



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CONNECT BELONG ACHIEVE

**Before & After School
Enrichment (BASE)
Parent Handbook &
Resource Guide**



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WELCOME!

Dear Parent/Guardian,

Welcome to the Before and After School Enrichment (BASE) program of the Tampa Metropolitan Area YMCA! As the trailblazer of organized school age programs, the YMCA also remains the nation's largest provider of Before and After School programs. This year is no exception as we launch an exciting array of Before and After School Enrichment experiences and areas of interest including:

- Project Based-Learning curriculum with a focus on STEAM (Science, Technology, Engineering, Art and Math) in addition to homework assistance
- Exposure to cultural arts and service learning projects
- Evidence based physical fitness and health curriculum
- FREE snack served daily with group discussions around MyPlate
- Promoting positive social and emotional experiences

Please take a few moments to review this BASE Handbook & Resource Guide, that outlines our policies and procedures to ensure your child(ren) have a safe and rewarding experience. Many of the commonly asked questions about BASE are answered here. This manual and additional information are also available at tampaymca.org. Most other BASE related communications will be via email and sent to the email address you provided at registration. You can "Like" the YMCA on Facebook at www.facebook.com/tampaymca to see regular updates pictures and communications about the Tampa Metropolitan Area YMCA.

As we look at quality, the YMCA annually reviews policies, procedures, administration and operations in order to effect necessary and continual improvements so that you and your children have the best experience possible with safety and fun programming at the forefront. Sometimes fun can look a little messy especially around pick up time but rest assured; our trained staff are transitioning the children from one exciting activity to another and/or cleaning/organizing our shared spaces.

The YMCA is also committed to each child's personal growth in spirit, mind and body. One way in which we achieve this goal is through our character development program. The character values of caring, honesty, respect and responsibility are woven into our daily BASE activities.

Additionally, the purpose of the YMCA BASE program is to help participants grow socially, emotionally, mentally and physically. We offer an exciting BASE curriculum that encourages fun learning even during snack time with our Chat and Chew.

The YMCA BASE program can give your children an experience that can last a lifetime. Their experience is based on seven objectives that characterize all YMCA programs:

- To learn 4 core values: Caring, Honesty, Respect and Responsibility
- To grow personally
- To improve personal and family relationships
- To appreciate diversity
- To become better leaders and supporters
- To develop specific skills and encourage learning
- AND to have LOTS of FUN!

As your partner in developing youth, please share with us any information that will help make your experience the best possible.

Let's have a great year!



Sarah Hays
Senior Vice President, Operations



MEET OUR TEAM

Tampa YMCA Before & After School Enrichment Leadership Team

Sarah Hays



Title: Senior Vice President, Operations

Years of experience in childcare: 20+

Education and Credentials: Bachelor's in Parks, Recreation and Tourism Management with a Concentration in Program Management, multiple YMCA certifications, as well as Advance Level Child Care Director's Credential for the State of Florida.

Sarah's 20+ years in the childcare field has included 6+ wonderful years with the YMCA in multiple positions, including Associate Executive Director and Senior Program Director with the YMCA of South Florida as well as Family Youth Director and Program Director with the Taylor Family YMCA. In addition, to her YMCA work, Sarah has also served in the private sector managing Youth Programs for ClubCorp/ KSL, Knowledge Universe, NC Parks & Recreation and Hilton Hotels and Resorts. Sarah is very excited to be back in Tampa supporting youth and families through the YMCA Movement.

Y phone number: 813-224-9622 ext. 1217 | Y email: Sarah.Hays@tampaymca.org

Hilary Bolt



Title: Executive Director

Years of experience in childcare: 10+

Education and Credentials: Florida teaching certificate K-12, Bachelors in Psychology

Hilary Bolt, a native of Tampa, FL has 10+ years of non-profit experience most recently having served as a Director for the Boys and Girls of the Suncoast. She has an undergraduate degree from Flagler College in Psychology. Hilary loves people and her passions have been focused on teaching others how to build authentic relationships with youth. Her experience in Education and youth programming comes from teaching in Hillsborough County Public Schools, operating a local Boys & Girls Club, and leading national youth programs at AMIkids Inc.

Y phone number: 813-224-9622 ext. 1252 | Y email: HBolt@tampaymca.org

Andrew Watson



Title: Senior Program Director

Years of experience in childcare: 10+

Education and Credentials: Bachelors in Sports and Recreation Managements and Business, Y-USA Leaders Certification

Andrew brings a wealth of day camp, education and youth development experience to the Tampa YMCA. His early exposure to the YMCA began as a counselor in training at Camp Red Feather in Virginia where, in 2017, he became the full-time Program Director, providing oversight to a 40-acre operation. In 2020 Andrew was promoted to the Youth Development Director for Chesapeake Before and After School programs, ensuring high quality programs at 17 Before and After School programs. Andrew is an avid sports fan of all collegiate and professional sports, specifically, the University of Michigan and the New Orleans Saints.

Y phone number: 813-224-9622 ext. 1358 | Y email: Andrew.Watson@tampaymca.org

Danielle Harmon

Title: Regional Program Director

Years of experience in childcare: 17+

Education and Credentials: Bachelors in Elementary Education and Minor in Art and Communications.



Danielle has dedicated 17 years to working in afterschool care, bringing a wealth of experience and passion to the YMCA team. Born and raised in Hillsborough County, Danielle has a deep connection to the community and a strong commitment to its growth and development. As a parent of five children, Danielle has a unique perspective and understanding of the needs and concerns of parents and guardians. Danielle is passionate about incorporating curriculum into the afterschool realm, ensuring that programs are not only fun and engaging but also educational and enriching. She has fun during her spare time at all her children's extra curriculum activities ranging from All Star Cheerleading to Basketball and Baseball tournaments. Danielle looks forward to working with families to create a nurturing and inspiring environment where children can learn, grow, and thrive.

Y phone number: 813-224-9622 ext. 1359 | YMCA email: danielle.harmon@tampaymca.org

Esteban Guzman

Title: BASE Administrator

Years of experience in childcare: 1+

Education and Credentials: Bachelor's in Marketing with a minor in Management at USF.



Esteban was born and raised in Colombia and has also lived in the Middle East and Africa, giving him an inclusive perspective that he brings to his work with children and families. After graduating from the University of South Florida with a degree in Business, Esteban discovered his passion for childcare and youth development through his work with the YMCA. He is committed to fostering strong relationships with children and families, ensuring each one feels supported and valued. Outside of work, Esteban can be found at church or attending sporting events, two of his favorite ways to stay connected to his faith and community.

Y phone number: 813-224-9622 ext. 1219 | YMCA email: esteban.guzman@tampaymca.org

Karissa Arnold

Title: Program Coordinator

Years of experience in childcare: 3+

Education and Credentials: Currently studying Business Administration at HCC



Karissa, born and raised in Arkansas, embarked on a journey that led her to discover her passion for childcare through her work at the Tampa Y. With over 5 years of dedicated customer service experience, she found her niche at the YMCA shortly after moving to Florida. Starting as a summer camp counselor, Karissa quickly transitioned into roles of increasing responsibility within the BASE program, eventually becoming a supervisor and now currently the Program Coordinator for the BASE program. Outside of work, Karissa enjoys spending her free time at the beach or cross country traveling with her husband and their two dogs.

Y phone number: 813-224-9622 ext. 1360 | YMCA email: Karissa.Arnold@tampaymca.org

MEET OUR TEAM

Tampa YMCA Family Center Leadership Team



Josh Osmer, South Tampa Family YMCA

Title: Program Director: Afterschool, Camp and Family Programming

Y email: Joshua.Osmer@tampaymca.org



Kaiden Whitney, YMCA Camp Cristina

Title: Program Director (Afterschool, Adult Wellness & Aquatics)

Y email: kaiden.whitney@tampaymca.org



Claire Sierra, Bob Gilbertson Central City Family YMCA

Title: Program Director

Y email: Claire.Sierra@tampaymca.org



Lis Aucker, Northwest Hillsborough Family YMCA

Title: Program Director

Y email: elisabeth.auker@tampaymca.org



Jen Gossert, Bob Sierra YMCA

Title: Preschool and Afterschool Program Director

Y email: Jen.Gossert@tampaymca.org



Anna Roberson, New Tampa Family YMCA

Title: Senior Program Director

Y Email: anna.roberson@tampaymca.org

MISSION, VISION, VALUES

Our Mission

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

Our Vision

Y's Vision to Strengthen Tampa Community. Y's Vision to Strengthen Tampa Community. The Tampa Metropolitan Area YMCA has deep roots in our community. We opened our doors in 1889, and since then have focused on strengthening Tampa Bay. It is a responsibility and an honor we don't take lightly.

Our new Strategic Plan 2023-2026 has a focus to build on our history of impacting lives by serving as an inspiration for health and well-being for kids, families, seniors, and all who live in Tampa Bay. We will meet every community and every individual, where they are, and help them reach their full potential. Furthermore, every member of our community will see the Tampa YMCA as a place where they belong. To attain this goal, we have identified the following strategic priorities:

1. Advance Leadership Development
2. Grow Philanthropy
3. Elevate Membership Experience
4. Prepare Youth for Success
5. Fill Critical Community Voids
6. Enhance our family centers

As a top rated 4 star charity, we serve our community by nurturing the potential of children and teens, promoting healthy living and fostering a sense of social responsibility. From quality out of school programming and life saving drowning prevention lessons to values based youth sports and engaging healthy activities for the entire family, the Y's programming stays true to our mission to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all.

Our Core Values

Our programs and services are infused with our four positive character values: **Caring, Honesty, Respect and Responsibility.** We are committed to challenging our members, staff and volunteers to demonstrate these values.

Our Focus

YOUTH DEVELOPMENT

Nurturing the potential of every child and teen

HEALTHY LIVING

Improving Tampa's health and well-being

SOCIAL RESPONSIBILITY

Giving back and providing support to our neighbors

GENERAL INFORMATION

Admission

The Tampa Metropolitan Area YMCA Before and After School Enrichment Department provides programs to children ages 5-12 years old at 26 elementary school locations. The YMCA also provides BASE programming at six of our YMCA Family Centers: Northwest, Bob Sierra, South Tampa, New Tampa, Bob Gilbertson Central City and YMCA Camp Cristina. Children must attend one of our assigned Elementary schools in Hillsborough County in order to register. YMCA Family Centers accept drop-off students. For more information, please contact your Family Center.

To register please go online to tampaymca.org/afterschool select your school/location and fill out the online application. The Tampa Metropolitan Area YMCA does not discriminate on the basis of race, color, religion, gender, sexual orientation or national/ethnic origin. It is our hope to have a culturally diverse population within our staff, participants and programs.

Days & Hours of Operation

YMCA BASE programs are available Monday through Friday, except on holidays listed below. It may be necessary to close centers on other days at the program director's discretion. Proper notice will be given.

AM Care (6:30 AM – Start)

PM Care (Dismissal – 6:00 PM)

Care provided at schools	AM Care	PM Care
Alafia Elementary	✓	✓
Anderson Elementary		✓
Belmont Elementary	✓	✓
Carrollwood Elementary		✓
Citrus Park Elementary	✓	✓
Essrig Elementary	✓	✓
Frost Elementary		✓
Gorrie Elementary		✓
Grady Elementary		✓
Heritage Elementary	✓	✓
Ippolito Elementary		✓
Lake Magdalene Elementary		✓
Limona Elementary	✓	✓
Mitchell Elementary	✓	✓
Nelson Elementary		✓
Pinecrest Elementary		✓
Pizzo Elementary	✓	✓
Riverhills Elementary	✓	✓
Roosevelt Elementary		✓
Seffner Elementary		✓
Sessums Elementary	✓	✓
St. Joseph's Catholic School		✓
Summerfield Elementary	✓	✓
Summerfield Crossing Elementary	✓	✓
Tampa Palms Elementary		✓
Twin Lakes Elementary		✓

Pick Up

All in school BASE programs close at 6:00pm. To avoid late pick-up fees, all children must be picked up by 6:00pm. For more information, see Parent Responsibilities: Late Pick-Up section.

Pick Up Times

Bob Gilbertson Central City Family YMCA	6:00pm
Bob Sierra Youth and Family Center	6:00pm
New Tampa Family YMCA	6:00pm
Northwest Family YMCA	6:00pm
South Tampa Family YMCA	6:00pm
Sulphur Springs YMCA	6:00pm
YMCA Camp Cristina	6:00pm

Kids' Day Out Camp

On days when school is closed (e.g. teacher work days, Winter Break, President's Day, Spring Break, etc.), care is available during normal child care hours through Kids' Day Out Camp at each YMCA family center. See flyer for full details on Kids' Day Out.

Holiday Closings

BASE in school care is not provided when schools are closed. Days are as follows: Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Day.

*Additional days may be added at the discretion of your YMCA and school district.

SCHOOL'S OUT FUN'S IN KIDS' DAY OUT

Make new friends and have fun in a safe and structured environment, under the guidance of trained Tampa Y counselors who embrace the values of our organization. Our holiday day camp program includes games, crafts, swimming and more for children ages 5 to 12. Come for one day, or sign up for the whole week during seasonal breaks. Get ready for summer camp during the school year!

COST: Members \$38/day,
Nonmembers \$54/day

REGISTER: tampaymca.org/KDO

SIGN UP TODAY!



TAMPA METROPOLITAN AREA YMCA
tampaymca.org

Communications

For immediate assistance and in case of emergency between the hours of 1:30-6pm please call the YMCA school-based directly. Outside of these hours for YMCA School-based programs please call our administration office at 813-867-5455. If we must get in contact with you due to an emergency, we will begin to call the numbers listed on your childcare application in priority order. If we are unable to reach a parent or guardian, we will begin to call the emergency contacts.

EMAIL

We will be sending information, updates and exciting news when needed to ensure consistent communication. Please make sure to keep your email address on file current.

FACEBOOK

For the latest information about the YMCA, follow your family center and the Tampa Metropolitan Area YMCA on Facebook.

TEXTING

Text messaging may occasionally be used to communicate important or time sensitive information. Please remain subscribed to text messages to stay up-to-date.

Information Updates

We ask that any updates to phone numbers, emergency contacts or authorized pick-up be submitted in writing to yafterschool@tampaymca.org. We ask that you review your child's information on file quarterly, as we will use text message to communicate time sensitive communication.

Dress Code

Children should wear comfortable and appropriate clothing for indoor and outdoor activities. We use washable paints and crayons; however, clothing can still get stained. We do not reimburse for clothing rips, stains or normal wear and tear. It is expected that the parents will provide proper seasonal clothing. **CLOSED-TOED AND CLOSED HEELED SHOES MUST BE WORN AT ALL TIMES.** Open-toed shoes can be a safety hazard to your child. If you send your child in open-toed sandals or in flip-flops, you will be called and asked to bring different shoes for your child.

School Site Locations	Site Phone #
Alafia Elementary	813-924-5239
Anderson Elementary	813-924-2084
Belmont Elementary	813-924-4323
Carrollwood Elementary	813-394-6884
Citrus Park Elementary	813-924-7541
Essrig Elementary	813-610-4547
Frost Elementary	813-924-4037
Gorrie Elementary	813-924-8237
Grady Elementary	813-924-0686
Heritage Elementary	813-695-7542
Ippolito Elementary	813-924-7542
Lake Magdalene Elementary	813-610-2072
Limona Elementary	813-924-4042
Mitchell Elementary	813-924-2237
Nelson Elementary	813-629-1391
Pinecrest Elementary	813-690-6148
Pizzo Elementary	813-310-3818
Riverhills Elementary	813-924-4043
Roosevelt Elementary	813-440-1136
Seffner Elementary	813-924-6916
Sessums Elementary	813-504-3202
St. Joseph's Catholic School	813-879-7720
Summerfield Elementary	813-455-3165
Summerfield Crossing Elementary	813-323-5773
Tampa Palms Elementary	813-310-5561
Twin Lakes Elementary	813-924-2347
Family Centers	Site Phone #
Bob Gilbertson Central City Family YMCA	813-676-5064
Bob Sierra Youth and Family Center	813-579-4051
New Tampa Family YMCA	813-866-9622 ext 1916
Northwest Hillsborough Family YMCA	813-249-8510 ext. 1815
South Tampa Family YMCA	813-415-9257
Sulphur Springs YMCA	813-924-4207
YMCA Camp Cristina	813-677-8400 ext. 1651
Tampa Metropolitan Area YMCA	Site Phone #
Association Office	813-867-5455

Transportation

YMCA family center-based programs only

When the YMCA provides transportation for children (Family Center Programs Only), from school to the family center, there are strictly enforced safety guidelines that YMCA Staff follow.

Guidelines include:

- Supervision of children prior to loading and after unloading the bus
- Annual vehicle inspections
- Pre-trip safety checklist
- All vehicle equipped with a first-aid kit
- Associates will have active First Aid and CPR certifications
- Cell phone available for emergencies

In addition to these guidelines associates will instruct and supervise children of the rules of the bus prior to the bus moving. **Children are expected to follow the rules or risk losing their transportation privileges. These rules include, but are not limited to the following:**

- Safe seating shall be provided for each person, with the maximum rated seating capacity specified for each vehicle
- Seat belts must be worn at all times, if available
- Children must remain seated while the bus is in motion
- Any passengers in wheelchairs will be belted in and chair wheels locked. Other reasonable accommodations may apply for children with special needs
- Children must remain seated at all times and heads should be visible No child should lie down in seat or on each other's laps
- At no time should head, arms, or other body parts be out of the window or in the aisle
- Conduct of bus riders must not disturb or distract the driver
- No objects shall be thrown from the vehicle at any time
- Children must hold on to their own belongings. Aisles and the floor must remain clear of backpacks, lunch boxes, and any other items.
- Attendance sheets will be present on each bus for each bus stop. Children will be lined up outside of the bus and attendance will be taken as they load the bus.
- Vehicles should follow convoy travel procedures (when applicable)

Should the need arise due to an emergency, a change in weather or a change in established plans, YMCA program will contact parent/guardians via email (if they are signed up for them) and will also receive an email to the email address you registered with to let you know what changes have been made or what the emergency is. If there is a critical emergency parents/ guardians will be contacted via a phone call.

Each location that offers transportation to and/ or from program will communicate specifics of the transportation plan with parents/guardians separately.



PROGRAM ACTIVITIES

Daily Schedule

Specific daily schedules are provided at each care location. For after-school programs, the schedule will be comprised of an open ceremony/attendance, snack, STEAM projects, Arts and Crafts, Study Hall with Homework Assistance, Physical Fitness, Centers, Service Learning and FUN. Time, length and activities subject to change.

A DAY IN THE LIFE



TYPES OF ACTIVITIES • STEM Projects • Arts Education • Team Building • Service Learning
• Seasonal Activities • Leadership Development Games

Study Hall

As a part of our YMCA-Home Partnership, we aim to make it a positive experience for both you and your child. Your child has the opportunity to work on homework during After School time (approximately 35-45 minutes). Our staff is available to assist, but we cannot guarantee homework completion. If there are any special circumstances, please inform the Site Supervisor or assistant.

Food & Snacks

An afternoon snack will be provided to after-school participants. The YMCA does not serve sugary snacks or foods with little nutritional value. For special celebrations, please bring a healthy snack (popsicles are allowed). For more information on food policy and allergens, refer to the Health & Safety section of this document.

Outside Play

It is our belief that children need and want to be outside. Running, jumping and other such movement can only be accomplished outside. Children need the space and the opportunity for such movement on a daily basis, in order to have proper muscle development. Outside play is essential for children to gain strength and develop to their fullest potential.

Personal Items

We have plenty of equipment and activities to keep your child engaged. Every child deserves personal space, and our programs provide a designated area for your child's backpacks, lunch boxes, and other personal items.

The following items are not allowed at BASE. Children should not bring items that could upset them if lost, broken, or stolen. Any prohibited items will be stored in the child's backpack for the day. The Tampa YMCA is not responsible for lost or stolen items.

- Reading glasses, sunglasses, lunchboxes, backpacks
- Toys or games including trading cards (magic cards, baseball cards, Pokémon cards)
- Electronics of any kind (cell phones, iPads/tablets, iPods/ mp3 players, eReaders, Nintendo, gaming devices, etc.)
- Clothing with foul language
- Jewelry
- Animals
- Weapons or anything that looks like a weapon
- Alcohol, drugs, or other related paraphernalia
- Personal sports equipment

CHILD RESPONSIBILITIES

Character Values

In line with our core values, we expect all parents/guardians to model these values to their children, staff, and other participants. Any form of abuse or mistreatment of program participants, employees, or volunteers is strictly prohibited. We ask that parents/guardians treat others with respect and kindness, and any use of abusive, obscene, or profane language—including racial, religious, or sexual references—will not be tolerated. We encourage everyone to treat others as they would like to be treated. Parents/guardians are prohibited from engaging in verbal, emotional, physical, or sexual abuse or mistreatment of others, including employees, volunteers, or program participants. Failure to do so may result in removal from the program, which could also include the child's exit.

RESPONSIBILITY | CARING | RESPECT | HONESTY

Behavior Expectations

There are clear and appropriate behavioral expectations for the children in our care. We instruct our staff to try to set limits, help children understand rules and give clear definitions of acceptable and unacceptable behavior at the start of every program. We also focus on redirecting any inappropriate behavior, as well as using positive narration to help encourage appropriate behavior.

A very important part of our program is giving children the opportunity to learn how to get along in the world, enjoy being with other children, and follow the direction of an adult other than their parent. A caring and positive approach will be taken regarding behavior management and discipline. The staff will focus on the positive behaviors of the children and reinforce those behaviors as often as possible. Our goal is to help the children develop self-control and responsibility for their actions.

Code of Conduct

Our top priority is the safety and well-being of all program participants. Any form of abuse or mistreatment, whether directed at other program participants, parents, children, employees, or volunteers, is strictly prohibited. We expect all participants to treat others with respect and kindness. Abusive, obscene, or profane language—including racial, religious, or sexual references—will not be tolerated. Remember, treat others as you would like to be treated.

We encourage behaviors that support our character values and foster healthy relationships. These include:

- Appropriate jokes
- High fives
- Handshakes
- Encouragement
- Praise

Program participants are expected to refrain from any verbal or emotional abuse, including, but not limited to:

• Name-calling	• Cursing	• Derogatory remarks
• Bullying	• Hazing	• Harsh language that may frighten, threaten, or humiliate others
• Ridicule or humiliation	• Off-color or sexual jokes	
• Discussing sexual encounters	• Shaming or belittling	

Together, let's create a positive and supportive environment for everyone.

Progressive Discipline Steps and Procedure

In alignment with the Positive Behavior Interventions and Supports (PBIS) Behavior Management System used throughout Hillsborough County Public Schools, we have adapted the multi-tiered framework to meet the needs and improve the outcomes for all students.

*It is important to remember these tiers refer to levels of support students receive, not to students themselves. For example, students receive Tier 2 supports; they are not Tier 2 students.

Tier 1: Universal Prevention (All)

A very important part of our program is giving children the opportunity to learn how to get along in the world, enjoy being with other children, and follow the direction of an adult other than their parent. A caring and positive approach will be taken regarding behavior management and discipline. Tier 1 supports serve as the foundation for behavior for all students in our program.

Staff will encourage children to use their words to express feelings and frustrations. Staff will aid in facilitating children in their attempts to settle their own disputes.

Using positive redirection staff will redirect children from a challenging behavior to an appropriate, positive behavior.

Provide a verbal warning to students if the inappropriate behavior continues and provide an opportunity for a Behavior Reflection Activity to reflect on their behaviors before returning to any scheduled activities.

If a child receives a verbal warning, parents will be made aware of behavioral concerns using our Parent Communication Notice and, if needed, an Incident Report.

2: Targeted Prevention (some)

Tier 2 supports help improve behavioral, social, and emotional skills for all students. This level of support focuses on improving specific social and behavioral outcomes for individual students with a demonstrated need for additional tools to identify and self-regulate elevated behavior.

Increased Instruction and Practice with Self-Regulation and Social Skills utilizing built in Social and Emotional Learning Curriculum Tools

Intentional proximity and seating. Staff are instructed to move, scan, and interact more frequently with students. This can be accomplished with simple rearrangements of seating. At no point are our staff able to provide 1:1 support for students.

Another key practice to encourage positive behaviors is to anticipate when a student is likely to demonstrate undesirable or inappropriate behaviors and set students up for success by reminding them of desired expectations. For example, staff may specifically remind students of BASE rules and expectations prior to the start of program and/or specific activities.

Tier 3: Individualized Prevention and Behavior Plans (few)

Tier 3 practices start with strong Tier 1 and Tier 2 foundations.

Staff are instructed to contact parents for immediate pick up and/or possible suspension from our program depending on the severity of behavior and/or incidents.

Senior Leadership will work with parents, staff, and the child to create an Individualized Behavior Plan to achieve desired behavioral outcomes for success in the program.

Program Suspension/Removal

The Tampa YMCA BASE program maintains a ratio of 1 staff to 25 children. In an effort to provide quality active supervision at all times, if a child exhibits severe behaviors and/or requires excessive parent communication the YMCA has the right to suspend and terminate enrollment for that child at any point, effective immediately. Depending on the severity of the suspension, a parent conference with leadership may be required before the child can return to program. Should a student be expelled, they may not attend another YMCA program for the remainder of the year and no refund will be issued.

PARENT RESPONSIBILITIES

Financial Responsibility & Fees

Program fees are due in advance of service. In order to ensure that we have all the resources required to serve your child each week, tuition payments are due Monday, two weeks prior to the program week. Please keep this in mind with holiday breaks such as Thanksgiving break, Christmas Break and Spring Break.

Payments are automatically drafted from your credit card or debit card, using the information you provided when registering. Draft time cannot be scheduled and typically occurs at 1am on the day the draft is scheduled. Please ensure you have updated credit card information on file at all times. Automatic payments are required for the entirety of the enrollment period.

Your program registration is planned by the week. We prepare snacks, activities and staff for your child each day. Few operating costs are eliminated when a child is absent because we prepare for each child every day. Because of the aforementioned, we do not refund or pro-rate fees for absences.

Before & After-School Fees are based upon the 180-day school calendar and are divided equally into weekly payments. We understand that there are some weeks during the school year with fewer than five days of service. We do not issue credits or refunds for scheduled school holidays, sickness or closings due to inclement weather.

Parents using school readiness are required to pay the difference between the approved reimbursement rate and the private pay rate.

It is the parents' responsibility to make us aware of a later start date. If no notice is given, drafted amount will not be refunded.

If there is a balance of 2 weeks or more, child(ren) will be removed from the program until the balance is paid in full.

Late Payments

If late payments accrue, you may be subject to a \$25 charge that will be placed on your account. The late fee along with your balance due must be paid prior to your child attending. Failure to pay on time, or your child's absence for more than two weeks without payments, will result in your service being discontinued.

*Your child may not return to the program until the balance is paid.

To Pay Balance

To access the website you must be using Google Chrome or Firefox. Below are the steps on how to add and select the billing method for your monthly draft.

1. Click on Member Access and then Sign In
2. On the next screen enter your email address and password. If you don't know your password, click on "Forgot your password" and one will be emailed to you. Check your junk email folder.
3. Once logged in click on My Account
4. On the Account Option screen click on Pay on Account found under Payment Details
5. The next screen will show your Outstanding Balances. With the amount due showing in the box under Payment Amount
6. Click continue and follow prompts to make your payment.

Financial Assistance

The Tampa Metropolitan Area YMCA is able to provide financial assistance based on inability to pay, thanks to generous supporters of our annual giving campaign. We understand that financial hardships may happen at unexpected times during the school year, and we work quickly to provide financial assistance to families based upon their inability to pay. If your family has trouble affording the weekly tuition, please contact your YMCA Before & After school business office at (813) 867-5455 regarding financial assistance options. If you wish to apply for financial assistance for in-school BASE programs, please go online to tampaymca.org/afterschool. In YMCA Family Center programs, please contact your center. All scholarships are awarded based on availability of scholarship funds that are made possible through the generosity of YMCA donors.



Arrival & Departure

Parents are expected to sign their children in upon arrival for before care and sign them out before leaving in the afternoon. Parents understand that the YMCA will be signing their child in upon their arrival to program every day for PM Care. There is a Sign-In/Sign-Out sheet available as you enter the program and ID must be provided at pick up each day before your child will be released to you. All persons signing children in/out must come into the building and be at least 18 years of age. A photo ID is required each day for pick up as the safety of your child is our number one priority. Failure to provide your ID daily will result in discontinuing of services from BASE.

Authorization to Pick Up

Authorization to pick up a child is given in the BASE application. We will not release your child to a person not authorized in writing by the custodial parent. Photo ID will be requested. Our staff cannot legally refuse to release a child to a verified natural parent unless there is a court order in the child's file stating that the parent does not have custodial rights. Only the courts can give us that right. Should there be any uncertainty the authorities will be contacted as we do not get involved with parental disputes or custody battles. If changes need to be made, please email yafterschool@tampaymca.org

Late Pick-Up

If you know you are going to be late, call us. We do understand that things come up and traffic can be challenging even in the best of times. We worry about your safety just as much as your child does. We understand that a late pick-up may occur on a rare occasion. However, many of our programs operate in a shared space and are unable to continue providing care after we close. Our programs close at 6pm and if your child is not picked up by the end of program, then a late fee will be charged to your account. For Family Center BASE programs, this charge will be collected at pick-up. For in school programs this fee will be added to the next scheduled draft. If it is 6:01pm (by our clock), then it is time for our program to close and you will be charged a fee. The fee is \$10 per child per 15-minute interval after 6:00pm. If neither you nor your emergency contact can be reached, we will keep your child up to one hour. After that time, the police will be contacted. In the case that the police cannot rectify the situation, Child Protective Services will be called.

Excessive Late Pick-Up

It is the policy of the Tampa YMCA that if a child's parent/guardian is late more than three times during the school year, the program reserves the right to ask for the child's removal from the program.

Parent Code of Conduct

It is the policy of the Tampa YMCA that if a child's parent/guardian is late more than three times during the school year, the program reserves the right to ask for the child's removal from the program.

Attendance

For the safety of all children, please understand that when your child does not show up to our program we must verify his/her whereabouts. This puts great strain on the rest of the program participants since the program cannot start until a final headcount is accurate. Notification prior to the program start of planned absences, early pick up, or planned tardiness will ensure the smoothest transition for all participants.

Parent Involvement & Feedback

The Tampa Metropolitan Area YMCA highly encourages parent involvement. We are honored that you choose us to help raise your child and we want to make sure we are on the right track. If you wish to visit your child while in the program, you are always welcome. We just ask for advance notice. The YMCA will also provide family involvement activities to promote family together time. If you wish for feedback on your child's development, you are welcome to ask at any time.

Parent Surveys

Please note we value your feedback, and we will be sending a satisfaction survey throughout the year. Please help us best serve your family by completing this one question survey upon receipt. If you are highly satisfied with your child's experience, please rate a 9 or above.

Cancellation Terminations

The last day to submit a cancellation is at least 14 days (2 weeks) prior to the start of each week. Cancellations must be submitted in writing and emailed directly to yafterschool@tampaymca.org. Changes and cancellations cannot be accepted at a YMCA center or camp location for in-school BASE programs. Verbal cancellations will not be accepted to turn off payment. Only a written notice to the above email address will be accepted. In addition you must verbally inform your Site Supervisor or assistant. Failure to cancel in writing within the appropriate timeframe will result in no credit/refunds being issued. The registration fee is non-refundable and non-transferable.

If canceled AT LEAST 14 days PRIOR to the start of the week:

- Registration fee: will be FORFEITED
- Balance: if applicable, may be refunded

If canceled WITHIN 14 days PRIOR to the start of the week:

- Registration fee: will be FORFEITED
- Balance: will be FORFEITED

The YMCA does not give refunds once the draft hits your credit card or for failure to give an advanced 2 week written notice. Once we receive your notice the automatic draft will be set up to turn off 2 weeks from the date of written notice. Any balances dues remaining must be paid in full prior to returning to any YMCA program.

Transfer/Change Policy

There is no transferring of fees from one YMCA program to the other or refunds/changes of payment for children being absent. This includes children who are out sick or have gone on an extended vacation.

Credits and Refunds

YMCA Canceled: A full credit/ refund will be issued in situations where the YMCA cancels program for an extended period of time.

Weather-related Closing: No credit/ refund will be issued should weather cause program closings.

Absent and/or Sick Child: There is no reduction of fees if a child is absent from program, including illness.

Damaged Property: Replacement costs for damaged or broken YMCA property or school property, either accidentally or deliberately, is the responsibility of the parent/guardian; this includes any property associated with program operations, locations and vehicles.

Behavioral Issues and Suspensions: If a child is suspended from program, a refund will not be issued. Child may be dismissed from the program without notice if their behavior is consistently disruptive or if their behavior threatens the health and safety of themselves or the safety of other children or associates. Behavior guidelines apply to a children's parents, guardians or caregiver and a child may be dismissed from program due to their actions. Please see the Code of Conduct for reference.

Program Concerns: Any concerns with program operations, activities or events should be brought to the attention of leadership immediately via yafterschool@tampaymca.org in an attempt to correct the situation.



HEALTH & SAFETY

Food Safety

The health and safety of our children is of the utmost importance. It is imperative that the child- care staff is aware of any food allergies before enrollment. At some programs, food is provided and a menu is posted. If food is not provided, your child's food brought to the center will be checked daily and labeled with his/her name and date. There is absolutely no food sharing allowed. All outside food provided for groups (i.e. birthday cupcakes), must be cleared with the Supervisor in advance.

Allergies

It is the parent's responsibility to inform the YMCA of any allergies your child might have. Please list any allergies in the child's Registration Packet completed during online registration. Should any changes need to be made, contact yafterschool@tampaymca.org and inform your Site Supervisor of the update. When necessary, you will need to provide additional information on signs, symptoms and treatment of allergies.

Please note the YMCA must have your child's epi-pen or inhaler on site at all times. Medication will be stored in a locked box when not in use.

Child Injury

All YMCA Staff are trained in CPR and First Aid. In the unfortunate event that your child incurs a major injury at BASE, YMCA Staff will contact a parent or guardian. A parent needs to always be available by phone in case of emergency. Doctors and hospitals will not treat a child (except in life threatening cases) without the parent's presence or permission.

In case of an emergency requiring immediate medical attention, YMCA Staff are required to:

- Administer appropriate first aid
- Make the child comfortable
- Call for an ambulance
- Notify the parent/guardian
- Notify YMCA Association Leadership

YMCA Leadership may follow up on any injuries by contacting parents that same evening or following day. In case of an injury not requiring emergency care, staff members will:

- Administer appropriate first aid
- Notify the parent/guardian
- Observe and monitor the child's activity

In the event that your child gets a minor injury at BASE which is determined to only require basic first aid, YMCA Staff will administer the appropriate first aid. Parents will be notified of any injuries at the time of child is picked up. An Incident Report will be written in reference to the injury. An individual who is authorized to pick up the child will be required to sign-off that they received the communication with regards to the incident when they pick the child up.

Please make every effort to keep the YMCA up-to-date on phone numbers, emergency numbers and other pertinent information.

Illness/Emergencies

The health and safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. If your child becomes ill in our program, we will call you and you must make arrangements to pick up your child within 30 minutes. Readmission will be allowed with a doctor's note or when a child has been without symptoms for 24 hours. This means if we send your child home on Tuesday, he or she may not return until Thursday.

Please keep your child home if your child has:

- had a fever in the previous 24 hours
- a cold that is less than two days old
- heavy nasal discharge
- constant cough
- reoccurring vomiting or diarrhea (two or more times)
- temperature of 100.4° F
- symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus fever)



Medication Administration

The YMCA will only administer **emergency** medication prescribed by a doctor and in its original labeled and dated packaging. Should your child require **emergency** medication during program hours, then the following will be required:

The person registering the child for the program must supply all necessary medication along with written instructions on the Medication Form provided by the YMCA as to the quantity of dosage, time/frequency of administration, how administered, name and phone number of the doctor, reason for medication and any other considerations related to the medication or illness. Failure to provide emergency medication may result in delay of child's start date.

Incident report will be completed per our incident report procedures if emergency medication is administered during BASE hours.

**The listed medication policy is only for YMCA BASE programing. Other YMCA Youth programs may have different policies; please refer to the specific medication policies applicable to full day programs, i.e.; Summer Camp, Kids' Day Out, etc.

Inclement Weather

The YMCA's BASE program may close during hazardous weather conditions. Inclement weather conditions may delay our opening and/or transportation of your children. Please note that our primary mode of communication with you will be via email. Please ensure that you have an accurate email on file. No exceptions for not receiving the information will be made.

In order to serve children and families to the best of our ability, the Tampa Metropolitan Area YMCA has developed inclement weather policies for school- based programs and family center programs.

Weather-Related Situation	YMCA-Based Programs	School-Based Programs
School Closing	Depending on the severity of the weather, Kid's Day Out Camp may be available (for a limited number of children) at your YMCA family center, if the family center opens before 10am.	School-Base programs will follow the school closing schedule; however, depending on the severity of the weather, Kids Day Out Camp may be available (for a limited number of children) at your YMCA family center, if the family center opens before 10am.
Delayed Opening	After school program will open at normal time.	There is no before-school. After school program will open at normal time.
Early Dismissal	Program will operate from the time of school dismissal and close at 6pm.	Program will operate from the time of school dismissal, and close at 6pm.

The YMCA will make every effort to provide care in the event of inclement weather; however, the safety of the children and staff are our primary responsibility. The YMCA could close and/or adjust the inclement policy due to hazardous weather conditions. We will follow the same procedures to contact you regarding closings and/or adjustments to the policy as outlined above. Late fees outlined under Late Pick-up. Policy will still apply during weather emergencies.

Heat Index Plan

If heat index reaches 100 degrees, children will be kept out of the sun and all high intensity activities will be canceled. Only low-intensity activities will remain outside and in the shade. If heat index reaches 105 degrees, all children are brought inside and all outdoor activities canceled.

Center Site Safety Plans

Each site has their own emergency action plan. Should you have any questions, please contact your site supervisor or program director.



HIGHLY TRAINED STAFF

Our Staff

The YMCA has hundreds of trained associates and volunteers working with children and youth in the many programs we provide. The protection and safety of children is our first concern. In addition to our YMCA quality standards, all YMCA BASE Associates meet the specified requirements by the Hillsborough County School District.

Our Screening

We have a multi-layered approach to reviewing, interviewing, and screening all candidates for all positions. Prior to a hiring offer, all candidates undergo a background check through an independent search company, a review on the National Sex Offender's registry, fingerprinting, and reference checks.

Our Training

We are strongly committed to providing quality BASE programs. The YMCA offers staff the opportunity to grow both personally and professionally through ongoing development and training. All staff participate in at least a full week of training (or more!). Trainings include the Prevention and Identification of Child Abuse, First Aid, CPR, YMCA Character Development, 5 Health and Safety courses and Curriculum Implementation. Staff members attend classes at our Y, onsite at BASE locations and online. Supervisors and directors complete additional training to promote a child safe environment.

Policy on Staff Working with Children Outside of YMCA Time

Staff are often asked by YMCA families to provide child care (babysitting) and other services on their own time to YMCA members and their families. The Tampa YMCA does NOT permit employees to provide babysitting or other services to families or children they meet through YMCA programs. In addition, associates should not provide transportation in a personal vehicle or be in personal contact with your child outside of YMCA programs. This includes personal communications not related to YMCA programs through email, texting, phone calls, letters, or contact over the internet. Such policies are designed to protect children and associates from child abuse and/or false allegations. Parents are asked to report any violation of this policy to YMCA Leadership.



ABUSE PREVENTION POLICY

Child Abuse Prevention Policy

At the Tampa Metropolitan Area YMCA (Tampa YMCA), ensuring safety is our foremost priority. We understand that child abuse and inappropriate interactions with youth are critical issues that must be proactively managed to safeguard those in our care. To address these concerns, our leadership has crafted a thorough plan to oversee our programs and minimize the risk of such incidents. If an allegation or incident occurs, we are dedicated to working with authorities and the affected families to respond quickly and compassionately.

The Tampa YMCA believes that the following policies and practices are essential for the protection of youth in our care. These practices are communicated to and enforced among all staff, volunteers, partner organizations and guardians.

Abuse Prevention Policy

It is the policy of the Tampa Metropolitan Area YMCA that we as an organization maintain zero tolerance for abuse and neglect and will not condone the mistreatment or abuse of any youth or vulnerable adult.

Facts About Child Abuse

Many children wait to report or never report child sexual abuse. Therefore, the numbers below likely underestimate the true impact of the problem. According to the CDC:

- At least one in four girls and one in 20 boys in the United States experience child sexual abuse.
- About 90% of child sexual abuse is perpetrated by someone known and trusted by the child or the child's family members.

Child Abuse Prevention Training

Before performing any job functions, all new staff members and volunteers must complete a comprehensive online (Child Abuse Prevention Training – CAPT). The goal is to educate on inappropriate conduct, while also teaching the warning signs of abuse and neglect. All childcare positions will also participate in an annual education session that revisits CAPT. Registered volunteers receive ongoing education on child abuse prevention. Staff are also trained on all supervision guidelines to ensure the protection of the program participants and staff.

Procedures for Reporting Suspected Child Abuse

1. At the first report or suspicion of child abuse, the staff or volunteer to whom it has been reported will immediately inform his or her supervisor.
2. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job-related (because of the youth-involved nature of the Y).
3. The Tampa Metropolitan Area YMCA will make a report within 24 hours to Child Protective Services and will request that the situation be investigated. In the event the reported incident or suspicion involves an employed staff person or volunteer, the responsible Executive Director will suspend the person from all responsibilities until the investigation is complete.
4. All staff members and volunteers must be sensitive to the need for confidentiality in the handling of information in this area and are therefore instructed to only discuss matters pertaining to abuse or suspected abuse with their supervisors.
5. YMCA staff may not make contact with child(ren) or parents involved in a child abuse incident.
6. All incidents or alleged offenses will be documented on the day of occurrence.

Prevention Resources

For more information regarding our child abuse prevention practices and additional resources for families, please visit Preventing Child Abuse at the Tampa Y.

Program participants and their parents are encouraged to report concerns or complaints about employees, volunteers, other adults, or program participants to a supervisor. Contact information is listed in the communication section. Call 800-963-5836 (toll free) or complete an online report at Anonymous Reporting.

Frequently Asked Questions

Q: How do I register?

A: To register, go to tampaymca.org/afterschool. From there, click on school site location or center, find your school and click Register Now, Add to Cart, and Enroll Now. (In order to enroll, you must create or log into your account.) You can also register at a Tampa YMCA. Each year families must register their children, even if they attended the previous school year.

Q: What if I don't already have an account?

A: Create an account and ensure that your child is listed as participant. If they are not, select add family member.

Q: What is the cost (In-school BASE Program)?

A: AM Care: \$15/week. PM Care: \$72/week. Nonrefundable Registration Fee: \$30 per child, per school year upon initial registration.

Q: What is the cost (In-YMCA Family Center BASE Program)?

A: \$82 for members (+\$35 registration fee) and \$107 for non-members (+\$50 registration fee). For families providing their own transportation to the centers, the rate is \$72 for members and \$97 for non-members.

Q: When are payments drafted?

A: Program fees are due in advance of service; therefore, tuition payments are due Monday, two weeks prior to the program week—i.e. the first draft will be on 7/28 for the week of 8/11. Please keep this in mind with holiday breaks i.e. Thanksgiving week, Christmas Break and Spring Break. This is a year round program so your total program 10-month balance is broken into weekly payment plans and auto-drafted from your chosen bank or credit card account.

Q: What are the times available?

A: AM care begins at 6:30am and after school is available from dismissal until 6pm. Before enrolling, ensure that you have selected the correct program.

Q: Where is Afterschool care available?

A: YMCA Afterschool programs are available at 26 schools 6 YMCA Family Centers and Community Locations in the Tampa Bay area. Find your location here: tampaymca.org/afterschool.

Q: Can I pick the days I want my child to attend?

A: When registering, you must register for the entire year. If you find yourself no longer needing our services, you must cancel your enrollment to ensure you do not incur fees. A written 2-week notice is required just email yafterschool@tampaymca.org.

Q: How do I register if I have school readiness?

A: Submit your school readiness certificate to yafterschool@tampaymca.org. Please note that parents are required to pay the difference between the approved reimbursement rate and the private pay rate. School readiness is only accepted at the In-School BASE programs. Parents must re-submit their school readiness certificate at the start of each school year, and whenever a new certificate is issued to receive the discount.

Q: When can my child start (In-school BASE Program)?

A: Your child may begin attending 2 days after you have completed your registration fully online once the school year has begun. This gives the team enough time to ensure we have what is needed to welcome your student into our program the first day she/he arrives. Subject to change and based on available staff.

Q: When can my child start (In-YMCA Family Center BASE Program)?

A: Children can begin within 24 hours as long as paperwork is turned in and children are registered the day prior. Please verify receipt of information with leadership.

Q: How long will my Financial Assistance take to process?

A: A minimum of 10 business days from the day all documents are received.

Q: How do I cancel enrollment (In-school BASE Program)?

A: Please email yafterschool@tampaymca.org 2 weeks in advance should you need to cancel services. This is very important, as your automated draft will be turned off 2 weeks from the date of written notice. Please see page 12 for additional information on Parent Financial Responsibility.

Q: How do I cancel enrollment (In-YMCA Family Center BASE Program)?

A: Parents should email the Program Director of your YMCA Family Center. See page 4 for email address. Or visit your YMCA Family Center.



LEARN. GROW. THRIVE.

YMCA BEFORE & AFTER SCHOOL ENRICHMENT

More than child care, our program nurtures the potential in every kid. Hosted on site at your child's school, the Y helps kids cultivate the values, skills and relationships that lead to positive behavior, better health and educational achievement.



REGISTER TODAY!

- ✓ Certified & trained staff
- ✓ Study Hall for homework
- ✓ Project-based learning curriculum with a focus on S.T.E.A.M.
- ✓ Evidence-based physical fitness
- ✓ Positive social & emotional curriculum
- ✓ Indoor & outdoor games
- ✓ Arts & crafts
- ✓ A healthy snack
- ✓ Before care at select sites

REGISTER TODAY AT
tampaymca.org/afterschool





TAMPA METROPOLITAN AREA YMCA

ASSOCIATION OFFICE

110 E. Oak Ave., Tampa FL 33602
P 813.224.9622

BOB GILBERTSON

CENTRAL CITY FAMILY YMCA
110 E. Palm Ave., Tampa FL 33602
P 813.229.9622

BOB SIERRA NORTH TAMPA YMCA
4029 Northdale Blvd., Tampa FL 33624
P 813.962.3220

**BOB SIERRA NORTH TAMPA YMCA
YOUTH & FAMILY CENTER**
4015 Ragg Rd., Tampa FL 33624
P 813.269.9404

CAMPO FAMILY YMCA
3414 Culbreath Road, Valrico FL 33596
P 813.684.1371

DADE CITY FAMILY YMCA
38035 Meridian Ave., Dade City FL 33525
P 352.521.0484

DOWNTOWN YMCA
104 South Franklin St., Tampa FL 33602
P 813.229.1305

EARLY HEAD START
110 E. Oak Ave., Tampa FL 33602
P 813.275.9622 ext. 288

EAST PASCO FAMILY YMCA
37301 Chapel Hill Lp., Zephyrhills FL 33542
P 813.780.9622

NEW TAMPA FAMILY YMCA
16221 Compton Drive, Tampa FL 33647
P 813.866.9622

NORTH BRANDON FAMILY YMCA

3097 S. Kingsway Rd., Seffner FL 33584
P 813.685.5402

NORTHWEST HILLSBOROUGH FAMILY YMCA
8950 W. Waters Ave., Tampa FL 33615
P 813.249.8510

PLANT CITY FAMILY YMCA
1507 YMCA Place, Plant City FL 33563
P 813.757.6677

SOUTH TAMPA FAMILY YMCA
4411 S. Himes Ave., Tampa FL 33611
P 813.839.0210

**SPURLINO FAMILY YMCA
AT BIG BEND ROAD**
9650 Old Big Bend Rd., Gibsonton, FL 33534
P 813.436.5890

SULPHUR SPRINGS YMCA
8412 N. 13th St., Tampa FL 33604
P 813.924.4207

THE FIRST TEE OF TAMPA BAY
7910 N. 30th St., Tampa FL 33610
P 813.238.7320
7746 Temple Terrace Hwy., Temple Terrace FL 33637
P 813.984.8655

WESTPARK VILLAGE YMCA EXPRESS
9878 W. Linebaugh Ave., Tampa FL 33626
P 813.792.7838

YMCA CAMP CRISTINA
9840 Balm Riverview Rd., Riverview FL 33569
P 813.677.8400

YMCA YOUTH DEVELOPMENT
1905 N. Florida Ave., Tampa FL 33602
P 813.867.5455

