

**THE FAMILY YMCA  
iCARE Programs 2014-2015**



**iCARE Wednesdays' Explorations  
2014-2015**

**Parent Handbook**

# **THE FAMILY YMCA**

## **iCARE Programs 2014-2015**

### **Mission**

The Family YMCA's mission is to build individual family and community strength by focusing on youth development, healthy living and social responsibility. We are a charitable institution where, thanks to the United Way of Northern New Mexico and individual donations, no one is turned away due to their inability to pay. The Y's four core values of caring, honesty, respect, and responsibility are stressed in all Y programs. Our areas of focus include Youth Development, Healthy Living and Social Responsibility.

Our iCARE programs seek to provide high-quality experiential, outdoor opportunities for elementary-age students to help them engage with the world through all of our environments, whether those are physical, mental, social, cultural or spiritual. Our approach is to encourage kids to explore what sparks their interest, to embrace their imagination and creativity, and to value their connections to other people, our wider communities, and our planet.

### **Philosophy**

The Family YMCA strives to provide programs that are sensitive to the individual needs of children and age-appropriate learning experiences that support each child's growth and development. Specifically, our program offers children a base of warmth, security and continuity provided by caring and qualified staff. Our low staff-to-child ratios allow for an active engagement with all children that fosters a sense of acceptance and a positive self-image. The design of our program permits freedom within set limits established and agreed upon by both staff and children.

### **Curriculum**

The Family YMCA strives to provide age-appropriate, educational opportunities for children through a variety of activities that emphasize a hands-on approach and play as the primary mode of learning. The Family YMCA iCARE programs are supervised by educated and experienced staff. iCARE provides an engaging program for children ages 5-12 with an emphasis on ecological and community awareness.

# **iCARE Wednesdays' Explorations**

**(Grades K-6)**

**Wednesdays during school-year; 12:00-5:30**

iCARE Wednesdays' Explorations is an experiential, ecological education program. Children will learn about topics such as the natural environment, eco-systems, sustainability, and environmental stewardship. The program primarily includes short hikes and unstructured, outdoor play times in different natural areas of Los Alamos, where children will be able to connect to nature in a way that is comfortable and natural to them. The iCARE children are encouraged to use their own individual imaginations, creativity, interests, and passions to interact with their natural environment and with those around them. Through an increasing awareness and appreciation of their natural environment, the iCARE group of "Explorers" learns to care for their local community and for the larger world of nature. Furthermore, the iCARE Wednesdays' Explorations program undertakes occasional ecologically-based projects, goes on educational fieldtrips, welcomes various guest presenters, and engages in "upcycled" arts and nature craft activities. Throughout the school year, this variety of experiences and the unstructured nature-based playtimes, allow the children to embark on an ongoing exploration of learning about the wonderful world of ecology.

## GENERAL INFORMATION

### Program Information

The Y administrates all iCARE Programs.

Registration will be available at the Y main facility (due to required registration paperwork). The Y iCARE programs DO NOT operate on national HOLIDAYS (see Holiday section in this handbook).

The Y partners with Pajarito Environmental Education Center (PEEC) to offer the iCARE Wednesdays' Exploration Program; **PEEC (3540 Orange street) is our location for pick-up and drop-off**, but we will be offsite for field trips and activities whenever possible. All Los Alamos and White Rock Elementary School children (K through 6<sup>th</sup> grade) are eligible to attend the iCARE Wednesdays program.

The iCARE Wednesdays program operates on all Wednesdays that school is in session for children, including conference days. The program **DOES NOT** operate on **SCHOOL HOLIDAYS** (see "Holiday" section of this handbook). Also, iCARE Wednesdays **WILL NOT** take place on days of **SCHOOL CANCELLATIONS** (see Snow Policies & Emergency School Closures" section of this handbook).

The iCARE Wednesdays' Explorations program operates from 12 noon until 5:30 pm. All children must be picked up **NO LATER THAN** 5:30 pm. Any pick-ups after 5:30 pm will be charged a late fee.

### Drop-Off and Pick-Up

Drop-off and pick-up is at Pajarito Environmental Education Center (3540 Orange St). Drop-off is between 12-1 pm and pick-up is from 4:30-5:30 pm.

\*Parents may drop-off their children at PEEC, or else participants can take the Atomic City Bus System's Student Buses from their school. The Drop-Off bus stop for Los Alamos students is in front of Morning Glory Bakery. The Drop-Off bus stop for White Rock students is at the corner of Orange and Diamond Street. iCARE Counselors will be waiting at the bus stops and will accompany participants on the walk to PEEC.

However, **please** inform the iCARE Director if your child will be utilizing this Atomic City Bus option.

### Contact Information

Kimberly Pulliam, iCARE Director

[kpulliam@laymca.org](mailto:kpulliam@laymca.org) 662-3100

Diana Martinez, Senior Program Director

[dmartinez@laymca.org](mailto:dmartinez@laymca.org) 662-3100

### Staff and Staff Ratios

The Family YMCA strives to maintain a staff/child ratio of 1:12 or better.

## Daily Schedules

### iCARE Wednesdays 2014-2015

Begins on Aug. 13<sup>th</sup>, 2014

12-1pm	<b>Drop-Off/Sign-In at PEEC</b>
12:30-1:20	Lunch and free play
1:20-1:45	Circle Time/Lesson Time
1:45	Leave for/Begin: Fieldtrip/Hike/Activity
2:30	Snack
4:00/4:30	Return to PEEC/Closing Circle
4:30- 5:30pm	<b>Pick-Up/Sign-Out at PEEC</b>

## Activities

Organized games, crafts, fieldtrips, and special presentations are a regular part of all Y after-school programs. Ample time for free-time, reading, outdoor activities, and interaction with friends is also provided in iCARE Wednesdays' Explorations. Activities incorporate "Character Counts" and the Y core values of honesty, caring, respect, and responsibility. All our games and activities aim to incorporate a 'Green Philosophy' and sustainable living perspective, often with discussion/sharing/reflection time afterwards.

## Parent Involvement

As an organization, we promote strong relationships with our staff and the parents of the children we serve. We highly recommend all parents be actively involved with the activities that are being provided in the iCARE Wednesdays program. We have an "open door" policy that allows parents to ask questions and present ideas, which may be of use to the children and staff in our program. We also encourage parents to share their knowledge and skills if they want to make a presentation or coordinate an activity for the program. Please contact the iCARE Director if you wish to share any ideas and/or thoughts, make a presentation or provide a program activity. Volunteer parents are always welcome to assist in our programs. Parents must follow all Y policies, including child protection policies, which specify no private one-to-one contact is allowed during the program except with a parent's own child. Volunteers who assist the program on a continuing, on-going basis must complete volunteer paperwork including reference checks and a criminal record background check.

## Visitors

Parents/legal guardians listed on the registration form are welcome to observe the programs at any time. Only with a parent's/guardian's written permission are others welcome to observe. If an unregistered child is "observing" a program, that child's parents must be present. Visiting children must be under parental control at all times.

## Volunteers

In keeping with The Y's commitment to build strong kids, strong families, strong communities, volunteers are always encouraged. The Y utilizes guests for activities when appropriate and also encourages parents to share their knowledge and skills.

We have iCARE curriculum and lessons prepared, but we are wide open for YOUR creativity and expertise.

Please let us know if you - or someone you know - has special skills to share with the children by contacting the iCARE Director, Kim Pulliam at [kpulliam@laymca.org](mailto:kpulliam@laymca.org)

**In keeping with our mandate of building strong kids and families and to maintain safe and comfortable facilities, convicted or registered sex offenders are excluded from membership and program participation at The Family YMCA, and offenders shall not enter onto Y property or loiter in the vicinity of Y programs and activities.**

## Food and Snacks

### Lunch

Children bring lunch from home to eat between 12 and 1 pm. There will be no microwaves available for participant use; please do not send lunches that need to be warmed or cooked in a microwave. There is also no hot water available. Children are discouraged from sharing their food for sanitary and allergy reasons. We encourage parents to provide re-useable lunch containers to cut down on non-recyclable waste. Please make sure your child has all necessary utensils for their lunch.

### Snacks

\*An afternoon snack will be provided

\*All snacks that we provide will be certified organic and purchased through local markets/co-operatives whenever possible.

\*Participants will need to bring water and will be required to take the water-bottle/container home with them (hopefully to be re-used)

\*We will strive to provide an alternative snack to children with food allergies – please inform us of any food allergies upon registration.

## Dress Code

Staff and participants must dress according to policies set forth by the Y.

**Children must dress in a comfortable, but appropriate manner.**

**Clothing that appears to be gang-related or advertises alcohol, drugs, tobacco, sex or topics that are deemed offensive, distracting and/or inappropriate for school will not be allowed.**

- Children should wear shoes that are comfortable and safe for running, playing and hiking.
- No short shorts, **bare** midriiffs or spaghetti straps. Pants need to fit above the hips and not be excessively long so as to create a safety hazard. Shorts must be no shorter

than 4 inches above the knee. Shirts need at least two-inch wide sleeves and should not reveal backs. Necklines should be no lower than a horizontal hand's width below collarbone.

- Underwear should not be visible.
- Children should be dressed in appropriately sized clothing that will not compromise the child's privacy in activities such as sitting on the ground.
- Children should be prepared for the weather; please send a jacket, hat, sunscreen, etc.
- Heelies (shoes with wheels in them) are not allowed.

**The iCARE programs often include activities that may dirty, stain, or damage clothing, and children should dress accordingly. While in the outdoors, when there is no access to bathrooms, the iCARE participants utilize an "outdoor bathroom" procedure, a procedure that may be new and uncomfortable to some children. In case of a bathroom accident or play-related mess, please make sure to pack a change of clothes in a sealed Ziploc bag everyday of iCARE attendance.**

## **Behavior Expectations**

Children in the program are expected to conduct themselves in a manner that is cooperative with the group. Efforts are made by Y staff to work within the appropriate social developmental stages for each individual child. A child's consistent refusal to follow directions given to them by the site staff creates an atmosphere that is disruptive to the program and will not be tolerated. If behavior issues arise, the Y staff will follow the steps outlined below:

- 1) iCARE staff will provide a warning and redirect the child to appropriate behavior.
- 2) iCARE staff will place the child in a 'time out' for no more than five minutes or will take away a privilege (such as playing with a specific toy).
- 3) iCARE staff will document the behavior issue and will require that parents sign the report acknowledging that they have been informed of the problem.
- 4) After two documented behavior reports, a meeting will be set up with the iCARE Director and the parents. The purpose of this meeting will be to determine why the child is having difficulty and what efforts might be made by the site staff, parents and child to find a possible solution.
- 5) After three documented behavior reports, the child may be asked not to return to the program.

**Depending on the severity of the behavior issue, certain steps outlined above may be skipped. A child may be withdrawn from the program, without prior warning for any behavior and or verbal threats that jeopardize the safety of themselves and/or other children.**

## **Rules for all Y Programs**

- Follow the Y's core values: be caring, honest, respectful, and responsible at all times.
- Walk and speak in normal voices when indoors.
- Keep hands, feet and hurtful remarks to yourself.
- Treat all property, the Y's and all program participants', with respect.
- Respect and listen to adults and each other.

- Snacks will be eaten while sitting down.
- Use playground equipment and program materials safely as intended.

## **Transportation**

Seat belts are required to be worn by everyone in the Y vans and bus. All Y vans and bus are checked and maintained regularly for safety. All drivers are 21 or older and have clean driving records.

### **Rules for Y van /bus use:**

- Everyone in the van will use seat belts.
- Soft voices will be used in the van.
- Upon arrival at location, wait at a designated area until all children have gotten out of the van.
- Only unopened food will be permitted on the van.
- Any opened food must be consumed before getting on the van.
- Eating is not allowed in the van.

## **Lost or Stolen Items**

The Y is not responsible for lost, broken or stolen items. We encourage children to leave valuables at home. Please be certain to label all clothes and personal items on an inside surface. In response to allegations of children stealing from one another, please understand the Y staff reserves the right to check the contents of the backpacks of any child suspected of having the belongings of another student.

## **Electronics**

Children are not allowed to have electronic toys (Game Boy, PSP, iPOD, etc) during the program. If a child brings an electronic toy to the program, the staff will confiscate the toy and return it to the child's parent at the end of the day. Please note that children are NOT allowed to have cell phones at/during the program. We recognize that this may be a means of communication with parents, and we ask that if they bring them, that children store cell phones in their bags until pick-up time.

## **Discipline Policy**

Studies show that children thrive when they feel safe. Our philosophy is to create defined boundaries for acceptable behavior and offer continuous, positive, support to reinforce our core values. We believe children need instruction more than they need criticism.

- Discipline means training which enables the child to develop self-control and orderly conduct in relationship to peers and adults.
- Discipline shall be clear and understandable to the child, consistent, and explained to the child before and at the time of any disciplinary action.
- Discipline shall include positive guidance, re-direction and the setting of clear-cut limits, which foster the child's own ability to become self-disciplined.



Our discipline practices are designed to encourage the child: to be fair, honest and caring; to respect property; and to assume personal responsibility and responsibility for others. Positive discipline will include brief, supervised separation from the group (time-outs) or withdrawal of special privileges (for example, losing the privilege to play with a toy/item if the child is mistreating the toy/item) with guidance encouraging the child to think of another way they could have dealt with an issue.

It is our policy to use “time-out” as a last resort and for short intervals. “Time-out” may be necessary after one or more reminders and use of the other positive discipline techniques outlined above. Separation from the group shall not be done in any humiliating manner and shall be in the open view of the supervising adult(s) for the safety of the child.

The following disciplinary actions are prohibited by the Y and by the New Mexico Licensing Authority:

- Physical punishment of any type
- Withdrawal of food, rest or bathroom opportunities
- Abusive or profane language
- Unsupervised isolation of the child
- Any other type of punishment that is hazardous to the physical, emotional or mental health of the child

## **Harassment**

Harassment of and by children and staff is strictly prohibited. Allegations of harassments by children will be dealt with in a manner detailed under **Behavior Expectations**. Allegations of harassment by staff will be dealt with in the same manner as consistent with suspected abuse. Staff will be suspended from work with pay pending and internal investigation. Pending the outcome of an investigation, staff may be dismissed from work or reinstated.

## **Celebrations**

The iCARE Wednesdays’ Exploration program may include seasonal crafts and celebrations. Because of the ecological focus of iCARE, our seasonal celebrations will focus more on celebrating ecological aspects of the seasons/natural cycles rather than denominational on holidays.

A parent may provide cake, etc. for a child’s birthday as long as there is enough for all children in the program.

## **Holidays**

The iCARE program will not operate on any school holiday.

There will be **NO iCARE Wednesdays** program during the Wednesdays of **Thanksgiving Break**, the **Winter Holiday Break**, or during **Spring Break**. Also, when Los Alamos Public Schools are cancelled due to snow or for any other reasons on a Wednesday, there will be **NO iCARE Wednesday** for that day.

## **Feedback and Suggestions**

We strive to provide the best quality youth programs possible, so we invite any comments or concerns that parents may have. Please address immediate concerns with the iCARE Director. If you are still not satisfied, or would like more information, please call the Senior Programs Director at 662-3100. All complaints and concerns will be investigated immediately.

We also have an online survey link on our website- see the iCARE webpage for the survey (link as well as downloadable PDF). We value ongoing, regular feedback, and will ask parents to fill-out the survey at least twice per school year.

## **POLICIES AND PROCEDURES**

### **Registration**

Registration is accepted at The Family YMCA on a school-year, monthly, or drop-in basis. Registration and liability forms must be completed and signed a minimum of 48 hours (2 business days) in advance before a child can attend any Y programs. There is a one-time \$25.00 non-refundable registration fee per child for any combination of iCARE programs, Y Camp, or Y Afterschool. Registration can be done during operating hours at The Family YMCA, 1450 Iris Street, Los Alamos. To register, you must have a completed registration form that includes a list of at least 3 adults authorized to pick up your child (all authorized persons will be required to show photo ID when picking up the child), a completed parent/child Y facility liability, parent statement of understanding, and a completed Y climbing wall liability. **The child is not considered registered and will not be allowed to attend any programs until all registration forms are completed, on file and initial payment is made.**

### **Drop-in Registration**

Drop-ins will be accommodated only if space is available, all registration forms are completed and on file, the registration fee (if applicable) has been paid, and the drop-in fee is paid in advance. Drop-in days are non-transferable and non-refundable.

Parents needing drop-in care must first call the Y at 662-3100 to determine if space is available. Parents needing care on short notice may contact the iCARE Director to determine if space is available. If space is available, payment must be made in advance. A secured spot will not be granted until payment is received. Parents must pay from drop-ins with a check at the Y or over the phone with a credit card. Drop-ins must be registered 48 hours in advance and have completed all required registration forms.

### **Allergies/Medical Information and Other Special Needs**

PLEASE NOTE that the registration forms have areas where you can add information regarding your child's allergies, medical/physical/mental conditions, if they are currently taking any medication, or if they participate in any special education program.

Please be sure to note any allergies in the space provided on the registration form. If no allergies are present, please mark "none" on the registration form.

Please fill this out to help our staff support your child's needs during their participation in the iCARE program. All information will be kept confidential and is for staff use only.

### **Emergency Contacts**

Registration forms for children must include emergency contact information for three separate contacts.

### **Authorization to Pick Up Children**

**Parents/Guardians must list a minimum of three persons other than a spouse as authorized to pick up children.** Only those designated on the registration form's authorized pick up list will be allowed to pick up children from our program. All authorized persons (including parents or legal guardians) must show photo ID when picking up children. Additions or deletions must be made in writing at the main Y facility.

## **Releasing Children**

All parents and authorized persons must sign out children when they arrive at the program. All parents and other persons must provide photo identification so that Y iCARE staff can verify they are authorized to pick up the child. A walking permission slip must be filled out by the parent/guardian in advance if a child will be signing themselves out (in the case that they walk home on their own). Once a child is signed-out by an authorized person, the Y is released from its responsibility. The Y will not release a child to anyone (parent or other) whose judgment appears to be impaired due to the use of alcohol or drugs. In such a case, we will call another authorized person or emergency contact to pick up the child. If the adult takes the child before we are able to call another authorized person, the police will be notified.

## **Absences and Missing Children**

**Please call the Y at 662-3100 if your child will not attend the program on a regularly scheduled day. It** is for each child's safety that we require parent/guardian notification when your child will not attend on a regularly scheduled day. This includes days when your child will be arriving to the program late.

**If Y staff is not able to notify parents or emergency contacts because no contacts can be reached, the Y is not responsible for an absent child.**

The safety of every child is paramount to the Y. Our ratios require staff to work with groups of children who must be able to take direction and interact with others. If a child in attendance at the program is found to be missing, Y staff will make a quick search of the program area. If the child is not found, the parents will be notified and the police may be called. If a child deliberately hides from staff, consistently runs away from the group, or refuses to stay in the group, parents will be notified to pick up the child, and the child may be dis-enrolled from the program.

## **Withdrawals**

To disenroll a child from the program, parents must notify the Y front desk in writing two weeks in advance and fill out an exit survey.

The Y reserves the right to dis-enroll any child from the program if:

- Parents do not adhere to the policies outlined in this handbook.
- Parents are consistently late in picking up their child.
- The child presents persistent disciplinary problems. We will make every reasonable effort to work with the parent and child regarding behavior, but the Y reserves the right to dis-enroll the child without prior notice should the child pose an immediate threat or danger to him/herself or anyone else (children or staff) in the program.
- The child is disruptive to the program.
- There is an accumulation of unpaid monthly charges, including late and/or bookkeeping fees.

## **Field Trips**

**We take as many field trips as possible to enjoy and engage with our beautiful, natural surroundings.** Field trips may include travel outside of Los Alamos. We will be in contact via e-mail with parents/guardians of participants to inform you of our program activities/locations each week. If parents choose not to have their child attend a field trip, they may contact the iCARE Director to arrange an alternative drop-off time to meet back up with the group after the field trip. Parents are welcome to accompany their child on any field trip as a parent volunteer, but parents must provide their own transportation to and from the field trip location. Parents are also welcome to pick their child up at a field trip location, but they must follow normal sign-out procedures.

## **Snow Policies & Emergency School Closures**

**If school is cancelled in the morning or at any time throughout the school day, there will be no iCARE program.** If school remains open until its regular dismissal time but Los Alamos National Laboratory (LANL) is released early, the program will remain open for one hour after LANL's closure. Please make every effort to pick-up your child as soon as possible to ensure staff can get home safely. When there is a two-hour snow delay on conference or in-service days, there will be no classes for students at all elementary schools. However, after a two-hour delay, the iCARE Wednesdays program will proceed as scheduled at 12:00 pm. If by 1:00 pm no children have arrived, the program will be closed for the day.

## **Health and Safety**

Your child's health and safety are very important to Y staff. A staff member may never be alone with a child in an area or location where they cannot be observed by other staff. Please be sure to note any allergies or medical problems in the space provided on the registration form. If no allergies are present, please mark "none" on the registration form. Also, please be sure to notify the Y of any changes of address or phone numbers, including work numbers, as it is imperative that we be able to contact the parent in case of an emergency. Parents will be called if a child appears to have symptoms of illness during the program hours. In such cases, the child will be provided care and comfort until a parent/guardian is able to pick up the child.

Your child should not attend the program if:

- He/she has a fever or has had one during the previous 24 hours
- He/she is taking an antibiotic and has not been on the antibiotic for 24 hours
- He/she has heavy nasal discharge
- He/she has a constant cough

## **Medications**

Please notify the iCARE Coordinator if a child is taking medication of any kind. You must complete a written authorization that can be obtained from the Community Programs Director in order for your child to administer medication to him/herself. The Y will not allow a child to take medication without prior written authorization.

## **Accidents and Injuries**

The iCARE Director will make all decisions relevant to a child's well-being in the event of accidents or injuries. If the iCARE Director is incapacitated, the iCARE Assistant Coordinator will assume this responsibility. Other Y Staff in the building or in the vicinity will be called upon, if necessary, to help make decisions.

- If a child is injured at a program, the iCARE Coordinator will assess the severity, and will decide on a course of action. All program staff are trained in First Aid and CPR.
- If an injury is minor, parents will be informed upon their arrival to pick up the child.
- Parents will be called if a child is in pain or uncomfortable after an injury.
- A severe injury will receive immediate first aid and parents will be contacted.
- If necessary, Emergency Medical Services will be called and the child may be transported to Los Alamos Medical Center.
- An emergency contact may be called if parents cannot be reached.

In the event of accidental injury, parents will be expected to be responsible for all expenses incurred for emergency medical care. See liability waiver on registration form. **It is vital that you keep the program up-to-date on changes in phone numbers and other important information.**

## **Confidentiality Policy & Records**

Y staff must sign a Y Code of Conduct that specifies they will not discuss confidential matters with anyone outside of the Y or with unauthorized employees. Lists of participants, confidential materials, and restricted information will not be removed from the facility or discussed with or shown to anyone under any circumstances without authorization. The Y Code of Conduct also specifies that staff will not gossip in the work place.

**Enrollment paperwork specifically states that parents must provide documentation to the Y regarding the legal status of a child if custody is in dispute. Enrollment paperwork and additional notices will be kept at the Y, and are only available for staff to review.** Parents who desire stricter confidentiality on any specific matter must request special actions from the iCARE Director, who will inform staff of new procedures and arrangements.

## **Suspected Child Abuse and Neglect**

The Y is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. If abuse is reported to staff, or probable cause for abuse is discerned (child comes to the program with "mysterious" bruises or says anything to indicate any type of abuse), staff will immediately notify an appropriate administrator. The iCARE Director will then review the incident with the Executive Director. This review cannot in any way deter the reporting of child abuse by the mandated reporters. The Y will file a report in accordance with New Mexico child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved. The parents or legal guardian of the child(ren) involved in the alleged incident will be promptly notified in accordance with directions of the relevant New Mexico agency.

In the event that the reported incident(s) involve staff, the Executive Director will, without exception, suspend the staff member(s) from the Y. Reinstatement of the staff member will occur only after all allegations have been cleared to the satisfaction of the iCARE Director and the Y's Executive Director.

"Every person, private citizen or professional, in New Mexico who has reason to believe that a child under 18 has been abused is mandated by law to report the suspected abuse. Failure to do so is a crime. No person, regardless of his or her relationship with the child or family, is immune from reporting suspected abuse. A person making a report in good faith is immune from both civil and criminal liability." Stop Child Abuse/Neglect booklet by Human Services Department, Santa Fe, NM.

## Payments

If your child attends on a regular basis, you must pay by Electronic Funds Transfer (EFT). An EFT will automatically take money out of a savings or checking account or charge a credit card (Visa or Master Card) the first working day of the month to pay for that month's program fees. Parents/Guardians must complete an Electronic Funds Transfer form. There is a one-time, non-refundable registration fee per child for the school year. The registration fee is \$25 if paying by check or savings EFT or \$30 if paying by credit card EFT. This fee is waived only during the registration drive when payment for a month will secure your child's place in the program.

## Regular Fees

\$98/month/child (3 Wednesdays) - August, November, December

\$130/month/child (4 Wednesdays) - September, January, February, March, April, May

\$163/month/per child (5 Wednesdays) - October

## Drop-In Rates

Daily Drop-Ins are welcome if space is available; Please check with iCARE Director to check space availability.

Drop-Ins must register at least 48 hours (2 business days) before drop-in date.

Drop-In rate: \$40 per child per day

**Drop-in days are non-transferable and non-refundable.**

## Returned Payment Fees

All returned payments are subject to a \$5.00 processing fee and payments rejected for insufficient funds or a closed account may also be assessed a \$25.00 NSF fee.

## Late Pick-up Charges

We understand that time can get away from parents and that unforeseeable circumstances can lead to an inability to pick up children by a program's end time. Please call the Y as soon as possible when this occurs. It is very stressful on a child to be the last one picked up, though we try to minimize this stress through engagement. Also, please be aware that facilities are lent to the Y with time restrictions and that staff also have classes, meetings, and schedules that are time-dependent. Please be considerate by complying with the pick-up deadline (5:30 for all iCARE programs).

At 5:30 pm, staff will begin to contact parents, and at 5:30 pm staff may begin to call emergency contacts. Parents of children picked-up between 5:31-5:35 pm will be charged a late pick-up fee of \$10.00. For children picked-up from 5:36-5:45 pm, parents will be charged \$20.00 and from 5:46-6:00 pm, \$30.00. Fifteen minute incremental fees will be assessed for additional time after 6:00 pm. Late pick-up fees will automatically be charged to your EFT within one week of the infraction.

## Refunds

**Parents should carefully plan their program needs as fees are not transferable or refundable.** Due to extenuating circumstances, such as medical emergencies, exceptions may be made regarding refunds or partial refunds. Please see **Withdrawals** for more information.



## **Questions Concerning Accounts**

**Questions about accounts should be addressed to the Y Welcome Center Representatives (WCRs) at the front desk.** The Welcome Center Representatives can only give you the summarized information on your unit screen in the computer system. For more detailed queries, please ask the Community Programs Director.

## **Financial Aid**

Assistance is available for all Y programs. Aid is based on income, family size, medical needs, and extenuating circumstances. Financial aid forms are available at the Y front desk. This aid is available thanks to contributors, including the United Way of Northern New Mexico/Los Alamos. All financial information is kept strictly confidential. Any parents who have financial aid will jeopardize their aid if they do not keep their account up to date.

## **Tax Statements**

**We do not issue tax statements.** Please keep receipts or cancelled checks for your records. The Y will print out your account journal, but individual receipts cost \$25.00. Our tax number is 85-0130054.