

# YMCA Parent Handbook

YMCA of Greater Saint Paul | YMCA of Metropolitan Minneapolis

[www.ymcatwincities.org](http://www.ymcatwincities.org)

Revised 1/10

## Welcome to the YMCA Child Care Programs!

Thank you for enrolling your child into a YMCA Child Care programs.

Our **Preschool Programs** serve children the ages of 3 – 6 years of age. These September - May programs offer full day M, W, F or T, TH full or half day options. Hours vary between 8:00 am - 4:00 pm and are posted at each location. Available at:

- St. Croix Valley YMCA, 2211 Vine St. Hudson, WI 54016
- River Falls Academy, 439 W. Maple St. River Falls, WI 54022

Our **School-Age Child Care Programs** serve children 5-12 years of age. Program hours are from 6am until school starts and when school is dismissed until 6pm, M-F, and follows the school district calendar school year. Before and After Child Care is available at:

- River Crest Elementary, 535 County Trunk F, Hudson, WI 54016
- Roberts Park Building, 312 North Park Street, Roberts, WI 54023

Our **Summer Power Programs (summer version of SAC)** serve children 5 -12 years of age. Program hours are from 6am to 6pm, Mon-Fri, during the summer months when school is not in session. Summer Power locations are available at:

- St. Croix Valley YMCA, 2211 Vine St. Hudson, WI 54016
  - Program will be held at the SCV YMCA the weeks of June 14<sup>th</sup> and August 9<sup>th</sup>-23<sup>rd</sup>, 2010.
- Hudson Middle School, 1300 Carmichael Road Hudson, WI 54016
  - Program will be held at the Hudson Middle School the weeks of June 21<sup>st</sup> through August 6<sup>th</sup>, 2010.
- River Falls Academy, 439 W. Maple St. River Falls, WI 54022

The team members of the YMCA would like to welcome you to our program. Each of us hopes your child's experience with us is a positive one. We all share a common goal – to provide a safe, trusting atmosphere in which our children can grow, develop new interests and friendships and have FUN!

With in these pages is what you may expect from YMCA School Age Programs and what the team members expect from you in return. In order for your child's experience to be rewarding, we all need to work together. We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of YMCA Child Care Programs. Failure to comply with any policies or procedures may result in dismissal from the YMCA program.

The policies outlined in this handbook are in compliance with the Wisconsin Department of Children and Families. Our programs are all licensed by the State of Wisconsin and are in compliance with their statutes and guidelines. All programs post their license that covers the terms of the license, rules, as well as any violations the program may have incurred. In order for your child to be enrolled in our program all registration and enrollment forms required by licensing must be turned in prior to your child starting in our programs.

Thank you for registering your child for YMCA programs. We hope that this program is a wonderful experience for your child and family.

Please contact us with any further questions, we welcome your input.

YMCA Program Staff

# Mission and Goals

## OUR MISSION

Providing quality, affordable care for your children is not just a business to us. It is our mission – a vital part of our commitment to the community. It is an approach that includes unique programs to make sure kids stay motivated – intellectually, socially, emotionally and physically.

Because it is our mission to build strong kids, strong families, and strong communities, our YMCA will be around to provide a great place for your child to grow – now through adulthood.

The YMCA is driven by community need, guided by community volunteers and open to all. Subject to available resources, no person is denied participation in a YMCA program solely due to financial inability to pay the fee. The YMCA is a United Way affiliated agency.

## PROGRAM GOALS

YMCA School Age Programs will seek to:

- Create a safe atmosphere of learning that helps develop self-confidence and builds character through promoting the values of caring, honesty, respect, and responsibility.
- Help each child develop relationships with others and learn to work together in a cooperative manner.
- Involve and serve parents and families in significant ways that build upon their strengths.
- Use curriculum that supports child-centered and child-directed activities.
- Create an environment where team members are partners with parents and other caregivers, working together to help kids grow up healthy, happy and strong.

## Curriculum and Character Development

**The YMCA Child Care Curriculum** is designed around the philosophy of Creative Curriculum, using centers and the environment to help children direct their learning opportunities. This curriculum incorporates large & small motor, creative, social, intellectual, and cognitive opportunities dependant upon what is developmentally appropriate for the child.

As with any YMCA program, the YMCA Child Care Curriculum is centered in the YMCA mission and program goals. Second only to relationships, a well-planned curriculum will help to define a child's experience in a YMCA program. YMCA curriculum is developed from the following:

- Specific needs and interests of the children
- Readiness for school and/or enhancement to school learning
- Talents and abilities of team members
- Creative and unique opportunities to play
- Resources within the YMCA and the surrounding community
- Introducing children to diversity and other cultures including learning about and celebrating diverse holidays
- The YMCA is a Christian organization and reserves the right to include songs, games, books, and other Christian learning's in our curriculum
- Indoor and outdoor physical wellness

Parents can expect to see a posted curriculum plan in your child's program area as well as written notes home each month. Parents will also receive feedback from YMCA team members on the development of their child at conference twice yearly, Parents are always welcome to observe their child's program or speak to a YMCA tem member about their child's experience in the child care program.

## YMCA CHARACTER DEVELOPMENT

At the YMCA, character development and values are a part of who we are. The YMCA is committed to embracing and demonstrating character through the modeling of the four core values: caring, honesty, respect and responsibility. Our goal is to develop the people we serve to know and act on these positive values.

# General Information and Program Access

## TEAM MEMBER SELECTION AND TRAINING

All team members are selected based on their education and experience working with children. Team members are expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment which reflects care, respect, and safety for children. All YMCA team members must complete a background check before working in the program.

All team members within the first month of hire, go through an orientation that reviews:

- program policies, procedures & job responsibilities
- licensing rules
- confidentiality
- daily schedule and activities
- child abuse recognition and reporting
- health observation and precautions & medications
- universal precautions & infectious disease control
- communicable disease recognition
- child accountability and attendance
- emergency training
- information on children with special needs and plan for care

Our team members are experienced and caring, trained in working with children and program safety including yearly First Aid and CPR, and child abuse prevention. All team members must meet Wisconsin State licensing guidelines for continuing education and all documentation regarding staff training is documented in their staff file. Monthly staff meetings are to enhance our staff learning and communication.

All YMCA child care employees are mandated reporters and thus by law are required to report and suspected case of child abuse.

The YMCA follows Wisconsin licensing guidelines for staffing ratios and aspires to do better than those ratios whenever possible.

### YMCA ADULT: CHILD RATIOS

Infant	1:4
Toddlers	1:6
Preschool (3yr.)	1:10
Preschool (4yr.)	1:13
School Age Care	1:15

### WI ADMINISTRATIVE CODE ADULT: CHILD RATIOS

Birth to 2 Years	1:4
2 TO 2 ½ Years	1:6
2 ½ to 3 Years	1:8
3 to 4 Years	1:10
4 to 5 Years	1:12
5 to 6 Years	1:17
6 Years & Older	1:18

## VOLUNTEERS

The YMCA welcomes program volunteers and matches them with programs that they are best suited for. All volunteers are interviewed and are required to complete a background check before working in the program. Volunteers are not counted in adult to child ratios.

## PARENT PARTICIPATION

Parents are encouraged to participate in the program with their children whenever possible. Parents are welcome on field trips as well as classroom activities. There are many opportunities for parents to volunteer within the program, such as being a guest reader, helping during program time, talking about your career, leading an activity with staff, or sharing your interests with the children. See your Site Director/Coordinator for more details – volunteering will require prior planning and approval. Parent volunteers will not be allowed to supervise other children in the program unless they have completed the volunteer process.

The YMCA provides the majority of supplies your child will need while in our care. Depending on your child care program, parents are responsible for providing supplemental items for their child. Examples of this would be:

- Infant bottles and formula
- Medical accessories the child needs
- Change of clothes or blanket
- Supplemental food items
- Appropriate outdoor apparel

Please talk to your program team members for a complete listing.

## YMCA FINANCIAL ASSISTANCE

The YMCA welcomes those who wish to participate and annually raises funds to help make that possible. Financial assistance is supported in part by contributions from Y Partners and other donors, and provides scholarships and subsidies for qualifying applicants within our available resources. Please let us know if we may serve you or your family in this way. Contact the Customer Service Center for application procedures.

**One YMCA Customer Service Center  
2125 East Hennepin Avenue  
Minneapolis, MN 55413**

## USDA CHILD AND ADULT CARE FOOD PROGRAM

YMCA Child Care Programs that provide meals and snacks follow the meal guidelines of the Child and Adult Care Food Program. In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, nationality origin, sex, age, or disability.

To file a complaint, write USDA, Director, Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call TDD: 202-720-6382 or voice: 800-795-3272.

USDA is an equal opportunity provider and employer.

YMCA Child Care Programs that provide meals and snacks use a catering vendor that focuses on age appropriate, nutritional, and good tasting food. The food prep, cooking, and service all meet food safety guidelines.

Menus are posted each month for parents to view. Please talk to your programs YMCA team member if you have any concerns regarding the menu. Parents will be notified of menu changes. Vegetarian options are available upon request. Parents will need to notify team members of and food allergies their child has. The parent will be responsible for supplementing and menu items that conflict with their child's allergies.

YMCA meal and snack times are family style. Staff and children will sit together at a table. Children are encouraged to eat on their own when appropriate and the staff ensures that portions and pieces meet licensing and food service requirements.

Children that feed themselves will wash hand prior to and after all meals and snacks. The YMCA teaches manners and social skills during meal times as well. We encourage children to try new food and work with parents on issues that may arise during meal and snack times.

Staff fed children will work with parents on foods and meal times as needed.

If you have any concerns about your child's eating habits or meal times with the YMCA please talk to your programs team members.

All treats brought in to the YMCA child care program must be store bought. Please check with program team members for food sensitivities prior to brining in treats.

## DIAPERING AND TOILETING

YMCA child care team members shall do all of the following:

- Plan toilet training in cooperation with the parent so that a child's toilet routine is consistent between the center and the child's home, except that no routine attempts may be made to toilet train a child under 18 months of age.
- Change wet or soiled diapers and clothing promptly.
- Place disposable soiled diapers and gloves, if used, in a plastic-lined, hands-free, covered container immediately.
- Place parent-supplied soiled cloth diapers in labeled plastic bags which are kept separate from other clothing.
- Remove soiled diapers from containers as needed but at least daily for washing or disposal. Containers shall be washed and disinfected daily.
- Apply lotions, powders or salves to a child during diapering only at the specific written direction of the child's parent or the child's physician.
- Wash hands with soap and running water before and after each diapering or assistance with toileting routines. For children under one year, hands may be washed with soap and a fabric or paper washcloth.

Parents are responsible for providing diapers for their child.

## Commitment to Accessibility

### PROGRAM ACCESS

The YMCA is committed to the policy that all persons should have equal access to its programs, facilities, and enjoyment without regard to race, ability, creed national origin and sex. The YMCA will accommodate special needs into existing programs to the extent that financial and physical resources permit. So we may provide a positive experience, please contact the YMCA if your child (ren) has any special needs requiring any accommodations.

### ACCOMMODATION PROCESS

Whether a child is non-disabled or has special needs, consideration is given to the individual needs of every child and the ability of the program to meet those needs. Please inform the YMCA if you or your child has a disability requiring an accommodation during the enrollment process. It is helpful for a smooth program transition to have a conference prior to enrollment. This information enables the YMCA to better meet your needs or those of your child, within available resources and to the extent reasonable. All staff that will be working with a child with special needs will be informed of how to care for or meet those needs in a timely fashion through a meeting or written notification. When a child needs additional services in areas of social, emotional, cognitive, language, and /or motor development growth, a referral to a professional resource in the community will be made.

### SAFE BOUNDARY INFORMATION

1. The YMCA restricts staff from providing child care services off site for families they meet through their employment at the YMCA. This includes nanny services and babysitting.
2. Your child should not receive personal gifts from individual staff members.
3. Staff members are not allowed to individually transport program participants in their personal vehicles.
4. One child will not be alone with one staff member outside the hearing or vision of others.
5. The YMCA limits outside contact between staff and program participants

### DATA PRIVACY

The YMCA complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the YMCA team members.

## CHILDREN'S RECORDS

State licensing requires that the forms are completed and on file for every child enrolled in the program. We must have this information **before** your child may attend the program for their first day of care. Required forms vary by program and are located at the back of the parent handbook.

### PRE-ENROLLMENT CONFERENCE

Before the time of enrollment, parents will be offered a pre-enrollment conference. At this conference, the teacher and parent will review enrollment forms, classroom schedules, center policies, and procedures. This conference is the beginning of the parent-teacher relationship and all parents are strongly encouraged to take advantage of this opportunity.

### HEALTH CARE SUMMARY

The Child Health Report form must be signed by a health care provider; a new form must be completed each time the child advances to a new age category.

### DEVELOPMENTAL HISTORY

Please include in this Health History and Emergency Care Plan any illnesses or conditions of which you feel our staff should be aware (allergies, asthma, ear tubes, etc.). This, along with your physician's statement, will help alert our staff to any potential emergencies and allow us to better care for your child.

## INDIVIDUAL CARE PLAN

If a child is admitted having special needs, procedures stipulated by WI HFS 46 will be followed. An individualized care plan will be developed to meet the child's needs, restrictions, preventive factors, symptoms, etc. This plan will be coordinated either with the service plan, educational plan and/or with the physician, psychiatrist, or psychologist.

## EMERGENCY CARDS

These cards provide home and office phone numbers and addresses of the parents and at least two other people authorized to act on your behalf if unable to reach you. The parent/guardian is responsible for updating the information on the emergency cards. These cards also grant permission for the center to seek medical attention.

## IMMUNIZATION RECORDS

It is in everyone's best interest for all children to have current immunizations on file at the program. State Law requires that all children be fully immunized or have a physician's statement that the child is in the process of becoming fully immunized, or that immunization is not advisable for medical reasons; or have a notarized statement of the parent/guardian that the child has not been immunized because of conscientiously held beliefs. The child's record of immunizations must be on file *at the time of enrollment* using the official Department of Health record form. Each time the child receives a new series of immunizations, it is the responsibility of the parent/guardian to notify the center office so that the immunizations can be properly recorded in the child's file.

## INADEQUATELY IMMUNIZED CHILDREN

If a case of measles, mumps, rubella, pertussis, polio, or diphtheria occurs in the child care setting, children who are inadequately immunized will be excluded for the incubation period of the disease.

## ALTERNATE ARRIVAL/RELEASE AGREEMENT

This form is only for the Before and After Care School-Age Child Care Program which gives permission to release the child to/from YMCA programs to/from school during the school year.

## RESEARCH AND PUBLIC RELATIONS PERMISSION

Parents will be notified and a written permission form will be signed before each occasion of research, experimental procedure, or public relations activity involving a child.

## Authorized Pick-Up Procedures

### REQUIRED SIGN IN AND OUT PROCEDURE

**You must sign your child in every morning and out every afternoon.** The sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pickup.

Staff use these forms for attendance as well as other forms for accountability that track which children are participating in which activities in what location at what time throughout your child's time in our program. Staff use head counts as well as name and face recognition to ensure staff know the children in our care are in our attendance.

Parents are responsible for notifying the YMCA child care program if their child will be absent from care. If a child is absent from our program with out prior notification the YMCA will contact the parent or guardian if it is an after school program or a situation when someone other than the parent is responsible for dropping the child off at care. A message will be left if the parent can not be contacted.

Any authorized person who is picking up the child from the YMCA program must have available proper photo identification and may be checked by YMCA team members. This procedure helps to ensure the safety of your child and allows team members to determine which children are present at any given time. We require that all parents/guardians follow this policy. The YMCA team members will do their best to be aware of who is coming and going, however, until team members have come to recognize you by face, please do not be offended if they ask for identification. Because staff may vary please be prepared to show your Photo ID daily.

## PERSON AUTHORIZED TO PICK UP YOUR CHILD

The safety of all children in YMCA programs is of primary importance. At the time of enrollment, the YMCA must be provided with names and phone numbers of persons authorized to pick up their child. For your protection, only persons authorized in writing by the parents and who are 18 years of age or older may pick up your child. If you have any questions or concerns about this please contact the Program Director. You must inform the YMCA team members in advance, in writing, if someone OTHER THAN a parent/guardian or authorized person is to pick up your child. The YMCA team members will ask for photo identification and ask for the child's visual verification regarding identification. In emergency situations, parents may call in this request as long as the team members are able to call back to a previously provided number on the emergency forms to verify that it was the parent/guardian that made the call.

Before the first day of care, the parents/guardian must provide the YMCA program with the names of persons authorized to pick up their child, including all legal guardian(s).

If there is a court ordered custody agreement, the YMCA is legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide the YMCA with a certified copy of the most recent court order. This copy must be on file with the YMCA and updated by the custodial parent when necessary. If no court order is on file with the program both legal parents will have access to information and the child.

## Partnership with Parents

### PARENT COMMUNICATION

Parents are encouraged to communicate openly with YMCA team members about the program and their children. Team members will make an effort to communicate with parents/guardians on a daily basis about upcoming activities, children's behavior, or any program changes. Each child will also have a communication file. It is the parent's responsibility to check this file on a regular basis for any written communication (i.e. newsletters, calendars, and notes) from the program team or the YMCA. It is also the parent's responsibility to communicate with staff when a child will not be attending program due to illness or change of plans. YMCA team members will contact parents if notification of an absent child has not been received.

A parent may request a conference with the Site Director/Coordinator at a mutually convenient time to discuss his/her child's overall development. YMCA team members may also request a meeting with a parent. Scheduled conference will be offered each school year at each site as well. Parents are encouraged to visit the site at any time during the hours of operation. The YMCA **Parent Advisory Council** is a wonderful opportunity to become involved in the program. Parents and YMCA staff come together to share ideas and suggestions regarding program content and quality; family activities; enrichment programs; and other items of interest. Parents are encouraged to participate!

### FAMILY NIGHTS

Family Nights will be scheduled throughout the school year. These events are designed to involve your whole family in your child experience. It is a great time to meet the staff and other families in the program. Details regarding dates, times and activities will be available at the site.

### PROGRAM SURVEYS

As a parent or guardian of a YMCA participant, you will receive a program survey a minimum of two times per year to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the YMCA team members.

### GREIVANCE PROCEDURE

The YMCA Child Care staff expresses a commitment to provide an environment that encourages a child's growth and learning. Parents are encouraged to speak with the director if they feel their child's needs are not being met by the staff. The following is an efficient and effective procedure to follow to voice your concern.

The Wisconsin Department of Human Services, Licensing Division, can be reached at (715) 836-4372.

## **A. Grievance by a Parent, Guardian, or Staff**

1. If there is a grievance over the child care program or procedure, direct contact with the Teacher or Director should be made. The complaint should be made either verbally or in writing and should allow 7 business days for a response.  
(Grievance Procedure Continued)

2. If the individual making the complaint feels that it is being ignored or if it is of a serious nature, the complaint should be made in writing to the child care center director or to the Product Manager of the YMCA. Depending on the nature of the complaint, the Product Manager will either handle it personally or refer it to the WI Department of Health and Family Services. The Director and the Product Manager will be responsible to see to it that the grievance is handled properly and expeditiously.

*If steps one and two have been taken and the grievance or complaint is still unresolved, the parent, guardian, or staff has the right to inform the WI Department of Health and Family Services.*

## **B. Grievance over a Staff Member**

A situation may arise where a parent or guardian has a personal grievance against a staff member. Due to the personal nature of such a grievance, the Director will approach the staff member and give them a chance to explain their actions. If an unsatisfactory resolution of the problem occurs, then the next step should be taken.

1. Within 7 days, the Lead Staff or Director will provide in writing how the problem will be resolved.

2. If the complaint is about the Director, the parent will notify the Product Manager of the YMCA.

3. If the complaint is not handled properly or to the satisfaction of the person with the grievance, they may send it in writing to the Department of Health and Family Services.

## **C. Grievances over Facilities or Equipment**

For complaints about the facilities or equipment, the director should be consulted. He/She will see to it that proper repairs are made promptly.

# **Health and Safety**

## **HEALTH HISTORY and EMERGENCY CARE PLAN**

A current Health History must be completed **before** your child begins the program. The Health History form must list alternate names and phone numbers to be used when the parents cannot be reached. This form serves as a medical release giving the program permission to seek medical attention for the child in case of an emergency.

## **HEALTH CONSULTANT**

A health consultant will review health and safety policies stipulated by WI HFS 46 on a monthly basis. Additionally, if there is a proposed change in health practices or policies, or if an outbreak of a contagious illness should occur, a health consultant will be contacted for review.

## **ACCIDENTS – ON OR OFF SITE**

If your child has a minor injury, the YMCA team members will perform First Aid if necessary and notify you when you pick up your child. If an injury should occur, the YMCA team members will perform immediate First Aid and if there is further question about the injury the YMCA staff will notify you to pick up your child immediately and let you determine if you should take your child to the doctor or dentist.

In case of an emergency the YMCA team members will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
2. A staff will accompany the child to the hospital and staff until the parent/guardian arrives if emergency medical transportation is required.

If a parent/Guardian is not able to be reached we will continue to call through your designated emergency contact list until contact is made.

## EXCLUSION OF SICK CHILDREN

If your child is ill, please do not send him or her to the YMCA Program. Please notify us if she/he will not be attending. Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

(Exclusion of Sick Children Continued)

- Fever – If over 100 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting
- Respiratory symptoms – Wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing
- Signs/symptoms of severe illness (unusual fatigue, irritability, persistent crying, difficulty breathing, etc.)
- Vomiting
- Uncontrolled Diarrhea
- Mouth sores with drooling
- Rash- If cause of rash is not known
- Eye drainage
- Unusual skin color
- Bacterial infection (such as strep throat)
- Contagious illness (such as chicken pox, scabies, ring worm, or other reportable diseases)
- Head lice – presence of lice or lice eggs (“nits”)

**Children must be free from these symptoms for at least 24 hours before returning to the YMCA** and any contagious illness should be cleared by a doctor.

Parents/Guardians must notify the Site Director/Coordinator if their child contracts a communicable disease, as soon as diagnosed. When a communicable disease occurs, the YMCA will notify other participants in writing, including cause and symptoms.

## SENDING A CHILD HOME DUE TO ILLNESS OR INJURY

If a child exhibits any of these illnesses while in the program, the child will be separated from the group, but still under the supervision of staff, and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached, the emergency contacts will be called. Staff will continue to assess the child's condition.

We are not in the health service business and because we are looking out for your child's best interests, you or another authorized adult must pick up your child *within one hour of being contacted*. If the team members feel that your child's condition warrants emergency medical attention, the child's source of health care, or if necessary, the local emergency resource will be notified.

## ADMINISTERING MEDICATION

YMCA team members will administer medication during the program only if a current Medication Permission Form is on file at your child's site. Forms are available from your Site Director/Coordinator. Medication sent without a permission form will not be administered to your child. Medication must be sent in a prescription-labeled bottle or in the original over the counter container. Children are not allowed to have medication in their possession. The team members may only dispense medications that are prescribed or over the counter medications according to the original label descriptions. All medications need the following:

- original label and directions containing name of medication
- original medication container labeled with child's name
- medication must be within the expiration date and for current username and address of licensed pharmacy issuing the medication if prescription
- physician's name if prescription
- dosage and duration – must meet label requirements

The **Authorization to Administer Medication form** must be completed by the parent or guardian and on file at the YMCA before ALL medication is dispensed – including non-prescription, sunscreens, and bug sprays. Please return the form to the YMCA before your first scheduled day or the start of medication.

For medical and safety reasons, YMCA team members do not administer insulin shots, Dias tat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child and the child's medical providers to explore other reasonable accommodations to permit the child to enjoy our programs to the fullest extent possible.

## MED LOG

A written record, including type of medication given, dosage, time, date and the name or initials of the person administering the medication, shall be made in the center medical log book on the same day that the medication is administered.

A daily record of injuries shall be kept in the medical log book. Records of injuries shall be reviewed by the director or designated person with staff every 6 months in order to ensure that all possible preventive measures are being taken. There shall be documentation in the medical log book that reviews have taken place.

## HEALTH PRECAUTIONS

Bodily secretions such as runny noses, eye drainage and coughed-up matter shall be wiped with a disposable tissue used once and placed in a plastic-lined container. Whoever does the wiping shall wash his or her hands immediately. Bodily secretions on surfaces shall be washed with soap and water and disinfected with a bleach solution of one tablespoon bleach to one quart of water, made fresh daily. Hands shall be washed immediately.

The YMCA will clean all areas, toys, and facilities in accordance with Wisconsin licensing. Staff will have checklist to ensure that cleaning is happening on a regular basis.

Hand washing for children and staff will happen regularly but specifically before and/or after toileting, meals, outdoor play and contact with bodily fluids or dirt.

## UNIVERSAL PRECAUTIONS

YMCA child care program staff shall adopt universal precautions when exposed to blood and blood-containing body fluids and injury discharges of all children.

All persons exposed to blood or blood-containing body fluids and tissue discharges shall wash their hands immediately with soap and warm running water.

Single use disposable gloves shall be worn if there is contact with blood-containing body fluids or tissue discharges. Hands shall be washed with soap and water after removal of gloves. Gloves shall be discarded in plastic bags.

For spills of vomits, urine, feces, blood or other body fluids, YMCA staff shall clean and disinfect the floors, walls, bathrooms, tabletops, toys, kitchen countertops and diaper changing tables.

If running water is not immediately available when outdoors or on field trips, soap and water based wet wipes may be used. When running water becomes available, hands must be washed immediately with soap and running water.

Disinfecting hand sanitizers may not replace the use of soap and water when washing hands.

## CHILDREN'S BASIC NEEDS

In order to grow and learn, all children have basic needs including safety, good nutrition, shelter, medical attention, clean clothes, appropriate discipline, and love. Parents/guardians who are having difficulty providing for a child's emotional or physical needs are encouraged to ask for help. Our staff can help parents/guardians find community resources.

If a parent/guardian is unable or unwilling to meet a child's needs or if there is suspicion of physical, emotional, or sexual abuse, team members are mandated by the State of Wisconsin to file a report with the Child Protection Agency.

## REST PERIODS

Infants must sleep in a crib and sleep on their back. If a blanket is provided by the parent it must be tightly tucked around them but not covering their head or mouth in order to reduce the risk of SIDS. Team members working with children in this age grouping will be required to attend SIDS training. The YMCA will work with parents on infant sleeping schedules.

A child under 5 years of age in care for more than 4 hours shall have a nap or rest period. YMCA child care team members shall permit a child who does not sleep after 30 minutes and a child who awakens to get up and to have quiet time through the use of equipment or activities which will not disturb other children.

Each child who has a nap or rest period shall be provided with an individual bed, cot, sleeping bag, 2 inch thick mat, crib or playpen which is placed at least 2 feet from the next sleeping child. Cribs or cots may be placed end-to-end if a solid partition separates children and an aisle not less than 2 feet in width is maintained between cribs and cots.

Each child shall be provided with an individually identified sheet and blanket or sleeping bag which may be used only by that child until it is washed. Bedding shall be maintained and stored in a clean and sanitary manner, replaced immediately if wet or soiled and washed at least after every 5 uses.

## PETS

YMCA child care programs shall ensure that parents are aware of the presence of pets and animals in the center by written notification. If pets and animals are allowed to roam in areas of the center occupied by children, written acknowledgement from the parents shall be obtained. If pets are added after a child is enrolled, parents shall be notified in writing prior to the pets' addition to the center.  
(Pets Continued)

Reptiles, amphibians, turtles, ferrets, poisonous animals, psittacoses birds, exotic and wild animals may not be accessible to children.

All contact between pets or animals and children shall be under the close supervision of a child care worker who is close enough to remove the child immediately if the pet or animal shows signs of distress or the child shows signs of treating the pet or animal inappropriately.

## Behavior Guidance & Non-Violence Policy

### PHILOSOPHY

The YMCA strives to maintain a positive approach to managing children's behavior at all times. Team members establish and enforce clear and consistent limits and expectations for appropriate behavior. Team members deal with inappropriate behavior through various techniques including; modeling, distraction and redirection, adjusting the environment, cooperative problem solving and removal from the activity/area as a last resort.

### PROCESS

As mentioned above, when positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:

1. **Reasoning:** Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. **Redirection:** When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.
3. **Child/YMCA Team Member Conference:** When the program leader is not successful in correcting behavior, the Site Director/Coordinator is consulted and they may decide on further appropriate action and or consequences.
4. **Conferences:** If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished through the use of a Behavior Contract.

A BEHAVIOR CONTRACT is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help child understand the desired behavior and the time line is fair and realistic.

5. **Suspension for Inappropriate Behavior:** In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Site Coordinator and / or Program Director determine the length of suspension.
6. **Removal from the Program:** If the above process has not resulted in corrected behavior, the child will be removed from the program.

**We reserve the right to bypass the above behavior steps at anytime and remove a child from our care for reasons of safety. If a parent is called to pick up a child for behavior the child must be picked up within one hour.**

To encourage positive choices our staff will:

- Protect the safety of the children and staff by establishing clear expectations and creating a safe environment
- Provide immediate and directly related consequences for a child's unacceptable behavior
- Anticipate problem situations and intervene by encouraging positive alternatives when possible
- Engage children in cooperative problem solving
- Model appropriate behaviors with children
- Tailor behavior expectation to the child's development level

## **PROHIBITED ACTIONS**

The following actions will be prohibited at the center:

- Subjection of a child to corporal punishment. Corporal punishment includes but is not limited to, rough handling, shoving, hair pulling, slapping, ear pulling, shaking, kicking, biting, pinching, hitting, and spanking.
- Subjection of a child to emotional abuse. Emotional abuse includes, but is not limited, name calling, ostracism, shaming, making derogatory remarks about the child or the child's family, and using language that threatens, humiliates or frightens the child.
- Separation of a child from the group except to an unenclosed part of the classroom where the child can be seen and heard by a staff person.
- Punishments for lapses in toilet habits or thumb sucking.
- The use of physical restraint other than to hold a child when containment is necessary to protect a child or others from harm; the use of mechanical restraints, such as tying.
- Withholding food, light, warmth, clothing, or medical care as punishment for unacceptable behavior.

Behavior or health issues, which may affect the safety, health, and general well-being of other children and staff at the center, may result in limited exclusion or termination of enrollment.

Staff working with children under age five will be trained in Shaken Baby Syndrome. Documentation of training in shaken baby syndrome prevention is required before beginning work. If a child is crying, fussing or distraught team members will console the child by appropriately holding, consoling, rocking or walking the child. Children will not be left to cry on their own for more than a couple minutes.

## **PROGRAM RULES**

All children, team members and parents should be following the four core values of the YMCA: caring, honesty, respect and responsibility.

In addition to following the values program rules are:

1. Follow directions
2. Respect self, others and property
3. Use appropriate verbal and body language
4. Keep your hands and feet to yourself
5. Stay with the group

The overall safety of all children in the program is our highest priority. Please encourage your child to speak to a program staff if they are having any concerns with other participants or program staff.

### **Parent/guardian Code of Conduct**

To ensure that YMCA Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. It is our intent to have YMCA Programs represented in a positive manner at all times. In the event that parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

1. Parents/guardians will conduct themselves in a manner that represents the four core values of the YMCA: caring, honesty, respect and responsibility.
2. Parents/guardians must refrain from foul language at all times, while at a YMCA Program location.
3. Parents/guardians will not show or exhibit derogatory conduct toward any YMCA staff, participants, or other parents/guardians.
4. The misuse of drugs or alcohol at a YMCA location will be prohibited.
5. Parents/guardians will not be allowed to take pictures/video of other participants or YMCA Programs.

## RUNAWAY POLICY

If a child leaves the designated program area without permission from the team members or refuses to leave when the rest of the group leaves an area, the following procedures will be followed:

**Situation A:** A team member will alert the rest of the team members and will look for the child and bring the child back to the area.

1. Parent will be notified and asked to pick up the child immediately
2. A meeting will be arranged between the parent, child, and Site Director/Coordinator before the child can return to the program. The event will be documented.
3. The child will no longer be allowed to attend the program if this is a repeated offense.

**Situation B:** If the team members are unable to locate the child, the following procedures will be followed:

1. Police will be notified.
2. Parent will be notified and asked to help aid in the search for the child. When the child is found, the parent will be asked to take the child home.
3. The child will no longer be able to attend the School Age Program.

## Planning for Each Day at the YMCA

### OUTDOOR PLAY

Out door play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going out doors every day, excluding days of inclement weather. "Inclement weather" means stormy or severe weather such as any of the following:

- (a) Heavy rain.
- (b) Temperatures above 90 degrees Fahrenheit.
- (c) Wind chills of 0 degrees Fahrenheit or below for children age 2 and above.
- (d) Wind chills of 20 degrees Fahrenheit or below for children under age 2.

All children who are well enough to be at the program are expected to participate in outdoor activities.

### DRESS APPROPRIATELY

Please consider the weather before your child leaves home every morning and remember that the weather can change quickly. Appropriate footwear and clothing will help your child enjoy a more comfortable day. Clothing should be identified with the child's first and last name on it. A lost and found box will be kept near the Parent Communication Center and should be checked each week for your child's belongings.

### PROGRAM FACILITY

The facility shall meet all codes and requirements under Wisconsin law. The inside temperature at the child care program may not be less than 67°F. If the inside temperature exceeds 80°F., the licensee shall provide for air circulation with fans or by other means.

Should there be issues with the facilities such as: loss of heat, air conditioning, water, electricity, telephone, or plumbing issues. Efforts would be made to try to fix the issue within a timeframe that did not put undue stress on the children and staff. If there was not a way to fix the issue in a timely manner, parents would be called to pick up their children and the program would close.

### PERSONAL PROPERTY

**The YMCA is not responsible for lost or stolen items.**

We will do our best to ensure the safety of your child's belongings; however, we do ask that you please not send unnecessary items with them. The YMCA will not take responsibility or be held liable for lost, stolen or damaged items. Please **DO NOT** send items of value from home (i.e. toys, CD's, cell phones, pagers, Discman's, games, radios, Game boys, etc.) with your child. Toys and games that can be easily broken, lost or not comfortably shared with other children should be left at home. We have a wide variety of equipment at the sites to meet the needs of children.

## Emergency Procedures

Each YMCA child care program has a written plan for responding to a fire, a tornado, a tornado warning, a missing child or other emergency. Each program shall do all of the following:

- Post the fire evacuation and tornado plan and practice implementing the fire evacuation plan monthly. Tornado drills shall be conducted monthly from April through October.
- Make sure that all staff members know what their duties are if there is a fire, tornado, tornado warning, missing child or other emergency.
- Keep a written record of dates and times of all fire and tornado drills practiced.

For a **tornado** warning staff will lead children to an inner wall or basement of the facility they are in or nearest facility. The Lead Staff will be in charge of maintaining attendance of children and bringing the child's emergency information with them to the safe area. The second staff will get the radio or other communication device to help monitor the situation. All staff will aide in reassuring children and keeping them in the safe area. Parents will be notified once it is safe to do so.

For a **fire** each staff will take their group of children to the nearest safe exit. The Lead Staff will be in charge of maintaining attendance of children and bringing the child's emergency information with them to the safe area. The staff will meet at eh designated meet up place and attendance of all ill be ensured. 911 will be called if it had not already been. All staff will aide in reassuring children and keeping them in the safe area. Parents will be notified once it is safe to do so.

In the case of a **missing child** all staff will gather their children and ensure attendance in a central area. The Lead Staff will designate which staff will look in what areas for the child while the rest of the staff stay with the rest of the children in the program.. The child will be looked for in and out of the facility and if at an offsite location they will be contacted and asked to aide in the search. After 30 minutes of searching with out finding the child 911 will be called as well as the parents of the child missing. The staff will then follow the direction of the police.

## Transportation of Children

YMCA child care program will receive authorization from the parent to transport the child to and from the center, when transportation is provided for a field trip or off site programming.

In order to ensure that children are not left in a vehicle during these times of transportation staff will take attendance as they board and leave the vehicle. There will also be a sweep done of the vehicle to look for children who may have fallen asleep, or be laying down, before the last staff exits the vehicle.

For children with special needs, a staff will sit close to the child with special needs in case of emergency during the transportation.

YMCA child care programs will receive authorization from the parent outlining the plan for a child to come to the center from school, home or other activities or to go from the center to school, home or other activities unless the child is accompanied by a parent or other authorized person or transported by the center.

## Billing and Payment Information

### ONE YMCA CUSTOMER SERVICE CENTER

The main responsibility of the Customer Service Center staff is to provide customer service, including: registration processing, account maintenance, third party billing, collections, adjustments, financial assistance, credit card billing and the processing of refunds. The One YMCA Customer Service Center can be reached at:

**One YMCA Customer Service Center  
2125 East Hennepin Avenue  
Minneapolis, MN 55413  
Phone 612-230-9622/Fax: 612-465-0559  
E-mail: [customerservice@YMCAtwincities.org](mailto:customerservice@YMCAtwincities.org)**

TUITION:

**Y Preschool**

**St. Croix Valley-Calendar School Year**

Option A-Half Day: \$140 a month	Tuesdays & Thursdays 9am-11:30am
Option A-Full Day: \$230 a month	Tuesdays & Thursdays 9am-2pm
Option B: \$325 a month	Mondays, Wednesdays, & Fridays 9am-3pm

**River Falls Academy-Calendar School Year**

Option A-Half Day: \$135 a month	Tuesdays & Thursdays 9am-11:30am
Option A-Full Day: \$225 a month	Tuesdays & Thursdays 9am-2pm
Option B: \$325 a month	Mondays, Wednesdays, & Fridays 9am-3pm

**Summer Power Preschool (St. Croix Valley & River Falls)**

\$60 for 2 days per week	Tuesdays & Thursdays 9am-2pm
\$85 for 3 days per week	Mondays, Wednesdays, Fridays 9am-2pm
\$125 for 5 days per week	Mondays through Fridays 9am-2pm

**School Age Child Care**

**Before & After School Program**

Roberts Park Building	\$8 per session (minimum of 3 sessions)
Drop-In Rate:	\$10 per session (parent must call in advance)
River Crest Elementary	\$7 per session (minimum of 3 sessions)
Drop-In Rate:	\$9 per session (parent must call in advance)

**Summer Power (St. Croix Valley/Hudson Middle School & River Falls Academy)**

\$105 for 3 days per week  
 \$128 for 4 days per week  
 \$145 for 5 days per week

**REGISTRATION AND CONTRACT TUITION FEE AGREEMENT**

Registration forms must be completed in full for each child. They must include all required paperwork by Wisconsin licensing. They must be accompanied with the \$35.00 nonrefundable registration fee per child for all school-age programming during the calendar school year and a \$50.00 nonrefundable registration fee for preschool, licensed child care, and summer programming. Registrations are only good for the times listed as long as the participant stays in the program. Once they leave or do not meet the minimum sessions/requirements, they will need to repay the registration fee to start up in the program again.

Registration for infants and toddlers shall, prior to admission, will include an interview with a child's parent or guardian to obtain written information which will aid child care workers in individualizing the program of care for the child. Information shall include all of the following:

1. Schedule of meals and feeding.
2. Types of food introduced and timetable for new foods.
3. Toileting and diapering procedures.
4. Sleep and nap schedule.
5. The child's way of communicating and being comforted.
6. Developmental and health history.

## CHANGES TO REGISTRATION

Changes made to the original registration must be made in writing by Monday one week PRIOR to the week of attendance. Changes made after that day will result in parent being charged the original registered week. See enclosed payment/schedule change calendar for specific dates.

**If you want to add additional days or weeks after your original registration** additions need to be communicated to the Customer Service Center in writing by Monday one week prior to care. If additions are made after that time there will be a \$2 per session fee added per child.

Example 1: If your registered weekly schedule is 3 days a week M, W, F, and your child does not show up for that week, you will incur the charges for the week.

Example 2: If your child is registered for M, T, W and attends M, T, F you will be charged for M, T, W and F unless the written notice was given by Monday one week prior to change your scheduled days.

## FEE COLLECTION POLICIES

**Tuition fees for the Early Childhood Learning Center and School Age Care are due the week prior to care.**

**Tuition for the Y Preschool Program is due the week prior to the month of care.**

A late fee will be assessed if payment had not been received AT THE CUSTOMER SERVICE CENTER (not in the mail or postmarked) by the Friday before service. If your payment has not been received by Friday you can also make payments at any YMCA branch or with credit card by calling the business center. *Should you choose the easy option of EFT, payments will be deducted on Tuesdays*

### **Late Payment:**

There is a charge of \$10 incurred on Monday, the week of care (or on Monday at the start of the month of care). We encourage you to use our electronic funds transfer to ensure timely payment. Forms are available at your site call the business center for further information.

## METHOD OF PAYMENT OPTIONS

There are 3 options for method of payment:

- 1) Automated Electronic Funds Transfer (credit/debit card) - Payment by credit card is automated through the billing system and is the preferred method of payment. If interested, please fill out and return the Credit Card Authorization form enclosed. Your childcare payment will be pulled every **Monday on payment dates for the upcoming week of care**, per your registration. **Please note, if you were on EFT for a different program, a new Credit Card Authorization form needs to be filled out.**
- 2.) Personal Check - Personal check payments can be mailed to One YMCA Customer Service Center 2125 East Hennepin Avenue, Minneapolis, MN 55413. **PAYMENTS WILL NOT BE ACCEPTED AT THE SITES.**
- 3.) Credit/debit card over the phone- Please call the **One YMCA Customer Service Center at 612-230-9622**. These payments can be taken Monday - Friday 6:30am AM to 7:00 PM and on Saturday 9:00am -12:00pm.

## MULTIPLE PARTY PAYMENTS

In cases where multiple parties are making payments to a childcare account, the YMCA is **not** responsible for determining which party has the financial responsibility for specific weeks/days.

## NON PAYMENT AND TERMINATION

*If payment is not received on due date your child's attendance may be stopped and you will have full responsibility for all registered days. If you choose to withdraw from the program and choose to start again a new registration form and registration fee must be turned in per child.*

## BILLING ADJUSTMENTS

Any billing adjustments to your fees outside of normal tuition fees will be done on a weekly basis. Adjustment fees include back billing for additional sessions, NSF or EFT Return fees, etc. Refunds will be given for programs only when the participant has followed procedure and turned in a written change one week prior for SAC and Summer Programs and two weeks prior for ECLC and Preschool.

## LATE PICK – UP FEES

Any violation of our posted hours of operation will result in a late pick-up charge of \$1.00 per minute per child for children in our care before or after program hours. Parents are held accountable for these additional fees. Late fees will be assessed on with the next tuition payment. Habitual lateness or abuse of this policy could result in expulsion from the program.

## STATEMENTS AND PAYMENT HISTORY (DETAIL REPORTS)

- 1) Statements are invoices for SAC Program fees from which the parent must pay. Everyone will receive a biweekly statement mailed to their home.

**Note:** Those paying by automated credit/debit card **will only** receive a statement upon request. Please do not submit a payment.

Check payments: Weekly tuition payments are due by Monday at 10:00 am one week prior to the program week.

2) Payment History Detail Report - Parents needing a detailed payment history report can contact the One YMCA Customer Service Center at 612- 230-9622, [customerservice@YMCAtwincities.org](mailto:customerservice@YMCAtwincities.org) or fax 612-465-0559.

## HOLIDAYS

The Early Childhood Learning Center will be closed on the following days. The ECLC will close early on Christmas Eve and New Year's Eve. These times will be posted prior to the holiday. There is no reduction in fees for the holiday closings and School-Age Care pricing is already adjusted.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## STAFF DEVELOPMENT DAY

The center will close for up to two staff development days per year; typically one in the fall and one in the spring. These dates will be announced at least three weeks in advance of the day. There will be a reduction in fees for staff development days.

## VACATION AND SICK DAYS

Vacation requests must be made in writing one week prior to time off. There is one week of vacation for ECLC programs. This means that the participants will not be responsible to pay for a week of care (the equivalent of one week they would pay for) when they are not in attendance. Vacation time can be taken as a 5 day consecutive week or as separate days throughout the year. Families must be participating in the program for 3 months before taking vacation and there is NO vacation time for SAC, Summer Power, or Preschool. Vacation can not be used for sick days as they can seldom have a written notice turned in one week in advance to the absence occurring. There is no discount for sick days.

## PROGRAM CLOSING

It may be necessary for our center to close due to snow, energy problems, or other unforeseen events. Parents are encouraged to listen to WCCO-AM 830 radio for closing information. The general rule is that Y Preschool and School-Age Care programming closes when the school district it is in closes. When closing is declared during the working day, parents are asked to pick up their child (ren) within two hours of the official closing announcement and you are responsible to pay for the portion of the program used. If the school district runs late or releases early due to weather, there will not be any before or after school-aged child care programming offered. You will be charged for the first two days cancelled for school closure. In the event there are more than two school days cancelled due to the above reasons, the business center will issue a credit to your account for those days after that.

## EARLY RELEASE & LATE START DAYS

There will be options for release day programs for an additional fee which every participant must register for in advance. If the school district cancels school due to snow, emergency problems, or other unforeseen events, you will be charged for the first two days and your account will be credited for any days cancelled after that.

## COUNTY SUBSIDY AND THIRD PARTY PAYMENTS

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their caseworker about their involvement in our program. Parent using State, County or third party payments must provide a caseworker name, phone number and VU# at the time of registration. Upon receipt of the authorization, the child will be enrolled. For County Subsidy, a current "Authorization of Service" must be on file with the YMCA. Co-payments are due in full by the first of the month, unless other payment arrangements are made with the One YMCA Customer Service Center. Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment. Claim forms must be signed and returned to the YMCA within 1 week of receipt, or else the parent may be liable for childcare fees. An expired authorization or failure to pay parent co-payments may result in termination of childcare services

## FINANCIAL ASSISTANCE

The YMCA welcomes those who wish to participate and annually raises funds to help make the Financial Assistance program possible. Financial assistance is supported in part by contributions from Y Partners and other donors, and provides scholarships and subsidies for qualifying applicants within our available resources. Either the program staff or the administrative office can provide parents with financial assistance applications. Completed forms will be forwarded to the administrative office for review. The administrative office will contact the parent with the results of the review and inform parents of the amount they have been awarded.

Thank you for enrolling your child in the YMCA programs. Please call with any questions or concerns.

St. Croix Valley YMCA  
2211 Vine Street  
Hudson, WI 54016  
715.386.1616

River Falls Area YMCA  
303 South Main Street  
River Falls, WI 54022  
715.425.9778