

YOUTH & FAMILY PARENT HANDBOOK

REVISED January 8, 2018

Please check periodically for any up-to-date revisions to the handbook



We raise the **B.A.R**
One child at a time

Belonging. Achievement. Relationships.

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Welcome to the School Age and Day Camp Program:

The YMCA of Greater Oklahoma City welcomes you and your child. We are honored to be your partner and stand committed to creating opportunities for your child to learn, grow and thrive.

Take a minute to learn more about the Y and how we'll help your child explore, connect and discover.

If you have any questions, concerns or suggestions, please feel free to contact staff at any time.

Sincerely,

**YMCA of Greater Oklahoma City
Youth and Family Directors**



Our Mission

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Our Cause

At the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

About the Y: Who We Are

The Y is a leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility. Through our three areas of focus, the Y nurtures the potential of every child and teen, improves the nation's health and well-being and provides opportunities to give back and support our neighbors.

Areas of Focus

Youth Development: Nurturing the potential of every child and teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That makes for confident kids today and contributing and engaged adults tomorrow.

Healthy Living: Improving the nation's health and well-being

The Y is a leading voice on health and well-being and plays an important role in the education and prevention of obesity in Oklahoma. We bring families closer together, encourage good health and foster connections through fitness, sports, fun and shared interests.

Social Responsibility: Giving back and providing support to our neighbors

The YMCA of Greater Oklahoma City has been listening and responding to our communities' most critical social needs for more than 120 years. Whether we are developing education skills, welcoming foreign exchange camp counselors, or preventing chronic disease through collaborations with policymakers, the Y fosters the care and respect all people need and deserve.

Why Choose the Y?

The Y is, and always will be, dedicated to building healthy, confident, connected and secure children, adults, families and communities. We believe the values and skills learned early on are vital building blocks for quality of life. Because of the Y community, kids in the Oklahoma City area and neighborhoods around the nation are taking more interest in learning and making smarter life choices. Every day our impact is felt when an individual makes a healthy decision, when a mentor inspires a child and when a community comes together for the common good. Together we make a difference.



A-Z INFORMATION

ABSENCES

It is imperative that we are notified if your child will not be in attendance on a normally scheduled day. If your child will be absent, please leave a message for Day Camp **no later** than 9 a.m., After School Care by 2 p.m. Voicemail and email systems are always available, and the front desk staff can also take messages. For Afterschool programming, parents/guardians of all children not in attendance without prior notification will be contacted via the contact information provided on the registration paperwork. No refunds will be given due to non-attendance.

ADMISSION POLICY

The YMCA of Greater Oklahoma City admits children ages 5-12 years of age, though age requirements and program availability vary by location. The Y is open to all youth regardless of race, gender, religious beliefs or income. The Y will address physically challenged and special needs children on a per request basis with the hope that we can serve all children who come to us.

AGE GROUPS

Children are assigned to groups according to their ages. This atmosphere encourages close child/staff interaction and provides an opportunity for each child to express themselves, be accepted by their peers, and learn new skills.

We cannot take special requests to keep friends, siblings or relatives together. We also cannot guarantee your child will be placed with a particular staff member.

ALLERGIES

All known allergies or any special dietary needs based on a medical condition must be in writing on your child's registration. Please talk to staff if your child has special or more serious circumstances, i.e. cannot be near peanut butter or latex. An authorization to administer medication form must be filled out and signed for all medications given during programs. This form is available online at ymcaokc.org or from the Director at your site.



AMERICANS WITH DISABILITIES ACT

The YMCA is committed to enforce and implement all required provisions of the Americans with Disability Act, in both policy and practice. If your child needs a reasonable accommodation to participate, requests may be made. Upon reasonable notice, efforts will be made to accommodate your request. The safety and well-being of all children and staff must be maintained.

BUS RULES (if applicable)

Children are to remain seated on the bus at all times. No food, drinks or candy are allowed to be consumed while on the bus at any time, unless approved. All posted bus rules will be followed. Children are to follow all other guidelines while on a bus.

CAMP COUNSELORS/SCHOOL AGE STAFF

Staff are trained in CPR, AED, First Aid, child abuse prevention, emergency procedures, water safety, and how to conduct activities including songs and games that incorporate values and education. See staffing. Staff are 18 years of age and older and most are studying education or recreation related fields.

CANCELATION

Written notification of your intent to withdraw from the program must be given at least two weeks prior to your intended last day.

CHARACTER DEVELOPMENT

The YMCA has four core values that we strive to model and teach to our children on a daily basis: caring, honesty, respect and responsibility.



Our mission comes to life through the emphasis of these character values. Challenging people to accept and demonstrate these values is the foundation for the development of important character traits that will remain with a child for his/her entire life. Challenging people to accept and demonstrate positive values is more effective than treating problems because it deals with the roots and not just the results.

If everyone exhibited **caring**, **honesty**, **respect**, and **responsibility**, what would this community look like? The country? The world?

That is what the YMCA is about. Make this a summer for your child to grow and develop strong roots and *positive values*. Talk at home about what they are learning. Talk in the car about their experiences. Talk about how your family can display these values to others.

CHILD ABUSE PREVENTION & SAFETY

The health and well-being of your child is essential to the YMCA. The YMCA staff are trained in the signs of child abuse and the appropriate procedures for responding to the suspicion of abuse and will be alert to the physical and emotional state of all children. When any sign of suspected abuse is detected, the Leadership Staff will be notified immediately and a report will be made to the appropriate authorities. The YMCA will not release a child to anyone other than the authorized parents/guardians or other individuals authorized by the parent/guardian.

CLOTHING/DAILY ATTIRE

During camp, children should wear simple, non-restrictive clothing that you do not mind getting dirty, muddy, wet, etc. Children are required to wear closed-toe shoes. A pair of athletic shoes are recommended. This is both for the child's safety and comfort as programs are very active. Label all belongings. Please do not wear articles of clothing which are not in good taste or appropriate for camp or clothing that does not appropriately cover the body. For School Age programming, children should follow school dress codes. The YMCA is not responsible for loss of belongings. See lost and found.

Camp T-Shirts

On field trip days during Summer Day Camp, all children are required to wear the current camp t-shirt. Shirts are available for purchase at the Y.

CODE OF CONDUCT & BEHAVIOR MANAGEMENT

Please read over the Character Contract (page 14) with your child. The YMCA expects all children and guardians to behave according to these guidelines.

DISCIPLINE POLICY

All efforts will be made to guide children to appropriate behavior. Respect for your child will be demonstrated at all times, and the same respect will be expected from your child for his/her peers and the Y staff. Children are made aware of the rules and expectations while in Y programs. Redirection, suggestions from parents on what they have discovered works at home, as well as natural consequences may be used when appropriate.

When disciplinary action is necessary, age-appropriate methods will be implemented. If the behavior is not corrected, the following steps will be taken:

- A communication form will be completed, and may require the signature of a parent/guardian.
- If the child continues to demonstrate the inappropriate behavior, he/she may be suspended for one day.
- The next serious infraction will result in a three-day suspension.
- If the behavior has not improved, the child may be removed from the program for its duration.

The Y reserves the right to bypass the steps listed above and/or terminate a child's enrollment immediately if the child's behavior poses a threat to the safety of himself or others. If a child is suspended or removed from the program, no refund will be given.

The Y reserves the right to terminate your child's attendance for such things as, but not limited to: excessive disruptive behavior, emotional problems or disabilities that we are not equipped to handle, or that are a safety risk to themselves or others in the program.

DROP OFF/ PICK UP LOCATION

This varies by location. Please ask the front desk or camp staff for details.

ENROLLMENT

A new enrollment form is required for each child who will be participating in each program and must be returned to the member services desk at your local Y prior to your child's first day. In addition to the enrollment form, a current immunization record, current photograph and paid program fee are required. A \$25 registration fee is required to hold each child's place in school-year programs. A \$10 per week deposit is required for each child in Summer Day Camp. Deposits and Registration Fees are non-refundable. All registrations are accepted at the Y. Any changes to the information originally provided on the registration form must be given to the staff in a written document.

EXTENDED CARE (Day Camp and School Break Care Days)

Extended care is included in your Day Camp fee. Starting at 7 a.m. (early at some sites) campers will have supervised activities to participate in while other children are being dropped off. The rest of the day will be planned activities for your child's age group. From 4-6 p.m. children will also have supervised activities to participate in while campers are being picked up.

FIELD TRIPS (Typically Summer Day Camp only)

Field Trips may be subject to change at any time. Make up field trips are not guaranteed. Changes in field trips will be communicated to parents/ guardians.

Campers are required to wear a location specific current camp T-shirt on all field trips. T-shirts are available for purchase at the Y.

Staff cannot stay behind with children on field trip days.

FINANCIAL ASSISTANCE

Financial Assistance is available to those who qualify. A sliding-fee scale is used to determine appropriate levels of assistance. To apply for financial assistance:

- Pick up a financial assistance packet at the Y or download the application online: ymcaokc.org/join
- Complete the application and return it to the member services desk at your local Y.
- You will be asked for a copy of your most recent tax return (Form 1040). If you do not file taxes, see the front desk for additional options.

You should allow five to 10 working days for your financial assistance application to be processed. If you plan for your child to attend the program prior to review of your financial assistance application, you will be required to pay the regular fee until a decision on your application is reached.

Department of Human Services (DHS) Title 20 funds are available at most locations for those who qualify.

HOLIDAYS & INCLEMENT WEATER

Care is not provided on days when schools are closed due to inclement weather, nor is care provided on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

The Y and all program sites also close early on Christmas Eve and New Year's Eve. Holidays and inclement weather have been factored into the price of programming.

ILLNESS

The health and safety of your child is a priority for us. A sick child is to be kept at home. If your child becomes ill in our program, we will call you. You must then make arrangements to pick up your child immediately. If we send your child home with an illness, they may not return until they have been without an illness for 24 hours. A child may not swim until at least 24 hours after the end of any illness. Call the Y by 9 a.m. on the days when your child is ill or will be absent from Day Camp and by 2 p.m. for After School programming. We need to know where your child is every day for the child's own safety and accountability. The Y should be informed about the nature of any illness. If your child has a communicable disease, tell us when it first appeared.

The Y uses Oklahoma State Health Department resources as a guide for illnesses and/or communicable diseases.

INJURY

All staff are trained in emergency first aid. If your child sustains an injury more severe than our skills allow, the staff will take whatever steps are necessary to obtain emergency medical care including, but not limited to, the following:

- Attempt to contact a parent or guardian, using all numbers for persons provided on the enrollment form.
- If injury warrants, we will call an ambulance or paramedic and have the child taken to the closest emergency facility in the company of a staff member.

LATE FEES

A late fee of \$10 will be charged if payment is made after the date due.

A late fee of \$1 per minute will be assessed for each minute after 6 p.m. that your child remains in care. Late fees will be drafted from the account on file at the time they are assessed. If there is no account on file, late fees must be paid at the member services desk before your child may return to the program.

LOST AND FOUND

Unclaimed lost and found items will be donated to a local charity after one week. We provide a well-rounded activity schedule, which does not require additional toys, equipment, phones, games, etc., from home, unless specifically requested. Any of these items found with your child will be taken away and returned to the parent at the end of the day. Lost items are not the responsibility of the Y.

MEDICATION & OVER THE COUNTER SKIN PRODUCTS

Medication will be dispensed to children only under the following conditions:

- All medications must be accompanied by a completed Authorization to Administer Medication Form which includes the dosage, date and time the medication is to be administered. This form can be found at ymcaokc.org or it is available at the Y.
- Prescription and non-prescription medications must be in the original container and labeled with the child's name, date, directions, and physician's name (prescription only). All prescription and nonprescription medications will be administered in accordance with label directions.
- Each time a child is given any medication an entry will be made in the Medication Administration Log.

All medication will be kept secure. While we strive to fulfill your requests, we cannot be responsible for missed doses. We are not required by law to administer medication and only do so as a service to parents. Please understand that it may not always be possible to administer medications as requested.

Over-the-Counter Skin Products

Y staff are only permitted to apply sunscreen and insect repellent to children if there is a medication form authorizing staff to do so. Cream products will be self-applied by children. Parents are responsible for sending all sunscreen and insect repellent. The Y will keep a supply of products on hand. Should you forget yours, there is a \$2 per day charge to use ours. Sunscreen will be applied every day of Summer Day Camp to protect your child from painful sunburns. This fee will be automatically drafted from the account we have on file. Please make sure your sunscreen is less than one year old, as expired sunscreen may magnify the sun rays and can result in a severe burn.

PARENT VISITS

The YMCA has an open door policy for the parents. All visitors should speak directly with Y Staff to let them know that you are visiting upon your arrival. Visitors may be asked to show identification and fill out an additional form or documents. Parents are invited and encouraged to visit the program sites at any time, but must take care to not interfere with or disrupt the on-going activities. Visitors may be asked to wear a nametag.

PARTICIPATION

Children are encouraged to participate in all activities. If they cannot participate for medical reasons, a note from the parent/guardian or doctor is recommended. Children who refuse to participate in group activities make it difficult for the other children in the group to have an enjoyable time. If a child *continually* refuses to participate in activities they may not be allowed to return to the program. When applicable, any child not swimming will sit with the staff on the pool deck for the swim time or an alternative activity may be scheduled.

PAYMENT POLICIES

1. Acceptable payment form is: Electronic Funds Transfer (EFT) or advance payments made in full.
2. To secure your child's spot, a \$25 registration fee is required to hold each child's place in school-year programs. A \$10 per week deposit is required for each child in Summer Day Camps. Deposits and Registration Fees are non-refundable.
3. Drafts will be made by the close of business on Wednesday for the following week of care. Drafts will be made each week unless a two-week written notification has been provided for a vacation week or for cancellation of registration.
4. The Y does not issue statements for individual tax purposes. Please keep any and all cancelled checks, payment receipts or bank statements as documentation of childcare payments.
5. No adjustments in the weekly fee will be made for partially attended weeks, when care is not provided due to holidays that the Y is closed or inclement weather days.
6. Refunds are typically not given. A Refund Request Form may be obtained from, and returned to the Member Service Desk and all refunds are at the discretion of the Branch Executive Director.
7. If your payment is returned for insufficient funds (NSF), your payment along with an NSF service fee of \$25 will be collected electronically. If an NSF payment is unable to be collected electronically, year-round pricing will no longer apply. Any change to your bank draft information must be received at least seven days prior to the date the change to take effect. A \$10 late fee will be assessed on payments not made by the deadline.
8. A late pick up fee of \$1 per minute will be assessed for each minute after 6 p.m. that your child remains in our care. This fee will be drafted from the account on file. If there is no account on file, this charge must be paid at the Y Member Service Desk, and your child will not be allowed to attend until the amount due is satisfied.
9. If you are registered for the All Summer option and a payment is missed, the All Summer pricing will no longer apply. If you cancel All Summer camp, an additional \$10 will be charged for each week that you have attended, separate from the non-refundable deposit.
10. Year-Round options must be selected no later than October 1.

CANCELTION

Written notification of your intent to withdraw from the program must be given at least two weeks prior to your intended last day.

FINANCIAL ASSISTANCE

Financial Assistance is available to those who qualify. See Financial Assistance for more information.

REFUNDS

No adjustments will be made for missed or partially attended weeks. When you enroll, you are reserving the time, space, staffing, and provisions for your child, whether or not he or she attends. School and program closings due to inclement weather, holidays, power outages and other similar occurrences have been considered in the pricing. See #6 above for more information.

PERSONAL PROPERTY REGULATIONS

Children are not allowed to bring unnecessary items, or items of value such as any electronic hand-held games, iPods (mp3), trading cards, animals or sports equipment (unless for a special event). This also includes cell phones, iPads, tablets, or any other electronic. The YMCA is not responsible for any lost or stolen items, so please leave these items at home.

SEARCH AND REMOVAL

A child, and/or the child's belonging may be searched by administrators at any time. If another camper's item goes missing, we may look in other camper's bags to look for the item as items can get mixed up. Whenever staff have a reasonable suspicion that the child has violated or is violating either the law or program rules bearing on order or safety and that the search will produce evidence of the violation (i.e. child has in their possession either drugs, alcohol, stolen items, matches/lighters or weapons) the Director will conduct a search. The child will be invited to be present for the search when feasible. Any items found in violation of the law or program rules, will be confiscated and may be turned over to the appropriate authorities. Our primary concern is to maintain the integrity of the program environment and the protection of our children and staff.

RELEASE OF CHILDREN POLICY (SIGN IN/OUT)

Parents are required to sign their children in upon arrival and sign them out before leaving each day. Children are not allowed to sign themselves in or out of the program. The Y cannot be held responsible for your child if we are uncertain of his/her presence. All children must arrive by 9 a.m. each day.

Authorization to pick up your child is included in the enrollment forms. The list of persons authorized to pick up your child must be current and accurate. Changes must be made in writing and submitted to the Site Coordinator or Youth and Family Director. Photo identification is required for any person picking up a child. Persons must come into the program facility in order for the child to be accepted or released. No child in our care will be released to persons not authorized to do so by the enrolling parent. In the case of an emergency, please contact Y staff as soon as possible.

If a person picking up a child displays signs of being inebriated or in some way unable to provide safe transportation for the child, the staff member in charge will suggest alternate transportation with a private provider to be paid by the parent. If no arrangements can be made, DHS and the local police will be notified.

If we have not heard from you by closing time, and we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come pick up your child. If neither you nor your emergency contacts can be reached, we will keep your child for a half hour. After that time, DHS and the police will be notified.

CUSTODY AGREEMENTS

Changes in custody agreements will be accepted only with a copy of the court order specifying the change and the persons named as having legal custody of the child. A staff cannot legally refuse to release a child to a verified parent unless there is a court order in the child's file stating that the parent does not have custodial rights. Simply writing on the enrollment form that you do not want a parent to pick up your child does not give us the legal right to refuse pick-up.

REST & RELAXATION/QUIET TIME

All groups may have rest and relaxation time each day. Children may bring their own books from home (make sure it is labeled). During this time children will have the opportunity to rest and relax during a very busy day.

SCHEDULES

Activities may vary from day to day including, but not limited to: sports, character development, arts and crafts, games, skits, songs, swimming, and much more. See the Y staff for more detailed schedules.

SIGN IN/SIGN OUT

Parents are required to sign their children in upon arrival to the program, and sign them out before leaving each day. Please see Release of Children Policy for more information.

SNACK & LUNCH INFORMATION (FOOD POLICY)

Your YMCA Staff is dedicated to giving your child a fun, healthy time, but we need your help! The YMCA focuses on healthy eating and lifestyles.

Lunch and/or snacks are not provided at all locations. Please check with your Y location for your specific program information on food provided. If you are sending food with your child, please send a nutritious lunch, drink and snack on each of those days to give your child more energy during the day (i.e. whole grains, fresh fruit and veggies, minimal or no trans-fat products). Refrigeration is not available, so food items need to either be non-perishable, or kept cool in an insulated lunch sack. Microwaves are not available. Soda, fried food and money for vending are not allowed in our programs.

We want all children to be well nourished to have energy during the day. If your site does not provide lunch and your child forgets their lunch (or does not have a nutritious lunch) we will contact the parent and/or provide your child with a lunch for a fee of \$8*. This will automatically be deducted from your payment information provided on file. **Cost may vary per site.*

Any special food allergies, special diets or dietary needs based on medical conditions must be included in your child's Registration and Health Form. See Allergies.

STAFFING

Our staff is selected on the basis of responsibility, ability to relate to children, sensitivity to the children's individual needs, and their recreational skills. Our staff meets or exceeds requirements set by the YMCA of the U.S.A., and the State of Oklahoma. Staff members receive training in CPR-Pro, AED, First Aid, and Child Abuse Prevention. Staff work with small groups of children to build a positive rapport and develop mutual trust and respect.

OUTSIDE CONTACT BETWEEN STAFF AND CHILDREN

Y staff are prohibited from having outside contact with children in Y programs. This includes, but is not limited to, birthday parties, babysitting, sleepovers, transportation, and any non-Y events. Any exceptions require a written explanation before the fact and are subject to administrator approval.

SWIMMING

Children will have the opportunity to swim. Each pool is staffed by either Y lifeguards or City Parks and Recreation lifeguards. All children will be given a swim test prior to open swim. Any child that does not complete the test will be required to wear an approved flotation device. We ask that children bring a swimsuit and towel on each swim day so that they may participate. Children will only be allowed to swim in a swimsuit, no exceptions.

VACATION

Children enrolled in the school-year or all-summer programs will receive one-week vacation without payment. Children enrolled in the Year-Round program receive one-week vacation during the school year and one week during the summer. Written notification of intent to take a vacation week must be given at least two weeks in advance.

VOLUNTEERS

The YMCA has volunteer opportunities available in many departments. Ask our staff to become part of the many volunteers that help make a difference in people's lives each year. If you would like to volunteer or chaperone a field trip, you must complete the volunteer application and background check. We would like this completed at least two weeks prior to the trip you would like to chaperone. Parents may not be allowed to volunteer or attend a field trip without these forms on file.

WATER

Water is the ultimate hydrator and is our primary drink during the day. All water used by our programs is from public water systems.

WHAT TO BRING EACH DAY (Day Camp and School Break Days)

- A cooler style lunch bag with healthy snacks and lunch (unless provided by your site). See food policy for details.
- Children should wear simple, non-restrictive clothing. Camp t-shirts must be worn on field trip days.
- Athletic shoes (open-toe shoes are not permitted)
- Backpack or shoulder bag
- Swimsuit and towel
- Reusable water bottle
- Sunscreen & insect repellent
- Good attitude & a smile everyday

Please label all items. Unclaimed lost items will be donated to a local charity after one week.



YMCA CHARACTER GUIDELINES & CONTRACT/CODE OF CONDUCT & BEHAVIOR MANAGEMENT



The goal of our program is to provide an atmosphere for children to develop a variety of satisfying skills and relationships, while enjoying healthy activities. Throughout the year we continue with our Character Development with **Caring, Honesty, Respect,** and **Responsibility,** among our children. As a family, please read and discuss our bullying policy as well as the Character Contract together. You will see several examples below.

Caring: It is important to use and care for equipment, toys and games properly so that other children can enjoy them too. We will care for the property of the YMCA, of other children and of the YMCA staff.

Caring Conversation & Language: Children will not be allowed to discuss inappropriate topics or contribute to demeaning conversations about other children or staff. Children must refrain from using obscene language or gestures for any reason.

Anti-Bullying Policy: see next page

Honesty: To be open with the Y staff and to tell the truth at all times.

Respect: When asked to do or not do something, a child needs to follow directions the first time given. This is for the safety of all children. Please speak to staff and other children with respect.

Responsibility: All children need to remain with their group and within sight and sound of their staff. This applies while we are on YMCA grounds, school sites and on off-site field trips. We want children to be safe at all times. Children are responsible for all of their own belongings.

AND PLAY!: We want children to have fun and participate 100% of the time. Positive attitudes make the Y experience fun and exciting for yourself and others.

The following guidelines have been read and discussed.

Child's Signature/Date

Guardian's Signature/Date

**This form is designed to be a discussion between parents and their children. It is not currently required to be submitted with your registration. Some sites may ask for it when the program begins or during the program year.*



ANTI-BULLYING POLICY

Bullying is when one or more people repeatedly exclude, physically harm, or verbally abuse another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else. Parents, please note, bullying can also happen through cyberspace: through the use of emails, text messaging, instant messaging, and other less direct methods. This type of bullying can be especially hurtful when people are targeted with meanness and exclusion.

At summer day camp and school age programs at of the YMCA of Greater Oklahoma City, bullying is inexcusable and we have a firm policy against all types of bullying. Our philosophy is based on our goal which ensures that every child has the opportunity to feel a sense of belonging, make achievements and create positive friendships with children, and meaningful relationships with staff. We work together as a team to ensure that children gain self-confidence, make new friends, and go home with great memories.

We have a **zero tolerance policy** for any sort of bullying (this may include but is not limited to name calling, singling out, hitting, shoving, and aggressive behavior). Zero Tolerance means that your child may have to be picked up immediately if any sort of bullying occurs. This zero tolerance policy includes parental behavior towards staff. The child may not be allowed in the program if there is poor behavior from anyone (including parents/guardians). Documentation of behavior from previous programs may be considered as a reference during circumstances.

Unfortunately, people who are bullied may not have the same potential to get most out of their Y experience. Our staff address all incidents of bullying seriously and trains staff to promote communication with their staff and the children so both staff and children will be comfortable alerting us to any problems during their program experience and between seasons. Every person has the right to expect to have the best possible experience, and by working together as a team to identify and manage bullying, we can help ensure that all children and staff have a great time at the YMCA of Greater Oklahoma City programs.

Please refer to the **discipline policy** section for information on what happens if the Character Guidelines and policies are violated.



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One child at a time

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