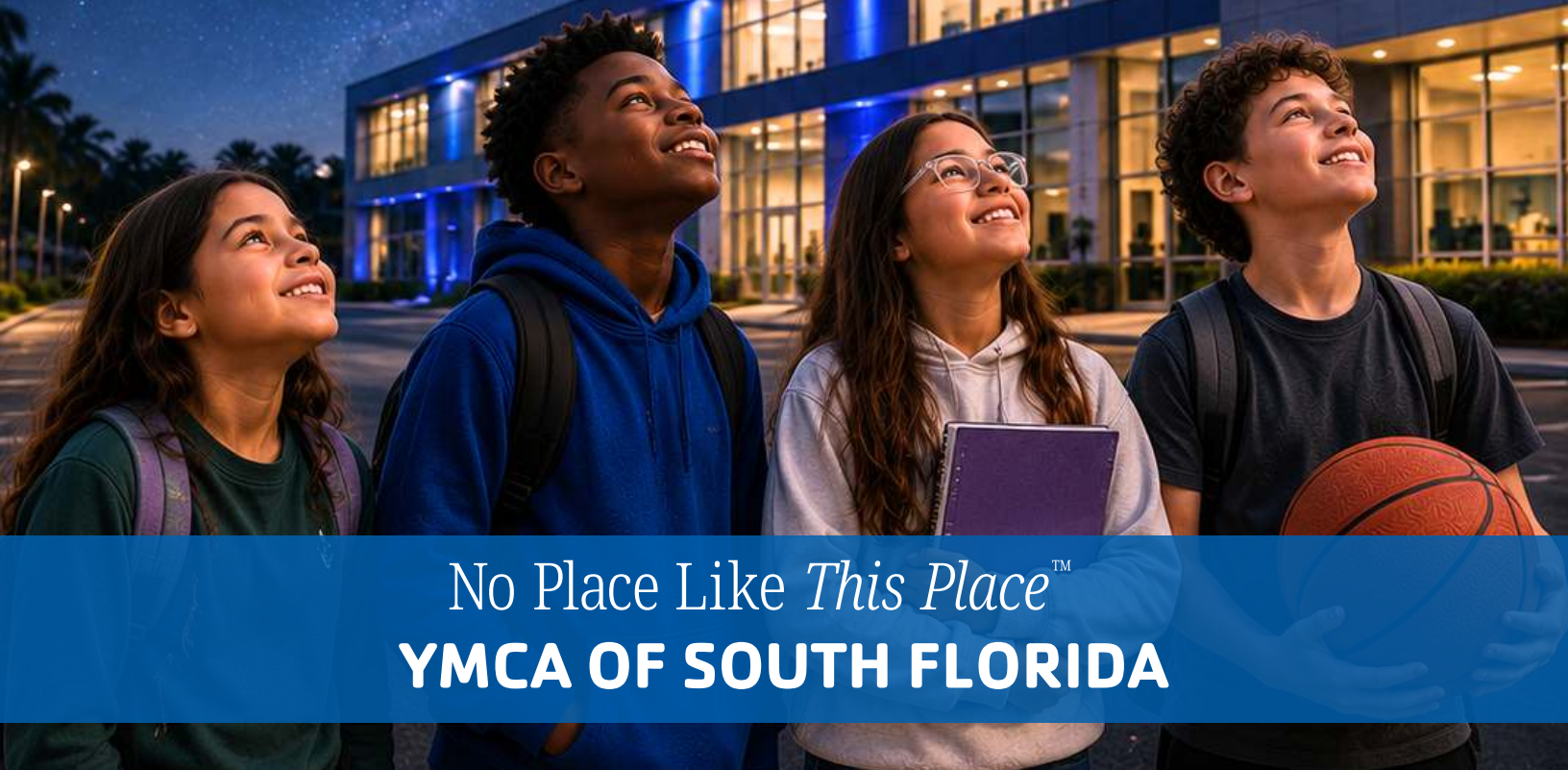




THE FIND YOUR PLACE PLACE

2026-2027
PARENT HANDBOOK
FEE-BASED PROGRAMS



No Place Like *This Place*[™]
YMCA OF SOUTH FLORIDA



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Dear Parents or Guardians,

Thank you for registering your child in the YMCA's Before/ After-School Program! We believe all kids deserve the opportunity to discover who they are and what they can achieve. Y programs provide children and teens with supervised activities that cultivate values, develop skills, and nurture relationships. We offer safe, quality, affordable, and easily accessible programs that your child will look forward to being a part of each and every day!

An important part of any Y program is the emphasis on Character Development, which focuses on the fundamental values of caring, honesty, respect, and responsibility. Daily activities incorporate these values to help participants grow into positive and responsible young people. In addition, your child's relationships with caring adult role models and a well-planned set of activities will also help define a child's experience in a Y program. Our programs provide fun and educational activities designed to allow your children to learn more about the world around them.

Activities may include:

- Education: Homework Support, Tutoring, Study Time
- Arts and Humanities: Drama, Dance, Art, etc.
- Character Development and Social Skills Development
- Health, Wellness, Fitness, Outdoor Play, Sports, etc.

Each child learns in their own special way. To continuously stimulate the young person's mind, Y Programs vary their format, providing a balance throughout the day or week. Program formats include:

- Children's Choice Activities
- Small Group or Individual Activities
- Project Time
- Large Group Activities
- Indoor and Outdoor Activities
- Snack Time

We thank you for choosing the YMCA and we welcome you to the YMCA family.

Sincerely,
The Youth Development Team



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YMCA MISSION

The mission of the YMCA of South Florida is to put Judeo-Christian principles into practice through programs that build a healthy spirit, mind, and body for all.

YMCA VISION

The YMCA of South Florida provides programs that enhance the lives of children through quality, fun, academic, and safe activities that make a positive impact. We strive to accomplish this through leadership development, building friendships, appreciating diversity, and offering unique creative experiences based on the YMCA core values of caring, honesty, respect, and responsibility.

STANDARD HOURS OF OPERATION

Programs will be open in accordance with the M-DCPS School Year Calendar.

- After School (Standard Day School): 1:50 pm – 6:00 pm
- After School (Extended Day School): 3:05 pm – 6:00 pm
- Youth Development Office hours: 8:00 am – 5:00 pm (Monday – Friday)

EMERGENCY PROGRAM CLOSURES

YMCA programs will remain in operation when the schools are open. In the event of a school closing, the YMCA program will also close, and the parents will be contacted immediately to pick up their children. In the event of an emergency, please listen for information concerning Miami-Dade County Public Schools and follow the directions given by the school system. When school is not in session, the YMCA will notify you if the program will be closed. If an emergency closing is necessary while the program is in session, parents will be contacted by the YMCA staff and asked to pick up their children.

SCHOOL ATTENDANCE POLICY

To ensure the safety, security, and accountability of all participants, children who are absent from school during the regular school day are not permitted to attend the YMCA After-School Program on that same day.

The YMCA maintains accountability for students through established school-to-program transition procedures. Students must be released directly from the school day to YMCA staff as part of the school's dismissal process. When a child is absent from school, the YMCA cannot verify the child's attendance, whereabouts, well-being, or chain of supervision during the school day. Allowing a child to enter the program after being absent from school compromises the YMCA's ability to maintain accurate attendance records and ensure participant safety.



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Children who are absent from school may not be dropped off, signed into, or otherwise admitted to the YMCA After-School Program at any time during program hours. Parents or guardians who choose to keep their child home from school must make alternative arrangements for after-school care on that day. **Note:** *This policy applies regardless of the reason for the school absence.*

PROGRAM OPTIONS

There are many different YMCA programs to choose from during the registration process. Once your child is enrolled, parents/guardians will be required to notify the YMCA of any schedule changes (for example, a vacation) at least five business days in advance of the next payment due date. Please see the site-specific program information for your program location for detailed program days, times, and hours of operation.

Your child will be automatically enrolled in the Before Care and/or After Care program for the entire school year. A Drop Form must be submitted to remove your child from the program. All fees will be due until such time the program ends or a drop form is submitted. See Payment Schedule at the end of this handbook for payment due date details. The YMCA will not credit or refund unexcused missed time.

PAYMENTS AND DUE DATES

The YMCA requires advanced notification if your child will be dropping from the program. A drop form must be completed by the parent or legal guardian and submitted within five (5) business days prior to the following payment due day. The YMCA will not issue credits or refunds for missed days or weeks.

Payments are due by 6:00 pm on the days indicated on the Payment Selection Form. If a payment date falls on a weekend or holiday, the payment will be due on the prior business day. A \$10 late fee will be assessed for payments submitted five (5) days after the due date. Your child may not be permitted to continue in the program if a payment is not made by ten (10) business days of the due date.

FORMS OF PAYMENT

Acceptable forms of payment include the following:

- **Online Payments** – You can make payments online using a personal profile. If you have any questions regarding the online payment process, please contact a Finance Associate in our Youth Development Department at 305-357-4000.
- **Automatic Credit/Debit Card Draft & Checking Account Withdrawal** – A credit card/debit card or banking information will be securely stored within the Salesforce parent portal. According to the payment schedule provided during program registration, payments will be automatically withdrawn.



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RETURNED PAYMENTS

A service charge of \$30 will be assessed when a payment is returned for any reason. If a payment is returned two (2) times, you may be subject to program termination.

REFUND POLICY

The YMCA will not issue credits or refunds for missed days or weeks. Exceptions may be given for medical situations if a doctor's note is provided within five (5) business days. All refunds will be processed within thirty (30) days. Registration fees are non-refundable.

FINANCIAL ASSISTANCE

Financial assistance may be awarded based on available funds at the time. A Financial Assistance Application must be submitted with required documentation and must be approved by the YMCA before any fee changes occur. Full payment of program fees is due until such time that you receive notification from the YMCA of your financial assistance award. The YMCA reserves the right to discontinue financial assistance at any time and particularly at any point that the monthly payment for service falls past due by ten (10) or more business days.

PROGRAM COMMUNICATIONS

The YMCA of South Florida may send emails, robo calls, or text communication to the phone number and/or email address you have provided on your registration platform. These communications may include, but are not limited to, program updates, billing reminders, and emergency information. Your information will be kept confidential and will not be sold to third parties. Your cell phone provider's standard text messaging rates may apply.

M-DCPS INSURANCE REQUIREMENT

Miami-Dade County Public Schools currently mandate all children enrolled in Principal and Outside Provider managed programs to purchase Accident Insurance through Health Special Risk Inc. (HSR). Parents and Legal Guardians are responsible for purchasing this insurance prior to a child receiving approval to attend YMCA programs.

Parents/legal guardians can complete an insurance registration form online or request a hard copy of the insurance registration from your Site Director to complete this process. To confirm compliance, M-DCPS requires that a copy of each child's insurance receipt is filed in the child's record.

LATE PICK-UP

The YMCA program closes at 6:00 pm unless otherwise indicated by Senior Leadership. Children must be picked up by 6:00 pm. A late fee of \$15 will be assessed 5 minutes after the close of the program,



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with an additional \$15 fee for every 15 minutes thereafter. After three late pickups, the YMCA reserves the right to terminate the child's participation in the program. **The YMCA will implement the following procedures if a child is not picked up by 6:00 pm:**

- The YMCA Director will contact the parent/guardian within 15 minutes of the program closing.
- If the parent/legal guardian cannot be reached, the staff will contact the emergency contacts listed on the participant's registration form.
- The Site Director will continue to contact the parent/legal guardian and emergency contacts until someone is reached.
- Authorities will be contacted if no one can be reached within 1 hour after the program closes.

PRIVATE SERVICE PROVIDERS AND THIRD-PARTY SERVICES

The YMCA is committed to meeting the needs of all children enrolled in our programs and will continue to provide the best program possible through the support of our school relationships, staff development, and support from your family. The YMCA is considered a contracted provider within the after-school setting, and all of our staff have to go through multiple screening processes, including Level II background screening through the Miami Dade County Public School's fingerprinting office.

Just as our staff are required to have clearance to work inside the public school, all outside providers must go through the same process with the school prior to providing any support/programs within the MDCPS system. Examples of these additional services may include, but are not limited to, social workers, tutors, therapists, sports vendors, etc.

If you currently have or are thinking of having a Private Service Provider deliver services during the afterschool hours, the parent/service provider must be made in writing on **Form FM-7514 (Application for Public-Private Collaboration)** to the school first, and the school will work with the Y to let us know that the provider is clear to provide services. This process complies with Florida Senate Bill 1108, which became effective on July 1, 2013. **Form FM-7514 can be requested from your Site Director.**

Please note: Participation in private service provider programs, enrichment activities, lessons, or other third-party services during YMCA program hours remains subject to the YMCA's Continuous Supervision Policy.

SIGN-OUT PROCEDURES

The YMCA is committed to ensuring the safety of all students. In general, only the custodial parent or legal guardian of a child will be permitted to sign out that child. A custodial parent or legal guardian



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may authorize us to release their child to another authorized adult by providing the required information for that authorized adult during the time of registration. Full signature and photo identification will be required for persons signing out children. We will not accept telephone calls, faxes, e-mails, or written notes to change information on the registration form.

All changes to a child's authorized pick-up list must be made prior to the release of children through the **PARENT PORTAL** by the custodial parent or legal guardian that initially completed the student's registration. Except in limited circumstances, we cannot refuse to release a child to his/her parent or their legal guardian. Therefore, if a parent or legal guardian of a child is not permitted to sign out the child, appropriate documentation **MUST** be provided to the Site Director immediately. This includes, but is not limited to, a court order. Children must be signed in and signed out daily by the parents/legal guardian or an authorized adult.

CONTINUOUS SUPERVISION POLICY

To ensure the safety, security, and accountability of all participants, the YMCA maintains continuous supervision of children throughout program hours. Once a child is released from YMCA supervision to a parent, guardian, authorized pick-up person, vendor, contractor, coach, instructor, service provider, or any other third party, the child is considered signed out of the program.

Children who leave the school campus during YMCA program hours may not return to the YMCA After-School Program on the same day. Children who are released from YMCA supervision to participate in a school-sponsored activity, school-operated program, or YMCA-operated enrichment activity may return to the YMCA After-School Program upon completion of the activity, provided the activity occurs on school grounds and the child remains under continuous supervision.

The YMCA reserves the right to deny re-entry to any participant who has been released from campus or signed out of the program during that program day.

STAFF AND VOLUNTEER BOUNDARIES

To maintain professionalism and avoid conflicts of interest, staff and volunteers are prohibited from babysitting or transporting children outside of program hours.

CHILD GUIDANCE, DISCIPLINE, AND BEHAVIOR MANAGEMENT

Discipline policies in our program have been established to encourage and strengthen positive behavior through opportunities for the children to interact with people and materials. One of the primary goals of the program is to maximize the learning of appropriate social skills, including safety and respect for oneself and others. We do not use any discipline which is severe, humiliating,



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frightening, or associated with food, rest, or toileting. Furthermore, no spanking or other physical punishment is used whatsoever as a form of discipline. Children may not be denied active play because of misbehavior.

Some of the techniques used by the YMCA are as follows:

- Guiding children by setting clear, consistent, fair limits; or in the case of older children, helping them to set their own limits.
- Valuing mistakes and learning opportunities.
- Redirecting children to more acceptable behavior or activity.
- Listening when children talk about their feelings and frustrations.
- Guiding children to resolve conflicts and teaching skills that help children to solve their own problems.
- Patiently reminding children of rules and rationale as needed.
- Time-out.

If for some reason a child does not respond to the techniques above, the following may be implemented:

- Parent conferences to discuss difficulties and ask for input.
- Implement goal chart behavior plans or other incentives.
- Short-term suspension.
- Expulsion from the YMCA program.

The YMCA does not make it a practice to terminate the participation of children from the program. However, the YMCA reserves the right to do so if the child's behavior is not conducive to the health, safety, or well-being of other children enrolled in the program, our employees or volunteers, or your own child's safety. The YMCA also reserves the right to terminate services for inappropriate behavior by parents or guardians.

BULLY-FREE ENVIRONMENT POLICY

The YMCA believes that standards for children's behavior must be set cooperatively through interaction among the children, parents/legal guardians, staff, and community members, producing an atmosphere that encourages children to grow in self-discipline—a 'bully-free' space. The development of this atmosphere requires respect for self and others, as well as for YMCA and community property, on the part of children, staff, and community members. Since children learn by example, Y staff and volunteers will demonstrate appropriate behavior, treat others with civility and respect, and refuse to



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tolerate bullying or harassment.

HOUSE RULES

YMCA programs have a few basic rules. Please review these with your child. Knowledge of the rules is the first step toward good behavior.

- Speak honestly for yourself, not for anybody else.
- Be caring of others; treat others how you like to be treated.
- Be responsible for yourself, our equipment, and our facilities.
- Show respect; every person is important.

PERSONAL DEVICE POLICY (Y UNPLUGGED)

To promote a safe, engaging, and distraction-free environment, participants may not use, display, or access personal electronic devices during program hours, including cellular phones, smartwatches, tablets, gaming devices, headphones, or earbuds. All devices must remain silenced and stored in the participant's backpack or personal belongings while attending the program.

Personal devices may only be used with YMCA staff approval for emergencies or approved educational activities. Failure to comply with this policy may result in a verbal reminder, parent notification, parent conference, or other disciplinary action as deemed appropriate by YMCA staff.

The YMCA is not responsible for lost, stolen, or damaged personal devices brought to the program.

LOST AND FOUND

The YMCA will not be responsible for items lost at Y Programs. We will make every effort to save items that are found. Please do not allow your child/ren to bring toys, electronics, or jewelry to Y activities.

HEALTH CHECKS

The staff members are required to check your child for illness or injury upon arrival and are authorized to deny care for the day if needed. Your child will not be accepted into the program if she/he has symptoms of a contagious disease, illness, or injury that might require medical attention. We are required to notify the local county health department and the child's custodial parent or legal guardian upon any suspected outbreak of communicable disease.

ILLNESS AND EXCLUSION POLICY

If your child is sick during YMCA hours, you will be notified immediately. If there is a possibility of your child infecting other children, you will be asked to pick up your child. Please inform the YMCA staff if



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your child is ill or if your child has been ill in the recent past. If the YMCA staff is informed that a child has a contagious or communicable disease, we must notify other parents. Please notify the YMCA Site Director if your child's activities need to be restricted due to illness.

If you suspect that your child is not well, please keep him/her at home. If your child becomes ill while in our care, you will be called and asked to come pick him/her up.

Children may not be at a YMCA program if they have symptoms or suspected communicable disease, including without limitation:

- Any other unusual signs or symptoms of illness
- Chickenpox
- Diarrhea
- Discharge from their eyes, nose, or ears
- Fever of 101 degrees or more
- Fifth's Disease
- Hand Foot and Mouth Disease
- Head lice
- Herpes Simplex
- Impetigo
- Influenza
- Measles
- Meningitis
- Mumps
- Open, exposed lesions
- Pink Eye
- Ringworm
- Rubella
- Severe coughing or difficulty breathing
- Stiff neck
- Strep throat
- Unusually dark urine/or gray or white stool
- Yellow skin or eyes

Your child should not return to the program without medical authorization or until the signs and symptoms of the disease or illness are no longer present.



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MEDICATION

We cannot administer prescription or non-prescription medication to your child without written authorization to do so by a custodial parent or legal guardian. Any custodial parent or legal guardian desiring that we administer medication should complete, execute, and return to us our form of Authorization and Release for Medication.

Any medication must be brought by a custodial parent or legal guardian, be in the original container, and be delivered to a YMCA Site Director. Prescription medication must have a label stating the name of the child's physician, the child's name, the name of the medication, and medication directions. Over-the-counter medicine, including without limitation Aspirin, Tylenol, and cough syrup, will not be administered without proper doctor's instructions.

Medication will only be dispensed in accordance with the written directions on the prescription label or printed manufacturer's label. You must provide a medicine dropper or measuring spoon. Medication will not be given with a regular spoon. Parents **MUST** provide a step-by-step 'Emergency Care Plan' on the 'Authorization to Dispense Medication' form, and if the administration of the medication require special training, parents are responsible for training YMCA staff on how to properly administer the medication.

ACCIDENTS AND INJURIES

During regular business hours or while your child is at a YMCA program, we have a person on staff with current and valid certificates for course completion for first aid training and infant and child cardiopulmonary resuscitation procedures. First Aid will be administered to a child for minor injury. For injuries requiring emergency care, 911 will be called, and the child's custodial parent or legal guardian will be notified immediately. As authorized by the custodial parent or legal guardian (whether in the child's registration form, release form, or other relevant documents), in the event a custodial parent, legal guardian, or emergency contact cannot be reached, the YMCA staff will seek medical treatment for the child.

ACCIDENTAL MEDICAL COVERAGE

In case of accidental injury to your child, your personal medical policy bears primary responsibility. The YMCA maintains accidental medical coverage that is secondary to your personal insurance.

SNACKS

A healthy snack is served each day. All snacks provide two different food groups and are approved by the USDA and the Florida Department of Health.



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CONFIDENTIALITY

All information about children enrolled in a YMCA program is regarded as confidential. No information regarding an individual child will be released to anyone except as required by law or if written authorization is obtained from the child's parent or legal guardian.

INCLUSION POLICY

The YMCA of South Florida is committed to providing an inclusive environment and does not discriminate on the basis of disability or any other protected status. Children of all abilities are considered for enrollment on an individualized basis.

Prior to enrollment, YMCA staff may meet with parents/guardians to discuss the child's strengths, needs, accommodations, and any relevant support plans. Information from IEPs, 504 Plans, behavior support plans, or medical plans may be reviewed to assist in this process.

Enrollment decisions are based on an individualized assessment of the child's needs, available program resources, staffing, and the YMCA's ability to provide a safe and appropriate environment for all participants. The YMCA will make reasonable efforts to provide accommodations that support participation whenever feasible.

If the YMCA determines that a child's needs cannot be safely or effectively met within the program despite reasonable accommodations, staff will work with families to identify alternative resources or program options when appropriate.

DRUG- AND ALCOHOL-FREE ENVIRONMENT

The YMCA of South Florida is committed to providing a program space that is free from the harmful effects of drug and alcohol abuse. The Drug-Free Workplace/Programs Policy is designed to facilitate our efforts to provide such an environment and applies to everyone in our programs. Please note that drinking, smoking, including e-cigarettes and vaping, is always **PROHIBITED** on the premises.

YOUTH DEVELOPMENT PROGRAM GOALS

- Grow Personally and Increase Self-Esteem
- Emphasize Character Development
- Focus on Values: caring, honesty, respect, and responsibility
- Improve Relationships and Parent Involvement
- Appreciate Diversity
- Develop Specific Skills



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POLICY UPDATES AND ADDENDUMS

The YMCA reserves the right to update or modify handbook policies as needed. Families will be notified of material changes through official YMCA communication channels.

Parent's Role

A parent's role in quality child care is vital:

- ☐ Inquire about the qualifications and experience of child care staff, as well as staff turnover.
- ☐ Know the facility's policies and procedures.
- ☐ Communicate directly with caregivers.
- ☐ Visit and observe the facility.
- ☐ Participate in special activities, meetings, and conferences.
- ☐ Talk to your child about their daily experiences in child care.
- ☐ Arrange alternate care for their child when they are sick.
- ☐ Familiarize yourself with the child care standards used to license the child care facility.



More information and free resources:

MyFLFamilies.com/ChildCare



This child care facility is licensed according to the minimum licensure standards included in section 402.305, Florida Statutes (F.S.), and Chapter 65C-22, Florida Administrative Code (F.A.C.).

License Number: _____

License Issued on __/__/__

License Expires on __/__/__

For more information regarding the compliance history of this child care provider, please visit:

MyFLFamilies.com/childcare
(850) 488-4900



Reports of suspected cases of physical abuse, sexual abuse, and neglect are received and referred for investigation by the Abuse Hotline. To report suspected cases of child abuse or neglect, please call the Florida Abuse Hotline at 1-800-962-2873.

CF/PI 175-24, 03/2014

This brochure was created by the Florida Department of Children and Families, Office of Licensing pursuant to s. 402.3125(5), F.S.



Know Your Child Care Facility

MyFLFamilies.com/ChildCare

General Requirements

Every licensed child care facility must meet the minimum state child care licensing standards pursuant to s. 402.305, F.S., and ch. 65C-22, F.A.C., which include, but are not limited to, the following:

- ☐ Valid license posted for parents to see.
- ☐ All staff appropriately screened.
- ☐ Maintain appropriate transportation vehicles (if transportation is provided).
- ☐ Provide parents with written disciplinary practices used by the facility.
- ☐ Provide access to the facility during normal hours of operation.
- ☐ Maintain minimum staff-to-child ratios:

Age of Child	Child: Teacher Ratio
Infant	4:1
1 year old	6:1
2 year old	11:1
3 year old	15:1
4 year old	20:1
5 year old and up	25:1

Health Related Requirements

- ☐ Emergency procedures that include:
 - Posting Florida Abuse Hotline number along with other emergency numbers.
 - Staff trained in first aid and Infant/Child CPR on the premises at all times.
 - Fully stocked first aid kit.
 - A working fire extinguisher and documented monthly fire drills with children and staff.
- ☐ Medication and hazardous materials are inaccessible and out of children’s reach.

Training Requirements

- ☐ 40-hour introductory child care training.
- ☐ 10-hour in-service training annually.
- ☐ 0.5 continuing education unit of approved training or 5 clock hours of training in early literacy and language development.
- ☐ Director Credential for all facility directors.

Food and Nutrition

- ☐ Post a meal and snack menu that provides daily nutritional needs of the children (if meals are provided).

Record Keeping

- ☐ Maintain accurate records that include:
 - Children’s health exam/immunization record.
 - Medication records.
 - Enrollment information.
 - Personnel records.
 - Daily attendance.
 - Accidents and incidents.
 - Parental permission for field trips and administration of medications.

Physical Environment

- ☐ Maintain sufficient usable indoor floor space for playing, working, and napping.
- ☐ Provide space that is clean and free of litter and other hazards.
- ☐ Maintain sufficient lighting and inside temperatures.
- ☐ Equipped with age and developmentally appropriate toys.
- ☐ Provide appropriate bathroom facilities and other furnishings.
- ☐ Provide isolation area for children who become ill.
- ☐ Practice proper hand washing, toileting, and diapering activities.

Quality Child Care

Quality child care offers healthy, social, and educational experiences under qualified supervision in a safe, nurturing, and stimulating environment. Children in these settings participate in daily, age-appropriate activities that help develop essential skills, build independence and instill self-respect. When evaluating the quality of a child care setting, the following indicators should be considered:

Quality Activities

- ☐ Are children initiated and teacher facilitated.
- ☐ Include social interchanges with all children.
- ☐ Are expressive including play, painting, drawing, story telling, music, dancing, and other varied activities.
- ☐ Include exercise and coordination development.
- ☐ Include free play and organized activities.
- ☐ Include opportunities for all children to read, be creative, explore, and problem-solve.

Quality Caregivers

- ☐ Are friendly and eager to care for children.
- ☐ Accept family cultural and ethnic differences.
- ☐ Are warm, understanding, encouraging, and responsive to each child’s individual needs.
- ☐ Use a pleasant tone of voice and frequently hold, cuddle, and talk to the children.
- ☐ Help children manage their behavior in a positive, constructive, and non-threatening manner.
- ☐ Allow children to play alone or in small groups.
- ☐ Are attentive to and interact with the children.
- ☐ Provide stimulating, interesting, and educational activities.
- ☐ Demonstrate knowledge of social and emotional needs and developmental tasks for all children.
- ☐ Communicate with parents.

Quality Environments

- ☐ Are clean, safe, inviting, comfortable, child-friendly.
- ☐ Provide easy access to age-appropriate toys.
- ☐ Display children’s activities and creations.
- ☐ Provide a safe and secure environment that fosters the growing independence of all children.





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305.354.4000



ydmiami@ymcasfl.org



ymcasouthflorida.org