



PARENT HANDBOOK

Youth Programs 2026

**ATHENS-MCMINN FAMILY YMCA
REVISED JUNE 2026**



TABLE OF CONTENTS

WELCOME & PROGRAM INFORMATION.....	3
YMCA MEMBERSHIP INFORMATION	4
REGISTRATION INFORMATION	4
PROGRAM FEES & BILLING	4
COMMUNICATION	5
PROGRAM EXPECTATIONS.....	7
KNOW BEFORE PROGRAM START	11
CHILD ABUSE PREVENTION POLICIES	12



WELCOME & PROGRAM INFORMATION

WELCOME TO THE PROGRAM

All youth need the intellectual development, motivation and skills that equip them for successful work and lifelong learning. These result from quality learning environments, challenging expectations, and consistent guidance and mentoring. YMCA youth programs are designed to foster opportunities for young people to build skills, exercise leadership and form relationships with caring adults and their communities. Using this approach, we create environments in which young people thrive. We offer day camps and after school programming to kids, ages 5-14.

Summer Day Camp is offered during the summer months from 7:30am-6pm on weekdays. Each week of camp (ten weeks total) offer a weekly theme with planned activities like swimming and visits from outside organizations.

After School Care is offered during the school year from 3:30pm until 6pm each weekday. Attendees will enjoy an early dinner meal while participating in planned activities.

School's Out Camp is offered during planned days out from school. It operates from 7:30am-6pm on weekdays. Attendees will enjoy lunch and afternoon snack while participating in planned activities.

PROGRAM PHILOSOPHY

At the YMCA, we're for youth development, healthy living, and social responsibility. YMCA youth programs engage a child's physical, intellectual, and emotional development. Using small group experiences that are developmentally appropriate, kids will:

1. Develop physically, emotionally, and socially through a variety of safe, developmentally appropriate and challenging experiences.
2. Learn and display the four core values of the YMCA: respect, responsibility, honesty, and caring
3. Increase appreciation for their own family, friends, and surrounding community

CONTACT INFORMATION

Matt Roberts

Senior Director of Youth & Family Programs

Email: matt@athensmcmnymca.org

Phone: (423) 745-4904

We encourage families to reach out with questions, concerns, or feedback throughout the program. Open communication helps us create the best possible experience for every program participant and family.



YMCA MEMBERSHIP INFORMATION

MEMBERSHIP TYPES

There are several Athens-McMinn Family YMCA membership options available. Becoming a YMCA member of our location will give you a discounted program fee rate.

- **Family Membership:** Includes everyone living in your household.
- **Jr. Family Membership:** Includes one parent/guardian and their dependent child(ren) up to age 22.
- **Youth Membership:** Includes youth ages 12-18. Age restrictions apply in certain areas (for example, members must be at least 15 years old to use the wellness floor without a parent/guardian present).

REGISTRATION INFORMATION

REGISTRATION PROCESS

All participants must pre-register for youth programs. Registration can be completed in one of the following ways:

- Online at www.athensmcminnymca.org/programs/aquatics/summer-swim-league
- At the Welcome Center of the Athens-McMinn Family YMCA
- Contact our Sr. Director at matt@athensmcminnymca.org to help facilitate your registration

PROGRAM CAPACITY

To provide high quality programming and to follow group ratios:

- Each age group has a maximum capacity. Registrations will be processed and approved on a first come first served basis.
- Once a group has reached capacity, registering participants will be placed on a waitlist until a spot in the group becomes available.
- Waitlist orders will be determined on a first come first served basis.

PROGRAM FEES & BILLING

REGISTRATION FEE

The registration fee covers administrative costs associated with enrollment.

PROGRAM FEES & BILLING

- Program fees are available at either the YMCA Member rate or the Program Participant rate.
- Current program fees are listed on the Youth Programs webpages.
- Program fees are billed through your YMCA account and drafted on the Friday before the week of services.
- Program fees do not include YMCA membership or any additional activities, events, or offerings unless otherwise noted.



PAYMENT POLICIES

- The registration fee is due at the time of enrollment.
- Program fees will be drafted according to the billing schedule outlined above.
- Accounts with past-due balances may result in a participant's removal from the program.
- The YMCA does not offer payment plans for past-due balances.
- Failure to keep fees current will result in a loss of care and ability to register for other YMCA programs.
- A \$30 return payment fee will be assessed to the account if there are not enough funds in the account at the time of the draft.
- A change in vacation plans, alternative childcare, or being sick does not eliminate the responsibility to pay for a week that you have registered for without a 10-day written notice prior to the draft date to cancel that draft.
- The YMCA will not prorate days not attended from your fees.
- Parents/caregivers are financially responsible for every day or week that is registered even if the child does not attend.
-

CANCELLATION & REFUND POLICY

Youth Programs (i.e. After School Care, Summer Day Camp) are seasonal programs that require a commitment for the entirety of the program.

- Program fees are non-refundable.
- Participants are responsible for the full program fee upon registration. However:
- Withdrawal from the program is possible with a 10-day written notice before the scheduled draft date by email to matt@athensmcminnymca.org stating a cancellation request.
- Cancelling participation in Youth Programs does not cancel a YMCA membership. YMCA memberships must be cancelled separately through the Membership Department in accordance with YMCA membership policies.

Families experiencing extenuating circumstances are encouraged to contact the Senior Director.

FINANCIAL ASSISTANCE

The Athens-McMinn Family YMCA believes that every child should have the opportunity to participate in programs that promote youth development, healthy living, and social responsibility. No one is denied participation due to inability to pay.

Financial assistance is available to qualifying individuals and families to help offset the cost of YMCA memberships and programs.

Families interested in applying for financial assistance should contact the YMCA or visit our website for application information and eligibility requirements. For more information, please visit www.athensmcminnymca.org or contact the Welcome Center.

SIBLING DISCOUNT

Sibling discounts of 15% will be added to the second, third, and so on for Summer Day Camp and After School Care only.



COMMUNICATION

We are committed to maintaining open and timely communication with our program participants and families. Families are encouraged to regularly review program communications and stay informed throughout the program.

PROGRAM COMMUNICATION PLATFORM

The Athens-McMinn Family YMCA Swim Team uses Remind as its primary communication platform.

- An invitation to join Remind will be sent to the primary phone number provided during program registration.
- Remind is used to communicate program announcements, schedules, weather-related changes, and other important information.
- Families are encouraged to regularly monitor Remind for schedules, weather-related updates, program information, and announcements.

QUESTIONS, CONCERNS & GRIEVANCE PROCEDURES

We value open communication and encourage families to share questions, concerns, or feedback as they arise. Our goal is to address concerns promptly and work together to provide the best possible experience for every program participant.

If you have a concern regarding the youth programs, please follow these steps:

1. In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the supervisor over that program or department. A listing of those individuals can be found here: www.athensmcminnymca.org/about-us/contact-us

However, if the concern relates to that person or if you feel they did not fully address a matter, consumers and parents/guardians may direct their opinions, suggestions, concerns and/or questions directly to the CEO/Executive Director or Business and Finance Manager.

1. To remedy concerns that appear to have been ignored or unresolved after the initial reporting process listed above, utilize this formal grievance procedure below. This procedure provides for a timely, thorough and objective investigation of the following concerns:

- Inappropriate Behavior by Employees/Volunteers;
- Inappropriate Behavior by Consumers;
- Retaliation; and/or;
- Whistleblower complaints.

2. Written Complaint Required for Formal Process:

- Verbal complaints are encouraged, particularly regarding issues that may be easily resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:
 1. The name(s) of the individual(s) involved;
 2. The date(s) the behavior occurred;
 3. The name(s) of any known witness(es);
 4. A summary of the conduct meriting the grievance including:
 - The behavior complained of and/or the alleged policy or legal violation(s);
 - Direct quotes when relevant and available;



- Any relevant documentation.
5. The remedy sought by the person making the complaint

TIMELINE

Members and/or program participants who themselves have a complaint or who are aware of a behavior meriting a complaint,

- Must provide the above described written complaint to concerns@athensmcminnymca.org within 7-10 business days.
- The CEO/Executive Director and the Business & Finance Manager will meet with the member and/or program participant and/or the parent/ guardian who brought the complaint to hear their concern and attempt to resolve the complaint within 10-15 business days.
- Following that meeting, the CEO/Executive Director or Business & Finance Manager will provide a brief written response to the member or program participant who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.
- If the member or program participant is not satisfied with the written response, the individual who brought the complaint may submit an appeal to the Board of Directors no later than 10-15 days after receipt of the written response.
- The Chief Volunteer Officer (Board President), will meet with the member or program participant to hear their concern and attempt to resolve the complaint within 10-15 business days.
- Following the meeting, the Chief Volunteer Officer will provide a written response to the member or program participant who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought. The Chief Volunteer Officer is the final arbiter of grievance matters at this organization.

We are committed to fostering a safe, supportive, and positive environment for all participants and families. More information, including a grievance form, regarding the YMCA's formal grievance procedure can be found on the YMCA website at:

<https://www.athensmcminnymca.org/youth-programs>

PROGRAM EXPECTATIONS

YMCA VALUES

The Athens-McMinn Family YMCA Youth Programs department is built on the YMCA's core values of Caring, Honesty, Respect, and Responsibility. We strive to create a positive environment where children can develop skills, build confidence, and enjoy being part of a program outside of school and sports.

All program participants, parents, and staff play an important role in creating a successful program.



PROGRAM PROCEDURES

Each program will operate by the procedures listed below:

Summer Camp and School's Out Camp

- The program opens at 7:30am.
- The core part of our program begins by 8:30am. Please make arrangements to drop your child off by that time so they don't miss any activities.

After School Care

- The program opens at 3:30pm.
- The core part of our program begins by 4:00pm.

Drop off

- When dropping your child off, you must sign them in at the front desk.
- You must park in a parking spot.
- If YMCA staff are picking your children up for After School Care at school, you must notify your child's teacher of these arrangements.

Pick up

- You must park in a parking spot.
- You must provide a list of people other than the legal guardians who can drop off or pick up your child. Parents are responsible for adding adults to their AUTHORIZED PICKUP LIST on the YMCA online account.
- We will not release any child/children to a person that is not on the list unless we receive written notice from the parent or guardian prior to the child/children being picked up.
- The person picking the child up must be 18 years old with proper photo identification. We will not release the child to anyone under the age of 18 or someone without proper photo identification matching the Authorized Pickup List.
- Your child/children must be picked up by 6pm from the program.
- There will be a \$1 per minute per child late charge after 6 pm. The late fee will be added to your account and you will need to pay it online at athensmcmminnymca.org by the end of the week.
- If you have a late fee balance at the end of the week, your child may not attend the following week.
- The Athens-McMinn Family YMCA has a written policy regarding intoxicated adults or adults who display behavior which may place the child/children in immediate risk when picking up. The YMCA will inform adults picking up children from our program who clearly appear intoxicated or display "erratic" behavior that we suggest that they allow us to call another adult from the authorized pickup list to pick them up.
- As mandated reporters, we are required to contact the police or child protective services and report the incident.

Illness

- Please do not send your child to the program if they are sick. Should your child display sick behaviors at check-in, we will deny access.
- If your child becomes ill at the site, a parent or authorized pickup adult will be contacted and asked to take the child home. You will be contacted for common symptoms of illnesses like vomiting, diarrhea, fever, presence of lice and other symptoms associated with contagious conditions as well as a child who is clearly uncomfortable, lethargic, and unable to participate in daily activities. The child will be



isolated, within sight of an adult, until the parent arrives. If the parent cannot be reached, the staff will contact the emergency contact person listed on the child's info form.

- Because we cannot provide sick care, parent or emergency contacts must pick up their child within one hour after being called.

PARTICIPANT EXPECTATIONS

Listed in the Behavior Contract, program participants are expected to:

- Listen to the staff and follow directions.
- Respect other people's belongings by not touching/ using their belongings without permission.
- Respect all property and help clean personal messes and assist in leaving areas better than I found it.
- Respect other people's personal space by keeping my hands and feet to myself.
- Respect other people's feelings by having a positive attitude when talking to them.
- Act in a caring way, and participants will not hit, fight, bite, tease, harass or bully others.
- Use my indoor voice when speaking inside.
- Use appropriate language, which does not include swear words or negative remarks (i.e. shut up, stupid, dumb).
- Before leaving the room or program space, participants will ask a staff member or permission. Participants will never leave an area without adult supervision.
- Demonstrate respect for fellow participants and YMCA staff.
- Be prepared for group activities.
- Follow instructions and maintain a positive attitude.
- Represent themselves, their families, and the YMCA in a positive manner.

PARENT & FAMILY EXPECTATIONS

Parents and guardians are expected to:

- Ensure participants arrive on time and are picked up promptly at program's end.
- Communicate questions or concerns respectfully and directly with YMCA staff.
- To teach responsibility in the event that a child deliberately damages any property or equipment that the YMCA is using, the child/parent will be responsible for the cost of replacement.
- The YMCA does not allow you to "discipline" or question children that are not your own. This applies to our program activities, whether they are on-site or off-site.
- The YMCA also requests that parents/caregivers communicate with staff to report an incident to our team if your child shares information with you that our team may not have received during the program.

YMCA STAFF COMMITMENTS

YMCA staff are committed to:

- Providing a safe, positive, and supportive environment.
- Communicating program information and expectations clearly.
- Treating all participants with fairness, respect, and encouragement.
- Staff action will not damage the child's self image or embarrass the child.
- Staff action will help children learn self control, choose alternatives, identify



- feelings and develop an understanding and respect of feelings for others.
- Staff will communicate regularly with families regarding behavior concerns. Every effort will be made by staff to enlist the cooperation of the child and parents to solve behavioral issues.
- YMCA staff are responsible for addressing behavioral issues and re-direction of the children in our program.
- The YMCA will communicate with parents when they observe concerns regarding behavior changes or patterns being established. This may be in person or by phone call.

FAILURE TO MEET PROGRAM EXPECTATIONS

The safety of a child is the highest priority for setting behavior management procedures. When a child has a severe discipline problem (on any ONE occasion), the parent may be called by staff and asked to pick up the child within one hour of the call. Please read further for more details on how we handle disciplinary action and communication with parents/caregivers.

Not abiding by the rules listed in the Behavior Contract may result in suspension from one to three days or in termination from the program.

- All incidents will be handled on a three (3) incident system, except for hitting, fighting, and inappropriately touching another camper.
- Hitting, fighting and inappropriately touching another camper will be an immediate 1-3 day suspension from the program. All other incidents will be handled as follows:
 - 1st incident: Verbal Warning
 - 2nd incident: Written Warning & Parent Contact
 - 3rd incident: 1 to 3 day suspension & Parent Meeting
 - More than 3 incidents will be subject to camper to dismissal from the program.

YMCA leadership reserves the right to dismiss/disenroll a child from the program if the child's behavior is disruptive to the program and/or compromises the safety of themselves, other children and/or staff. Children suspended/terminated from the program will not qualify for a refund. The YMCA adheres to a zero-tolerance policy concerning child sex abuse, weapons, and controlled substances. Failure to adhere to this policy will result in a dismissal to our program.

If a child is dismissed from a YMCA youth program, he/she may not be eligible for re enrollment in any YMCA child care program. Additional reasons for dismissal other than behavioral issues are:

- Non-payment of fees.
- Not following the YMCA youth program policies or guidelines.
- Repeated failure of parents to pick up child on time.
- Failure to provide site with current or updated emergency/ medical or contact information.
- Inappropriate conduct of parent or guardian.
- Repeated failure to sign the child in or out each day.



KNOW BEFORE PROGRAM START

There are a few items you will need to prepare your child for each day during programming.

CAMPER ITEMS TO BRING OR LEAVE AT HOME

- Put your child's name on their belongings. We will give each camper a YMCA drawstring bag to use during Summer Camp!
- Apply sunscreen daily before arrival.
- Send a bathing suit and towel on water days (Mondays and Wednesdays) for Summer Day Camp.
- Make sure your child wears comfortable shoes. No flip flops.
- We do not allow toys and electronics (phones/tablets/laptops) from home.
- The YMCA is not responsible for broken, lost or stolen items. We will instruct your kids to put items away in their bags or store them in an office.
- Pack an extra change of clothes each day just in case.
- Please send a water bottle for your child to drink during the day and label the water bottle with their full name
- The YMCA is not responsible for lost or stolen items.

MEALS AT THE YMCA

The YMCA will provide nutritious, packaged meals during programming.

- Summer Day Camp: Breakfast by 9:45am and lunch by 1:15pm
- Lunch and afternoon snack during School's Out Camps
- Early dinner during After School Care before 4:30pm
- Packed lunches must be stored in a lunchbox that can keep food cool. Please label the lunchbox. Do not send lunches in a plastic/paper sack (unless instructed on trip days).
- Carbonated beverages (soft drinks) and peanuts in any form are not permitted.

MEDICATION

You must fill out the medication form if your child requires medication during programming.

- If your child must take medication during program hours, you must provide the written instructions with the medication prescribed by a doctor in the original prescription bottle.
- Parents must fill out a "Permission to Administer Medication" form at the Welcome Center prior to the administration of the medication.
- **We prefer not to administer medication.**

SUNSCREEN

The YMCA will administer sunscreen as needed and if given documented approval to do so.

- Parents can refuse the use of YMCA administered sunscreen during the online registration process in the CHILD PROFILE section.
- Sunscreen can be supplied by the parent for their own child.



SWIM/WATER DAYS

The YMCA has an indoor pool with a shallow and deep end. We offer coast guard approved life jackets and always have American Red Cross certified lifeguards supervising the pool area and swimmers.

- Campers will swim on Mondays & Wednesdays between 11am and 3pm.
- Campers must pass a deep end swim test to swim in the deep end.
- Nonswimmers/inexperienced swimmers will be outfitted in a life jacket.
- Campers do not have to swim, but this recreational activity is fun and highly encouraged!

CHILD ABUSE PREVENTION

The safety and well-being of our members and program participants is our highest priority. The Athens-McMinn Family YMCA is committed to providing a safe, secure, and

All YMCA team members are recognized as mandated reporters of suspected child abuse under the State of Tennessee laws and are therefore required to report any suspicion of abuse against those who participate in programs at the Y. Listed below are examples of interactions we allow and do not allow, along with ways to report.

PHYSICAL INTERACTIONS

Appropriate Interactions:

- Side hugs, handshakes/elbow bumps, high fives/fist bumps, pat shoulder/back

Inappropriate Interactions:

- Full frontal hug, kisses, lap sitting, any form of unwanted affection

VERBAL INTERACTIONS

Appropriate Interactions:

- Positive reinforcement, appropriate jokes, encouragement, praise

Inappropriate Interactions:

- Name calling, secrets, cursing, derogatory remarks or sexual language

BODY SAFETY RULES

- Use actual names of body parts
- Review appropriate & inappropriate touch
- "No" means no
- No secrets
- Build a "Body Safety Network": 3-5 trusted adults that your child can talk to safely

SOCIAL MEDIA

Please know that our program prohibits child participant-staff interactions on social media.

- If your child seeks to "friend" or "follow" YMCA counselors, please explain to your child that counselors "need their space" during time away from YMCA programs.
- We do encourage you to like/follow us on our YMCA Facebook and Instagram pages.



RESTROOM & LOCKER ROOM POLICIES

Due to our child abuse prevention policies:

- We do not allow children, including siblings, to enter a restroom or locker room area together without supervision.
- We require two staff members to be with children at all times while utilizing the locker rooms/restrooms.

REPORTING CONCERNS

The YMCA encourages the immediate reporting of any suspected abuse, misconduct, policy violation, or athlete safety concern.

If a child is in immediate danger, call 911.

Concerns regarding a YMCA staff member, volunteer, or participant may be reported to:

- A YMCA Director
- The Praesidium Anonymous Helpline: 1-855-347-0751
- The YMCA's confidential online reporting form
- Tennessee Child Protective Services

You do not need proof of abuse to make a report. Reasonable suspicion is sufficient.