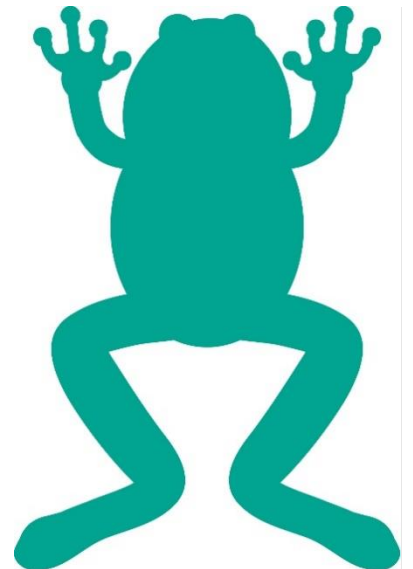
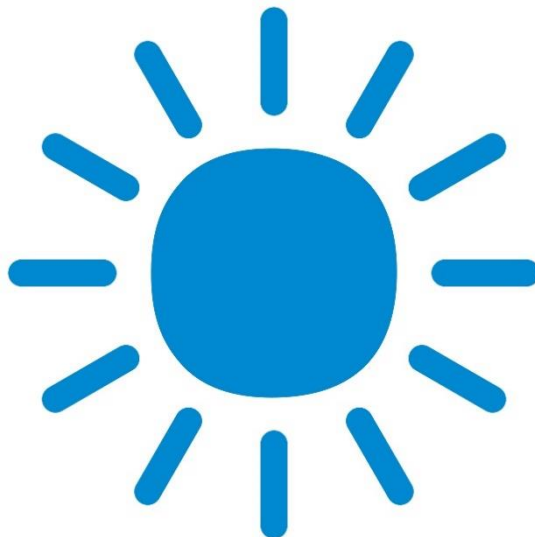
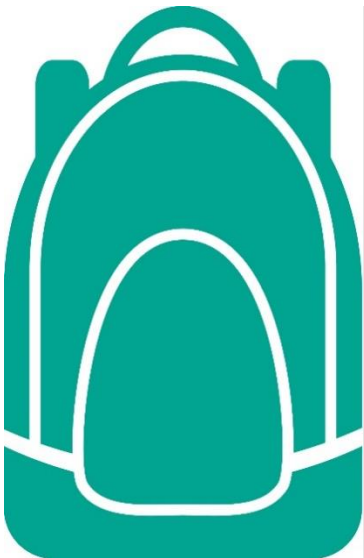




FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# YMCA OF SNOHOMISH COUNTY 2024 SUMMER DAY CAMP FAMILY HANDBOOK



Dear Parent/Guardian:

Thank you for choosing to send your camper to YMCA Summer Camp. As we begin the 2024 season, we would like to welcome all of our new summer families,

and extend a great welcome back to each of our returning families. We look forward to providing your camper with an exciting summer filled with lots of memorable moments.

With a variety of summer programs for campers ranging in age from preschool through high school, the YMCA offers campers more than just a safe, fun summer experience. It's a place where children will grow, meet new friends, and have new experiences.

To make a difference in the life of every camper, our trained camp staff have committed to three summer camper goals:

**Discovering skills (achievement):** Campers experience achievement when they try different activities, learn what they like, and discover what they are good at.

**Building friendships (relationships):** Campers have the opportunity to form healthy relationships with other children, caring adults, and role models, which help them feel good about themselves and learn to get along with others.

**Finding a place to belong (belonging):** Campers connect through significant camp traditions and rituals that create a sense of belonging, so they feel included, accepted, and part of a community.

We know that friends, camp counselors, and new experiences are essential for an impactful camp experience, and our camp counselors will work hard to ensure all campers have the opportunity to achieve these goals. If there's anything we can do to make your camper's experience better, please don't hesitate to contact our camp staff.

Please take a few minutes to read our camp policies as they provide important information you need to know and may answer many of your questions. Feel free to reach out to your camp directors at each branch with further questions.

See you at camp!

A handwritten signature in black ink, appearing to be 'J. P. [unclear]', written in a cursive style.

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## PHILOSOPHY AND PURPOSE

### Help children achieve their potential through:

- Pursuing an interest they are passionate about
- Feeling a sense of belonging and making new friends
- Practicing the core values of Caring, Honesty, Respect, and Responsibility
- Providing opportunities to gain knowledge, skills, and abilities by trying new things
- Encouraging physical activity
- Teaching healthy eating options

### Support and strengthen the family unit to:

- Improve healthy living among family members
- Increase family ability to work and play together
- Help families share their values
- Increase “sense of community” with other families

### Deliver camp programs for children in a positive YMCA environment by:

- Providing safety, support, care, and fun for children
- Broadening community, national, and world understanding of children and families through our daily programs

## YMCA OF SNOHOMISH COUNTY MISSION STATEMENT

To inspire, nurture, and strengthen culturally vibrant communities through youth development, healthy living, and social responsibility.

## NON-DISCRIMINATION STATEMENT

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

## CULTURE OF INCLUSION

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

## LOCATION AND HOURS OF OPERATION

Visit our website at [ymca-snoco.org/camp](https://ymca-snoco.org/camp) to see camp locations and hours of operation.

## ENROLLMENT PROCEDURES

1. Select weekly camp sessions
2. Reserve your camps & pay your deposit
3. Complete and return any additional camp paperwork at least two weeks before your camper’s first day of camp. Your camper cannot be accepted into camp until all completed and signed paperwork is received.
4. Make your final payment at least two weeks before the start of your camper’s scheduled session. If payment is not received by the due date, your reservation and deposit for that session will be forfeited and a “wait listed” child will be notified of the available space. For your convenience, schedule your automatic payment at the time of registration.

## CAMP CANCELLATION POLICY

A camp will be cancelled at least 10 days before the start date of that camp if enrollment is too low.

## LATE REGISTRATION POLICY

To ensure the safety of all campers, we have placed a deadline for registration. Registration will end the Wednesday prior to the first day of camp session. Late registration requires Camp Director approval.

## KEEPING RECORDS CURRENT

All enrollment paperwork is scheduled to be updated annually, to ensure that we have the most current information necessary to properly care for your child. Please update information during registration, or contact the branch registrar when you have new or changed information for your child's records.

## DCYF ATTENDANCE POLICY

YMCA licensed Summer Camps accept WA State Department of Children, Youth, and Families (DCYF) subsidies. For families using a Child Care Subsidy Program, the YMCA must receive updated authorization to include full-day coverage for the Day Camp location your child will be attending. DCYF provider numbers are available on our website and at your local YMCA branch. Copays are due by the 25<sup>th</sup> of the month prior to care. If authorization confirmation is not provided to the YMCA Child Care Billing Office before care begins, parent/guardian will be responsible for the full fee.

To remain enrolled in camp, you must attend 3 days of the camp, each week. If you do not attend 3 days or more of a camp week, your registration for future weeks of camp will be cancelled.

We encourage DCYF participants to only enroll for the weeks of camp they need. Please contact your branch registrar if you need to change your weeks of camp.

## ACCOMMODATIONS

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

## CONFIDENTIALITY

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

## PAYMENT POLICIES

### FINANCIAL ASSISTANCE

The YMCA of Snohomish County makes every effort to ensure that no person will be denied access to programs and membership because of financial hardship. Applications for financial assistance are available online or at your local branch.

### PAYMENT INFORMATION

Camp fee balances must be paid when due to ensure your child a space in camp. The balance of your camp fee, less your original deposit, is due the Monday two weeks before the start of your camper's scheduled session. After the due date, all unpaid balances will be viewed as cancellations, and your camper will be removed from the camp roster and a "wait listed" camper will be notified of the available space. Once a child is dropped from the program, the original deposit will be forfeited. Methods of accepted payment are Visa, MasterCard, American Express, Discover, personal check, money order or cash (please do not send cash in the mail). All camp fees are due and must be received by the YMCA according to the Billing Schedule. When you register you can set up auto payments through credit card, debit card, or bank account.

### REFUND POLICY

For cancellations or transfers, we require written notice on a camp change form 15 days prior to the start of the session. Refunds will be given as a YMCA credit when applicable based on the schedule below. Deposits are non-refundable but can be transferred and applied to other YMCA programs if request is made in writing at least two weeks prior. We will follow the schedule below related to refunds and credits.

	Deposit	Camp Fee
At least 15 days prior with written notice	Deposit is transferrable	100% of any additional payments issued as account credit
14 days or less with written notice	Deposit is forfeited	0% of fee issued as account credit

The Day Camp change form can be found at: <https://ymca.link/Day-Camp-Change-Form>

## 2024 BILLING, CHANGE, AND REGISTRATION SCHEDULE

Session	Dates	Last Day to Submit Change Form for Withdraw	Payment Due	Deposit is forfeited & no refund for withdrawals	Registration Closes
1	June 24-28	June 9	June 10	June 10	June 19
2	July 1-3*	June 16	June 17	June 17	June 26
3	July 8-12	June 23	June 24	June 24	July 3
4	July 15-19	June 30	July 1	July 1	July 10
5	July 22-26	July 7	July 8	July 8	July 17
6	July 29-August 2	July 14	July 15	July 15	July 24
7	August 5-9	July 21	July 22	July 22	July 31
8	August 12-15	July 28	July 29	July 29	August 7
9	August 19-23	August 4	August 5	August 5	August 14
10	August 26-28**	August 11	August 12	August 12	August 21

\*Camps closed July 4 & 5; fee pro-rated for shortened week.

\*\*Camps closed August 29-30; fee pro-rated for shortened week.

## UNSCHEDULED CLOSURES DUE TO UNSAFE CONDITIONS

For the safety of our members, staff and volunteers, it may become necessary to close the YMCA camp programs without prior notice. The severe weather closure policy applies to severe weather, dangerous road conditions, power outages, disaster, or any unforeseen reason.

All families are encouraged to have a backup plan in the event of an emergency. The YMCA will make every attempt to provide care; however, the YMCA cannot guarantee that staff will always be able to get to camp or that camp will be open to provide care in every situation. Updates on camp closures are available via our website, Facebook page, mobile app, and by calling the branch or camp phone.

### SAFETY FIRST

The safety and well-being of your children, you and our staff are of the utmost concern to the YMCA. We appreciate the opportunity to be a part of your family and are dedicated to providing a safe and healthy environment that allows for the development of our youth. If you have any questions regarding our severe weather policy, please do not hesitate to contact your on-site camp staff for more detailed information.

### INCLEMENT WEATHER

Some of our camp activities will take place outdoors, and campers need to be prepared for whatever the weather will bring! Most commonly, the rain we experience in the Pacific Northwest is light, and camp activities will continue in the drizzle. On days when the rain is heavier, camp activities will continue as long as they are still safe, and some activities may be moved indoors at the YMCA branch or other nearby location. On rainy days, campers should wear water-repellent rain gear as an outer layer, and something warm as an inner layer.

### EXTREME HEAT

If we encounter extreme heat, we will try to keep activities in the shade whenever possible, play lots of water games, and keep campers drinking water. Camps may stay indoors or close if temperatures are at unsafe levels:

- If the heat index is at or above 90°F camps will stay indoors. Outdoor Day Camps will move indoors if possible and may need to close for the day.
- If an indoor camp space cannot be kept below 83°F the camp program will close for the day.

### AIR QUALITY

YMCA employees monitor air quality regularly when it is of concern. If the Air Quality Index reaches 101 or higher, where it is unhealthy for sensitive groups, activities are moved indoors. Outdoor Day Camps will move indoors if possible and may need to close for the day.

## PROGRAM PRACTICES

### SIGN IN/OUT PROCEDURES

- Anyone picking up a child must be listed as an authorized pick-up person on the child's registration.
- Parents/Guardians and/or only those authorized to pick up the child must sign in and out their child(ren) with a full signature.
- Identification may be checked at any pick-up. Be prepared to show your driver's license or photo identification.
- The YMCA respects the rights of parents/guardians to access their own child. However, if YMCA staff feel a parent/guardian is in an unsafe condition to drive or otherwise leave with their child (such as under the influence of drugs or alcohol), the YMCA staff may suggest that the parent or the Y staff call the other parent/guardian, a friend or relative, or a cab. The YMCA staff may also call 911 for assistance and to report the incident.
- Children must be picked up on time each day. If an emergency arises and you are unable to reach the site before closing, call the staff to inform them of your progress.

### LATE PICK-UP FEES

1-10 minutes	\$10 per child
11-30 minutes	\$30 per child
31 or more minutes	\$30 plus \$1 every minute thereafter

Payments for late pick-ups are due immediately and will be added to your account. Failure to pay late pick-up fees and/or consistent late pick-ups may result in suspension or expulsion from the program or inability to register for future programs at the sole discretion of the YMCA.

### CUSTODY ISSUES & CHILD RECORDS

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

Parenting plans will be honored to the extent feasible and requires legal documentation. Please note that when a child's care fees are paid by two parents, the full payment must still be received for care to continue.

### ACCESS TO CHILDREN DURING CARE

Parent or guardians may visit and inspect the camp facility in which their child is enrolled during normal operating hours, subject to current health or community guidelines. The YMCA prohibits discrimination or retaliation against any child, parent, or guardian who exercises this right. Any parent/guardian, whom the YMCA determines poses, or may pose, a risk to any child or individual at the camp facility, will be asked to leave immediately.

You will be provided information about your child's progress and/or any issues related to their care. Both parents/guardians may receive this information upon request.

### FAMILY/STAFF COMMUNICATION

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. This includes surveys, weekly emails, daily informal communication and program learning objectives. To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools.

### TECH-FREE ZONE

YMCA Camp Directors recognize that kids need time away from technology to build friendships, explore the outside world, and experience new adventures. Each YMCA Camp is a "Tech-Free Zone" in which we ask campers not to bring cell phones, portable music or video players, or video games. Campers may bring cameras, as long as they are not paired with cell phone or texting technology. If a camper brings a cell phone, they will be asked to put it away and keep it safe or camp staff will provide a safe, secure location to store phones during camp hours. YMCA is not responsible for lost or damaged digital property.

### SNACKS AND MEALS

Morning and afternoon snack is provided daily during extended care. We are committed to offering the healthiest options possible, providing nutrition education and role-modeling healthy choices. Please review the menu and alert the staff of any food allergies your child may have.

Children are encouraged but never forced to try new foods and to re-try foods that they have previously disliked. Please contact staff if you have concerns about your child's eating habits.

### **CAMPER LUNCHES AND NUTRITION**

The YMCA does not serve lunch. Campers should bring a nutritious lunch and full water bottle to camp each day. Please do not send sodas or excessive candy. Because of our active schedule, refrigeration and heating is not available. Please be sure to package perishables such as mayonnaise and milk with ice packs to prevent spoilage. Lunches from home should include all of the following:

- **One** serving of a dairy product or
- **One** serving of protein food (meat, fish, poultry, egg, butter, etc.)
- **One** serving of bread or alternative
- **Two** servings of fruit, vegetable, or juice (must contain 50% real fruit juice)

### **PEANUT AND NUT ALLERGIES**

To help the YMCA create a safe environment for children with life-threatening nut allergies, do not send your child with food containing peanuts or other tree nuts. If your child has an item in their lunch or snack that contains peanuts or tree nuts, we will put a reminder sticker on the item and send it back home with your child. Staff will replace the food with a similar item (such as a soy-nut butter sandwich to replace a peanut butter sandwich). If you have questions, speak with the Camp Director.

### **RELIGIOUS ACTIVITIES**

The YMCA of Snohomish County's Camp Programs do not intentionally or specifically implement religious activities into their programming. Through cultural awareness education and celebrating and exploring a variety of traditions, we learn about other's beliefs and customs. These beliefs and customs may be associated with the culture's religious beliefs and practices. While learning about others, we do not promote or question the beliefs of others. We do encourage children to have discussions with their parents when they have questions.

### **CELEBRATING HOLIDAYS**

Holiday celebrations focus on sharing our home-time plans and the time we get to spend with our families. Please share any family traditions and preferences with program staff. At minimum, we strive to celebrate traditions that reflect our current participants. Celebrations of all kinds will focus on history, traditions, games and other fun rather than foods.

### **WHAT TO BRING**

- Backpack to carry gear
- Full water bottle
- Healthy peanut and tree nut-free lunch
- Appropriate clothing for the weather and the day's activities. Wear closed-toe shoes, and clothes for running, playing, and possibly getting dirty
- Sunscreen and hat to shade your head from the sun

### **WHAT NOT TO BRING**

- Money/valuables (unless otherwise noted on your camp's weekly message)
- Toys and Games
- Electronics/Media source
- Weapons of any kind (toys included)
- Pets or animals

The YMCA cannot be held responsible for broken, lost, or stolen items. In the event that a child brings any item(s) that should not be brought to the program, staff will ask that the item(s) be put away in the child's backpack/bin or may store them and return the item(s) at the end of the day.

### **LOST AND FOUND**

All belongings should be labeled. Campers will have a place to store their belongings. The YMCA cannot be held responsible for broken, lost or stolen items. Please remind your child to take everything home every day. Check the Lost and Found regularly.

### **POLICIES AVAILABLE FOR REVIEW**

The following policies are kept at your licensed program location and available for review: health policy, staff policies, consistent care policy, snack menus, liability insurance, inspection reports and notices of enforcements actions, other relevant program policies. Please contact your Camp Director for more information.



## SWIMMING

If a camp goes swimming, we keep a 1:10 ratio during swimming activities and have a “Watcher” on the pool deck observing from the sideline. This staffing is in addition to the regular nationally recognized certified lifeguards on duty. Participants are expected to follow YMCA Aquatics Safety Rules.

## FIELD TRIPS

Camps may go on field trips. Field trip information is sent out about 1 week prior to the camp session and is subject to change. The parent/guardian is responsible for getting their camper to camp on time. If you miss the transportation you will be responsible for getting your camper to the field trip location.

## CHILD SAFETY

### SICK CHILD PROCEDURES

The YMCA cannot accept children for care when they are ill. Staff will observe each child upon daily arrival. If your child is experiencing any of the symptoms listed below, we will ask that other arrangements be made for their care:

- Fever of 100.4 degrees F or higher
- Cough
- Loss of taste and/or smell
- Shortness of breath
- Headache
- Muscle or body aches
- Sore throat
- Congestion or runny nose
- Nausea or Vomiting
- Diarrhea
- Draining rash
- Eye discharge or pink eye
- Too tired or sick to participate in daily activities
- Lice or nits

If your child develops these symptoms during the day, we will require a parent or guardian to pick up the child. We will report communicable diseases to the local health department. We will also notify other families so appropriate action can be taken to protect children as applicable.

### MEDICATION MANAGEMENT

Written parent/guardian consent is required for us to administer any medication. A Medication Permission form must be completed online prior to starting camp. If it is necessary for your child to take medications while they are in our care, please give the medication directly to a staff member when you sign in your child. Medications are stored in a locked box out of reach of children. We maintain a record of administration in the locked box on a medication log. The Camp Coordinator or designee will be responsible to administer medication per a doctor's instructions.

All prescription medication must be in its original container properly labeled with your child's full name, date prescription was filled/or medication's expiration date, and legible instructions for administration such as manufacturer's instructions or prescription label.

The following non-prescription medications require written parent/guardian consent and can be given only at the dosage, duration, and method of administration specified on the manufacturer's label for the age and/or weight of your child

- Antihistamines
- Non-aspirin fever reducers/pain relievers
- Decongestants or non-narcotic cough suppressant
- Anti-itching ointments or lotions, intended specifically to relieve itching or dry skin
- Sunscreen
- Hand Sanitizer
- Vitamins
- Medicated lip balm
- Mouthwash

An Individual Care Plan (ICP) is required if you would like your child to self-carry asthma or anaphylaxis medication or insulin in the event of an asthma, anaphylaxis, or diabetes emergency. All other medications must be held in a secure location by YMCA staff.

A physician's written authorization is required for any non-prescription medication that is:

- Not included in the above list
- To be taken differently than indicated on the manufacturer's label
- Lacks labeled instructions

## SUNSCREEN

The Y will provide sunscreen for all children in our camps. Required authorization from parent/guardians is collected during the registration process. If you wish to supply your own sunscreen for your camper you may indicate that as well on your camp paperwork.

The sunscreen is: Rocky Mountain Kids Sunscreen/SPF 30 Broad Spectrum, Hypoallergenic, Water Resistant, PABA free and Fragrance Free. **Active Ingredients:** Avobenzone 1.8%, Homosalate 7.0%, Octocrylene 5.0%

## HAND SANITIZER

The YMCA will provide hand sanitizer that can be used when a sink for handwashing with soap and water is not available. Required authorization from parent/guardians is collected during the registration process. Alcohol-based hand sanitizers will contain sixty to ninety percent alcohol.

## MEDICAL EMERGENCIES

If your child is at risk of having an allergic reaction from food or bee stings or other medical emergency that requires specific action or medication, you must indicate this on your child's registration and complete an Individual Care Plan (ICP) and an Allergic Reaction Emergency Plan.

Any life-threatening emergency occurring to any child during program attendance will result in a call to 911. Be sure that your child's Health History remains current and up-to-date so that staff have all information necessary to adequately care for your child. All staff are certified in CPR and First Aid and will administer as needed. Minor injuries will be treated and you will receive a verbal or written report when you pick up your child.

Parent(s)/guardian(s) will be called to be informed of the emergency and procedures for picking up their child at the first possible moment after the child is safe. Keeping parents/guardians informed is important to us. However, our first priority is the safety of the child.

## EMERGENCY PROCEDURES

All sites practice monthly fire drills and have a posted evacuation plan. The YMCA has written emergency policies for a variety of issues. A copy may be obtained from your YMCA branch or by contacting the Program Director.

All licensed camp locations have a Health Care Plan and Disaster Response Handbook posted on-site and available for review.

In case of an evacuation emergency such as fire, bomb threat, or gas leak, children will be kept in the nearest safe area and parents will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contact will be called as soon as possible and informed of procedures. In case of a catastrophic disaster, please call our out-of-area contact at the Spokane YMCA 1 509 777 9622.

## INSURANCE

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

## VOLUNTEERS

At the YMCA we welcome parents or guardians to help throughout the day in your child's programs. We also offer many other volunteer opportunities such as helping with field trips, administrative work, classroom decorations, youth sports and involvement in our Annual Campaign. Please speak with staff at your program for more information.

## CHILD ABUSE REPORTING

The YMCA staff shall protect the child in care from child abuse, neglect, or exploitation, as required under RCW chapter 26.44. Camp staff are mandated reporters and are required to report any suspicion of child abuse. We may NOT notify parents if this occurs except upon the recommendation of Child Protective Services or the Police.

## PERSONAL SAFETY TALKS

Our staff will engage children in discussions to help them understand how they can set their own personal safety and touching limits. These discussions will emphasize respect, set the ground rules for appropriate behavior and encourage children to tell a trusted adult if someone touches them in way that makes them uncomfortable. The YMCA of Snohomish County respects the diversity and rights of the individuals it serves.

Every Personal Safety Talk will include the following message:

“My body belongs to me. If anyone makes me feel uncomfortable, scared, or hurt, or touches my private areas, I will yell ‘STOP’ and go tell an adult who listens. I have a right to be safe. I deserve respect.”

## STAFF RATIOS AND TRAININGS

The required ratio for the State of Washington is 1:15 and the YMCA maintains a 1:15 or better ratio of camp staff to children. Camp Coordinators are over age 18 and receive a 30 hours of STARS-approved certification in Child Growth & Development, Child Guidance, Health, Safety, and Licensing, Professionalism and Communicating with Parents. Many camp staff have degrees related to their field and/or Elementary Teaching credentials. Each year, licensed camp staff also receive 10 additional hours in STARS approved training in a variety of topics relevant to their positions. All staff have First Aid and CPR training, background checks, and regular in-service training. Upon request, staff professional development records are available for review.

The YMCA promotes the consistent care of children with a goal of building long-term, trusting relationships.

## TRANSPORTATION AND TRIPS

Transportation will be in YMCA vehicles or by school bus. Vehicles have regular safety checks and are equipped with seat belts, fire extinguisher, first aid kit and a spare tire. All drivers are selected for their safe driving record, have insurance, receive Driver Training and are required to have First Aid and CPR training.

Children must use seat belts and follow bus safety rules. At each transition, attendance is taken and vehicles are checked to ensure all children have evacuated prior to the driver leaving the vehicle.

## LICENSING INFORMATION

Copies of most recent school-age care checklist for licensing renewal, monitoring checklist, and facility licensing compliance agreement for any deficiencies noted are available at licensed camps for your review. Please contact your Site Coordinator for more information.

## CODE OF CONDUCT

The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. Therefore, the YMCA of Snohomish County has adopted a code of conduct to govern the actions and behavior of all people while in our facilities and while participating in YMCA programs.

All individuals are expected to:

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

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

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

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

## PARENT/GUARDIAN CODE OF CONDUCT

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

All parent/guardians must:

- Conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect, and responsibility
- Refrain from foul language at all times, while at a Y program location or interacting or engaging with Y staff or participants
- Not show or exhibit derogatory conduct toward any Y staff, participants, or other parent/guardians
- Not use or be under the influence of illegal drugs, alcohol, tobacco, or cannabis at a Y location
- Not take pictures/videos of other participants or Y programs.
- Comply with requests from staff for photo ID
- Pay camp fees according to billing schedule
- Follow all current COVID-19 policies

In the event that parent/guardians cannot or will not uphold these conditions, those parent/guardians could face suspension from programs.

## BEHAVIOR GUIDANCE

The YMCA of Snohomish County policy is based upon developmentally appropriate practice and the core values of caring, honesty, respect, and responsibility. Staff work closely with children to build relationships that foster trust and mutual respect. A variety of techniques are used to both prevent and correct undesired behavior. These may include role-modeling, redirection, positive reinforcement, accommodations such as changes to the environment, and natural or logical consequences.

If the child's behavior is not acceptable and attempts at guidance have been unsuccessful, our procedures are as follows:

1. The child will be encouraged to use their words to try to solve the situation peacefully.
2. The child will be redirected to a new activity.
3. The child will be removed from the situation until they are able to rejoin the group.
4. Parents/Guardians are alerted and encouraged to share ideas.
5. Parent/Guardian & Staff conference will be held with recommendation for an immediate success plan or short-term suspension from care.

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. We are committed to working with you in the best interest of your child and the rest of the children in our care. We do not use or endorse any form of corporal punishment by anyone (including family members). We do not condone biting, shaking, spanking, slapping, hitting, kicking or any other means of inflicting physical pain.

Because there are such a wide variety of behaviors that children display, the Y reserves the right to make the decision to suspend or expel a child based on the physical or emotional safety of the child, other children in the program and the staff.

## RESTRAINT POLICY

Physical restraint will only be used in extreme situations if a child's safety or the safety of others is threatened and will be:

- Limited to holding a child as gently as possible to accomplish restraint;
- Limited to the minimum amount of time necessary to control the situation;
- Developmentally appropriate; and
- Only performed by a staff trained in the program's child restraint policy
- Bonds, ties, blankets, straps, or heavy weights (including an adult sitting on a child) will not be used to physically restrain children.

## EXPULSION POLICY

The YMCA staff will work cooperatively with families of children to develop the best plan of care for your child. A collaborative approach is the only way to correct repeated inappropriate behavior. Family patience, support and follow-through are not only appreciated, but also necessary. Expulsion from the program will be considered in extreme situations.

If the child's behavior is a safety threat to themselves, other children, or YMCA staff, members, or volunteers and attempts at guidance have been unsuccessful, our procedures are as follows:

1. Parent/Guardian & Staff conference will be held with recommendation for an immediate success plan or short-term suspension from care.
2. Program expulsion plan is reviewed with Parent/Guardian
3. Success plan is implemented with staff, child and family
4. If agreed-upon steps are taken and opportunities are given, and behavior continues to be a safety threat, child will be completely removed from program.

If child is expelled from a program Y staff will:

- Provide a record to the parent or guardian about the expulsion and the steps that were taken to avoid expulsion. The record must include the date, time, staff involved, and details of each incident that led to expulsion.
- Provide information to the parent or guardian of the child that includes, but is not limited to, community-based resources that may benefit the child.

## GRIEVANCE POLICY FOR FAMILIES

At the YMCA of Snohomish County, we are committed to providing a safe, nurturing, and inclusive environment for all children, youth and their families. We understand that, from time to time, concerns or grievances may arise. Effective communication between parents/guardians and staff members is of utmost importance. We strongly encourage daily interaction between families and our staff to keep you informed about your child's daily experiences and to promptly address any specific incidents that may occur. We encourage open communication and value your feedback, as it helps us to continuously improve our program.

This grievance policy is designed to provide families with a clear and fair process for addressing concerns or grievances. This policy applies to all enrolled families in Day Camps in the YMCA of Snohomish County.

**Grievance Definition:** A grievance is defined as a formal complaint or concern submitted by a parent or legal guardian regarding any aspect of the program, staff, or policies, which they believe requires attention or resolution.

**Submitting a Grievance:** Families are encouraged to follow these steps when submitting a grievance:

1. **Informal Discussion:** In most cases, concerns can be addressed promptly through an informal discussion with the relevant staff member or Camp Site Coordinator.
  - a) Speak with the staff involved and/or the Camp Site Coordinator with your child
  - b) Allow follow up from the staff to you.
  - c) If you are uncomfortable discussing the concern with the staff members involved, you may contact the Program Director to facilitate the conversation.
2. **Written Grievance:** If the informal discussion does not resolve the concern to your satisfaction, you may submit a written grievance.

Your written grievance should include:

- a) Your name and contact information
  - b) A detailed description of the concern
  - c) Any relevant dates, times, and locations
  - d) Any previous attempts to address the issue informally
  - e) Your desired outcome or resolution
3. **Submission:** Deliver your written grievance to the Program Director, either in person or via email, within 15 days of the incident or concern.

**Resolution Process:** Upon receiving a written grievance, the Program Director will initiate the following resolution process:

1. **Acknowledgment:** The Program Director will acknowledge receipt of the grievance within five (5) business days.
2. **Investigation:** The Program Director will conduct a thorough investigation of the concern. This may involve interviewing relevant parties and gathering evidence.
3. **Resolution:** The Program Director will work to resolve the grievance within fifteen (15) business days.

- a) If the resolution process requires more time, the Program Director will communicate the delay and provide an estimated timeframe for resolution.
4. **Written Response:** Once the resolution is determined, the Program Director will provide a written response to the family. The response will include the findings of the investigation, any corrective actions taken, and the program's plan to prevent a recurrence of the concern.
5. **Appeal:** If the family is not satisfied with the resolution, they may appeal to the YMCA of Snohomish County's Director of Risk Management
  - a) The Director of Risk Management will conduct a review and provide a final written response within fifteen (15) business days.

**Confidentiality:** All grievances and related discussions will be handled with the utmost confidentiality, ensuring the privacy of all parties involved. Reporting a complaint will not compromise a family's ability to participate in our programs, nor a staff member's employment.

The YMCA of Snohomish County is committed to providing an open and transparent process for addressing concerns and grievances. We value the feedback of our families and continuously strive to create a safe and supportive environment for all children and youth in our care.

## STATEMENT FOR PREVENTION OF ABUSE

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

- Avoid being alone with a single child where you cannot be observed by other staff or adults including online or through social media.
- You may not relate to children who participate in YMCA programs outside of approved YMCA activities. For example, babysitting weekend trips, foster care etc. are not permitted.
- Giving personal gifts to program participants or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines.
- Children or youth should not be singled out for favored attention.
- Dating a program participant under age 18 is not allowed. Some YMCA programs may have additional restrictions.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.
- Children may be informed in a manner that is age-appropriate to the group of their right to set their own "touching" limits for personal safety.
- Children should only be released to authorized persons in programs with controlled pick-up procedures.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that any child abuse exists, it should be reported to your supervisor or branch executive so that proper reporting can be initiated.
- At the first reasonable cause to believe that an employee or volunteer abused a child or youth, even if it was not during working hours, his or her conduct should be reported to the program director and the branch executive or another designated branch representative. Additionally, it is the YMCA's protocol to make a report to the appropriate authorities. Appropriate actions will be taken regarding the employee or volunteer, including suspension or termination from YMCA employment or volunteer status.

Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor and/or branch executive and designated members of the Association office.

The Keeping Kids Safe brochure is available online or at the program site as a resource.

## KNOW, SEE, RESPOND

At the YMCA of Snohomish County, we practice three important habits of Child Abuse Prevention—KNOW, SEE and RESPOND—to create safe spaces where youth can learn, grow and thrive. When we KNOW how abuse happens, SEE the warning signs and RESPOND quickly to prevent it, together we foster a culture of child abuse prevention.

We **KNOW** when we understand the behaviors of those who harm youth and how to stop them. Staff and volunteers who practice the **KNOW** habit:

- Understand the potential risks for abuse that children and teens face, and their role in protecting them at their Y
- Understand how predators operate
- Recognize the importance of proactive engagement when supervising youth
- Interact appropriately and safely with youth at their Y
- Recognize appropriate and inappropriate interactions between adults and youth, and between youth
- Appreciate the difference they make when they practice the Three Habits in Child Abuse Prevention at their Y
- Encourage others to adopt these prevention habits
- Can explain what Know, See and Respond means when asked by a parent or community member

We **SEE** when we can recognize warning signs or behaviors that signal abuse or a risk for abuse. Staff and volunteers who practice the **SEE** habit:

- Interrupt inappropriate interactions between adults and youth, and between youth
- Respect children and teen's emotional, psychological and physical boundaries—according to the YMCA's policies—and ensure that others also follow the policies
- Notice and help when staff or volunteers need assistance with a child's behavior
- Act when something seems wrong and if they observe others not practicing the prevention habits

We **RESPOND** when we take action to stop behaviors we recognize as being inappropriate or questionable. Staff and volunteers who practice the **RESPOND** habit:

- Act when children or others need help
- Interrupt questionable behavior by a staff member, volunteer or youth
- Notify the appropriate people at their Y when they have a concern
- Can make a report to child protective services and/or police when they suspect child abuse