



YMCA OF SAN DIEGO COUNTY  
**COMMUNITY  
WELL-BEING**  
& BELONGING

# **BUILDING OUR FUTURE**

**2025-2026 Character Builders Family Handbook**



**South Bay Family YMCA**

1201 Paseo Magda Chula Vista, CA 91910 | 619-421-9622

## **YMCA CONTACT INFORMATION**

For general inquiries and program operating questions please contact:

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For billing questions, registration changes, and third-party enrollment please contact:

Business Administrator  
(619) 421-9622  
[southbaycb@ymcasd.org](mailto:southbaycb@ymcasd.org)  
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Dear YMCA Family,

Welcome to our YMCA of San Diego County Child & Youth Development Character Builders Program. The Y is the largest and oldest provider of youth development services in San Diego County, with a long history of providing a real, positive impact in the lives of youth. We are dedicated to strengthening families as a community resource that nurtures the potential in children.

Our focus is to ensure a fun, enjoyable experience for your child, where they gain new knowledge, skills and abilities, in a safe and secure environment.

This handbook is your guide to this program. It explains operations, policies and procedures, safety precautions, activities, and communication standards. If you have a question that is not covered in this handbook, please contact your program's leadership.

Our programs are licensed by the state of California. Our excellent quality staff are background cleared through the Department of Justice and trained in CPR, First Aid, and Child Abuse Prevention to ensure the safety of your child.

We look forward to helping your child grow to their fullest potential and to building lasting relationships with your child, your family, and our community.

Sincerely,

Martha Correa-Loera  
Character Builders Program Director  
South Bay Family YMCA

## OUR MISSION

The YMCA of San Diego County is dedicated to improving the quality of human life and to help all people realize their fullest potential as children of God through the development of spirit, mind and body.

Children will experience the YMCA Mission by participating in activities that:

- Develop SPIRIT by developing self-control, a willingness to volunteer and help others, the ability to stand up to peer pressure, valuing differences in others, making new friends, and finding a place where they belong.
- Develop MIND by gaining new knowledge, skills and abilities, being motivated to learn, assisting with homework, doing better in school, discovering what can be achieved, being open to new experiences, and ultimately pursuing interests they are passionate about.
- Develop BODY by leading a balanced and healthy lifestyle, serving healthy snacks, being physically active, eating more fruits and vegetables, and staying away from drugs and alcohol.

## OUR PHILOSOPHY

The YMCA Child & Youth Development Programs respect the values and diversity each family holds, and we care for each child with warmth and compassion assuring that each child is safe and secure. We represent ourselves as positive adult role models and embrace strong, positive self-image through all our activities. We believe children are strong, capable learners who learn best through social and environmental interactions. Our staff members provide opportunities that stimulate each child's physical, social, intellectual, and emotional development. Our curriculum is used to plan for children's experiences but also allows for adaptations and modifications to best meet the needs of all children.

### YMCA Child and Youth Development Goals

It is our goal to provide all children in our care with a safe and secure environment, one in which they feel a sense of belonging, make friends, have strong relationships with staff, and most of all, a place where they can have a fun, enjoyable experience.

- To help develop and demonstrate the YMCA's values of Caring, Honesty, Respect and Responsibility.
- To increase physical activity and self-control.
- To strengthen interpersonal and social skills.
- To stand up to peer pressure and value the differences in others.
- To be motivated to learn and do better in school.
- To pursue an interest, they are passionate about and discover what they can achieve.
- To support and strengthen families, focusing on:
  - Improving communications between you and your child.
  - Connecting you to other families.
  - Giving people an opportunity to give back and support their neighbor.

## OPERATING INFORMATION

### HOURS OF OPERATION

Program hours of operation are specific to each program and based on facility and school district schedules. The South Bay Family YMCA offers programs at the following locations:

<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
<b>Arroyo Vista Elementary</b> 2491 School House Road Chula Vista, CA 91915 (619) 425-9600 xt.560123 Email: <a href="mailto:Arroyo@ymcasd.org">Arroyo@ymcasd.org</a>	37600644	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:15PM-6:00PM Fri/Min Day 1:45PM-6:00PM
<b>Camarena Elementary</b> 1650 Exploration Falls Drive Chula Vista, CA 91915 Phone- 591-5500 xt.630201 Email: <a href="mailto:Camarena@ymcasd.org">Camarena@ymcasd.org</a>	376700988	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:00PM Fri/Min Day 1:00PM-6:00PM
<b>Chula Vista Hills Elementary</b> 980 Buena Vista Way Chula Vista, CA 91910 (619) 482-7066 xt.2375 Email: <a href="mailto:CVHills@ymcasd.org">CVHills@ymcasd.org</a>	376600051	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:15PM-6:00PM Fri/Min Day 12:35PM-6:00PM
<b>Clearview Elementary</b> 455 Windrose Way Chula Vista, CA 91910 (619) 498-3000 xt.250123 Email: <a href="mailto:Clearview@ymcasd.org">Clearview@ymcasd.org</a>	370806519	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:07PM-6:00PM Fri/Min Day 2:07PM-6:00PM

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<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
<b>Discovery Elementary</b> 1100 Camino Biscay Chula Vista, CA 91910 (619) 646-0797	370806511  Email: <a href="mailto:Discovery@ymcasd.org">Discovery@ymcasd.org</a>	Mon-Fri 6:00AM-8:30AM Mon-Thurs. 3:00PM-6:00PM Fri/Min Day 1:30PM-6:00PM
<b>Eastlake Elementary</b> 1955 Hillside Drive Chula Vista, CA 91913 (619) 421-4798 xt.280123	370806125  Email: <a href="mailto:Eastlake@ymcasd.org">Eastlake@ymcasd.org</a>	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:45PM-6:00PM Fri/Min Day 1:15PM-6:00PM
<b>Jeffers Elementary</b> 1145 Camino Prado Chula Vista, CA 91913 (619) 425-9600 xt.680123	376701523  Email: <a href="mailto:Jeffers@ymcasd.org">Jeffers@ymcasd.org</a>	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:45PM-6:00PM Fri/Min Day 1:15PM-6:00PM
<b>Hedenkamp Elementary</b> 930 East Palomar Street Chula Vista, CA 91913 (619) 425-9600 xt.580201	376700056  Email: <a href="mailto:Hedenkamp@ymcasd.org">Hedenkamp@ymcasd.org</a>	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:15PM-6:00PM Fri/Min Day 1:55PM-6:00PM
<b>Heritage Elementary</b> 1450 Santa Lucia Road Chula Vista, CA 91913 (619) 421-7080 xt.570201	376600762  Email: <a href="mailto:Heritage@ymcasd.org">Heritage@ymcasd.org</a>	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:00PM Fri/Min Day 12:45PM-6:00PM
<b>Liberty Elementary</b> 2175 Proctor Valley Road Chula Vista, CA 91914 (619) 425-9600 xt.590201	376700048  Email: <a href="mailto:Liberty@ymcasd.org">Liberty@ymcasd.org</a>	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:00PM Fri/Min Day 12:30PM-6:00PM
<b>Marshall Elementary</b> 2295 MacKenzie Creek Road Chula Vista, CA 91914 (619) 656-6252 xt.550704	376600553  Email: <a href="mailto:Marshall@ymcasd.org">Marshall@ymcasd.org</a>	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:00PM-6:00PM Fri/Min Day 1:30PM-6:00PM
<b>Muraoka Elementary</b> 1644 Santa Alexia Ave Chula Vista, CA 91913 (619) 216-5599 xt.671111	376701312  Email: <a href="mailto:Muraoka@ymcasd.org">Muraoka@ymcasd.org</a>	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:00PM Fri/Min Day 1:15PM-6:00PM

<u>Location</u>	<u>License Number</u>	<u>Operating Hours</u>
<b>McMillin Elementary</b> 1201 Santa Cora Ave. Chula Vista, Ca 91913 (619) 397-0103 xt.460201 Email: <a href="mailto:Mcmillin@ymcasd.org">Mcmillin@ymcasd.org</a>	376600781	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:30PM-6:00PM Fri/Min Day 1:00PM-6:00PM
<b>Olympic View Elementary</b> 1220 S Greensview Dr. Chula Vista, Ca 91915 (619) 425-9600 xt.4183 Email: <a href="mailto:Olympicview@ymcasd.org">Olympicview@ymcasd.org</a>	376600186	Mon-Fri 6:00AM-8:15AM Mon-Thurs. 2:15PM-6:00PM Fri/Min Day 1:00PM-6:00PM
<b>Rosebank Elementary</b> 80 Flower Street Chula Vista, Ca 91910 (619) 422-8329 xt.480901 Email: <a href="mailto:Rosebank@ymcasd.org">Rosebank@ymcasd.org</a>	370805284	Mon-Fri 6:00AM-8:45AM
<b>Salt Creek Elementary</b> 1055 Hunte Pkwy Chula Vista, Ca 91914 (619) 397-5494 xt.600201 Email: <a href="mailto:Saltcreek@ymcasd.org">Saltcreek@ymcasd.org</a>	376700049	Mon-Fri 6:00AM-8:00AM Mon-Thurs. 2:35PM-6:00PM Fri/Min Day 1:05PM-6:00PM
<b>Sotomayor Elementary</b> 1790 Santa Christina Avenue Chula Vista, CA 91913 Email: <a href="mailto:Sotomayor@ymcasd.org">Sotomayor@ymcasd.org</a>	376701573	Mon-Fri 6:00AM-8:00AM Mon-Thurs. 2:10PM-6:00PM Fri/Min Day 1:00PM-6:00PM
<b>Tiffany Elementary</b> 1691 Elmhurst Street Chula Vista, Ca 91915 (619) 421-6300 xt.510123 Email: <a href="mailto:Tiffany@ymcasd.org">Tiffany@ymcasd.org</a>	370806244	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 2:50PM-6:00PM Fri/Min Day 1:25PM-6:00PM
<b>Veterans Elementary</b> 1550 Magdalena Ave Chula Vista, Ca 91915 (619) 216-1226 xt.610123 Email: <a href="mailto:Veterans@ymcasd.org">Veterans@ymcasd.org</a>	376700173	Mon-Fri 6:00AM-7:45AM Mon-Thurs. 2:00PM-6:00PM Fri/Min Day 12:30PM-6:00PM
<b>Wolf Canyon Elementary</b> 1950 Wolf Canyon Loop Chula Vista, Ca 91915 (619) 482-8877 xt.620222 Email: <a href="mailto:Wolfcanyon@ymcasd.org">Wolfcanyon@ymcasd.org</a>	376700367	Mon-Fri 6:00AM-8:45AM Mon-Thurs. 3:00PM-6:00PM Fri/Min Day 1:30PM-6:00PM

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For additional schools serviced, program locations, program types, and the local YMCA branch location that services them:

- On-Line: [www.ymcasd.org](http://www.ymcasd.org)
- YMCA Childcare Resource and Referral: 1 (800) 481-2151

## **MODIFIED TK/KINDERGARTEN DAYS**

At the start of the school year, there may be days when TK/Kindergarten students are dismissed earlier than indicated on the school calendar. If staffing allows and the minimum number of children is met, care will be provided no earlier than the scheduled Friday release time at no additional cost.

## **MINIMUM DAYS**

For many schools, there are days when the children are released from school early (minimum days). In addition, schools may have minimum days on other various dates. On all days our after-school programs run from the time of school dismissal until the program closing time, regardless of dismissal time for the day.

## **HOLIDAYS**

Character Builders only operates on days when school is in session. For days when school is not in session there often are alternate care and/or day camp options at an additional fee. Please look for opportunities to register separately for these programs.

All programs are closed on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Veteran Day
- Thanksgiving & the day after Thanksgiving
- Dr. Martin Luther King Jr.
- Lincoln and Washington Day
- Cesar Chavez
- Christmas Eve & Christmas Day

## **ENROLLMENT**

### **REGISTRATION**

A complete registration is required prior to attending our programs. You can begin the registration process at [www.ymcasd.org/character-builders-registration](http://www.ymcasd.org/character-builders-registration). Once your registration materials and payment are completed and processed it may take up to three business days before your child can start the program. We will inform you of the specific timeline at the time of registration completion. For general questions you can call us at (858) 514-4411.

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## PAPERWORK & FORMS

Per California State Licensing regulations, all forms and documents must be on file prior to starting the program and updated yearly. In addition, personal information (e.g. phone number, address, emergency contact, etc.) must be kept up to date throughout the year.

## CONFIDENTIALITY

The YMCA keeps all personal information internal and does not distribute this information to any third-party organizations. However, by enrolling your child you acknowledge that, per Department of Social Services, Community Care Licensing, and Title 22 regulations, your child's file is available for review by the Department of Social Services and that representatives from these agencies may privately interview your child without prior parental/guardian permission.

In addition, law enforcement personnel may request the information listed in your child's file and may privately interview your child if necessary.

Please note, that the enrolling parent/guardian is the only person who is authorized to view, change enrollment information, and add or remove authorized pick-up information unless they indicate on the registration form that the additional parent/guardian or another authorized person may also do so. If additional persons are authorized, the enrolling parent/guardian retains the final decision-making authority.

The YMCA does not release attendance or other program documentation without the consent of the enrolling parent or a court order. In addition, providing this information takes time and effort and may also require a fee for services and copying charges.

## FEES & PAYMENT CALCULATIONS

The enrolling parent/guardian is responsible for all fees related to your child's participation including any co-pays, family fees, registration fees, and late pick-up fees. This includes families who receive assistance financially from the YMCA or third-party agencies (e.g. CDA, CRS, NACCRRRA). These also include all gaps in financial coverage by these agencies and the costs of the program.

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Payments are processed by bank draft or credit card draft and are billed on the 1<sup>st</sup> of each month. Unpaid program fees, recurring non-sufficient funds (NSF), and/or returned payments will be cause for suspended enrollment and/or disenrollment from the program.

In an effort to provide a convenient and consistent weekly amount for families, our weekly fee calculations are based on the program service costs for the entire year/school year and averaged across all the weeks of service. Because of this, the days of service may vary month to month and, therefore, there are no credits or refunds for shorter weeks. Weekly rates are billed monthly.

## **SCHOLARSHIPS**

The YMCA provides scholarships for families who qualify. Applications are available through your local YMCA branch. These opportunities are made available through generous donations from participants, members, and community residents. If you are interested in donating or volunteering with raising funds to help families in need, simply contact any YMCA staff member. We are proud to be able to provide people with the opportunity to give back and support their neighbors.

## **CREDITS & REFUNDS**

When you enroll your child, you are reserving space, time, staffing, and provisions, whether or not your child attends. We do not make adjustments in the monthly fees for absence, illness, vacations, isolation/quarantines, or non-participation.

## **WITHDRAWAL & CHANGES TO ENROLLMENT**

Participants desiring to withdraw from the program must provide written notice to the Business Administrator ten (10) business days prior to your billing date. Parents/guardians are responsible for the full (non-prorated) monthly program fee if a written notice is not received.

Changes in schedules or days of attendance also require a notification of ten business days to the Program Director to make the changes to your account. Approvals of changes in schedules or days are subject to availability.

## **SPECIAL NEEDS CONSIDERATIONS**

The YMCA of San Diego County values the differences in all people within our association and the communities we serve. We want all children to be able to fully participate in our programs and realize that, in order to do so, some youth may need additional support and assistance beyond what is standard within our programs. If you believe that your child may need additional support, assistance, or accommodations in order to successfully participate in our Character Builders program, please contact the Program Director prior to enrollment. It is through this communication and partnership that we can plan together for what can reasonably be provided and the timeline to do so.

## **DROP OFF AND PICK UP**

It is a requirement to sign your child in and out of the program each day they attend.

Persons dropping off children need to be a minimum of 18 years old, escort the child into the program, and will need to legibly sign their full name and note the exact time on the sign-in sheets.

Persons picking up children from the program need to be authorized in the child's registration packet, be a minimum of 18 years old, and will need to legibly sign their full name and note the exact time on the sign-out sheets.

For your child's safety, only authorized persons may pick up your child. Your authorized pick-up persons are designated in your child's registration packet. The enrolling parent/guardian is the only person who may edit who is authorized unless they indicate on the registration form that the additional parent/guardian or another authorized person may also do so.

All staff members are required to positively identify the authorization of all persons picking up children from the program. All persons must be prepared to present a valid government issued photo ID when picking up a child.

For the safety and security of the children, children may not have permission to sign themselves into or out of the program.

## **EARLY DROP OFF**

To ensure your child's safety, all children in before-school programs will need to be signed into the program by an adult (18 years old or older) after the program

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opening time begins. Therefore, children should never be left unattended waiting for a program to begin.

## **LATE PICK UP**

In the event a child is picked up after the program's closing time, a late fee of \$1 per minute after the program closing time will be assessed. Please do not pay in cash at this time. Instead, you will be asked to sign a form indicating the pickup time. This amount will be added to your YMCA account for billing.

When a child has been left after closing time, families can expect the following to occur:

1. We will attempt to make contact with all persons authorized to pick your child up from the program, starting with the parent/guardians.
2. Children left for over 30 minutes after the program closing time may be turned over to the local authorities.
3. The YMCA may terminate enrollment when a family is late picking up their child after the program closes on multiple occasions or a single excessive occasion.

## **EXTRACURRICULAR ACTIVITIES**

Children often lead very busy lives, with multiple interests that happen before, during or directly after their YMCA program time. In order to ensure their safe transition, please note the following information and requirements:

If the Character Builders program is located at a school site and your child participates in extracurricular activities on the school campus:

Attending activities prior to their YMCA program requires written parent permission that includes days and times, expected arrival time to our program, type of activity, and names of authorized escorts to and from the activity (ask for a Kids Going Places Log to utilize the Y's pre-made form). Children will be signed in to the YMCA program at the time of arrival from the activity.

Attending activities during YMCA program time: the names of the adults who are operating the extracurricular activity will need to be added to your child's

authorized pick-ups. They will then be responsible for signing your child out of and back into the program on the extracurricular activity days.

During extracurricular activities your child will not be under the care of YMCA staff.

If the Character Builders program is located at or near your local YMCA branch and your child participates in extracurricular activities offered by their local YMCA:

Attending other YMCA activities prior to the YMCA Character Builders program requires written parent permission that includes days and times, expected arrival time to our program, type of activity, and names of authorized escorts to and from the activity (ask for a Kids Going Places Log to utilize the Y's pre-made form). Children will be signed in to the YMCA program at the time of arrival from the activity.

Unfortunately, due to legal requirements, we are unable to allow children to attend other YMCA activities once they have signed into the YMCA Character Builders program, except when an authorized person signs them out and back in. The enrolling parent/guardian may add another adult (who is not a YMCA staff member) to your child's authorized pick-up list. They will then be responsible for signing your child out of and back into the program on the extracurricular activity days.

During extracurricular activities your child will not be in a California State Licensed program or in the custodial care of YMCA staff.

There are times when our programs have the ability to add programming to the Character Builders program in collaboration with our other YMCA departments. In these cases, the programming is conveniently offered as part of the Character Builders program and, therefore, your child will still be in the care of their regular YMCA staff and no sign-in or sign-out transition will be necessary.

## **DAILY ABSENCES**

If your child is going to be absent, it is important that you notify the program. In the event that your call goes to voicemail, please leave us a message. If you do not notify us of your child's absence, the YMCA may attempt to contact you to verify the absence.

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## **FAMILY & PROGRAM COMMUNICATION**

Excellent communication between staff and parents is essential in providing quality care for your child. We provide multiple avenues for communication regarding your child, as well as feedback for our programs. These can include newsletters, activity calendars, parent advisory committees, bulletin boards, in person communication at drop-off and pick-up, surveys, email, and special events. It is through these methods that we keep our families informed of their child's progress, achievements and daily activities.

## **CONCERNS & FEEDBACK**

The YMCA of San Diego County is dedicated to developing and maintaining high levels of service to families participating in the Character Builders program. We want to hear from you if we have and/or if we have not accomplished this goal. Any of our YMCA staff are available to assist you with your concerns or questions and will work with you to find a resolution. In the event that a concern is not resolved to your satisfaction, you may contact your Site Supervisor or the Program Director. You have the right to share concerns without the fear of retaliation. All concerns will be investigated and addressed with the appropriate parties.

As part of our continual improvement process, we have an annual survey for parents as a tool to help us know what we are doing well, as well as, to improve the quality and care within our programs. Please look forward to this confidential survey coming out in the Fall and again in the Spring. We look forward to you providing us with your honest feedback.

Parents who wish to make a report anonymously may do so through the following measures: Hotline reports can be made online at [www.ethicshotline.org/YMCASDC](http://www.ethicshotline.org/YMCASDC) or by calling the toll-free line 855-MY-YMCA-S (855-699-6227). The Hotline is completely confidential, and the reporter can remain anonymous.

## **PROGRAM VISITATION & VOLUNTEERING**

We are committed to providing a family-friendly environment. You are welcome to visit and observe the program at any time. Please simply check in at the program first. We ask, however, that you resist the urge to engage with the children and disrupt their routines. Opportunities for engaged family involvement will include family events, volunteering and/or Annual Campaign to raise funds for scholarships.

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We welcome all parents/guardians to become volunteers in our program. This equips you with the opportunity to assist, interact with, and engage the students within the program. To volunteer, please speak with your program's leadership as you will need to complete the YMCA of San Diego County Volunteer Application. In addition, as with staff, state licensing requires a volunteer to be background checked and provide current documentation of a recent health screening, Tuberculosis screening, and Measles (MMR), Pertussis (TDAP), and flu immunizations.

## **CURRICULUM & ACTIVITIES**

Our Character Builders programs are staffed at a ratio of 1 staff for a maximum of 14 children in accordance with California Title 22 Licensed guidelines.

Our curriculum is centered on helping children gain new knowledge, skills and abilities, building their confidence, and discovering what they can achieve. We do this through an organized curriculum, as well as, in helping them build friendships where they feel a sense of belonging in the program. The YMCA has three major areas of focus:

**Youth Development:** we engage youth in activities that promote learning. YMCA activities include and encourage problem solving and reasoning skills. We work with youth to be open to new experiences and pursue interests they are passionate about.

**Healthy Living:** we serve healthy snacks and focus on health and wellness by involving youth in activities that keep them physically active, engaging in outdoor moderate to vigorous physical activities, and teaching youth about healthy eating habits such as eating more fruits and vegetables.

**Social Responsibility:** our activities encourage making friends, conflict resolution skills, standing up to peer pressure, valuing differences in others, and creating opportunities to achieve, regardless of ability. In a fun and enjoyable environment, we enhance self-esteem, gain greater self-control, and a willingness to volunteer and help others.

There are seven core components that our curriculum focuses on:

1. Arts and Humanities: drama, art, music, and poetry.

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2. Character Development: demonstrating caring, honesty, respect, and responsibility.
3. Health, Wellness and Fitness: becoming physically active, eating more fruits and vegetables, leading a more balanced lifestyle.
4. Literacy: reading, writing, speaking, and critical thinking.
5. Science and Technology: biology, environmental awareness, and problem-solving skills.
6. Service Learning: civic awareness, volunteering and helping others, valuing diversity, and leadership skills.
7. Social Competence and Conflict Resolution: strategies to deal with conflict, positive interactions, self-control, and socialization.

A variety of instructional techniques are used to move students progressively toward stronger understanding, gaining confidence, and ultimately, a greater motivation to learn.

The framework prescribes seven core areas, Y staff, parent advisory committees and the participants themselves are encouraged to collaborate. This collaboration works to design a well-balanced curriculum that meets the needs of children and families.

The specific activities associated with the core components generally take place in one, or several, of the following contexts, each of which is balanced throughout the day and week.

- Child Directed: Participants have the option of choosing from several self-directed interest areas. These can include art, dramatic play, manipulatives, science, literacy, math, music & movement, and outdoor play.
- Small & Large Group: Staff directed activities challenge the children to work together. These types of activities include reading circles, indoor & outdoor games, arts & crafts, and service-learning projects.
- Lunch & Snack: In most programs where lunch takes place, children will need to bring their own lunch each day. As part of healthy living and eating standards, a nutritious snack containing a fruit or vegetable is served daily within the program. If your child has specific dietary needs or restrictions, please reference the program's snack calendar for days when you may want to provide your own snack.

- **Rest Time:** A quiet rest time is provided in some of our younger school-age programs. You may be asked to provide a pillow and/or linens if your child attends a program where rest times are taken. Children are expected to relax quietly during this time.

With the exception of rest time, each of these components can take place in either outdoor and indoor environments.

## **HOMEWORK SUPPORT**

In an effort to help create additional opportunities at home for valuable family time activities, our Character Builders programs offer children an opportunity to complete their homework with daily homework support. Our staff are available to provide assistance and basic tutoring. However, students with excessive homework assignments and/or in need of more intensive tutoring may not complete their homework during the allotted program time.

Our philosophy of developing the spirit, mind, and body drives our belief that daily participation in each of the program curriculum areas is vital to developing well rounded, healthy children. Therefore, the time allotted to homework each day, is limited.

We understand that not all families wish for their children to complete their homework in the program and would rather have them work on it at home. This is a wonderful way for you to connect with what your child is learning. We ask that your child come prepared to engage in a low active, non-disruptive, activity during the daily homework support time.

Upon starting the program, we may ask families to complete one of our Homework Contracts with their child. This ensures that your child understands your expectations for how they use the allotted homework time, as well as informing our team members on how to best support your child.

Homework support is not available at schools that do not assign homework and/or on days when no homework is assigned.

## **CHILDREN'S ATTIRE**

Attire should be appropriate for a child's environment and allow participation in a wide range of activities. As many of our activities are outdoors and highly active,

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close-toed shoes are highly recommended, as well as clothing appropriate for the ambient weather. Additionally, based on our daily activities, children may be exposed to materials such as dirt, paint, markers, etc. that can soil clothing.

## **PERSONAL BELONGINGS**

The YMCA will provide a designated place for your child's belongings during the program. However, personal belongings are the responsibility of the child. The YMCA is not responsible for lost, damaged, or stolen items.

Please discourage your child from bringing toys, games and electronics that are not required for homework completion. The YMCA provides toys and games for the children's use. Toys brought from home often cause problems with other participants or end up lost or broken. Electronics including phones, gaming devices, and personal tablets should always be left at home.

## **LOST & FOUND**

If your child loses an item, please ask a YMCA staff member to direct you to the lost and found location. Each program maintains a designated area for lost items. Please note that the YMCA is not responsible for these items. Items left for longer than one month may be donated to another charitable organization.

## **BABYSITTING & OUT OF PROGRAM CONTACT**

We hope that you and your child are excited about and have excellent relationships with their YMCA staff members. Please understand that, outside of working hours, YMCA staff may not interact or otherwise have intentional contact with children they meet through YMCA programs, including activities such as baby-sitting or going to birthday parties.

## **POSITIVE GUIDANCE**

Each program has basic standards which all children are expected to follow. They may be adjusted or reworded slightly at your child's specific program to align with the school's rules, but will include the following elements:

- Show respect for yourself, others, staff, materials, and the environment.
- Be safe and kind in your actions.

- Use honest, kind words and speak for yourself.
- Follow the directions of YMCA staff members.

We understand that children are not always successful in demonstrating these standards and that being a child is a learning process that involves understanding, practicing, and testing different types of behaviors and decisions. We strive to help guide children into becoming caring, honest, respectful, and responsible individuals. Our strategies focus on children learning to become self-sufficient, have self-control, and be responsible for themselves.

## GENERAL STANDARDS

Guidance focuses on the expected, appropriate behavior, rather than on the negative, inappropriate behavior.

- Guidance is a process of teaching, learning, and positive reinforcement.
- Developmentally appropriate guidelines are established for the children.
- Limits are set to foster caring, honest, respectful, responsible, and self-sufficient behaviors.
- Positive Guidance is integrated into the overall plan of the program.
- Staff members treat each child with respect and dignity.
- The consequences are developmentally appropriate and designed to teach: belittlement and corporal punishment are never allowed.
- Behavioral concerns of individuals are not discussed with other parents.

## CONSEQUENCE SEQUENCE

For minor concerns, staff members will work with individual children to create learning opportunities. Potential strategies may include:

- Reasoning and education.
- Redirection to another activity.
- Taking a break from the current activity.
- Being provided time to think or calm.
- Having a conversation with staff or other students about their decision-making process.
- Follow-up behaviors to rectify the situation.
- Revisiting the rules and standards of the program.
- Discussing the YMCA core values of Caring, Honesty, Respect and Responsibility.

Unfortunately, not all behaviors are minor. When the above steps are ineffective in redirecting behavior, the following steps may be taken:

- A parent/guardian will be called.
- The child may be sent home for the day.
- A family conference to discuss and create strategies for success plan.
- For unacceptable or continuous behaviors, the child may be suspended for a pre-determined length of time.
- Behavior that is continually disruptive, unacceptable, and/or dangerous may result in termination from the program.

It is our goal to inform families of all major behavior challenges within the program. We do this in an effort to share our experiences and learn the best strategies from each other as partners with families, working toward the success of each child.

The YMCA works as a partner with the school your child attends. When a child is sent home or suspended from school, they may not attend the Y program on those days. No credit or refunds for the program will be given.

## **UNACCEPTABLE BEHAVIORS**

- Causing harm to oneself, other youth, staff, or property.
- Threats of harm to oneself or others.
- Continuous inability to adhere to program guidelines.
- Willfully leaving program boundaries.

## **PARENT/GUARDIAN CONDUCT**

It is important that all adults present around children in YMCA programs act as role models for the children. The YMCA of San Diego County believes that all persons deserve to be treated with respect, in a safe environment.

The YMCA of San Diego County Parent/Guardian Code of Conduct details acceptable conduct as required of all parents, guardians, family members, and authorized pick-ups. The complete Code of Conduct is posted at the program location and is available upon request.

Persons entering the program are expected to:

- Ensure the safety of all children by following all guidelines as outlined in this Family Handbook.

- Act in the best interest of the children, staff, and other families.
- Allow YMCA staff to handle all disciplinary situations with children who are not your own.
- Respect the confidentiality of the children, staff, and other families.
- Refrain from the use of profane, insulting, harassing or otherwise offensive language.
- Refrain from harassing, threatening, or offensive behavior.
- Refrain from entering the program area under the influence drugs or alcohol.
- Refrain from smoking and vaping or using alcohol or drugs in or around the program area.

Individuals who do not abide by the Code of Conduct may lose the privilege of entering the program space and/or dropping-off/picking-up children from the program and their child may be removed from the program.

In the event a staff member suspects a person picking up a child of being under the influence of drugs or alcohol, they will contact the local authorities.

## CUSTODIAL CHALLENGES

YMCA staff are dedicated to providing excellent experiences for the children we have the honor of serving. However, staff are not responsible for mediating custodial disputes in relation to the children. For children in these circumstances:

- Please do not provide the YMCA or YMCA staff with custodial or court documentation.
- YMCA staff will monitor authorized pick-ups as determined by the registering parent/guardian and only allow pick-ups that are authorized. It is up to the individuals involved to honor court determined authorizations, agreed upon dates, and times.
- Understand that parents/guardians are solely responsible for following any court decisions or agreements. YMCA staff are not to provide enforcement nor monitoring of these decisions beyond listed authorizations.
- Any perceived indiscretions in relation to court decisions or agreements need to be addressed to the proper authorities, not YMCA staff members.
- Parents/guardians are expected to work together to ensure the implementation of a plan that allows YMCA staff to remain uninvolved and able focus on program operation.

Placing YMCA staff in a situation where they are requested or expected to enforce or monitor custodial challenges may result in suspension and/or termination from the program.

## **TERMINATION**

The YMCA does not make it a regular practice to suspend or remove children from our programs. However, the YMCA reserves the right to do so if a child's behavior is not conducive to the safety and wellbeing of themselves, other children, or staff. The YMCA also reserves the right to terminate services for breach of standards, financial components, or inappropriate behavior of parents, guardians, or persons dropping-off and/or picking-up children from the program.

The YMCA may immediately terminate a child's enrollment for any of the following reasons, including but not limited to:

- Non-payment, late-payment, or NSF payment of program fees.
- Failure to adhere to the sign-in and/or sign-out procedures.
- Parent/guardian is late picking up their child after the program closes on multiple occasions or a single excessive occasion.
- Consistent failure to notify the YMCA that your child will be absent (after-school programs).
- Behavior that is continually disruptive or dangerous to others, themselves, or staff.
- Refusal to attend family conference meetings for continuously disruptive behaviors.
- Behavior that is destructive to property.
- Any single incident that is deemed by the Program Director to be dangerous, harmful or disruptive.
- Licensing/enrollment forms that are inaccurate and/or not up to date, including incorrect emergency names and phone numbers.
- Failure to adhere to the Parent/Guardian code of conduct.
- Failure to adhere to county and/or state health and safety regulations as adopted by the YMCA.
- Involving YMCA staff in custodial disputes.

## **HEALTH & SAFETY**

The health and safety of each of the children and staff is the primary focus of each of our programs. The wellness of each individual should be considered prior to all

other needs and conveniences. Please familiarize yourself with the following sections and help us keep everyone safe and healthy.

## MEDICATIONS

Children needing to take medications during program operation need to have their medication stored and administered by YMCA staff members.

Any medication needing to be administered during program hours must:

- Be accompanied by a Parent Consent for Administration of Medication: form LIC 9221, available at your program.
- Be brought to the program in its original prescription container clearly labeled with:
  - the child's first and last names.
  - the date that either the prescription was filled, or the recommendation was obtained from the child's licensed health care provider.
  - the name of the licensed health care provider.
  - the expiration date of the medication or the period of use of the medication.
  - the manufacturer's instructions or the original prescription label that details the name and strength of the medication.
  - the instructions on how to administer and store the medication.
- All information must be legible for it to be accepted.
- The types of medication listed under Incidental Medical Services must also meet additional requirements.

YMCA staff members are not allowed to administer any over-the counter medication such as aspirin, cough medicine, or Benadryl without it being accompanied by either a prescription or doctor's order. It must also include written instructions and dosage provided by the child's physician. Nor are children allowed to self-administer or carry medication on them (or in their belongings) while in the program.

## INCIDENTAL MEDICAL SERVICES

Our programs provide limited incidental medical services. They must be prescribed by a physician and additional California State Licensing paperwork, and requirements will need to be met prior to attending. The state requires additional forms filled out by both the parent/guardian and the child's physician. In addition, our staff members who will be working directly with your child will need to be



trained by the physician or a person authorized by the physician (typically the parent/guardian) to administer the appropriate service. These forms can be acquired through your local YMCA branch or a Business Administrator.

Types of incidental medical services we provide are:

**Blood-Glucose Monitoring:** A trained staff member may perform blood glucose testing for the purposes of monitoring a child diagnosed with diabetes.

**Inhaled Medication:** A trained staff member may administer inhaled medication prescribed for the child to control lung-related illness (including, but not limited to, local held nebulizers).

**EpiPen Jr. and EpiPen:** A trained staff member may administer this medication to a hypersensitive (allergic) child in the event of an allergic emergency.

**Glucagon Administration:** A trained staff member may administer glucagon for a child diagnosed with diabetes in the event of a severely low blood sugar level resulting in disorientation, seizures, convulsions, or unconsciousness.

**Gastronomy Tube Care:** A trained staff member may administer a G-tube as a feeding to allow liquid nutrients to be delivered directly into the stomach if the child is unable to eat or unable to eat enough to remain healthy.

## ILLNESS & EXCLUSION

If your child becomes ill during program hours, he or she will be isolated from the other participants, and you will be contacted to pick up within one hour of notification. The YMCA is not equipped to handle ill children beyond securing their immediate comfort. Please be sure to keep the YMCA informed of any changes in your work or emergency phone numbers. If you cannot be reached, we will contact someone you have authorized.

For your child's comfort and wellbeing, as well as, the safety of staff and the other children, children need to stay home if they:

- have a fever over 100° F or had one during the previous 24 hours
- have a cold with heavy nasal discharge
- have a constant cough
- have contagious symptoms (an active cold, sore throat, vomiting, sniffles, coughs, fever, rash, diarrhea, etc...)

If a child is sent home from school for illness, they may not attend the Character Builders program on that day. In addition, children who do not attend school on a given day may not attend the Character Builders program that afternoon.

Should there be an outbreak of a communicable disease, parents will be notified in writing, and the center will be properly treated. Our priority is the safety and well-being of all children in our program. We will make every effort to treat the facility by the next business day; however major or more complicated outbreaks may require a period of non-operation in order to ensure the safety of the children.

Parents can help to prevent the spread of communicable diseases by conducting routine screenings, and when ill, keeping the child home until cleared by a physician.

## SUNSCREEN

We highly recommend taking appropriate precautions to protect your child from the sun. Many of the program activities will take place outdoors and appropriate protection is necessary to keep children safe.

We recommend:

- Wearing appropriate clothing based on the weather conditions: hats, long sleeves, long pants.
- Applying sunscreen to your child prior to attending.
- Providing sunscreen to be kept at the program and signing the Sunscreen Permission waiver for staff to be able to administer and/or apply it to your child.

## LICE

School-age children who are found to have lice during the school day must be picked up from school at school dismissal and will need to be excluded from the YMCA program for that day. They will be allowed to return to our program the next day, once they have been treated.

When a child is identified as having live head lice during YMCA program hours, the child will be isolated from the other children, and you will be contacted for pickup within an hour of notification. They will be allowed to return to our program the next day, once they have been treated.

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## INJURIES

All YMCA staff members are trained in first aid and CPR. Each of our program areas and/or staff members are equipped with basic first aid kits. In the event of a minor injury, our staff will provide the basic care necessary for your child. You will be notified of your child's injury with either a written "ouch" slip and/or a conversation with our staff at pick-up time.

If the injury is serious, first aid will be administered, and the parents/guardians will be contacted immediately to assist in deciding an appropriate course of action.

If the injury is life threatening, EMS (911) will be contacted, parents will be notified, and a staff member will accompany EMS and the child to the hospital with the appropriate personal documentation. YMCA staff may not transport program participants in personal vehicles. Please note: all expenses for emergency medical care are the responsibility of the child's parent or guardian.

Anytime a participant hits his/her head, a parent or guardian will be contacted, and YMCA concussion protocols will be followed, as appropriate for the circumstances.

## EMERGENCIES

Emergency drills such as fire, earthquake, and lockdown are scheduled regularly to ensure the staff and children are prepared in the event of an emergency. In the case of an actual emergency, parents/guardians will be notified of their child's well-being as soon as possible. If your child's site must evacuate due to an emergency, participants will go to the site listed on the "Emergency Disaster Plan" located on the parent board at each site. Check our websites at [www.ymcasd.org](http://www.ymcasd.org) during natural disasters for updated information on YMCA branch emergency care.

In the event of a site lockdown, parents/guardians will have to wait until the lockdown is lifted by the authorities prior to being allowed to pick their children up from the program.

Please understand that during an emergency, our first priority is caring for the children and ensuring their safety. Therefore, though it is our goal to keep everyone as informed as possible, individual communication with each of the parents/guardians may not be immediately forthcoming.

There will be no refunds or credit given for closures due to emergencies or natural disasters.

## **CHILD ABUSE PREVENTION**

The YMCA of San Diego County values all children and makes their safety a priority. Section 11166 of the California Penal Code requires any Child Care Custodian (includes teachers, licensed day care workers, administrators, foster parents and group home personnel), medical practitioner, or employee of a child protection agency who has knowledge of or observes a child or suspects the child has been a victim of child abuse, to report the known or suspected instance of abuse to a protective agency immediately. A phone call and written report will be filed within 36 hours of receiving the information concerning the incident.

If you suspect abuse, call the Child Protective Services Child Abuse Hotline at (800) 344-6000.

## **STATE LICENSING**

All YMCA of San Diego County Character Builders, Preschool, and Infant/Toddler programs are licensed by the State of California. For more information on state licensing:

State of California Department of Social Services  
Community Care Licensing  
7575 Metropolitan Drive, Suite 110  
San Diego, CA 92108  
619-767-2200

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We thank you for trusting the YMCA with the education, care, supervision and growth of your child. We look forward to providing an enriching, safe, and supportive environment where your child will create lasting friendships, achieve great things, and truly belong.

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For more information on the YMCA of San Diego County  
and our programs please visit:

[www.ymcasd.org](http://www.ymcasd.org)

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