



Parent/Guardian
Handbook
For Children & Youth
Programs

Revised & Approved January 19, 2018

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Dear Parents/Guardians:

Thank you for choosing the YMCA of Honolulu as a place where your children and youth can Learn, Grow and Thrive!

The Y Program experience has become a tradition for many of our families, and it has allowed their children and youth to spend the intersessions, waiver days, and summers making lasting friendships and having fun. Our staff is committed to enhancing our most popular program themes and to developing new program activities for adventure and enjoyment.

The purpose of this parent/guardian handbook is to provide you with as much information as possible. It is very important that you take the time to read through the handbook and to review the appropriate program rules and procedures with your child or youth. Your Y program staff work hard to do all that is possible to make your child's and youth's time with us safe, fun and meaningful. We do believe, however, that this is a shared responsibility and look forward to working cooperatively with you and your child.

Along with this parent/guardian handbook you will be provided with branch specific forms and additional information. Please pay close attention to deadlines. Should you need any assistance or have questions, do not hesitate to contact me or your Y branch program director. A roster providing branch contact information is included in this handbook.

We look forward to sharing the YMCA experience with you and your child!

Sincerely,

Diane Tabangay
Executive Director of Children's Programs
YMCA of Honolulu

YMCA of Honolulu – Branch Locations and Contact Information
Working together – Making a Difference for Hawaii’s Youth!

Windward YMCA
1200 Kailua Road
Kailua, Hawaii 96734
Phone: 261-0808
Contact: Wendy Tupper
Sunshine Kuhia Smith
David Lau

Kaimuki-Waiialae YMCA
4835 Kilauea Avenue
Honolulu, Hawaii 96816
Phone: 737-5544
Contact: Jay Nishimura
Ashleen Rowe

Kalihi YMCA
1335 Kalihi Street
Honolulu, Hawaii 96819
Phone: 848-2494
Contact: Whitney Lau
Shyann Fermahin

Mililani YMCA
95-1190 Hikikaulia Street
Mililani, Hawaii 96789
Phone: 625-1040
Contact: Janet Ignacio

Leeward YMCA
94-440 Mokuola Street
Waipahu, Hawaii 96797
Phone: 671-6495
Contact: Alissa Taniguchi
Lei Hilea
Krystal Kahawai
Anthony Rogers

Nuuanu YMCA
1441 Pali Highway
Honolulu, Hawaii 96813
Phone: 541-5261
Contact: Cassidy Inamasu
Nadia Ibarra

YMCA Mission Statement: The YMCA of Honolulu is a fellowship dedicated to putting Christian principles into practice through programs that build a healthy spirit, mind, and body for all.

Equity and Inclusion Statement:

The YMCA of Honolulu is committed to equity, inclusion, and diversity for all.

We work to ensure that everyone - regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, race, or sexual orientation - feels welcome, connected, and secure.

We aim to empower all members, participants, staff, and volunteers, to fully participate in Y programs and services, and develop to their fullest potential as global citizens.

Our programs and branches embrace diversity, reflect the needs of the communities they serve, and strive to ensure access, inclusion, and engagement for all.

The Y Program Experience: The Y is committed to providing participants with opportunities to engage in a wide variety of activities for the purpose of expanding and enhancing their interests and strengths through discovery of new knowledge and understanding of the world around them. We aim to provide activities that will support participants in their personal growth skills that build upon their academic successes, such as problem solving, communication, social and interactive skills, leadership abilities and teamwork. The Y's children and youth programs offer curriculum-based activities with an emphasis on character development through the Y's four core values (caring, honesty, respect and responsibility), healthy living behaviors and social responsibility as members of a community. We are committed to establishing community partnerships that work with Y staff in developing and implementing recreational and enrichment activities with intentional learning outcomes. Our partners include, but are not limited to, the Department of Health, Honolulu Museum of Art, The Institute of Culinary Arts at Kapiolani Community College, US Tennis Association, Island Pacific Sports Academy, Read it LOUD!, the University of Hawaii School of Nursing, PLAY-Well, and 4-H Hawaii.

Out of school time Y programs for elementary school children include Before and After School Programs (offered at select branches and private independent schools), Summer Day Camp, Summer Time (offered at select branches), Intersession Camps, and One-Day Programs for most Department of Education (DOE) holidays and waiver/non instructional days. The Y is also one of the State's largest private providers of the DOE's A+ program managing more than 50 elementary Afterschool A+ sites at schools throughout Oahu. Contact your branch of choice for more information.

The Y Program Goal: To provide extended learning opportunities during out-of-school time that support the growth and development of participants through experiences that focus on character development, healthy living behaviors and choices, and social responsibility.

Our Guiding Principles

- We believe participants:
 - Who develop positive values and ethics in civic responsibility achieve in school and through life.
 - Are individuals with their own personalities, special talents and great ideas.
 - Have a right to positive role models.
 - Deserve to be in safe and nurturing environments.
 - Learn best from enjoyable and meaningful interactive experiences.
- We believe parents/guardians:
 - Are their children's first and foremost teachers.
 - Are our most valuable partners.
 - Should be honored for their beliefs.
- We promise to:
 - Live our belief statements in what we say and do;
 - Model caring, honesty, respect, and responsibility;
 - Nurture and honor each participant in our care;
 - Keep participants safe from harm; and
 - Help participants to be the best that they can be.

Registration Information

Registration for the different programs may be done in the following ways:

- ◆ Online at www.ymcahonolulu.org
- ◆ In person at the branch. In person registration is required for families who are applying for financial assistance for any Y program.

Please refer to program specific information available on our website (www.ymcahonolulu.org) or at your Y branch.

Medical and Special Accommodations Requirements

To assist the Y in providing a safe environment and the best care possible for our participants, parents/guardians are asked to provide information on any medical or special accommodation needs that their child/teen may have (e.g. food allergies, physical limitations). This information should be provided on the Registration Form or in writing prior to the child/teen starting the program. Children and teens who are not registered students in a Department of Education or licensed independent school in the State of Hawaii (out of state, international) are required to provide proof of Tuberculosis clearance by a licensed physician at the time of registration. For foreign language assistance, please inquire at the Y branch. Children needing to take medication during program hours must have their doctor complete a Medication Administration Form. All medication and forms must be submitted to the Program Director in its original container.

Cancellation Policy

Parents/guardians should inform their branch as soon as possible if there are changes to their participant's program registration. Cancellations must be in writing and received prior to the start of the program. Cancellations are subject to processing fees as follows: prior to start of program - refund less 30% (or up to \$50.00), on the first day of program - prorated refund less 30% (or up to \$50.00), no refunds or credits after the first day of program. The Y reserves the right to make program changes due to enrollment. In the event of inclement weather or natural disaster, which the Y has no control over, the Y may need to cancel its programs and/or close its facilities. Also, if the selected off-site program venue poses a safety hazard for staff and participants, there may be the need for the Y to cancel or modify its programs. A refund or credit will not be issued in these cases.

Financial Assistance/Payment Plans

The Y believes its programs and services should be accessible to everyone. Through the generosity of donors, the Y is able to provide financial assistance for those in need. Applications for financial assistance are available at your Y branch. Financial assistance will be awarded based on availability of funds; therefore, families are encouraged to apply early. Please contact your Y branch for information and applicable deadlines.

Payment plans are available at no additional cost. Contact your Y branch for information and assistance.

DHS Reimbursement Paperwork

Parents that are receiving DHS benefits and need their DHS 918 Child Care Certificate and Provider Confirmation Form completed must pay the program fees in full. Once payment is made at your Y branch, the DHS 918 Form may be submitted. All information must be completed including the "Worker's Name", "Unit/Tel", and "Client ID#". Incomplete forms will be returned and will delay the registration process.

Program Staff

To provide participants with safe, fun, and meaningful experiences, all program staff are provided with pre-program training. Staff members who are certified in CPR and First Aid are scheduled for all shifts and field trips. Group leaders must be 18 years of age or older, have no history of child abuse/neglect, and receive positive reviews on personal and past work related reference checks. Program aides hired to assist group leaders must be 16 years of age or older.

Program Hours

Please refer to the program specific flier/brochure or call the branch's program office.

Keeping Our Parents/Guardians Informed

Newsletters will be sent home to keep parents/guardians informed of scheduled activities, field trips, special events, and other important program information. For our summer programs, branches also maintain a parent/guardian bulletin board with postings of branch and community news. Parents/guardians are also encouraged to communicate any questions or concerns with their participant's group leaders or program director.

Parent/Guardian/Family Involvement

The Y values parent/guardian and family involvement. Family events that are scheduled throughout programs will be announced in newsletters and on branch bulletin boards. Parents/guardians are encouraged to speak to program staff if they would like to share an experience (story, game, special snack, etc.). Parent/guardian contributions are valued and enrich the program activities for the participants.

Sample Program Day Schedule (Will Vary by Branch & Specific Program)

Opening Assembly: Announcements, Songs, Cheers

Activity Period

Break

Activity Period

Activity Period: Lunch

Activity Period

Activities will vary depending on the program (day camp, intersession, one-day) but typically include arts and crafts, cooking, read aloud and extension activities, team building games, movement/dance, songs/cheers, outdoor games and sport skills. Branches will provide information on specific activities planned at the start of each program.

Absences and Illnesses

If a participant will not be attending a program day, parents are asked to notify program staff as soon as possible. Participants who are ill should not come to program. Back up arrangements for child care should be made for such times. To report an absence, parents are asked to notify their branch by calling no later than the designated program time (check with the branch) of the day the participant will be absent from program. There are no credits or refunds issued for absences.

When a participant becomes ill or tells their group leader or program staff that he or she is not feeling well, the participant will be brought to the program office. While the Y is not medically staffed, the participant's temperature will be taken and the participant will be allowed to rest in a quiet area. Staff will contact the participant's parent/guardian. If the participant is running a fever and/or is visibly ill, the parent/guardian will be asked to pick the participant up as soon as possible. Should the participant come down with a communicable illness, parents/guardians should contact our office as soon as possible so that information on symptoms to watch for can go out to parents of our other participants.

Monthly and Year Round Programs

Monthly and year round programs such as Aquatics, Performing Arts, Music, and Sports require the presence of a parent/guardian or another authorized adult on site at all times.

Sign In/Out Procedures for Part Day and All Day Programs (Preschool, Intersession & Summer Programs)

Official start time is 8:00 a.m. for most of the all-day out of school time programs (summer day camp, intersessions, and waiver days) but may vary depending on the program and/or branch. Y branches each have specific instructions as to where program participants should report to when arriving prior to this start time.

Y staff will always ask for a photo I.D. at pick up time. Participants will only be released to the authorized individuals listed on the registration form. It is important that this list is kept current. Parents/guardians should inform the program office in writing of any changes to their list of authorized individuals for pick up as well as all contact numbers (home and work telephone numbers, cellular numbers, addresses,

and email addresses). A change of information form can be obtained at the program offices.

We ask that parents/guardians communicate any special circumstances that will require special attention in the receiving and releasing of participants. To ensure the safety of all participants within the program, the Y requires parents to provide original court documents to the program director prior to program start date. It is the responsibility of the parent/guardian to inform the Y of court documents. The Y will be unable to assist in enforcing court documents if parents fail to provide them.

***COURT DOCUMENTS ARE NON-TRANSFERABLE FROM PROGRAM TO PROGRAM ***

Court documents may include:

- Ex Parte Petition for Restraining Order for Protection and Statement
- Temporary Restraining Order (TRO)
- Notice of Hearing
- Order of Protection
- Proof of Service
- Amendment of Order of Protection
- Dissolvement of Order of Protection

Meals

Refrigeration and/or warming up of food is not provided. Meal and/or snack items should be ready to eat. The use of ice packs, frozen individual cartons of juice or frozen water bottles (no frozen carbonated drinks please) in insulated lunch bags are all good options of ensuring cold food items remain cold and provide a nice, cool drink for the participant when the juice or water thaws.

Some of the Y branches are able to offer a lunch and/or snack program for an additional cost. Parents/guardians should check with their Y branch for more information.

The YMCA of Honolulu implements the Y-USA's national Healthy Eating and Physical Activity Standards. Therefore, parents/guardians are encouraged to send nutritious lunches that include 1-2 servings of fruit and/or vegetables, no fried foods, a moderate serving of sugar-sweetened snacks, and no sugar-sweetened beverages. Water is the beverage of choice.

Water Bottle

Due to the high level of activities and frequent outdoor time, participants should come to program with a bottle of water each day. All water bottles should be labeled with the participant's name.

Program Attire

Participants should report to program in comfortable "play" clothing. Participants will typically engage in arts and crafts and various outdoor activities that may soil their clothes. Clothing that will restrict activity should be avoided.

Footwear

Footwear is required. Covered sports shoes are highly recommended. For safety purposes, Heelys and high-heeled shoes are not allowed. For certain activities and field trips covered shoes will be required.

Lost and Found

All personal items (clothing, footwear, water bottle, lunch containers/bag, etc.) should be labeled with the participant's name. This will help staff to return lost items to their owners. All remaining unclaimed lost and found items will be donated to a local charity at the end of the program session.

Swimsuits

On days when swimming is a scheduled activity, all participants will need to bring a swim attire, a change of clothes, a towel, and a plastic bag. Each item should be labeled with the participant's name. The Y is not responsible for lost items.

Swim attire should be conservative. Board shorts or swim shorts should not exceed one's knees in length. The waistline should be snug, not hanging down on the hips. Swim attire should cover the entire torso, with no exposed mid-drifts. Rash guards, sunglasses, visors and hats are recommended to reduce exposure to the sun.

Sunscreen

The Y has established specific procedures and practices regarding sunscreen application for daily sun protection of our participants and staff. Participants should bring sunscreen to program every day and keep it in their backpacks. Sunscreen containers should be labeled with the participant's name. Spray on sunscreen is recommended because staff can only assist with the application if it is spray on. Other forms (cream, lotions) must be applied by the participant independently. Staff will be instructed to incorporate sunscreen application time throughout the day, especially before recreational swim and going outside to play or to do an activity. Parents/guardians should check each morning to be sure participants have their sunscreen in their bag.

Valuables

All valuables (any electronic device including cell/mobile phones, toys, Pokemon Cards, Kendamas, Smart Device, etc.) should be left at home. Items of value may be stolen, misplaced or broken. The Y or its program staff will not be responsible for any lost, stolen or damaged personal items that are brought to program.

No Photo or Video Taping

For the safety of the participants and staff, the Y prohibits any photo or video taking by program participants.

Medication

The staff will not take responsibility for storing, holding, dispensing, or administering medication to participants. If a participant has a medical condition that requires the use of medication such as breathing inhalers, parents/guardians should discuss this with their branch program director prior to the start of program.

Exceptions with special provisions can be made with approval from the program director. A Medication Administration Form will be required.

Behavior Policy

It is the goal of the YMCA of Honolulu and program staff to provide a healthy, safe, and secure environment for all participants. The Y staff teach the four core values of caring, honesty, respect, and responsibility.

All Y program participants are expected to follow the behavior guidelines and to interact with their peers in ways that reflect the core values. All program staff are trained in child/group management, positive assertive discipline and other appropriate strategies to guide and facilitate appropriate behavior of our participants. Each branch may develop additional rules specific to their site, however, the following are general rules that are to be expected of all Y program participants. We ask that parents review the following rules and any additional rules that the branch staff provides before the start of and throughout the program.

General Program Rules

1. Verbal and physical fighting, bullying or teasing will not be tolerated.
2. Participants are to stay with their assigned groups at all times, unless the program staff give specific permission to leave the group temporarily.
3. Program participants will be provided with staff supervision at all times.
4. Program participants are to show respect for other children, staff, and their surroundings.
5. Program participants are to behave and speak in a caring manner at all times.
6. Program participants are to be responsible for their actions, their belongings, and for their surroundings.
7. Program participants will be asked to communicate honestly with each other and with staff.
8. Safety is everyone's number one priority. Program participants are asked to listen to their group leaders/program staff at all times and to report any unsafe incidents right away. An incident that results in injury or potential injury to a child or another person or makes others feel afraid or uncomfortable will be considered unsafe.

Discipline Policy

If a participant is experiencing difficulty of some kind at home, it is highly probable that this will affect the child/teen's behavior in the program. Parents/guardians should inform the program staff of any incident or situations (military deployment, loss of family member, etc.) that will assist them in working with and supporting the needs of the participant. The Y strives to work as a team with the family for the betterment of the participant. This enables the Y staff to provide the best environment for the participant's growth and development.

One of the most important approaches towards behavior management is to be proactive. This is achieved through using techniques such as consistent acknowledgment of appropriate behavior that demonstrates the core values,

redirection and skillful guidance.

If a participant is involved in an inappropriate behavior, the following steps will be taken:

- Step 1: The participant will be given a natural and logical consequence to their action. Staff will guide them to problem solve and help them understand the connection between their action and the consequence.
- Step 2: If it is necessary, the participant will be removed from the group and given time to calm down. A quiet time to think will give the participant a chance to cool off and be able to discuss the situation with their group leader and come to a resolution together. Parents/guardians will be notified at pick up time.
- Step 3: A second offense in inappropriate behavior will result in staff contacting the parent/guardian for a conference. This will enable staff to seek the support of the parent/guardian and obtain additional information and suggestions on how to handle the participant's behavior. A plan will be developed with agreement by all parties (parent/guardian, child, and staff) on the expected behavior and consequences for misbehavior.
- Step 4: A third offense will result in staff contacting the participant's parent/guardian to come for the participant immediately. Depending on the severity of the behavior, a participant may be suspended for 1 – 5 program days.

If none of the above measures are effective, and the participant's inappropriate behavior continues the participant will be dis-enrolled.

For behavior that is violent in nature (causes serious physical or emotional harm to others or to property), the program director may make the decision to immediately suspend or dis-enroll a participant from program without taking the steps described above.

The Y staff will work with the parent/guardian in the best interest of the participant as much as possible. In instances where a resolution cannot be reached, the decision of the program director will be final. There will be no refund or credit of program fees for days missed due to suspension or termination from program.

Field Trips

Field trips are highlights of Y programs. Parents/guardians will be notified of when field trips are scheduled via weekly newsletters and postings on parent/guardian bulletin boards. Permission forms signed by parents/guardians will be required for participation in all off-site field trips. The expectation is that all participants go on the scheduled field trips as the trips are part of the learning and thematic experiences of the program. There will be no child care provided at the branch for participants who do not go on field trips. Therefore, parents/guardians will need to keep their participant at home on these days or find alternate child care outside of the Y.

It is important that participants arrive on time on field trip days. Should a participant arrive after the bus has departed, a participant may be transported by their parent/guardian to the field trip location or otherwise the parent/guardian will have to find alternate child care outside of the Y for that day.

Transportation for field trips is provided by certified bus companies or by Y owned buses. When a Y bus is used, only staff certified to drive the bus will be used as drivers.

Bus Rules

When being transported by bus, participants must abide by the following rules. The driver has full authority on the bus. The group leaders will work with the bus driver to enforce all rules. Parents/guardians should review the following rules with participants before the first day of program. Parents/guardians and participants will be held accountable for the knowledge of these rules. Participants who continually violate the bus rules will lose busing privileges.

- Participants are to be seated and facing forward while on the bus.
- Participants are to keep all hands and arms and objects inside the windows of the bus at all times.
- Eating or drinking is not allowed on the bus.
- Participants should speak with inside voices while on the bus.
- When the bus is equipped with seat belts, participants will be required to wear them.

Program Evaluations and Surveys

We value your opinion and truly want to make the Y Program experience a positive one for all of our participants. For this reason, your feedback will be solicited through program evaluations and/or surveys that are distributed by our program staff and/or a third party provider. Program evaluations will give you an opportunity to rate our program and provide the Program Administrator valuable feedback. Program evaluations are anonymous. Changes have been made to our programs in the past based on feedback from parents/guardians. You may turn your evaluation into your child's leader, submit it to the program office or mail it in to the address provided below. For third party evaluations, please follow the instructions provided to you in the evaluation.

YMCA of Honolulu
ATTN: Executive Director of Children's Programs
1441 Pali Highway
Honolulu, Hawaii 96813

Questions, Concerns, Comments

Please contact us with any questions or comments that may come up after reviewing the contents of our Parent/Guardian Handbook. Should questions or concerns arise during your child's experiences in our program, you are encouraged to speak to the branch program director. Branch contact information can be found on page 4 of this handbook.

Parent/guardians are reminded that the YMCA's utmost responsibility is to ensure a safe environment for our program participants and staff. Our Y staff will be able to schedule a conference time, either in person or over the telephone, to discuss your concerns with you. We ask that when addressing any complaints or incidents of concerns with staff, that it be done so in a respectful and calm manner. Foul

language, yelling, or threats (verbal or in body gestures) that may be deemed as harassment, cannot be allowed, particularly in the presence of the children. Program staff will work to resolve concerns or issues, therefore, refrain from confronting program participants or their parents/guardians. Instances of this nature may lead to disenrollment of your child from the Y program. Unresolved issues of concern may be brought to the attention of the Association's Executive Director of children's programs: Diane Tabangay, 808-541-5470; dtabangay@ymcahonolulu.org.

YMCA of Honolulu
Abuse Prevention Policies and Procedures
Child Care Programs

Notice to Parents/Guardians

(Effective 06/01/07)

Dear Parents/Guardians:

The YMCA of Honolulu is committed to the protection and safety of the children involved in all of its youth and child care programs. Rules and guidelines for YMCA staff and volunteers have been implemented to ensure clarity in the expected attitudes and behavior of those who are primarily responsible for the care, program quality and environment provided for your children. We believe that it is important to share these with you and ask that you review the attached YMCA Code of Conduct required of our staff and the following Parent/Guardian Statement of Understanding. We also ask for your assistance in reporting any staff behaviors or incidents that you may observe that do not adhere to or that may be in possible violation of our Code of Conduct. Reports can be made to any of the YMCA contacts listed below. All reports will be held to the highest level of confidentiality possible to the extent that a full investigation can be made.

Mahalo,

The Management Team
YMCA of Honolulu

YMCA of Honolulu Contact:

Diane Tabangay
Executive Director of Children's Programs
(808) 541-5470

PARENT/GUARDIAN STATEMENT OF UNDERSTANDING

I understand that the YMCA staff and volunteers are not allowed to babysit or transport children at any time outside the YMCA program. Immediate disciplinary action will be taken by the YMCA if a violation is reported and confirmed.

I understand that YMCA staff is instructed against having personal relationships outside of the YMCA program with youth participants under the age of 18 (babysitting, dating, etc.). Likewise, the YMCA deems it inappropriate for acts of affection to be displayed by youth participants towards other youth participants and towards YMCA staff. Such behavior may result in the disenrollment of the youth from the program.

I understand that I am not to leave my child at the YMCA or program site unless a YMCA staff or volunteer is there to receive and supervise my child. YMCA staff is required to wear their YMCA staff t-shirt and/or name tag during program hours.

I understand that YMCA staff is not to give individual gifts to children/youth participants. When gifts are given they will be given to all children in the program. Should my child receive a personal gift from a YMCA staff member, I will report it to a supervisor.

I understand that my child will not be allowed to leave the program with an unauthorized person. Any person authorized to pick up my child including older siblings or other relatives must be listed with the YMCA and that they will be required to provide photo identification when picking up my child. All other arrangements must be made in writing. Arrangements made via telephone will be accepted and approved for emergency situations and on a case by case basis only.

I understand that the YMCA staff reserves the right to refuse release of my child to any individual who arrives to pick him/her up that appears to be under the influence of drugs or alcohol. I further understand that the YMCA staff will have no recourse but to contact the police. The child's safety is of utmost importance; therefore, please do not put staff in the position where they feel they must make a judgment call.

I understand that I can ensure my child's safety by taking an active interest in his/her YMCA experience. I will monitor volunteer and staff interactions with my child and ask specific questions about program activities and volunteer or staff relationships with my child.

I understand that YMCA staff is instructed to respect my child's rights not to be touched in ways that make him/her feel uncomfortable, and his/her right to say no. Physical contacts, which may include but not limited to tickling, wrestling, prolonged hugs, allowing youth on staff laps, etc. are prohibited. I further understand that YMCA staff may contact me for assistance when my child needs help with his/her toileting needs and/or in changing soiled clothing.

I understand that Y staff is expected to demonstrate the Y Core values of caring, honesty, respect and responsibility in their interactions with other staff and volunteers and with children and youth participants in their programs. I further understand that my child is also expected to demonstrate the core values in their interactions with their peers as well as with the Y staff.

I understand that I must do my part in ensuring the program environment is a safe place for children and staff. I am to direct any concerns or complaints to the appropriate branch program director or to the executive director of child care, and

will not confront program participants or their parents with whom my concerns involve. I further understand that inappropriate language and/or behavior that may appear threatening, particularly in the presence of program participants, may result in the disenrollment of my child from the program.

I understand that the Y is mandated by state law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

I understand that any alterations to the Y's registration form, including additions and deletions of information on authorized persons for pick up and permission for a child/youth to sign themselves out, must be done in writing and signed by the child's parent/guardian.

I have received a copy of the YMCA of Honolulu program handbook that describes the policies and procedures and will retain this handbook for future reference.

YMCA of Honolulu Staff and Volunteers
CODE OF CONDUCT (Revised, Effective 01/01/2017)

1. At no time during a YMCA program may a staff member/volunteer be alone with a single child/youth where they cannot be observed by others. When supervising program participants, staff/volunteers should space themselves in a way that other staff can see them. (NOTE: Volunteers should always supervise/care for children/youth in the presence of a Y staff.)
2. Program participants shall never be unsupervised.
3. Restroom supervision: Make sure suspicious or unknown individuals do not occupy the restroom before allowing children/youth to use the facilities. Stand in the doorway while children/youth are using the restroom. This policy allows privacy for the children/youth and protection for the staff/volunteers (not being alone with a child/youth). If staff is assisting younger children, doors to the facility must remain open. No program participant, regardless of age should ever enter a bathroom alone on a field trip.
4. Conduct or supervise private activities in pairs - diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff/volunteers should be positioned so that they are visible to others.
5. Staff/volunteer shall not abuse children/youth including:
 - *Physical abuse* – strike, spank, shake, slap;
 - *Verbal abuse* – humiliate, degrade, threaten;
 - *Sexual abuse* – inappropriate touch or verbal exchange;
 - *Mental abuse* – shaming, withholding kindness, cruelty;
 - *Neglect* – withholding food, water, basic care, etc.Any type of abuse will not be tolerated and may be cause for immediate dismissal.
6. Use positive techniques for guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child/youth or others from harm), is only administered in a prescribed manner and must be documented in writing.
7. Uphold the YMCA's Behavior Policy and Program Rules. Address inappropriate behaviors by children/youth (fighting, bullying, teasing, cyber bullying, etc.) immediately and appropriately. Report such behavior to program supervisors promptly.
8. Be observant of children/youth each day as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented.
9. Respond to children/youth with respect and consideration and treat all children equally regardless of sex, race, religion, culture, economic level of the family, or disability.
10. Staff/volunteer should not give or receive excessive gifts (e.g., video games, jewelry) to/from program participants.
11. Possession or use of any type of weapon or explosive device is prohibited.
12. Using YMCA or personal devices to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages or develop online relations is not allowed.
13. Respect children/youth's rights not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched in areas of their bodies that would be covered by a bathing suit. Physical contacts which include but not limited to tickling, wrestling, prolonged hugs, allowing children/youth to sit on staff's lap, etc.
14. Will refrain from intimate displays of affection towards others in the presence of children, parents/guardians, and staff.
15. While the YMCA does not discriminate against an individual's lifestyle, it does require that in the performance of their job they will abide by the standards of conduct set forth by the YMCA.
16. Staff/volunteers must appear clean, neat, and appropriately attired (Reference: Work Attire Policy).
17. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
18. Smoking or use of tobacco or e-cigarettes in the presence of children /youth or parents/guardians during working hours is prohibited.
19. Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment in the presence of children/youth or parents are prohibited.
20. Staff/volunteers must be free of physical or psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
21. Staff/volunteers will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
22. Staff/volunteers may not be alone with children/youth they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepovers, dating and inviting children/youth to your home. Any exceptions require a written explanation before the fact and are subject to administrative approval.
23. Staff/volunteers are not to transport children/youth in their own vehicles. (Staff/volunteers assigned to contracted programs shall refer to program specific policies/procedures for additional requirements and restrictions.)
24. Staff/volunteers may not date program participants under the age of 18 years of age.
25. Under no circumstance should information on children/youth be released to anyone other than the authorized parent/guardian, or other adult authorized by the parent or guardian. Designation of authorized individuals is provided in writing as part of the program registration process. In addition, a pre-assigned Kid Code (security password) provided by the parent/guardian is maintained on file. Staff will verify the Kid Code when a parent/guardian calls in authorization of an individual that is not listed on the child's registration documents.
26. Staff/volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend training on the subject, as instructed by a supervisor.
27. Report to a supervisor any incidents observed where other staff or volunteer violates any of the policies listed in Code of Conduct.
28. Act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.
29. YMCA provided logo clothing that identifies them as YMCA STAFF/volunteer shall not be used for off-duty activities, unless the receive authorization to do so from their supervisor.
30. Staff/volunteers who are arrested, convicted of, plead guilty to, or are sentenced for a criminal act are required to report the arrest, conviction, plea or sentence to their supervisor and Human Resource Director immediately.

I Understand that any violation of the Code of Conduct may result in immediate termination.

Signature

Supervisor Signature

Date

Creating A Child Safe Environment

Y and Youth

Parents place their trust in the Y to help their children and youth thrive. Our core values-caring, honesty, respect, and responsibility-are part of everything we do. Because of this, we place great value on creating the most child-safe environment possible.

These programs take place at our branch locations throughout Oahu and a number of sites in communities including various public elementary, middle and high schools.

YMCA Child Safety Policy

OUR STAFF

YMCA of Honolulu staff members and volunteers working with children and youth in the many programs we offer.

OUR SCREENING

To keep participants in our programs safe we take the following steps in our intensive screening of employees and volunteers:

- Detailed application forms
- Comprehensive interview process
- Reference checks
- Criminal background record checks and fingerprinting
- Internet Searches

OUR TRAINING

Employees complete an extensive child abuse prevention training program. Supervisors and managers complete additional training to further promote a child - safe environment. All staff members are mandated to report any suspected child abuse.

OUR POLICIES

Staff is prohibited from working one-on-one with participants outside of the Y (i.e. babysitting). Policies exist to ensure staff and volunteers are not alone with a participant.

Child abusers can be parents/guardians, caretakers, friends, neighbors, or anyone who comes in contact with your child—even other youth. It takes everyone’s help to stop the cycle of abuse.

Working Together For Safety

Talk to your child about your child's experiences in YMCA programs, school, sports, and other activities.

Drop in on your child's programs.

Trust your instincts. Don't wait to tell us if something seems "strange." Speak up! Watch for warning signs of abuse:

- Unexplainable bruising or other physical markings
- Disturbed sleeping or eating patterns
- Abrupt changes in behavior-anxiety, clinging, aggressiveness, withdrawal, depression
- Fear of a certain person or place
- Discomfort with physical contact
- A child who abuses other children

Listen and watch for signs of your child receiving special attention that other children or teens are not receiving, including favors, treats, gifts, rides, increasing affection or time alone, particularly outside the activities of school, child care, or other activities.

Every once in a while, ask your child these questions:

- Is anyone scaring or threatening you?
- Is anyone asking you to keep secrets?
- Has anyone said anything to you that made you feel bad? Is anyone touching you in a way that you don't like?

Encourage your child to tell you or another trusted adult if anything happens to your child.

Read our staff Code of Conduct. If someone breaks it, let us know immediately.

We want all children to be safe.
Unfortunately, child abuse does exist, taking many forms.

Emotional – Threatening a child or using words that can hurt a child's feelings and self-esteem; withholding love and support from a child

Physical – Causing injuries to a child on purpose, such as bruises, burns, scars, or broken bones

Sexual – Having sexual contact in any form with a child, including exposing, fondling, intercourse, pornography, internet solicitation, or written, photo or typed communication/exchange (e.g. sexing)

Neglect – Not providing children with enough food, clothing, shelter, medical care, hygiene, or supervision

IF YOU SUSPECT ABUSE...

- If you think your child is physically injured, seek out appropriate medical attention.
- If you see signs of distress, withdrawal, or acting out, consider counseling for your child.
- Talk to your Y program director for assistance.
- Call Child Welfare Services (CWS) or the police to report any abuse.

Child Safe Resources

If you have any questions or concerns regarding a Y staff person or program, make a confidential call to the Child Safe Hotline at:
808-531-3558

**Child Welfare Services
To report child abuse:
Oahu (24 hours) – 808-832-5300**

**Sex Abuse Treatment Center
(24 hour hotline)
808-524-7273**

**Domestic Violence Action Center
Oahu – 808-531-3771**

Hawaii Department of Justice: Children's Justice Center Oahu – 808-534-6700

YMCA of Honolulu
Youth Programs - Parent Handbook

Parent/Guardian Acknowledge and Agreement

Parent/Guardian's Name _____

Parent/Guardian's Name _____

Name of Program Participant(s):

I/We have been issued a copy of the YMCA of Honolulu Parent Handbook. I/We have read and understand to the policies and procedures as outlined in the parent handbook. I/We agree to abide by these policies and procedures and will review the applicable rules and expectations with my/our child/children.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Note to parents/guardians: After reviewing the parent/guardian handbook, please complete this page, remove, and submit it to your Y branch.

Mahalo!