



MIDDLE SCHOOL PROGRAMS BEFORE SCHOOL PARENT HANDBOOK 2010-2011

YMCA of Central Florida Mission

The purpose of this Association is to improve lives of all in Central Florida by connecting individuals, families and communities with opportunities based on Christian values that strengthen Spirit, Mind and Body.

Program Hours

The YMCA Before School Program operates Monday – Friday in accordance with the OCPS school calendar. The Before School Program begins at either 7am or 7:30 am depending on the site.

Staff Statistics

Our staff is chosen for their leadership skills, safety consciousness, responsibility and caring attitude towards children. All staff has passed background checks, drug screenings and are certified in Community CPR and First Aid. Staff members are employed by the YMCA of Central Florida. Many staff members are also Orange County teachers. We follow the state ratios of 1:18-25.

Billing Policy and Payment Procedures

Payments are collected on a bi-weekly schedule and parents may select from one of two billing options. The first payment must be made on site (see Option #1). After that time, the remaining payments may be made by selecting one of the options listed below.

- **Option #1-** On site payments are collected bi-weekly (see payment due dates below) in the form of money order, cashiers check or personal check. Cash is not accepted. Returned checks are automatically re-deposited up to 2 additional times in order to collect payments. A \$25.00 fee is automatically billed to your personal checking account at the time the returned item is collected. YMCA is not responsible for bank fees incurred to your personal account during our collection process. After the second returned check, future payments must be made in the form of money order or cashiers check. Account balances that are 10 or more days past due can result in dismissal from the program.
- **Option #2-** Automatic Bank Drafts are collected bi-weekly (see payment due dates below) and can be withdrawn from your personal bank account. Changes to bank draft payments (new accounts/closed accounts/frozen accounts) must be made in writing and submitted at least 5 business days prior to the payment due date. If your child will not attend a full week please inform your Site Coordinator so that you are not drafted. Returned bank drafts are automatically re-drafted up to 2 additional times in order to collect payments. A \$25.00 fee is automatically billed to your personal checking account at the time the returned item is collected. YMCA is not responsible for bank fees incurred to your personal account during our collection process. After the second returned bank draft, the bank draft is cancelled and future payments must be made in the form of money order or cashiers check. Account balances that are 10 or more days past due can result in dismissal from the program.

The Before School program is a weekly program; therefore there are no discounts or refunds for daily absences. Please make sure you keep your account up to date. If you currently have a balance with the YMCA Before School Program you may not be able to sign up for additional programs in the YMCA of Central Florida until the balance is paid in full.

Fees

All fees are due bi-weekly according to the schedule listed below. If you experience a hardship meeting the payment schedule, please contact the Site Coordinator prior to the due date in order to work out a short term plan until you can get back on schedule. Otherwise, a late fee of \$10 is assessed per family when payment is received after the due date.

Payment Due Dates

Payment #	Program Weeks	Due Date
*** 1	Aug 23 & Aug 30	Monday Aug 23
2	Sep 6 & Sep 13	Wednesday Sep 1
3	Sep 20 & Sep 27	Wednesday Sep 15
4	Oct 4 & Oct 11	Wednesday Sep 29
5	Oct 17 & Oct 25	Wednesday Oct 13
6	Nov 1 & Nov 8	Wednesday Oct 27
7	Nov 15 & Nov 29	Wednesday Nov 10
8	Dec 5 & Dec 12	Wednesday Dec 1
9	Jan 3 & Jan 10	Wednesday Dec 15

10	Jan 17 & Jan 24	Wednesday Jan 12
11	Jan 31 & Feb 8	Wednesday Jan 26
12	Feb 14 & Feb 22	Wednesday Feb 9
13	Feb 28 & Mar 7	Wednesday Feb 23
14	Mar 14 & Mar 21	Wednesday Mar 9
15	Apr 4 & Apr 11	Wednesday Mar 23
16	Apr 17 & Apr 25	Wednesday Apr 13
17	May 2 & May 9	Wednesday Apr 27
18	May 16 & May 23	Wednesday May 11
19	May 30 & Jun 6	Wednesday May 25

*****Draft Option is not available for payment #1**

Note: When making a payment for the Before School Program with a check or money order, please make sure to write on the check memo section the child's name, name of school, and week being paid for.

Refund Policy

If for any reason you are unhappy with the Before School Program and its services, you may cancel and withdraw from the program. Cancellations MUST be done two weeks before the scheduled date of your withdraw. Fees will not be refunded or transferred to existing Before School balances. Before School weeks will not be prorated. Refund forms are available at your Before School site. When it is completed, return the form to the site coordinator.

Roles & Responsibilities of the Parent

Parents and guardians are responsible for timely payment of all fees, student drop off no earlier than 7am or 7:30 am, treating the YMCA staff with respect, and completing all YMCA registration forms.

Accommodation Clause

The YMCA of Central Florida will provide reasonable accommodations for students with disabilities, provided these accommodations do not pose an undue hardship on the organization or jeopardize the safety of other students or employees. Management reserves the right to make all program-related decisions on reasonable accommodations.

Discipline Policy

All discipline infractions will be handled according to the Orange County Schools' Student Code of Conduct. Please see the Site Coordinator if you would like a copy of this manual. **Discipline infractions may result in possible expulsion from the Before School Program. Please review the following infractions with your child: Stealing, Continual Profanity, Violent Behavior, Continued Misbehavior.** If a child continues to exhibit unacceptable behavior, a conference with parents will take place. The YMCA reserves the right to dismiss any child whose behavior is unacceptable without a refund.

Personal Belongings

Students are not allowed to bring items such as iPods, cell phones, cameras, CD players, Gameboys, valuables, large amounts of money, etc. to the Before School Program. The YMCA of Central Florida is not responsible for your child's lost/damaged/stolen property.

Parental Complaint Process

Parents and guardians are encouraged to raise program related concerns with their youth's site coordinator as soon as possible after the event(s) that cause concern. The Site Coordinator will do an investigation by talking to students and gathering statements. The Site Coordinator will then contact the parent/guardian with the results of their complaint in writing. The Site Coordinator will also communicate all parent concerns to the Program Director, as well as the results. If the parent/guardian is not satisfied with the results, they may contact the Program Director. The Program Director will investigate the complaint and keep the Vice President informed throughout the process. After the investigation is completed the Program Director will contact the parent/guardian with the results and decision in writing. The parent/guardian has 30 days to request an appeal of the decision made by the Program Director. If an appeal is requested, the information will be presented to the Vice President for review. The parent/guardian is provided the opportunity to meet with the Vice President. Within 30 days, the Vice President will make a final decision on the appeal. The decision will be communicated to the parent in writing.

YMCA of Central Florida Administrative Contacts

If you have questions about our program, please contact your Site Coordinator. If you would like to speak with any of our administrative staff, please use the following numbers.

Imani Hope	Middle Schools Program Director	407-896-9220 (x 288)
Rena Quinata	Middle Schools Business Manager	407-896-9220
Ashley Boyd	Middle Schools Director of Operations	407-896-9220 (x 243)
Carter Jones	VP of Urban and Outreach YMCA's	407-896-9220



MIDDLE SCHOOL PROGRAMS PARENT HANDBOOK

CHILD'S NAME _____ DATE _____

I acknowledge receipt of the YMCA Before School handbook. I understand the procedures outlined in the handbook were developed to make certain the safety and well being of all children and to make parents/guardians aware of important payment deadlines and policies.

PARENT/GUARDIAN SIGNATURE

DATE