

# YMCA CHILDCARE 2023-2024 PARENT GUIDE



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### **OUR COMMITMENT TO FAMILIES**

YMCA Childcare is a branch of the YMCA of Pierce and Kitsap Counties offering before and after school programs in collaboration with school districts. We uphold the heritage, traditions and values of the YMCA throughout all our programs. Our programs reflect non-denominational, universal beliefs that transcend all cultures.

At YMCA Childcare, we believe that developing young children in spirit, mind and body is our most important purpose. It is our objective to guide children toward appropriate and acceptable social behavior. Effective site management ensures that children are constructively involved in activities that are safe, motivating and fun. Our activities are thoughtfully planned, theme-based and inclusive to all interests and skill levels.

### **BEFORE AND AFTER SCHOOL CARE**

YMCA Childcare programs focus on safety, health, social emotional growth and academic enrichment for children ages 5–12 years old. In our care, your child will receive:

- Licensed care from qualified staff
- Developmentally appropriate and professionally developed curriculum
- Leadership and youth development
- Healthy snacks
- Minimum of 60 minutes of physical activity per day
- YMCA Community Center membership

### **EVERYONE IS WELCOME**

YMCA Childcare embraces nondiscrimination, diversity and inclusion. We welcome all people regardless of ability, age, background, income, ethnicity, race, faith, gender and gender identity or expression, or sexual orientation.

# CHILDCARE PARTICIPANTS ARE YMCA MEMBERS

Children enrolled in YMCA Childcare programs have access to a free YMCA Community Center membership during the entire school year—September through June. Families that register participants for the following school year during priority registration in the spring will maintain their child's membership year-round. Families with children enrolled will receive 50% off their family membership while their child is enrolled. Participants who are already members of the YMCA community centers will see a reduction in their monthly YMCA membership fee for the child currently enrolled.

# AMERICANS WITH DISABILITIES ACT NOTICE

To the extent it is reasonable to do so, YMCA Childcare will provide services to children with disabilities in the same manner as services provided for children of a comparable age. Parents/guardians are encouraged to disclose medical, physical or behavioral issues at the time of enrollment and on an ongoing basis to help ensure their individual needs are supported in our program. On an as needed basis, parents/guardians will also complete an Individual Plan of Care and Plan of Success. Due to the large group format of the program, YMCA Childcare in unable to provide one on one care.

### LICENSING AND CERTIFICATIONS

As a program licensed by the Washington State Department of Child, Youth and Families (DCYF), all program staff are required to meet the following:

- Portable Background Checks through DCYF
- Child Care Basics (30 hour STARs)
- Annually, at least 10 hours of professional development
- DCYF Orientation to School-Age Licensing
- Pediatric CPR/First Aid Certification
- Annual Blood-borne Pathogens Training
- Annual Child Abuse Prevention Training
- Food Handler Permit

All staff are subject to criminal background checks and reference verifications. To view the most recent inspection reports and DCYF standards, see the licensing binder at your child care location.

### **ABOUT OUR BEFORE AND AFTER SCHOOL PROGRAMS**

Our programs provide a balanced combination of academic assistance, enrichment programming. Physical activity and leadership development during the school year. Before and after school programs operate in accordance with the school district calendar.

SCALED Learning<sup>TM</sup> Curriculum is the Y's holistic before and after school curriculum that presents kids with new challenges as they reach each stage of their development. SCALED Learning<sup>TM</sup> helps kids grow in the program and out in the world through engaging STEM, hands-on arts, literacy, career-connected learning, diversity and global education, social development and fun!

We strive to be responsive to the diversity of program participants, their families and the community by incorporating cultural awareness into engaging activities. Academic Assistance: Our staff frequently connect with teachers and parents to learn how to best support your child. If a child does not have homework, alternate educational activities will be offered. The expectation is that children are engaged in a quiet academic activity for at least 30 minutes a day.

Physical Activity: Our program offers at least 60 minutes per day of sports and organized group games. These activities help develop participants sense of fair play, teamwork, sportsmanship and large motor skills. YMCA programs utilize outside spaces daily regardless of weather.

Leadership Development: Our activities are designed to promote leadership skills, volunteerism, organizational skills, problem solving, and a sense of cooperation.

### **HOURS OF OPERATION**

General hours of operation range from 6:00am to 6:30pm depending on the location and school district. Please contact our business office for more information.



### **ACTIVITIES SCHEDULE**

### **BEFORE SCHOOL**

- Breakfast snack
- Youth choice
- Physical activity
- Enrichment activity
- Community time

### **AFTER SCHOOL**

- Community time
- Afternoon snack
- Academic support
- Physical activity
- Enrichment activity
- \* Enrichment activities include STEM, diversity and global learning, literacy, social emotional learning, arts education and exploration.

### PICK UP AND DROP OFF

Parents/guardians or authorized family contacts must sign their child in and out of program daily. If a child is dropped off or left unattended prior to being signed into program, site staff is required to file a report with Child Protective Services (CPS).

Late pickups: Parents/guardians will be charged for late pick ups at a rate of \$1 per child for every minute past the site closure time. Late fees will be added to the regular program fees. If late fees are not paid childcare will be suspended. Accounts set up for automatic draft will have the late fee added to the next draft date. Repeated late pickups may result in a review of program participation.

Please proactively contact the program site if you are running late. Fees may still apply. If staff cannot reach parent/guardian or emergency contacts and the child is not picked up by 45 minutes after close of the program, staff are required to involve the authorities.

### 100% ID CHECKS

YMCA Childcare has a strict 100% ID policy. All authorized persons entering a YMCA program to pick up a participant must show a valid picture ID prior to the child's release from care. ID's are checked at every pickup

### **PERSONAL BELONGINGS**

Please bring only what is necessary to YMCA programs. Toys, electronic games, personal sports equipment or other personal items are not permitted unless specifically addressed in a plan of care. Children are not allowed to use personal electronic devices for entertainment during program. The YMCA is not responsible for any lost, broken or stolen items.

### **SIGNING CHILDREN IN AND OUT**

Parents/guardians are responsible for checking children into care by electronically signing in and out using an individualized PIN. DCYF requires children to be signed in and out every day with the time and a full legal, legible signature.

- Once children are checked into a YMCA program, they are not permitted to leave the program space without written authorization from a parent/guardian.
- If a child's name is not registered in our electronic system, they will not be permitted into program. Membership must be contacted.
- Photo ID with birth date is required at every pickup. Anyone authorized to pick up a program participant will be asked to show a valid photo ID and must be at least 16 years of age.
- Parents/guardians may add or remove contacts from authorized pickup lists by communicating the change to membership via email or Brightwheel.
- YMCA is not responsible for a child's safety and supervision once they have been signed out of the program.
- Employees are not allowed to transport participants in their personal vehicles or be an emergency contact unless there is a documented prior relationship.
- Program rosters are legal documents and requests for attendance history are only granted by a court order.
- Parental Custody: If both parents listed on the registration form are able to pick up. The YMCA is not in the position to regulate parenting plans or custody agreements. We do honor court orders related to the protection of the child. Please provide a copy of any legal documentation to our business office.
- Some co-parenting families may be required to complete separate registrations for billing purposes.

### **HEALTH AND SAFETY**

YMCA Childcare follows current Washington State Department of Health guidance for schools and child cares.

Participants must wear appropriate closed-toed shoes at all times to allow full participation in program activities





Pets are not allowed at any time.

### **ILLNESSES**

For the health and safety of all participants, please keep children at home when ill. If children are exposed to a communicable disease, staff will promptly send an email to communicate to all participant families. Immediate pick up is required for the following scenarios:

- Child is feeling ill for over 20 minutes
- Child has a fever of 100.4 °or higher
- Child is vomiting, has diarrhea, a consistent cough, watery or inflamed eyes, acute skin rash or sore throat

Please see the health plan in the licensing binder at site for more detailed information. Any conditions of public health and safety will be reported to DCYF and Washington State DOH. Program fees are not adjusted for absences due to illness.

Depending on the illness, parents/guardians may be given a return to care date from the Program Director.

### **CLEANING AND SANITATION**

We follow cleaning and sanitation procedures as outlined in the Washington Administrative Codes (WAC) as outlined in WAC 110-305-3875 through 110-305-3925

### TRANSPORTATION

YMCA does not offer transportation. in certain school districts, transportation is offered to and from service schools, but parents must arrange the transportation independent of YMCA Childcare. Parent/guardian is responsible for any transportation arrangements.

If a child refuses to board or disembark their designated bus or misbehaves, parent/guardian will be responsible for transportation and behavioral guidelines will be followed, as needed.

### **HAND WASHING**

Staff and children wash hands upon entering the program, after restroom use, after contact with bodily fluids, before and after food preparation or eating, between all classroom activities, and after physical activity.

### FIELD TRIPS

YMCA does not offer off-site field trip during the school year. Break camps may offer field trips but camp registration is separate from before and after school care and additional fees apply. All behavioral guidelines apply during field trips.

### **NUTRITIOUS SNACKS**

All children are offered a daily nutritional morning and afternoon snack. All snacks provided meet the DCYF, USDA and healthy Eating Physical Activity (HEPA) guidelines. Family supplied supplemental snacks must be healthy options. Candy or soda products are not permitted. Extra food items are kept on site in the event that snack options from outside are not in alignment with these guidelines.

Lunch is not provided on half days or non-students days, so please be sure to include a healthy lunch that does not require heated preparation on these days. If your child has a condition or disability that requires special dietary accommodation, please contact your Program Director or membership for a Request for Special Dietary Accommodation form.

To help the YMCA create a safe environment for children with life threatening nut or other allergies, you may be asked to refrain from sending your child to program with food containing certain ingredients. If you have any questions, please speak with your YMCA site staff.

YMCA Childcare uses the Child and Adult Care Food Program (CACFP). In order to meet the requirements of our food program, families will be asked to fill out an annual income verification form. This ensures the sustainability of our food program.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e'g', Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720–2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877–8339

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at <a href="https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf">https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf</a>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil right violation. The completed AD-3027 form or letter must be submitted to USDA by:

- 1. Mail: U.S. Department of Agriculture
  - Office of the Assistant Secretary for Civil Rights
  - 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
- 2. Fax: (833) 256-1665 or (202) 690-7442; or
- 3. Email: program.intake@usda.gov

### **PARENT/GUARDIAN ENGAGEMENT**

Families are encouraged to participate in quarterly family events to build community.

### PARENT/GUARDIAN RESPONSIBILITIES

In order to ensure the safety and protection of all children, parents/guardians are required to:

- Complete all registration, health, medication, authorization, and immunization forms
- A separate registration and registration fees may be required for co-parenting families
- Ensure all information on record is updated and accurate throughout the year
- Ensure children are signed in/out with an individualized PIN by the person who is dropping off and picking up each day.
- Encourage child participation and reinforce program expectations with your child
- Get to know the names and faces of the site child care staff
- Maintain a mutually respectful, professional relationship with all YMCA staff
- Parents/guardians are responsible for setting up their Brightwheel account. A link is send upon registration. Brightwheel is our communication tool to keep families informed.

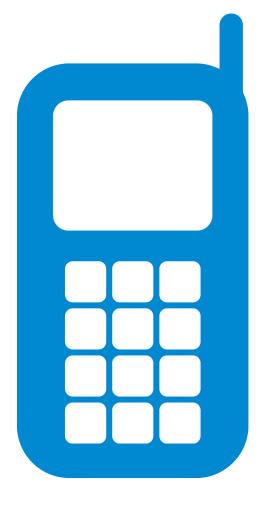
### COMMUNICATION

YMCA staff regularly communicate with families about their child's time in program. Each site has a parent information grid where program information and notices can be found.

Electronic communication comes in varied forms throughout the year. The most efficient way to communicate with the child care team in real time is through our Brightwheel platform but we also use email, phone and text.

We want to hear from you! Your ongoing feedback helps us serve your family better. We always welcome unsolicited feedback and several times a year you will be invited to share feedback through scheduled surveys aimed at measuring community needs and improving program quality.

Photo Release: Use of pictures, video or other media with children will be subject to a written release form included in the registration packet. No media will be used for any purpose without written consent from a parent/guardian. In some cases, media may be used for marketing and promotion purposes.

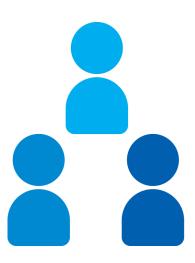


### **SERVING YOUR CHILD**

### **ABSENCES**

It is the parent/guardian's responsibility to notify YMCA site staff if a child will be absent from the before or after school program due to illness, vacation, or personal reasons. Program fees are not adjusted for unplanned absences.

The school is not required to notify the YMCA if a child is absent. If an absence from afternoon care is not communicated, staff will contact a parent/guardian to verify the absence. In the event that a parent/guardian cannot be reached, staff will call emergency contacts and will continue to call until the location of the child is confirmed.



### **MEDICATIONS**

Per DCYF guidelines and our Health Plan:

- If a child requires any self-administered prescription medication, parents should bring the medication to YMCA staff in the original prescription container labeled with the child's name, medication name, expiration date, directions and physician's name.
- A Medical Authorization form must be completed to identify specific instructions for medication use. Authorization forms can be requested at the child care site
- Emergency medication, such as EPI Pens or Asthma inhalers must be accompanied by a Plan of Care form which can be requested at the child care site.
- If a child needs to take medication home at the end of the day/week, it is the parent's responsibility to request it from YMCA site staff.
- Sharing of medications between YMCA Childcare and the school is not permitted.
- Over the counter medications can only be used as directed on the label.

# SUPERVISION AND ONE ON ONE CARE

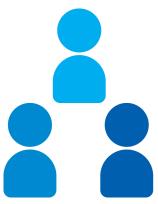
YMCA Childcare welcomes all individuals to participate in our programs. While the YMCA strives to provide quality care for every child, in our large group setting we are not able to provide specialized one on one attention. Parents/guardians of children who need substantial one on one attention due to developmental, behavioral or other circumstances are encouraged to work with DCYF to find alternative solutions that fit their specific needs.



### **BEHAVIOR**

The philosophy of the program is based largely on the concept of positive behavior guidance. Children are taught to consider the effect their actions may have on others, which promotes cooperation and responsibility. Staff reinforce YMCA core values of caring, honesty, respect, and responsibility, engage youth in the eight points of leadership, and are intentional about using specific action compliments and positive reinforcement.







### **PLAN OF SUCCESS**

A "Plan of Success" is a communication tool to establish a mutual understanding between the child, parent/guardian, and YMCA Childcare staff to identify the best way to support your child. The goal is to clarify how we may best meet the child's needs to ensure your child's success in our program. If your child has behavioral, emotional, psychological needs or considerations (as noted in your child's registration paperwork), staff will follow up to create a Plan of Success. Staff may also request a Plan of Success if it's determined necessary and parent/guardian involvement is required. The Plan of Success is also utilized in misconduct situations to ensure that a child, parent/guardian, and a child care staff understand appropriate next steps to address the misconduct and best support the child to be successful in our program.

### **MISCONDUCT**

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. Our primary goal is to provide supervision and positive support for every child.

We aim to see staff, children, the school and parents work together to create a safe and nurturing environment. The Y DOES NOT engage in any practices that are physically or psychologically damaging, such as:

- Corporal punishment
- Withholding nutrition or hydration
- Inflicting physical or psychological pain
- Demeaning, shaming, or degrading language or activities
- Forced physical exercise to correct behaviors
- Punitive work assignments
- Punishment by peers
- Group punishment or discipline for individual behavior

### When misconduct occurs ...

Each situation is approached with the goal of setting the child up for success. When warranted, a Plan of Success meeting will be established to help reduce or redirect misconduct. Each behavior incident will be documented and if the behavior continues, it may result in suspension.

The removal of children from the program is enforced only to ensure overall safety. YMCA Childcare is committed to working with you in the best interest of your child and the rest of the children in our care.

The following behaviors are considered serious in nature:

- Theft, attempts to steal, or property damage
- Verbal abuse or bullying of any kind
- Physical aggression, verbal threats of severe harm, or death threats
- Disruptive, defiant or blatant disrespect of staff or participants
- Inappropriate touching
- Attempts to leave the program space without an authorized escort

If misconduct occurs we will use the following interventions:

- The child will be encouraged to use his/her words to try to create resolution.
- 2. The child will be redirected to a new activity.
- 3. The child will be removed from the situation until he/she is able to rejoin the group. Parents are also notified of behavior and encouraged to share ideas with staff.

If misconduct continues to occur, we will use the following procedures:

- Verbal notification that "if behavior continues, it will result in a Participation Notification Report (PNR) and a Plan of Success will be required."
- 2. First PNR may result in a Plan of Success meeting between parent/guardian, child and YMCA staff. Please allow up to 72 hours for Program Directors to reach out to set up a meeting. In some cases, a plan of success must take place before the child returns to program.
- 3. Second PNR may result in a 1-day suspension. No refunds granted for time suspended from care.
- 4. Third PNR may result in a 3-day suspension.
- 5. Fourth PNR may result in a 5-day suspension.
- 6. Fifth PNR may result in a review of all behavioral documentation to determine if the participant will be removed from all YMCA programs.
- Under special circumstances, participant suspension or expulsion may be immediate without prior offenses depending on the nature of the incident.
- Program fees will not be refunded for behavior suspensions.

### **ENSURING A SAFE ENVIRONMENT**

### **NON SMOKING POLICY**

The YMCA is committed to modeling healthy living. In conjunction with state laws on school campuses, smoking, and vaping is prohibited at YMCA programs and on school campuses.

# PROHIBITED SUBSTANCES AND WEAPONS

YMCA Childcare programs on school property adhere to school policies—no substances or weapons are allowed. Any person with prohibited substances, weapons, or found to be trespassing will be asked to leave the premises immediately. If a child has possession of any prohibited substances or weapons, a parent will be called for immediate pick up and the child may be suspended or expelled from care.

# REPORTING BEHAVIOR AND CHILD ABUSE

Parents/guardians should not hesitate to report actions of YMCA staff that may be perceived as inappropriate. All concerns are thoroughly investigated. Child Protective Services (CPS) or the Department of Child, Youth, and Families (DCYF) are contacted if warranted.

YMCA staff are mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities.

It is important to empower children to communicate situations that make them feel uncomfortable or unsafe.

YMCA Childcare staff will maintain solely professional relationships with participants and families, so please do not ask YMCA staff to baby sit, attend parties, or spend one on one time with your child outside of YMCA programs.

### **RIGHT TO PRIVACY**

To provide a safe environment for all, the YMCA does not share parent or child personal information without written consent, including information regarding enrollment, behavior issues, medical information or payment arrangements.

Records for all children will be stored in a confidential manner at the program site and at the YMCA Childcare Business Offices. Parents/guardians are allowed to view their YMCA registration forms at any time.

### **EMERGENCY PROCEDURES**

### **ACCIDENTS**

If an accident occurs in our care, staff will communicate to parents/guardians. Staff caring for the child will complete a written report of any accident, detailing the first aid provided. If the accident involves a head injury, parents/guardians will be notified as soon as possible. If emergency treatment is warranted, the staff will immediately notify parents and the child may be transported by ambulance to the nearest medical facility, accompanied by a YMCA staff member.

### **EMERGENCY PLAN**

All YMCA Childcare staff are prepared and trained to activate emergency procedures in the event of severe weather, fire, or other conditions that require building evacuation or immediate safety measures. Each program location has a current Disaster Plan and conducts monthly drills with participants as required by DCYF. Please ask your site staff if you would like to view the drill records, Disaster or Health Plan.

### SCHOOL CLOSURES AND DELAYS

YMCA Childcare programs run in conjunction with the school district calendar year. If a school is closed or delayed for inclement weather or emergencies, YMCA programs will also be closed/delayed. For the most up to date information on school closures or delays, check local news, district websites, or notices directly from YMCA Childcare.





# **ACCOUNTS AND PAYMENTS**



### **REGISTRATION FEES**

Registration fees are required to begin the registration process. The annual registration fee is \$50 per child and \$100 max per family. The registration fees are non-refundable and non-transferrable. Register for the registration fee for your school district as Step 1 of the registration process and you will receive an email with a registration packet.

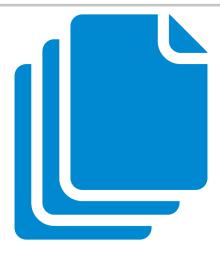
### **WEEKLY FEES**

Day camps for breaks weeks and summer are charged as weekly rates. Payments are due two Wednesdays prior to each week of camp. If fees are not received by the end of the day on Wednesday, the process is:

- On Thursday, a \$25 late payment fee will apply.
- On Friday, camp for the unpaid week will be cancelled.

If care is cancelled, you may re-enroll if there is space available. Camp fees plus late payment is due in full. If there is a waitlist, participants will be added to the waitlist.

Automatic Draft: Parents/guardians may set up automatic draft for payments due on Wednesday by using a credit/debit card. If payments are returned, a \$30 NSF fee will apply.



### **MONTHLY FEES**

Monthly rates for the before and after school programs are based on the number of days school is in session and averaged over the 10 months of the school year. This practice ensures a consistent monthly fee. Because of this, monthly program fees are not adjusted for break weeks such as, winter break, spring break and summer break, shorter months, inclement weather, non-student days or for illness and suspensions.

Payments are due by the 5th of each month for September through June. If fees are not received by the end of the day on the 5th of the month, a late payment fee of \$25 will be added to the account. Suspension from care will occur if payment is not received by the 15th of the month. Full payment is required to resume care. We encourage proactive communication with our business office. If families are experiencing financial hardships, please reach out for support.

Automatic Draft: Parents/guardians may set up automatic draft for payments due on Wednesday by using a credit/debit card. If payments are returned, a \$30 NSF fee will apply. Payments will be automatically re-run during the next 2 Wednesdays drafts.

### **PAYMENT INFORMATION**

Various forms of payment are accepted. Payees should inform the YMCA Childcare Business Office if any updates or changes to payment arise.

We cannot accept flexible spending credit cards. If account holders participate in a flexible benefit plan provided by an employer and a receipt is not accepted for reimbursement, please provide the required form for signature to the Childcare Business Office.

To make a payment:

- Call the YMCA Childcare Business Office with a credit/debit card.
- Login to your account online at ymcapkc.org
- Stop by your local YMCA Childcare Business Office to pay with cash, check or money order.

PAYMENTS ARE NOT ACCEPTED AT CHILD CARE SITES.

## **DISCOUNTS**

(Discounts may not be combined)

	•
MILITARY	Active military and DOD personnel can receive child care subsidies by applying online at: www.childcareaware.org If you apply and do not qualify for subsidy, contact the YMCA Childcare Business Office for a 10% discount.
SIBLING	10% sibling discount is available for multiple children. First child is full rate.
SCHOOL DISTRICT EMPLOYEE	Teachers and/or school district personnel can receive a 20% discount with employment verification for current school year. The parent/guardian must be employed in a school district that we currently serve.
YMCA EMPLOYEES	20% discount for YMCA Childcare programs.

Discounts only apply to program fees. Discounts do not apply to drop in fees, registration fees, late payment or late pick up fees.

### FINANCIAL SCHOLARSHIPS

Financial scholarships are made possible by the YMCA Annual Campaign. Financial scholarships are provided on a needs basis and allows access to licensed child care programs within the YMCA PKC. Anyone can apply for a financial scholarship and awards are based on a sliding scale that considers household size and income. If we can serve you or your family in this way, please fill out the Financial Scholarship Application. Two months' proof of income for all adults in the household and prior two months' bank statements are required with application. Licensed child care programs and community centers have separate scholarships available.

### THIRD PARTY ASSISTANCE

The YMCA Childcare Business Office (CCBO) must receive an authorized notice from DCYF, Child Care Aware or any other third party organization before registering a child for care. If authorization confirmation is not provided to the YMCA Childcare Business Office before care begins, parent/guardian will be responsible for the full fee. Completed registration packet and official start date from the CCBO is required. Any late payment or pick up fees are the responsibility of the parent/guardian.

### PROGRAM CLOSURES OR MODIFIED PROGRAM HOURS

Program fees are not adjusted for inclement weather, emergency closures, modified hours, unused days, sick days or suspensions.

### WITHDRAWL FROM CARE OR SCHEDULE MODIFICATIONS

In the event a parent/guardian needs to withdraw or change child care, a two week advanced written notice to the YMCA Childcare Business Office is required. Refunds are not granted for requests made without a two weeks advanced written notice. YMCA reserves the right to remove any child from care if they do not follow policies, procedures, and guidelines. Refunds are not available for cases of involuntary disenrollment.

### REQUESTS FOR ACCOUNT AND PAY-MENT HISTORY

Due to right of privacy, regardless of who makes the request, personal information and method of payment will not appear on the account history. If a parent/guardian would like access to account history:

- A written request must be received by the YMCA Childcare Business Office
- Requests will be processed within two weeks, depending on document availability
- A \$25 administrative fee is due at the time of the request. Document will be sent in preferred delivery method or can be picked up at the YMCA Childcare Business Office with photo identification
- The person requesting the information must be listed on the account, the registration paperwork, or have a letter of release from primary account holder
- Requests for attendance history are only granted by a court order

### TAX EXPENSE REPORTING

YMCA Childcare is a licensed provider and expenses for the year can be claimed as a valid tax expense. The tax ID number for YMCA of Pierce and Kitsap Counties is 91-0565562. Year end statements of expenses will be available electronically to the primary parent on each account by January 31st.

### VACATION CREDIT FOR MONTHLY PRO-GRAMS

Two weeks of vacation credit is available with a required two weeks advanced written notice. Requests for vacation credit must be for full weeks (Monday-Friday) either two one-week credits or one two-week credit approved by CCBO.

# YMCA OF PIERCE AND KITSAP COUNTIES CHILDCARE ymcapkc.org/child-care

### KITSAP COUNTY BUSINESS OFFICE

3330 Kitsap Way, Ste A
Bremerton, WA 98312
P 360-813-1813 | F 360-627-9047
E kitsapchildcare@ymcapkc.org

### PIERCE COUNTY BUSINESS OFFICE

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