



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ACTIVE, SAFE & HAVING FUN

Parent Handbook for Licensed School-Age Child Care Programs



YMCA OF SOUTH HAMPTON ROADS

GENERAL CHILD CARE INFORMATION

Welcome! Our intent is to make our child care program a happy and safe experience for your child. The Y is the largest nonprofit child care provider in the United States, with a history of stability built on Judeo-Christian principles and morals. Our services extend throughout the community, reaching children of varied ethnic, cultural and socioeconomic backgrounds.

Our purpose in providing quality child care programs is to support parents in their desire for children to grow to their fullest potential. Providing a safe environment, meeting their need for challenge, stimulation and ideas, and surrounding them with people who know how to listen will help achieve that goal. Each child has talents and skills to develop, energy to put to use and huge reservoirs of creativity that need to be encouraged.

YMCA CHILD CARE DAYS & HOURS OF OPERATION

YMCA Child Care is available Monday through Friday, with the following exceptions:*

- Labor Day
 - Memorial Day
 - 4th of July
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve
 - Christmas Day
 - New Year's Eve day
 - New Year's Day
- *Additional days may be added at the discretion of the YMCA family center.

Child care and camp programs open at the following times:

6am

- Currituck Family YMCA (Before-care)
- Effingham Street Family YMCA
- Hilltop Family YMCA
- Indian River Family YMCA
- James L. Camp, Jr. Family YMCA
- Mt. Trashmore Family YMCA
- Princess Anne Family YMCA
- Suffolk Family YMCA
- Taylor Bend YMCA (Before-care)

*Before-school care is not available in Chesapeake.

6:30am

- Salem YMCA Family Center
- YMCA child care at Suffolk schools
- Indian River Family YMCA
- YMCA Camp Red Feather
- YMCA Camp Arrowhead

7:00am

- YMCA child care at Norfolk schools

7:30am

- Albemarle Family YMCA
- Currituck Family YMCA (Camp programs)
- Outer Banks Family YMCA

All child care programs close at 6:00pm.

Before-school care is available from the start time listed above until the beginning of the school day. After-school care is available from the closing of the school day until 6pm. It may be necessary to close centers on other days at the program director's discretion. Proper notice will be given.

SCHOOL SCHEDULED CLOSINGS

On days when school is closed (e.g. teacher work days, President's Day), care is available during normal child care hours through School's Out Camp at each YMCA family center.

APPLICATION & REQUIRED PAPERWORK

All parents must complete a child-care application for each child attending the program and return it before your child's first day in the program. Each application must be accompanied by:

- Immunization records
- Proof of birth/child's identity as listed on the child-care application
- Physical examination (also known as a School Entrance Form) signed by a physician.

Failure to submit the required paperwork listed above may result in delay in the start of care until paperwork is received.

ADMISSION POLICIES

The YMCA of South Hampton Roads licensed school-age childcare programs child care program admits children 2–12 years of age. Children of any race, color, religion, gender and national/ethnic origin are granted all rights, privileges, programs and activities generally accorded or made available at school. The YMCA of South Hampton Roads will address physically challenged and special needs children on a per request basis with the hope that we can serve all children who come to us. The YMCA of South Hampton Roads does not discriminate on the basis of race, color, religion, gender or national/ethnic origin in administration of its personnel and admissions policies. It is our hope to have a culturally diverse population within our staff, participants and programs.



COMMUNICATIONS

For immediate assistance and in case of emergency, the best mode of communication is to call your YMCA family center directly. If we must get in contact with you due to an emergency, we will begin to call the numbers listed on your child care application in priority order. If we are unable to reach a parent or guardian, we will begin to call the emergency contacts. There are many other ways that we communicate with our members, including the following:

- www.ymcashr.org—utilizing our website alert system for breaking news
- E-mail updates
- Blog
- Direct mail
- Follow your YMCA family center and the YMCA of South Hampton Roads on Facebook and Twitter
- SMS Alerts: text message to 33733 with your family centers keyword to receive text message alerts. Standard text messaging rates apply. **Text your family center’s keyword (see back cover) to 33733 to sign up for text message alerts.**

ORGANIZATIONAL CHART

The structure of the YMCA of South Hampton Roads includes a volunteer board of directors that is responsible for the financial stability of the organization and all policy making. The policies that the board creates are carried out by paid professional staff, who are listed below:

- President & CEO of the YMCA of South Hampton Roads
- Chief Operating Officer
- Chief Strategy Officer
- VP of Youth Development or VP of Social Responsibility
- Executive Director
- Youth Director
- Site Director
- Teacher/Counselor

INSURANCE

The YMCA of South Hampton Roads complies with Virginia Child Care licensing standards related to participant insurance coverage.

FINANCIAL RESPONSIBILITY & ADDITIONAL FEES

PAYMENT POLICY

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 for before and after-school programs at 6pm on the Wednesday prior to each upcoming week. Your program registration is planned by the week and 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.

Weekly fees are due the Wednesday prior to the upcoming week. Fees are based upon the 180-day school calendar and are divided equally into 38 weekly payments. We understand that there are some weeks during the school year with fewer than five days of service and School's Out Camp is available on these days at YMCA family centers at no additional cost*. We do not issue credits or refunds for scheduled school holidays, sickness or closings due to inclement weather. There are no additional charges for early release days.

There is a multiple-child discount of 10% that applies when siblings are attending the same session and no other discount has been applied. **(NOT APPLICABLE FOR CHESAPEAKE PUBLIC SCHOOLS PROGRAM)**

Cash will not be accepted at school locations. Payment can be made by check, money order, credit/debit card and automatic draft. Cash can be accepted at any YMCA family center.

*With exception of Norfolk, Chesapeake, and Suffolk as they are school-based programs.

Winter Break and Spring Break camp is available and requires a separate fee at all family centers.

LATE OR RETURNED PAYMENT FEES POLICY

Payments made after deadline will be assessed an additional \$15 late fee. Your child will be removed from the program if:

- Fees become more than two weeks tardy
- Your child is absent for more than two weeks without payment. Your child may not return to the program until the balance is paid.

If your check or draft is returned for any reason, a \$25 RETURNED CHECK FEE will be assessed. If more than two checks are returned, the YMCA will be unable to accept your personal checks. At that time, all future program fees must be paid in cash or money order.

TERMINATION POLICY

If you are withdrawing your child from our program, a two-week written notification is required.

FINANCIAL ASSISTANCE

The YMCA of South Hampton Roads is able to provide financial assistance based on ability 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 ability to pay. If your family has trouble affording the weekly tuition, please contact your YMCA family center regarding financial assistance options.

If you wish to apply for financial assistance, please obtain an Open Doors application from the Member Services desk of your YMCA family center or online at ymcashr.org/opendoors. All scholarships are awarded based on availability of scholarship funds and are made possible through the generosity of YMCA donors.

LATE PICK-UP POLICY

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 the program, then a late fee will be charged to you and collected at pick-up. 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 \$15 per 15-minute interval.

If we have not heard from you by 6pm and we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come pick-up your child. If neither you nor your emergency contact can be reached, we will keep your child for one hour. After that time, the police will be contacted to see if there has been an accident and/or to drive by your home to see if there is a problem. If no problems are found, then Child Protective Services will be notified.

EXCESSIVE LATE PICK-UP POLICY

The YMCA of South Hampton Roads has found that it is necessary to have an excessive late pick-up policy, which could result in the removal of your child from our program. This policy is as follows: if you are late more than three times in any program cycle, you may be asked to remove your child. For preschool, this is three times in a year; for school-age, this is three times in a school year.

VACATION POLICY

Children cared for in a YMCA school-age program will be allowed one week of “vacation” or “absenteeism” per school year, accrued after 12 weeks of program attendance. If you do not use your week of sick/vacation credit for any given year, you lose it. Vacation/sick credit cannot accrue from year to year. Payments must be current in order to take advantage of vacation/sick credit. Parents are asked to give the director notice prior to a planned vacation.

PARENT RESPONSIBILITIES

ARRIVAL AND DEPARTURE

Parents are expected to sign their children in upon arrival in the morning and sign them out before leaving in the afternoon. There is a SIGN-IN/SIGN-OUT preprinted sheet available as you enter the program. All persons signing children in/out must be at least 16 years of age.

AUTHORIZATION TO PICK UP

Authorization to pick up a child is given in the child-care application. We will not release your child to a person not authorized in writing by the custodial parent. Identification will be requested of anyone that we do not know. 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.

FOOD ALLERGIES/OUTSIDE FOOD

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 centers, 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 director in advance.

VISITATION / INVOLVEMENT / FEEDBACK

The YMCA of South Hampton Roads 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 Y will also provide quarterly 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.

UP-TO-DATE INFORMATION

We ask that any updates to phone numbers, emergency contacts or authorized pick-up be given in a timely manner. We will ask you to review your child's information on file quarterly.

NOTIFICATIONS OF 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.

PARTNERS IN CARE

At every opportunity we hope to promote the mission and core values of the YMCA. Parents/guardians not displaying these core values to their children, our staff or other stakeholders could be asked to exit the program.

HEALTH & SAFETY

MEDICATION POLICY

If your child requires medication during care, we must have a signed authorization through a Medication Administration Form. Medication Administration Forms can be obtained from a staff member. Over-the-counter Medication Authorizations are good for one week and then the Medication Authorization Form must be completed again. Prescribed and/or long-term medications for such things as asthma, ADHD, allergies etc, must have the Medication Administration Form completed by a medical doctor. All medication must be in the original bottle labeled with the child's name and will be stored in a locked box.

Please understand that it may not always be possible to administer medications as requested, and we cannot be responsible for missed doses. We are not required by law to administer medication and only do so as a service to the parent. Whenever possible, school-based programs will ask the school nurse to administer medicine needed before the close of the school day. Only those YMCA child-care staff members who are certified "Medication Administrators" may dispense medications. When a child with diabetes is in the program, there will be a staff person certified in Diabetes Medication Training.

OVER-THE-COUNTER SKIN PRODUCTS

YMCA child care staff will administer sunscreen, diaper ointment/cream and/or insect repellent as needed. Please alert your child care staff of any adverse reactions. If you wish to provide your own skin product, it must be in the original container and must be labeled with your child's name. Note: Children under nine years of age may not administer their own sunscreen. YMCA child care staff will administer sunscreen to this age group in accordance with standards for licensed child day centers.

SICK CHILD POLICY

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. Re-admission 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-hour period
- 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°F
- Symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus fever)



CHILD INJURY POLICY

Our staff members are trained in First Aid and CPR and will treat your child if they sustain a minor injury while in our care. We will notify you at pick-up if your child had a minor injury during the day. If your child has an injury that may require more than our First Aid skills allow or your child has been bumped on the head, we will make an immediate attempt to contact you. If we are unable to reach you or the person you have designated in case of such emergencies, we will call the child's physician. If necessary, we will call an ambulance. The program will maintain a parent's signed consent form agreeing to this provision. Please make every effort to keep the YMCA up-to-date on phone numbers, emergency numbers and other pertinent information.

FOOD POLICY

An afternoon snack will be provided to school-age program participants. Lunches must be in an insulated, sealable container that is labeled with the child's name and date. The YMCA's child care program will not serve junk foods and/or empty calorie foods as part of a required snack. Snacks always include a minimum of two food groups. A menu will be posted for the month on the parent board. If you want to bring food for special celebrations, we ask that it be a healthy snack (popsicles accepted for special occasions).

INCLEMENT WEATHER POLICY

The Y's child care program may close during hazardous weather conditions. Inclement weather conditions may delay our opening and/or transportation of your children to school. Please note that our primary mode of communication with you will be via email and text alert system. Please ensure that you have enrolled in the text alert system for your center as well as 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 YMCA of South Hampton Roads has developed inclement weather policies for school-based programs and family center programs.



	YMCA-Based Programs	School-Based Programs
School's closed: If your city's public schools are closed due to weather...	Depending on the severity of the weather, Schools Out Camp may be available (for a limited number of children) at your YMCA family center, if the family center opens before 10am.	Depending on the severity of the weather, Schools Out Camp may be available (for a limited number of children) at your YMCA family center, if the family center opens before 10am.
Early dismissal: If the school system dismisses early due to weather...	Program will operate from the time of school dismissal and close at 6pm.	There is no afternoon care and children must be picked up at school dismissal.
Delayed Opening: On those mornings when there is a delay to the start of your child's school day...	Program will open at normal time and the YMCA will transport children to school when school opens.	There is no before-school care.

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 in paragraph two of the Late Pick-up Policy will still apply during weather emergencies.

SITE SPECIFIC POLICIES

Please see the child care staff to see your location's Emergency Action Plan, Shelter-In-Place Procedure, Evacuation Procedures, Playground Safety Policies, Injury Prevention Plan, and Daily Schedule.

CHILD'S RESPONSIBILITIES

BEHAVIOR EXPECTATIONS OF CHILDREN

There are clear and appropriate behavioral expectations for the children in our care. We try to set limits, help children understand rules and give clear definitions of acceptable and unacceptable behavior. Children are more likely to follow rules that have been introduced from the beginning. Rules that we teach include:

- We find out what the problem is.
- We address the problem in a tactful way.
- We listen to each other.
- We care about each other's feelings.
- We are responsible for what we say and do.
- We do not use vulgarity, profanity or obscenity.
- We never leave the group without permission from an adult.
- We use words, not fists, to solve problems.

DISCIPLINE POLICY

Discipline is seen as an opportunity to guide children in their relationships and actions. By working with the child and not against, the best interests of the child are put first. The goal of discipline is to have the child control his/her behavior by making conscious decisions concerning his/her actions and to give the child reasonable ownership of the consequence. Children that show a strong and sincere desire to improve will be worked with as long as they are not considered dangerous to themselves or others. Corporal punishment such as, but not limited to, spanking, forcing a child to assume an uncomfortable position, restraining to restrict movement through binding or tying; enclosing in a confined space, using exercise as a means of punishment, withholding food, water or nap is forbidden under the YMCA philosophy and policies. Toileting accidents will not be disciplined. There will be no abusive language that would include, but not limited to, threats or belittling remarks about any child or the family. Documentation of the child's behavior will be recorded in your child's file. Depending on the offense, at the discretion of the Site Director, you may be notified via phone or at the end of the day.

All YMCA youth staff members have been trained to adhere to the following protocol when dealing with challenging behavior.

Step 1:

When a child acts out for the first time, the negative behavior is discussed between counselor(s) and child until an agreement is reached. Depending on the severity of the action, the Director will be informed. Offenses related to drugs, firearms, smoking, fighting, physical or verbal abuse of staff or children, sexual misconduct, stealing and destruction of property will immediately be related to the Director.

Step 2:

If negative behavior continues, then the Director(s) will become more directly involved. Once again, the behavior will be discussed until an agreement is reached with some possible consequences of breaking the agreement. Consequences should be in direct relationship to offensive behavior whenever possible.

Step 3:

If negative behavior continues, child will meet with the Director. Parents/guardians will be called to help resolve the situation. If child is unwilling to work within set boundaries, he or she will be sent home.

If it is necessary to dismiss a child from the program for disruptive or harmful behavior or failure to abide by the Participant Agreement, **there will not be any refund of fees.**

DRESS POLICY

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 and bathing suit with towel for occasional swimming trips.

CLOSED-TOED & 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.

PERSONAL ITEMS POLICY

We have plenty of equipment and activities to keep your child busy. Please do not allow any toys, video games, electronic tablets or cell phones to accompany your child. This eliminates fights, theft and/or lost items that we cannot be responsible for AND WILL NOT REIMBURSE.

Personal space is important for every child. Our programs will have a designated place for your child to store their backpacks, lunchboxes and other items that they bring to the program with them.

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.

POOL SAFETY

Because your child is participating in YMCA swim lessons and/or free-swim time, and it is valued as a life skill, it is important that your child understands our POOL SAFETY RULES:

- Check in with the lifeguard when entering the pool area.
- Shower before entering the pool.
- No unsafe entries from the side of the pool.
- No running, pushing or shoving.
- Stay off the ropes.
- No shoes on the deck.
- Proper swim attire is required (no bare midriffs).
- No glass allowed in the pool area.
- A swim test of one pool length is required to swim in the deep end.
- When the whistle blows, pay attention to the lifeguard.

CHILD-CARE STAFF RESPONSIBILITY

DAILY SCHEDULE

Specific daily schedules are provided at each center. For school-age programs, the schedule will be comprised of a snack, gross motor movement period, academic enrichment time, and programmed and free-time activities. For preschool, the Y uses the **Creative Curriculum** program and will provide time for lunch and nap.

FIELD TRIP POLICY

In order to reduce paperwork and waste, the FIELD TRIP AGREEMENT authorizes the YMCA of South Hampton Roads to take your child on all field trips for the school year with a 24-hour notice. We do this rather than having a separate permission slip go home for every trip, risking confusion, loss and the possibility that we would not be able to take your child for lack of permission. You have the right to refuse permission for your child to go on a particular field trip. A 48-hour notice is required. Preschoolers under the age of 4 must have car seats. Please remember to drop off your child's car seat on the day of the field trip.

TRANSPORTATION POLICY

Whenever the YMCA of South Hampton Roads transports children, the parents can be confident that every precaution will be taken to ensure your child's safety.

Motor vehicle injuries represent the greatest threat to a child's life. We ensure your child's safety by being alert to potential dangers, eliminating or avoiding these dangers, and knowing what to do when an emergency occurs. When seatbelts are on the bus, your child will be seat-belted in and expected to stay seated. We will never transport more children in a vehicle than we have restraints. Children are expected to keep their hands to themselves and remain relatively quiet. At no time will a child be permitted to put his/her arms, hands or head out of the vehicle's windows.

No rough-housing will be tolerated at any time. Loading and unloading children will happen only when the vehicle is pulled up to a curb, the side of the road or in a driveway. We will only release children in our care to an authorized adult. At no time will an adult drive and discipline at the same time. **CHILDREN WILL NEVER BE LEFT ALONE IN A VEHICLE.**

NO BABYSITTING POLICY

YMCA child-care staff members are prohibited from babysitting any participants of a YMCA child-care program. This restriction extends to transporting family members to and from the Y, or any other function that is not YMCA program related.

CHILD ABUSE PREVENTION POLICY

The growth and development of men, women, boys, girls and families has been the Y's principle concern for over 150 years. Through programs of health and wellness, aquatics, sports, camping, parent child, family programs and child care, the Y is responding to the needs of children and families. Many changes have occurred in the lives of children and families today. Some of these changes are positive. However, the alarming increase in child abuse is of particular concern to the Y. Throughout its history, the Y has been a strong advocate for children's rights. It is therefore most appropriate that mistreatment or neglect of children and the resulting severe effects would be of primary concern to the Y.

The Y advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection, prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, yelling, striking, biting, kicking, squeezing, shaming, withholding food or rest room privileges, confining children in small locked rooms, or verbal or emotional abuse.

Affectionate touch, and the warm feelings it brings, is an important factor in helping a child grow into a loving and peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The Y encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

Based upon its concern for children, parents and YMCA staff, the following standards related to reporting procedures, staffing, standards, code of conduct and resources for parents and children, have been developed.

****Note:** The YMCA of South Hampton Roads, like many other public institutions, is mandated by law to report suspected child abuse to Child Protective Services within 24 hours of reported incident.

"CHILD ABUSE is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Child abuse may be physical, verbal, emotional or sexual. Its effects may result in severe emotional and physical handicaps, anti-social behavior, even death."



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. The YMCA of South Hampton Roads 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 (if appropriate, without pay) until the investigation is complete.
3. 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 supervisor/and VP of Social Responsibility.
4. YMCA staff and volunteers may not make contact with children or parents involved in a child abuse incident without permission of the family center executive director or VP of Social Responsibility.
5. 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).
6. All incidents or alleged offenses will be documented on the day of occurrence.

LICENSING INFORMATION FOR PARENTS

The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for the supervision, protection and well-being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs.

Standards for licensed child day centers address certain health precautions, adequate play space, a ratio of children to staff member, equipment, program and record keeping. Criminal record checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard.

If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Eastern Regional Office of Social Services at:

Eastern Regional Office
Pembroke Four Office Building, Suite 300, Virginia Beach, VA 23462-5496
(757) 491-3990

SIGN UP FOR TEXT MESSAGE ALERTS ABOUT CHILD CARE AND CAMP PROGRAMS

Albemarle Family YMCA.....	Text ALBCHILDCARE to 33733
Blocker Norfolk Family YMCA.....	Text BLOCHILDCARE to 33733
Currituck Family YMCA.....	Text CURCHILDCARE to 33733
Eastern Shore Family YMCA.....	Text ESCHILDCARE to 33733
Effingham Street Family YMCA.....	Text EFFCHILDCARE to 33733
Great Bridge/Hickory Family YMCA.....	Text GBHCHILDCARE to 33733
Greenbrier Family YMCA.....	Text GBFCHILDCARE to 33733
Greenbrier North YMCA/ Chesapeake school-based programs	Text GBNCHILDCARE to 33733
Hilltop Family YMCA.....	Text HTCHILDCARE to 33733
Indian River Family YMCA	Text IRCHILDCARE to 33733
James L. Camp Jr. Family YMCA	Text JLCCHILDCARE to 33733
Mt. Trashmore Family YMCA.....	Text MTCHILDCARE to 33733
Outer Banks Family YMCA.....	Text OBXCHILDCARE to 33733
Princess Anne Family YMCA.....	Text PACHILDCARE to 33733
Salem YMCA Family Center.....	Text SALCHILDCARE to 33733
Suffolk Family YMCA.....	Text SUFCHILDCARE to 33733
Taylor Bend Family YMCA	Text TBCHILDCARE to 33733
The Y on Granby.....	Text YOGCHILDCARE to 33733
YMCA Camp Arrowhead	Text CAMPARROWHEAD to 33733
YMCA Camp Red Feather.....	Text CAMPREDFEATHER to 33733

YMCA OF SOUTH HAMPTON ROADS

P (757) 962-5555 W ymcashr.org

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