



Central Florida YMCA

Summer Zone **Parent Information Sheet**

Central Florida YMCA Mission Statement

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

Goals and Philosophy

It is the philosophy of the Summer Zone to provide a safe, fun and educational experience to each child regardless of race, religion, sex or national origin. The goal is to improve the physical, mental, social, and moral well being of each child through quality, creative, values-oriented activities under close supervision.

Hours of Operation

Orange County Monday-Thursday 8:30-4:30 *Times vary by site

Payment Procedures

Write the following on your payment in the memo section:

- 1) Child(ren's) Proper Name
- 2) Name of School
- 3) Week payment is to be applied to

A non-refundable \$10 registration fee is due at the time of registration. Payments are to be made using a check or money order for the exact amount. Cash will not be accepted. All payments are due by the Wednesday prior to the start of each new camp week. Payments received after Wednesday (normal YMCA camp hours) are to include a \$10.00 fee for each business day late. If payment has not been made upon your child(ren's) arrival on Monday, you will be contacted to come pick him/her up.

If for any reason your check is returned by your bank, it will be collected electronically through a third party agency. A \$25.00 fee will be charged each time this service is utilized. The YMCA is not responsible for these collection fees.

Staff Credentials

Staff are chosen for their leadership skills, safety consciousness, responsibility, and caring attitude toward children. All staff have passed background checks, drug screening and are certified in Community CPR and First Aid. Staff members are employed by the Central Florida YMCA. Many staff members are Orange County teachers.

Student Sign Out

On the registration form, there is a section giving your child permission to sign themselves out at a designated time. If you initial that your child is permitted to do so, they must leave campus immediately after signing themselves out. If they do not leave campus, they will be charged with trespassing.

Who can pick up my child?

Only those adults listed on the registration form will be allowed to remove your child from the Program. In the unusual situation where the designated person is unable to pick up your child, we must have advanced written notification from you to accept a substitute. **Anyone picking up your child (including yourself) must be prepared to present identification daily.** Please note that you MUST sign your child out through the YMCA office only. This is required for the monitoring and safety of your child.

Late Pick-up Fee

The YMCA Summer Zone closes the Program promptly at its designated time. A **\$1.00 per minute** late fee will be charged after the Program's end. This payment must be received upon pick-up. Students may not return to the Program until the late fee is paid. No Exceptions! Checks, cash or money orders are accepted as payment for late fees. Proper authorities will be called for parents who fail to pick up their child within 30 minutes of the camp closing time unless the Site Coordinator is notified prior to the 30 minutes.

Personal belongings

Students are not allowed to bring items such as IPODS, cell phones, CD players, Game Boys, valuables, large amounts of money, etc. to the Summer Zone. The Central Florida YMCA is not responsible for your child's lost/damaged/stolen property.

How is discipline handled?

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 Summer Zone. Please review the following infractions with your child:** *Stealing, Continual Profanity, Violent Behavior, Continued Misbehavior*

If my child is injured?

If your child is injured, the Site Coordinator will take immediate steps that may be necessary to obtain medical care. If we cannot reach the parent, and the injury is deemed serious, an ambulance or paramedic will be called and the child will be taken to the hospital in the company of a YMCA staff member. **If the school or the YMCA feels that an incident is serious, a Doctors note will be required before your child returns.**

Accommodation Clause

The Central Florida YMCA will provide reasonable accommodation to 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.

The CFYMCA goal is to be as inclusive as possible in providing recreational opportunities for all youth. By enrolling your child in the program, you agree that your child is physically fit, has the skill level required to participate, is able to use restroom facilities with minimal assistance, and is able to eat meals and snacks unassisted. If there are questions regarding a child's ability to participate in our program, the CFYMCA may require an individualized assessment. Please note that we are not able to provide one-on-one supervision of your child.

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 causes the 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 with 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 of the investigation and the 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 and the Citizens Commission for Children 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. Administrative contact numbers are listed below.

Cancellation and Refunds

If you are unhappy with the Camp services, you are to address this with the Site Coordinator. He/she will make every effort to turn your child's experience into a happy one. If this can not be worked out, you may withdraw from the program and receive a refund for any prepaid week payments. Camp weeks will not be prorated.

YMCA Administrative Contacts

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

Ashley Boyd	Middle School Senior Program Director	407-896-9220
Imani Hope	Middle School Program Director	407-896-9220
Rena Quinata	Middle School Business Manager	407-896-9220
Carter Jones	VP of Urban & Outreach YMCA's	407-896-9220

