are encouraged and maximize everyone’s enjoyment of Y programs. We use positive guidance methods including reminders, distraction, logical consequences and redirection.

Your child’s safety is our number one priority, therefore, a child whose behavior is dangerous or repeatedly disruptive must be immediately picked up from the program by an authorized individual.

If a child is repeatedly engaging in disruptive or dangerous behavior their guardian will be contacted to discuss the incident, which will result in loss of privileges, activities, suspension, or termination from the program.

**Conduct Policies**

As in any activity, inappropriate behavior of a few children can have a dramatic impact on the experience of the entire program. Therefore, the following conduct policies apply directly to each individual child and will be used in determining the child’s eligibility to continue as a participant in the program.

A child may be suspended or released from the program, without refund, for the following behaviors while participating in program:

- Leaving the Y location without permission or going into unauthorized areas
- Using foul language, fighting, being rude or discourteous to staff and other children
- Verbal or written threats to staff or other children
- Defacing Y or school property or field facilities or any property visited such as a school, park, or other special event location
- Engaging in fighting, intentionally injuring another child or bullying
- Bringing or using any illegal substances and/or weapons
- Stealing or defacing another child’s property
- Refusing to remain with the group while at the program and during outings or field trips
- Refusing to participate in program activities

**Disciplinary Policy**

The severity of the incident may result in immediate suspension or removal from the program using the following guideline:

- First incident: Parent notified by director
- Second incident: Disciplinary write-up
- Third incident: The action taken at this point is at the discretion of the director after appropriate consultation with the parent. (Range of discipline: one-day suspension to removal from the program.)
SAFETY PLANS

Accidents and Emergencies
YMCA staff are First Aid and CPR/AED certified. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site. We will call or contact an emergency contact person to notify of a minor accident or injury. When there is no question that a child must be taken to the doctor or the hospital, we will call to inform the contact of our course of action as soon as possible.

Natural Disaster
In the case of a natural disaster the YMCA will follow its emergency procedures and FEMA guidelines specific to the incident. If an emergency of this nature were to occur, guardians would be asked to be available at the number they have listed.

The YMCA will notify the guardians via phone or email immediately once the participants are safe and the location is secure. In the case of a participant with a diverse ability, the emergency procedures will be followed and the buddy system with a staff will be followed to move them to a secure location where the guardian will be notified.
Registration paperwork must be completed, submitted and approved by the YMCA prior to your child attending the program. Please note that the Arizona Child Care licensing rules require all participants to disclose immunizations that are signed by a physician before your child can attend the program (exemptions are accepted.)

**BEFORE AND AFTER SCHOOL**

**School Districts**
The YMCA of Southern Arizona’s Before & After School Child Care program aims to improve confidence and leadership skills, as well as celebrate the uniqueness of each child. Today the Y serves children at multiple locations throughout the Tucson area.

**Transportation**
Our programs are designed so that your child has the most rewarding experience in our care. Please familiarize yourself with the following guidelines so that your child has the most positive experience at the YMCA.

The YMCA provides buses so that your children will have transportation: to and from field trips as well as to after school and before school programs.

- If your YMCA After School program is held at the YMCA, your child will ride a YMCA bus to the program center.
- If the YMCA After School program is held at your child’s school, a Y counselor will walk with your child from his or her classroom to the YMCA program area.
- If your child attends a Before and After School Program at a YMCA program center your child will ride a bus from the YMCA to their school. (Is that only before school?)

YMCA buses are safe and mechanically sound. Although the buses are older models, they receive routine maintenance and are well cared for. The only person permitted to drive a YMCA bus is a designated counselor who participates in specific training. Bus drivers are required to submit their MVD record, take a defensive driving course, and shadow an experienced bus driver for five hours, prior to driving on their own.

If your child attends the Before school program, please connect with Y staff at your center so that you know the latest time you can drop off your child (in order for the bus to leave on time).

In order to maintain structure and safety, we require that guardians provide the Y staff with at least two hours notice if your child will not be in attending their designated after school program. Failure to provide notice will result in a $30 fine to your account. Please contact your program center director in the event that your child will not be attending the program and do not need to get picked up from their school.

**Curriculum**
**Imagine. Invent. Inspire.** The YMCA of Southern Arizona’s Before & After School program expands learning beyond the classroom. Children are celebrated for their uniqueness and provided with multiple opportunities for growth and development through a variety of activities. Children are natural-born engineers, who tend to be fascinated by building things and taking things apart to see how they work. Though often affiliated with just science and math, the engineering design process can be applied to meet a variety of child interests. The following nine exploratory components will be integrated into the program throughout the school year: STEM, the Arts, College and Career Readiness, Family and Parent Engagement, Global Learning and Inclusion, Health and Wellness, Academic Enrichment, Leadership Development and Service Learning. Homework assistance, snack and physical activity are provided daily.
Typical Day for Students
The Before & After School program offers a constructive balance of child-led activities and child exploration each day. Youth make meaningful and intentional choices with hands-on activities focusing on physical activity, arts and humanities, STEM, nutrition education, service learning and leadership opportunities. In addition, activity schedules include the following components:

- Core Values and Character Development
- Y HEPA (Healthy Eating and Physical Activity) Standards
- Homework Enrichment
- Social Responsibility

Homework and School Day Interfaces
The YMCA will allot at least 30 minutes per day for homework completion and assistance. If any child requests more time to complete their homework, YMCA staff will provide space for that child. If a child completes their homework prior to the session commencing, they will be provided quiet activities or an option to read while the other children finish their homework.

Snacks
The YMCA will provide a healthy afternoon snack that follows state licensing requirements, if your child has an allergies please alert site staff.

Weekly Program
Choose the program that best fits your needs. All plans require payment of the program fees and completion of full registration paperwork prior to attendance. A written 30 day notice is required for any plan changes, including part-time plan day changes. For current pricing: www.tucsonymca.org/school-age

- **Full-Time Plan:** The Full-Time Plan includes 3–5 days of care per week when school is in session. This plan includes early release days. This plan does not include school out days, snow days or school breaks, however discounted fees apply. Available at all sites.

- **Part-Time Plan:** The Part-Time Plan includes 1–2 days of care per week when school is in session – You are required to choose the specific days your participant plans on attending. Drop-in fees apply when care is required beyond the set amount of registered days. Not available at all sites.

Additional Offerings
The YMCA offers programming outside of traditional before and after school. We invite you to join us for the following programs.

- **YKids Choice, School Out Days and School Breaks** Full payment and one week reservation is required prior to attending these days away from school. Registration is available online. DES participants will need to contact our office. These days away from school may be cancelled due to low enrollment.

All day programming will be offered for most half days, teacher work days, testing days, most holidays, and other potential days when school is not in session. Programming is not provided on the following days: Thanksgiving Day and the Friday after, Christmas Eve & Day, New Year’s Eve & Day, Memorial Day, Fourth of July and Labor Day. Days
SUMMER ENRICHMENT CAMP

Curriculum
Our day camp program offers a constructive balance of counselor-led activities and time for child exploration each day. Youth make meaningful and intentional choices with hands-on activities focusing on physical activity, arts and humanities, STEM, teambuilding, service learning and leadership opportunities. All day camp activities are based on our weekly themes which creates a fun-filled experience that encourages friendships and skill building. In addition, activity schedules include the following components:

- Core Values and Character Development
- HEPA (Healthy Eating and Physical Activity) Standards
- Teambuilding
- Field Trips
- Songs & Skits
- Swimming

Achievement. Belonging. Relationships. Our day camps provide fun, child-centered activities and opportunities for learning through discovery while challenging children to grow in imagination, creativity, self-directed initiative, and leadership. The Y’s Summer Enrichment Camp is much more than an activity for kids. It’s a place that honors diversity, in which kids can further develop their values and enhance their skill-building and self-confidence. Children who attend the Y’s Summer Enrichment Camp are encouraged to dream and to dream big! Through organized activities and play, our caring and fun camp counselors provide campers with experiences to not only challenge their minds, but strengthen their bodies as well. Children will be encouraged to have fun, be active and, let’s face it, it’s camp – they are bound to get a little messy!

Field Trips
All children participate in field trips unless otherwise notified by parents. Attendance is taken before departure, at the destination and continuously throughout the field trip. Signed permission slips authorizing transportation are kept on file. Transportation is provided both by the YMCA and by school district busses with qualified district staff drivers. Emergency evacuation drills are performed periodically. If a child arrives late at a site and the remainder of the group is away, we will work with you to accommodate your needs.

Snacks & Lunches
Please provide a nonperishable, nutritional lunch (daily) unless otherwise notified. Please note we cannot refrigerate or microwave any lunches. Please note that some sites may participate in the summer food program, which includes breakfast, lunch, and snacks (daily). The YMCA is a nut-free zone, however we cannot guarantee safety from exposure to foods that may cause allergic reactions. Please refer to the website or weekly newsletter for more information about food assistance.
FINANCIAL PROCESSING

Registration and Fees
Program fees must be paid in full and registration paperwork is required to be completed, submitted and approved by the YMCA prior to your child attending the program. Please Note: The state of Arizona requires the completion of the Emergency Card and a copy of your child’s immunizations to be included in each registration packet. You do have the option to register for personal exemption if you choose not to have your children immunized.

All accounts are required to have a stored billing method (credit/debit) to schedule and make payments. It is the responsibility of the participant to ensure that all payments are made.

The YMCA reserves the right to dismiss a child from the program upon notifying the parent. Refunds or credits will not be issued for dismissal from the program due to behavior.

For families who receive DES assistance:
Absences: DES allows 2 absences per child each month. If your child is absent more than two days in any given month, you will be charged a daily rate for each absence thereafter. Absence fees will be charged to your payment method on file, immediately following the third absence.

Hourly Attendance: Children must attend at least 6 hours during all day programming. If your child attends camp for less than 6 hours, you will be charged the difference of what DES reimburses for the half day rate and the full day rate. Visit www.tucsonymca.org/DES for more detailed information.

For families making split household payments:
Please contact the Youth Development Administration Office prior to registering for any programs. In most cases the YMCA will create two separate accounts for the child. Each account is required to store a billing method and have payments scheduled according to the charts on the following page. However, if either account defaults, the participant will no longer be able to attend, according to the payment decline policy above. Late fees will apply and may be split between the two parties.

The YMCA cannot and will not get involved in personal matters as it relates to custody of your children. Please do not share personal information with the onsite staff. Communication about your custody agreement and child registrations will only involve Youth Development Office staff if deemed necessary by the YMCA.

For ALL families:
Receipts are not automatically sent. They are available upon request after making each payment. End of Year statements are available upon request after December 31st.

Declined Payments: A fee between the amounts of $10 to $30 will automatically be charged to your account for any returned payments. All payments must be collected prior to your child attending the program week. If the payment declined on the scheduled payment date, the YMCA will attempt to reprocess the payment up to 3 times. If full payment is not received, the child will be removed from the program roster and will not be permitted to attend in a timely manner in order to avoid an interruption of care.

Cancellations, Withdrawals or Changes: It is the YMCA’s policy that notice of any changes or cancellations from the program must be completed through the online form: www.tucsonymca.org/cancel-request at least 3 weeks in advance of the start date of each week of the program. Fees may apply.

Refunds/Credits: Please note that refunds or account credits will not be provided due to participant non-attendance. All refunds or account credits have to be requested through the online form www.tucsonymca.org/cancel-request.
Refund Credit Table:

<table>
<thead>
<tr>
<th>Program Cancellation</th>
<th>Refund</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 week written notice</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Less than 3 weeks written notice</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>After program week starts</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Removal without written notice</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Please note that cancellations and refunds will not be automatically processed. It is up to the participant to initiate contact with the youth development department through the online form.

Late Pick Up: If you are going to be late picking up your child, call your site immediately and provide them with a pick-up time.

- A $30 late pick up fee will be automatically charged for all late pick-ups after 6:01pm if you do not communicate with onsite staff.
- Multiple late pickups will place your child at risk of being removed from the program.
- If you are more than 30 minutes late and the staff has not been able to reach you or anyone authorized to pick up your child, the onsite staff member will contact Youth Development leadership. They will then notify the Department of Human Services and the local police.

Summer Camp Billing: There is a one-time registration fee for Summer Camp that is required to be paid before being able to attend the program. Discounts and Financial Assistance do not apply to either of the registration fees. Registration fees are non-refundable.

Summer Day Camp Registration Fee: $10 per child

A non-refundable deposit fee of $10 per week is due at time of registration. Payments for the remaining balance are scheduled and due 2 weeks prior to the start date of each weekly session of camp. Weekly fees are due in full regardless of attendance.

Example pay schedule for June 2020:

<table>
<thead>
<tr>
<th>Week of Camp</th>
<th>Payment Schedule Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, June 1st</td>
<td>Monday, May 18th</td>
</tr>
<tr>
<td>Monday, June 8th</td>
<td>Monday, May 25th</td>
</tr>
</tbody>
</table>

All payments must be collected prior to your child attending camp. If the payment declines on the scheduled payment date, the YMCA will attempt to reprocess the payment the Friday following the declination.

- If full payment is not received by the Wednesday prior to the start date of the specific camp week, the participant will be removed from the program roster and will not be permitted to attend.
- Any bank account or credit/debit changes must be made at least 5 days prior to the draft date of the scheduled payment.

Before and After School Billing: Payments are scheduled and due 10 days prior to the week of the program. Weekly fees are due in full regardless of attendance.

Example pay schedule below for August 2020:

<table>
<thead>
<tr>
<th>Week of Program</th>
<th>Payment Schedule Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, August 17th</td>
<td>Friday, August 7th</td>
</tr>
<tr>
<td>Monday, August 24th</td>
<td>Friday, August 14th</td>
</tr>
</tbody>
</table>
COMMUNICATIONS PLAN & PROCESS

Open communication is essential in resolving conflict, whether it’s among children, staff, parents or the school. The YMCA aims to create a streamlined experience for each individual child between our program, their school and their home. Parents and staff are encouraged to address any concerns or questions with the onsite staff as soon as possible. If the onsite staff feels they cannot appropriately handle the concern or question, they will refer the participant to their Coordinator, who will reach out directly to the family within 24 hours of receiving their information.

In most cases the Coordinator is well equipped to handle most questions or concerns, however, if the Program Coordinator requires further assistance, the Executive Director will be communicated with and will work together with the Program Director and the family to address the concern or questions.

In some instances, the YMCA will alert the school leadership of concerns or issues, when deemed necessary. The YMCA will address all questions or concerns on a personal and case by case basis. This will occur over the phone or through face to face interaction. The YMCA feels that resolving conflict through email is not the most appropriate avenue of communication to support the family.

MANDATED CHILD ABUSE REPORTING

YMCA child care programs are licensed programs throughout the state of Arizona. The YMCA is mandated to report any suspicion of child abuse to the county. The license indicates that the program has met the required standards for the operation of a licensed facility. If you have not done so, please ask to see the license.

If you believe that your child has been abused, you should seek immediate assistance from your county Department of Social Services. Arizona law requires that licensed providers to report all known or suspected cases of child abuse or neglect.

The telephone number to report abuse: 1-888-SOS-CHILD (1-888-767-2445)

Your child’s education, physical, emotional, and social development will be nurtured in a well-planned and run program. Remember to observe the program regularly, especially regarding children’s health and safety, equipment and play materials, and staff. For additional information regarding licensing, or if you have concerns about a facility, please consult the Arizona Department of Health Services Child Care Licensing at 520-628-6541.