

## WELCOME TO THE YMCA!

Thank You for choosing the Y for your childcare needs! We believe the values and skills learned early on are vital building blocks for quality of life and we are dedicated to providing a safe, nurturing environment for children to learn, grow and develop social skills.

At the Y, your child(ren) will learn their ABC's, sharing, sportsmanship, and most importantly, how to be themselves. We strive to highlight teachable moments and emphasize accomplishments and successes in all participants. This makes for confident children today and contributing and engaged adults tomorrow.

The Y offers multiple childcare programs at various locations for children ages 2 weeks through 12 years including full-day childcare, before and after school care and full day summer programs. Programs are available at locations throughout Beloit, WI and Roscoe and Rockton, IL and are open to all who wish to participate. The Y's financial assistance program, made possible by donations to our Strong Kids Campaign, offers funds for those in need and who qualify within our available resources.

If you have any questions after reading through your Family Handbook, please direct your questions to the Childcare Operations Director or the specific Program Director, or refer to the YMCA's Child Care Policy Handbook which is available by request. Contact information is available at the back of the handbook.

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## PROGRAM OVERVIEW

### Program Goals

Help children reach their fullest potential through:

- Developing self-awareness, confidence and feelings of self-worth
- Developing interpersonal relationships
- Values Development
- Developing physical skills
- Focusing on health and nutrition

Strengthen your family by:

- Improving communication among family members.
- Helping families share values with others.
- Increasing your family's sense of community with other families.
- Providing families with peace of mind while children are in our care.



## ORIENTATION

Family Orientation events are held in August for the Child Care Centers Preschool Program and at the beginning of summer for the Summer Camp Programs. Additional meetings are held throughout the year and also upon request of the families.

### Activities

Childcare activities provide each child with age-appropriate experiences which:

- **Encourage self-esteem and develop positive self-image.** Activities include warm staff and child interactions, challenging developmental materials, consistent daily routine, interesting and diverse activities, positive adult/child and child/child communication, and stressing that each child is valued for individual achievements.
- **Encourage social interaction.** Program activities include creative play, group time, mealtime interaction, community programs and field trips, planned family activities, teacher and child initiated activities and music, song and dramatic play.
- **Encourage self-expression and communication skills.** Activities for child care and preschool education participants include group story time, acting out stories and plays, making books readily available, show-and-tell, creative play experiences and other teacher/child initiated activities. Activities for school age participants include group activities, storytelling, board games, arts and crafts and other teacher/child initiated activities.
- **Foster creative expression.** Activities include providing creative art materials and play equipment, using constructive toys and experiencing the fine arts through the use of community resources.
- **Encourage physical development.** Gross Motor development includes group activities, sports, using playground equipment and offering classes at Y facilities. Small motor development is enhanced through the use of puzzles, creative art experience, finger play games and more.

### Schedule

The YMCA Child Care Program schedule varies by the age and ability of your child and may include:

- **Large Group Activities:** children are encouraged to interact in a large group, take turns, participate themselves and allow others to participate with them learning team building.
- **Small Group Activities:** children are assisted in developing particular skills. For child care center participants, those skills include cutting, tracing, balancing, eye-hand coordination, color and shape identification, board games and more. For School Age participants, skills include arts and crafts, homework assistance, board games and more.
- **Literacy Time:** children are exposed to age-appropriate literature and are encouraged to use their imagination, to build vocabulary and to develop listening skills.
- **Academic Achievement:** children are provided with activities to stimulate learning.
- **Meal/Snack Time:** children are encouraged to learn group cooperation, language development, personal discipline, positive social interaction, healthy nutrition, and try a variety of different foods.
- **Social Skills Development:** the Y's core values of caring, honesty, respect and responsibility are reinforced in all activities and built into all lesson plans. Children will also be encouraged to practice personal hygiene and participate in the care of their environment

program will display the DCF-251 Licensing Rules, license, and most recent licensing inspection reports for the Group Day Care Centers on the bulletin board in the entrance for parent review. The license will reflect:

Hours of operation	7:00 am – 6:00 pm
Months of operation	Year round
Days of operation	Monday – Friday
Capacity of Children	72
Ages	6 weeks – 6 Years

## ORIENTATION (continued)

### Parent Involvement

Parents are encouraged to be involved in their child’s activities.

**All Programs:** Annual parent surveys are done throughout the year to seek parent feedback on the Childcare, School Age and Summer Camp Program. Parent meetings are also held throughout the year to gain face to face feedback from families. Parents are encouraged to communicate daily with the staff and contact the program directors with any feedback or concerns.

### Guidance

Our goal is to guide children into becoming happy, responsible and cooperative participants through positive teaching techniques. In the event that behavior requires discipline:

- Teacher actions will not harm the child’s self-image or embarrass the child, rather reinforce a positive image.
- Teacher actions will help children learn self-control, make good choices, identify and express their feelings with words and develop an understanding and respect for one another’s feelings.
- Teachers will communicate regularly with families regarding behavioral concerns. Every effort will be made by staff to enlist the cooperation of the child along with the parents to solve problems as a team.
- At any time, we feel your child is unable to adapt to our environment, a parent conference will be requested after which the child will be on a two-week probationary period. Failure to show improvement during this two-week period will result in termination.

## ADMISSION POLICY

### A. Licensing & Accreditation

The Center is licensed through the Department of Children and Families Division of Early Care and Education. The

The most recent licensing inspection report will be posted next to the license including any non-compliance or enforcement actions. The Y will comply with all laws governing the facilities and operations. The Center Director will submit any concerns or violations to the department in writing.

### B. Minimum child to teacher ratios\*

\*Ratios reflect State Licensing rules

Children’s Age	Min. # of staff to children	Max. # of children in a group
6 wks- 2yrs	1:4	8
2 – 2 ½ yrs	1:6	12
2 ½ – 3 yrs	1:10	16
3 – 4 yrs	1:10	20
4 – 5 yrs	1:13	24
5 – 6 yrs	1:18	36
6 – 12 yrs	1:24	48

### C. Enrollment

Forms may be requested by phone or found online. Appointments are encouraged before enrolling. This give parents a chance to visit the center and ask questions. Parents may mail or return forms in person.

### D. Child Care Center Participants

- Day care child enrollment
- Health history and emergency care plan
- Child health report
- Day care intake (for children under 2 yrs)
- Immunization record

### School Age Participants

- Day care child enrollment
- Health history and emergency care plan
- Child health report/immunization record

- All required forms listed MUST be turned in for your child(ren) to begin care. Parents should update all information, including additional immunizations, change

of address, telephone number or family situations as needed.

- A nonrefundable, nontransferable Registration fee and first week payment is due at time of enrollment. (Child Care)
- A nonrefundable, nontransferable registration fee and first week payment due at time of enrollment. (Summer Camp)
- A nonrefundable, nontransferable registration fee and first month's payment due at time of enrollment. (School Year)
- Additional forms may be required, including field trip permission slips.

\*\*Parents do have access to all documentation on their child. Please refer requests to Center Director.

### E. YMCA Delegation of Authority

1. Child Care Teacher
2. Lead Teacher
3. Center Director
4. Branch Executive Director
5. President/CEO

### F. Non-Discrimination

The Y is committed to provide equal opportunities and does not discriminate by race, color, sex, age, national origin, religion, creed or special needs.

### G. Child Care Inclusion Statement

The Center and School Sites welcome all children. It is the policy of the Centers to provide a safe environment for all children. The Centers have the obligation to ensure the physical and emotional safety of each of the children entrusted in our care. To the extent it is reasonably able, the Centers will provide accommodations to children with varying abilities in the same manner as services are provided for other children of comparable age.

### H. Confidentiality Policy

All Children's records will be maintained by staff to insure confidentiality of all personal information. Parents of persons authorized in writing by parents may access children's records and reports upon request. Only other agencies legally authorized access will be able to review records. Staff and volunteers will maintain all information in confidential manner. In addition, information regarding a child's needs will only be shared with the staff that are responsible for the individual.

### I. Fees and Payment

#### Child Care Center participants:

- All fees are due in advance of service. A weekly bank or credit card draft will be drafted on Monday of each week. A \$25.00 fee will be charged for a denied credit card.
- If you choose to pay by a check, you will be responsible to make that payment by Monday morning. A \$25.00 fee will be charged for returned checks.
- Families with more than one child enrolled at the center can receive a \$10.00 discount. Discounts will be applied to the oldest child's account.
- Refer to section on "late pick-up" for information on fees charged for picking your child up late.
- Failure to pay fees on time, may result in termination of enrollment in the program. If you are having difficulty with payment, please contact the Child Care Director and ask about our financial assistance program. We can then work with you on fees.

#### School Age participants:

- The Y uses an average school year to calculate a flat monthly fee for school age care.
- A non-refundable per family annual registration fee is required at the time of enrollment along with the 1<sup>st</sup> month's payment.
- School age fees must be paid monthly by the 20<sup>th</sup> of the preceding month. Parents may pay by mailing a check in advance each month, by credit card or through a monthly bank or credit card draft. Credit card and bank drafts are drafted on the 15<sup>th</sup> of the preceding month. Payments can also be made online through a link on the YMCA website.
- Nine equal monthly payments must be paid September through May. No credit will be given for holidays or non-school days. Additionally, no payment will be required for June.
- Families with more than one child enrolled the School Age Program can receive a discount on second and subsequent children. Children with a sibling enrolled in the fulltime child care center are considered a subsequent child.
- Notice must be given to the main office by the 1<sup>st</sup> of the month for any changes in schedule which will affect the number of days your child will attend.
- Please remember that payment will not be accepted on site at the School Age locations. Checks should be made payable to YMCA.
- A \$15 fee will be charged for returned checks.
- Failure to pay fees by the first of the month may result in termination of enrollment in the program. If you are having difficulty with payment, please contact the administrative

office and ask about our financial assistance program. We will work with you on fees.

### Summer Camp Participants:

- Fees are payable in advance weekly during June, July and August. Registration is taken week by week. Children may register 2, 3, or 5 days per week. Fees are established based on schedule, not attendance.
- A per family deposit is due at the time of registration for the weeks in which the child is registering for. This deposit is nonrefundable and non-transferable.
- Families can choose to have payments drafted from a bank account weekly, drafted from a credit card weekly or pay by cash or check. Payments can also be made online through a link on the YMCA website. Payments can be dropped off at the YMCA or mailed to the YMCA. Payments are not accepted at the school sites.
- Families with more than one child enrolled in the School Age Program can receive a discount on second and subsequent children. Children with a sibling enrolled in the fulltime child care center are considered a subsequent child.
- Returned checks or credit card drafts will result in a \$15.00 charge.
- Payments are due the Friday the week prior to care.

### J. Termination / Schedule Changes

Schedule changes must be requested in writing 2 weeks prior to the change. The Y does reserve the right to deny changes based on availability. If your child is removed at the request of the Y, there will not be a notification period. The Y reserves the option to withdraw a child for any of the following reasons: non-payment of the fees as agreed upon, repeated failure of parents to pick-up on time, failure to provide program with forms or current medical information as stipulated by State Licensing and this handbook, continuous behavior problems, or hostility by parents toward YMCA staff or volunteers. Terminations may be appealed in writing to the Branch Executive Director. If a child is removed at the request of a parent, a 2 week written notice is required.

### K. Classroom Availability

As an inquiry is made for an available space in the Center, an Interest Form will be sent to the inquiring parents. Once the Interest form has been returned to the center, the center will e-mail the parent to confirm placement on the list. Note: an anticipated due date must be indicated on the form in order to be placed on the list for unborn babies.

It is the applicant's responsibility to ensure all personal data (i.e. e-mail addresses, alternative contact\*) is up to date. An e-mail will be sent to all families on the interest list to indicate any openings as they become available. A response date will be indicated in the e-mail. Once that date has arrived we will then look at responses and place them in order of when the interest form was received by the Y. We will periodically request e-mail responses to check if families would like to remain on the list. If a response is not received within 10 days your child's name will be taken from the list. Please be sure to call if you do not receive the e-mails. When a space becomes available, classroom vacancies are filled in the following order of priority:

- Any child currently enrolled in the center has priority to move into an older classroom based on birth date and/or readiness for the classroom. If two children have the same birth date, the child enrolled first at the center will move into the older classroom first.
- Any sibling of a child(ren) currently enrolled in the center.
- The earliest full-time child added to the interest list based on the date the interest form was received.

In certain situations, the Center Director and staff may determine that the normal move up order by birth date is not appropriate. Some considerations are maturity, social skills, communication skills, etc.

The Center Director will discuss the situation with the parents involved prior to sending out notification and implementing the move. The final decision on transitions will be made by the Center Director.

### L. Classroom Availability Part-Time Requests

The Center may have a limited number of part-time enrollment spaces available in each age area. Children in part-time enrollment situations share a full-time enrollment slot, e.g. one child attends on Monday, Wednesday and Fridays and another child attends on Tuesday and Thursday.

The Y recognizes the need for part-time care and is committed to providing part-time spaces for children whenever possible. If you require part-time care, your child will be enrolled as space permits. However, due to financial considerations, the center must give priority to filling spaces on a full-time basis. The Center has the right to offer other days, a full-time space, or two week's written notice if the part-time space the child is occupying can no longer be accommodated. If current families require a change in their timetable, they will be given first opportunity to revise their schedule as space permits. Requests for full-time families to reduce their

days to part-time will only be granted if the remaining days can be matched with someone on the interest list.

### M. Parental Involvement & Communication

The Y strongly encourages parents to become involved in the center. You can do this in many ways:

1. Showing interest in your child's activities
2. Reading newsletters and taking time to discuss your child's day with his/her teacher.
3. Attending special functions
4. Helping fundraise and/or making donations
5. Sharing hobbies, talents, skills and careers with the children upon request
6. Talking with your child about their day

Our staff will include parents in the following way:

- Daily Written Reports-Parents of infants, toddlers and 2's will receive a daily report. Preschool age will receive periodic written reports regarding specific events. Notes can be found in your child's cubby.
- Daily Verbal Reports- As parents arrive or pick up their children, staff members work schedules to ensure parents get the key feedback about their day.
- Special Events- Parents are invited to various special events-watch for postings in the main lobby area of the childcare department.
- Parent-Teacher Conferences- Parents will be invited a minimum of 2 times per year to discuss their child's progress and development.
- Parent Newsletter- Parents will receive a monthly newsletter from their classroom. This information will be placed in your child's cubby.
- Cubbies-Children will have a cubby in their classroom for artwork and other important information. E-mails are collected upon enrollment where we can also communicate the above information.

### N. Media Release

At various times throughout the year we will be taking photographs of children for educational purposes (i.e. photos on bulletin board or cubbies). Please be aware that we will allow parents to photograph or videotape during special performances/events. In the event that we would publish a photograph or video (i.e.: program guide, brochures, or newspaper) we would refer you to the registration agreement indicating permission.

### O. Security

Our number one priority is the safety of your child(ren) and teachers. Our center is a secured facility and

admittance is granted only to staff, parents/guardians, authorized nonparent/guardian pick-up/drop offs, visitors with approval, licensing officials and others at the discretion of the Center Director. Please note: certain areas of the center are monitored and videotaped for observation and security purposes.

### P. Keeping Child Information Current

It is important that parents keep the office apprised of changes in contact numbers-home, work, and cell- as well as changes of address or email addresses. We will also need updated emergency contact numbers, changes in designated pick-up people, or pertinent medical or educational information. Please give these changes to reception in writing or by email. Because of our need to contact you immediately concerning the well-being of your child it is essential all information be kept current. Continued failure to update information may result in termination.

### Q. Personal Belongings

All children's belongings should be labeled with their first and last names. Because of activities including sports and arts/crafts, children should wear clothing that is appropriate for movement and messy work. Please be sensitive to whatever you bring for your child MUST fit in their cubby. Staff is not responsible for lost, stained or soiled clothing or any other personal belongings that are lost or damaged.

## PAYMENT & ATTENDANCE POLICY

### A. Payment Policy

\*Fees schedules are available upon request

- Fees are due on the Friday prior to attendance. A \$25.00 per week late fee may be assessed.
- Returned checks will result in a \$25.00 charge.
- Parents with more than one child enrolled in the center will receive a \$10.00 discount on the second and subsequent children. Discounts will be applied to the oldest child's account.
- Credit Card and/or Bank draft is preferred.
- Fees are charged on a weekly basis and based on registration. A 2-day/week schedule minimum is required.
- Due to enrollment and scheduling in classrooms, switching days can only be approved by the center Director and will be granted if space is available.
- A one-time \$40.00/\$65.00 per family registration fee and first week's tuition is required at the time of enrollment. This registration fee is non-refundable & non-transferable.
- Checks should be made payable to YMCA.



- Tax requests are available upon request by phone or by filling out a request form. Please allow two weeks for processing.
- The Y does work with the collection agency for unpaid balances.
- Any family with an unpaid balance may be terminated from the center and restricted for program registrations.
- Once weekly tuition is paid, no refunds will be given.
- Fees are based on weekly attendance. We do not offer daily or hourly rates.

## B. Financial Assistance/Scholarships

(No one will be turned away due to inability to pay.)

The YMCA offers financial assistance to parents to help offset the cost of child care, however, we require participants to contact the center Director for financial assistance paperwork.

If your family does not qualify for assistance through the state, the Y will make financial arrangements with you. The Y provides financial assistance for families in need through contributions to our Annual Campaign. A sliding fee scale will be used to determine eligibility. Please contact the Center Director for more information.

## C. Annual Campaign Donations

The Y's Annual Campaign provides life-changing financial assistance for families, seniors, children and military personnel in our community. Please contact the Center Director for more information.

## D. Sign In/Out Policy

Parents must record the child's attendance on the daily sign in/out forms provided. Parents must accompany their children to the classroom. The sign in sheet will include the child's birth date and the arrival and departure times. In addition, parents must inform teachers of special instructions for the day. Teachers will maintain responsibility and know whereabouts for every child in their care at all times.

## E. Absence Policy

It is imperative that we are notified if your child will not be attending the program on a normally scheduled date. Please notify us as soon as possible at 608-365-2261.

When calling please state your first and last name and your child's first and last name. Please notify the Center Director of any communication illness your child may have as well. If you do not call our staff, we will call within one hour of your typical arrival time (indicate on sign in/out sheet) to see if you will be attending.

## F. Late Pick-up Policy

- Our program is licensed until and staff are scheduled to stay open until 6:00 pm. A late fee of \$1.00 per minute, per child will be charged after 6:00 pm of your child is not picked up.
- If your child is not picked up by 6:30 pm, the local authorities will be called.
- If you are running late, please call us in advance so we can plan appropriate staffing and reassure your child.
- Chronic late pick-ups will be grounds for dismissal.

# Education & Development Policy

## A. Program Activities

YMCA program activities will provide each child with experiences to encourage several areas of development, including large/small motor, creative, social, intellectual and cognitive opportunities.

### Ages 2 and under

- Will have a feeding, napping and activity schedule to reflect what is followed at home.
- Children dictate their schedule based on their needs throughout the day.

### Ages 2 and up

- Will receive physical education in their curriculum five times per week.

### Ages 3 and up

- Will receive physical education in their curriculum five times per week.
- Free swim and opportunities to enroll in swim lessons within center hours.
- Opportunity to enroll in selected dance & youth sports programs.

## B. Program Planning & Scheduling

Each classroom's curriculum helps to ensure that children are exposed to activities and opportunities that will prepare them for success in school and into the future. Teachers will provide children with experiences which promote all of the following:

1. Self-Esteem and Self Image Development
  - Maintain staff and child interactions which are warm, nurturing and compassionate
  - Provide materials which support the child's progress and meet developmental level.
  - Encourage each child to develop his/her own independence and problem-solving skills through the use of classroom materials and experience.
  - Maintain a daily routine which is consistent and predictable.
  - Plan activities that are consistent with the child's development, interests, experiences, ethnicity and cultural backgrounds. Cultural diversity will be evident in programs, supplies, snacks and meals.

- Use positive communication between adult and child, and child and child.
- Stress importance of process, not product, and that each child is valued for individual achievements.

#### 2. Social Interaction through:

- Creative play experiences.
- Planned family activities.
- Group time.
- Teacher-directed, planned activities.
- Interaction at the meal table.
- Music, song and finger play.
- Community programs and field trips set up to provide social interaction with outside sources when possible.

#### 3. Self-Expression and Communication Skills:

- Group story time in which children participate.
- Readily available tapes, DVDs and books.
- Show and Tell.
- Teacher-directed activities.
- Creative play experiences.

#### 4. Creative Expression:

- Readily available access to creative art materials and creative play equipment.
- Opportunities to use constructive toys.
- Use of community resources.
- Exposure to the fine arts.

#### 5. Intellectual Growth:

- Learning centers that challenge children.
- Homework assistance when appropriate.
- Opportunities to participate in decision making.

### C. Religious/Holiday Celebrations:

The goal of the program is to provide an appropriate learning experience in a non-denominational Christian atmosphere. When appropriate, activities will be encouraged to encompass cross cultural awareness and acceptance of others. Respect will be demonstrated for all individuals.

### D. Treats for Birthday/Holiday Celebrations:

We celebrate birthdays after lunch or during afternoon snack time. When the Center celebrates special holidays, teachers may ask for treats to be eaten during the celebration. We ask that all treats brought into the Center are pre-packaged; no foods prepared outside the Center may be served. Please consider the nutritional value of any snacks which you bring. Some suggestions are fruit, muffins, Jell-O cups, chips and salsa, animal crackers, etc. Due to the number of children with food allergies, please check with the teacher if you are planning to bring a treat. No peanut products may be brought into the center. Another alternative to food treats for a birthday is to donate a book or CD in honor of your child's special day. Arrangements can be made in advance with the teacher for a parent or grandparent to read a book during a special classroom visit. Our

Center will be glad to place a sticker in the book or CD honoring the child's birthday celebration. Balloons are fun but can be very dangerous and a cause for allergic reactions in young children, so please do not send balloons.

### E. Child Evaluation/Conferences

We will complete ongoing evaluations on all children. Teachers will be available to schedule a conference a minimum of two times per year. Our evaluations will be used to;

- Identify children's interests and needs
- Describe the developmental progress and learning
- Design classroom curriculum and adapt teaching practices
- Communicate with families
- Arrange for referrals if necessary

### F. Referrals

When staff suspects that a child may have a developmental delay or other special needs, this possibility is communicated to the families in a sensitive, supportive, and confidential manner with documentation and explanation for the concern, suggested next steps and information about resources for assessment. Identifying children with disabilities or delays early can help minimize or prevent future problems.

### G. Technology Policy

The center uses the philosophy that children learn best through interactive, hands on activities. However, at times videos are watched in conjunction with a special occasion.

### H. Program Schedule

The Center program schedules are planned to include the following daily schedules. Tentative timeframes will be posted in the classrooms. Planning for all age groups will be developmentally appropriate.

- Large Group Activities: Children are encouraged to interact in a large group, take turns, participate themselves and allow others to participate with them.
- Small Group Activities: Children are assisted in developing particular skills such as cutting, tracing, balancing, hand-eye coordination, color identification, etc.
- Story Time: Children are exposed to age-appropriate literature and are encouraged to use their imagination, to build vocabulary and to develop listening skills.

- Meal Time: Children will be encouraged to learn group cooperation, language development, social interaction, and good nutrition and to try a variety of different foods. In addition, our staff will sit and eat with the children to role model appropriate eating habits.
- Transitioning to/from Activities: Staff will limit time children have to wait in lines and minimize transitions throughout the day.
- Rest: Children under 5 years old will be given an opportunity to nap or rest. If a child does not sleep after 30 minutes of rest they will be allowed to get up and have quiet activities.
- Clean Up: Children are encouraged to participate in the care of their environment.
- Outdoor Play: Daily schedules will include outdoor play, weather permitting.
- Walking Trips: Walking field trips will be taken frequently on Y property. Walkie Talkies will be carried in case of an emergency.
- Character Values: Children will be exposed to a variety of activities, projects and role modeling that reinforce positive values. The Y implements a character development program that emphasizes caring, honesty, respect, and responsibility.

### I. Swim Ratios & Guidelines

We believe swimming is an excellent enhancement to our curriculum; however supervision is our number one priority when children are in the pool.

Child Care Center: 3 years old: 1:4/ 4-5 year old: 1:6

### J. Swim Testing

The head lifeguard will swim test children 5yrs and older if they are interested in swimming in the deep end to determine swim ability. This will include showing no sign of fear in the water and swimming across the length of the pool.

### K. Transportation

The YMCA does NOT transport children at this time.

### L. Character Counts

At the Y, we believe that character counts in everything we say and do. We emphasize for core values through our program. We hope that all of our staff, children and parents will join us in teaching each other about what it means to be a person of character. The four core values are:

Honesty: Being honest, dependable and loyal  
 Caring: Be kind, compassionate and understanding, showing love and charity to others  
 Respect: Showing courtesy and manner  
 Responsibility: Being accountable, doing your best

## CHILD GUIDANCE & SAFETY POLICY

### A. Child Guidance Policy

The goal of the center is to guide children in becoming cooperative, happy and responsible participants through positive, non-threatening teaching techniques involving problem solving, communication, and negotiation skills. Environmental room arrangements and setting of limits shall be carried out to help each child learn self-control, make correct choices, identify feelings and develop a healthy understanding and respect for others. Children will practice using the art of communication and negotiation in settling any dispute that arises between them. Caregivers will be in close proximity to encourage children and use active listening to help facilitate negotiation skills. Daily schedules and weekly lesson plans will be posted in each classroom. They will be followed to provide consistency, help children thrive and build their bond of trust with caregivers. Our center responds to crying, fussing, or distraught children in a caring, nurturing manner. We respond quickly to find out what the child's need is (diaper, hunger, anxiety, etc.) Children are comforted by words, rocking and engaging them in different activities.

### B. Discipline

As a parent you can expect the following:

- Developmentally appropriate expectations for children
- Positive redirection
- Logical and appropriate consequences
- Role models of appropriate behavior
- Ignore minor misbehavior
- Consistent expectations
- Each child treated as an individual, respect his/her needs, desires, and feelings
- Acknowledgement when a child has made a good choice
- Teamwork and communication with parent
- Positive, developmentally appropriate discipline will be used when necessary to reinforce appropriate behavior. Staff shall never make a child feel a lack of self-esteem or self-worth. Physical punishment is never appropriate!

Appropriate forms of discipline that may be used:

- Going over types of acceptable behaviors with the child
- Reviewing the choice that was made and what might have been a better choice
- Redirection of inappropriate behavior
- Loss of privileges

- Timeouts may be used as a last resort for children over 3 years of age. Staff will use after the above has been exhausted. Timeouts will not exceed 5 minutes.

### C. Chronic Disruptive Behavior

We find that behavior guidance issues arise infrequently when the children are actively involved with other children, our staff and the curriculum. Daily activities are designed to be developmentally appropriate for the individual age groups within the center. Preferred behavior guidance techniques include setting clear, enforceable limits, modeling acceptable choices, teaching the use of acceptable alternatives, anticipation of problems, redirection and use of direct and logical consequences. Children may separate from the group temporarily, if less intrusive methods of behavior guidance have been ineffective and the child's behavior threatens the well-being of other children or staff. The safety and welfare of all children at the center are primary concern. While the staff will make every effort to work with children and their parents to promote appropriate behaviors, there are situations when additional action may be necessary.

**Initial meeting:** If a child's extreme, uncontrollable behavior continues to physically or emotionally endanger staff and other children at the center despite positive guidance techniques, or if a parent is uncooperative with the staff in working toward their correction of their child's chronic disruptive behavior, a meeting with the child's parents will be requested by the Center Director and the child's teacher. The problem will be defined in writing and goals for correction will be established. Involvement from internal resources will be used to come up with a successful plan for all parties.

**Second meeting:** If, after a predetermined time frame, the initial plan for helping the child fails a second meeting will be requested. The problem will be identified again and new approaches will be defined. We will work with the family to find possible outside referrals/resources to work with the child/family.

**Suspension/Dismissal:** If no progress occurs within the established timeline, suspension will result. Parents will be responsible for payment during the length of the suspension. The period of suspension may vary from the remainder of a day to one week relative to the severity of the problem. Dismissal of the child will occur after three suspensions for the same behavior, or immediately if the child's behavior severely injures a staff member or another child.

The Y reserves the right to terminate without notification; however we understand this inconvenience

to the parents. Every attempt will be made to accommodate a two week notice of termination.

### D. Biting

The center recognizes that biting for children six weeks through 2 ½ years old is developmentally age appropriate. Parents with children in this age group should expect that their children may be bitten, or will bite another child. The staff understands that parents are concerned and become upset when their child has been involved with a biting incident. We ask that the parents remember that biting is developmentally appropriate, and that our staff will be working to identify situations that provoke or elicit this behavior. They will encourage either the child who has bitten to help care for the child who has been bit or they will redirect the children to different activities in separate areas of the room. Staff will use words like, "biting hurts" or "our mouths are used for eating."

Parents will be expected to work with staff to identify methods and strategies to curb this behavior. If a child is a habitual biter, parents will be asked by the Center Director to not return their child until comfortable with the environment.

Children older than three-years of age may occasionally be involved in a biting incident. With this age group, our staff will use the discipline procedures outlined under discipline. In addition, our staff will observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior.

Parents will be notified by incident/accident report at the time of pick up for both children involved. The bite site will be washed with soap and warm water. Ice will be applied if needed. This information is considered confidential so information regarding the identity of the children involved will not be released. We do recommend that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

### E. Adjusting to the Center/Teachers

Separation from parents and adjustment to a new environment may be challenging for children. The teachers are well trained to provide support during sensitive times. If a child is having difficulty because a parent has left, the teacher will allow the child to express his/her anger or sadness, offer comfort, and try to engage the child in an activity. If the child is unable to calm down within a reasonable amount of time, we will call the parent to discuss how we may be able to

help your child. Our goal is to help you and your child adjust and have a successful day.

## F. Diapering

Parents of children who wear diapers are responsible for having an adequate supply at the center. Staff will notify parent when supply is running low. Children will be checked every two hours and changed as needed.

If you want teachers to apply diapering ointment, please label the ointment with your child's full name and provide the information to the child's teacher on the Authorization to Administer Medication form. Individual disposable wipes (that you provide) are used for washing bottoms. Staff will wash hands before and after each diapering each child. Plastic gloves will be used for changing diapers. They will be disposed after one use.

## G. Toilet Training

Child Care regulations do not permit the center to potty train children under the age of 18 months. As soon as you and your child are ready to begin toilet training, let the teachers know. Our center will introduce toilet training by age 2. A cooperative effort between home and the center is most effective. For the first couple of weeks, continue to send some diapers in addition to three sets of clothing. Staff assist children in learning the habits of personal hygiene. Independence and development of self-help skills are encouraged.

Children learning to use the toilet at the center are taken to the bathroom at least once an hour. Toilet training can be a difficult time for children and it is handled sensitively with patience, praise and positive reinforcement. If you have any suggestions to give the center with regards to your child, it is greatly appreciated. Once your child is moved to the 3 ½ year old room, parents and teachers must aggressively pursue toilet training.

## H. Prevention Policy of Child Abuse/Neglect

- Parents are invited and encouraged to visit the program sites at any time and do not need to ask permission or make an appointment to do so.
- Staff and volunteers providing direct care for children at our Child Care Center will be identified by a uniform that is familiar to the children.
- The Center Director will visit classrooms to ensure that program quality, standards and policies are being maintained.
- Written reports on these observations will be maintained by the Center Director.

- Staff and volunteers will be alert to the physical and emotional state of all children at the center. When any sign of injury or suspected child abuse is detected, the Center Director will be notified immediately and 911 or Child Protective Services will be called.
- The Y will offer information on child abuse and assistance to parents and staff through workshops, counseling, and use of printed and audiovisual resources as requested.
- Under no circumstances will YMCA staff release a child to anyone other than the authorized by the parents in writing (including relatives of children). Sign-in and sign-out logs will be maintained on a daily basis and kept on file at the program site.
- YMCA staff and volunteers will not discipline children by use of physical, verbal, or emotional punishment. In addition, they will not fail to provide the necessities of care, such as food and shelter.
- Two reference checks on all prospective employees will be conducted, documented and filed prior to employment.
- Criminal record checks are conducted on all staff and volunteers working with or around children.
- A YMCA of the USA-approved Child Abuse Prevention training will need to be completed within the first 90 days of employment and renewed every two years. This training will include information about the signs of possible child abuse and the approved procedures for reporting the suspicion of abuse.
- Any evidence of unusual bruises, contusions, lacerations, or burns found during the informal health check shall be noted on the child's record and reported immediately to the Center Director. The center will follow the procedures outlined here:

## I. Releasing a Child in a Custodial Situation

- If there is a custody problem, the center is legally bound to respect the wishes of the parent with legal custody. The Center Director may ask for a certified copy of the most recent court order. As the child's caregiver, it should be made available.
- If there is no court order, the center will not accept responsibility for deciding which parent has legal custody.
- The center may tell the enrolling parent that the center will not be able to care for the child unless both parents are in agreement as to who is allowed to pick the child up and at what days or times.

- The center will only allow one person to be financially responsible for the account.

### J. Releasing a Child to Unauthorized Person

- If an unauthorized person attempts to pick up a child, the Y's staff will not release a child under any circumstances. All authorized pick-up people must be in writing prior to picking up the child.

The well-being of all children enrolled in the Center is of primary importance. The responsibility of the provider is to see that the child is safely supervised. Staff will ask for identification when the person is not familiar to the teacher.

### K. Adult under the Influence

If the child care provider feels the adult in question is not in a condition to be driving, the following options are available:

- Offer to call other authorized adult to pick the child up.
- Call 911 if the adult is aggressive, threatening, or refuses alternative pickup.
- Care of the child will be discontinued if the situation happens repeatedly.

### L. Reporting of Child Abuse/Neglect

When there is suspicion of child abuse or neglect, 911 or Child Protective Services and the Department of Children and Families must be notified immediately.

The center will follow these reporting procedures:

- Fill out an incident report with the facts and record it in the Medical Log.
- Notify the Center Director, Branch Executive Director and the CEO.
- Center Director will immediately notify 911 or Child Protective Services. This agency will conduct the investigation and give further instructions.

Employed YMCA staff person or volunteer, the Center Director after consulting the Y executive should, without exception, suspend the person from all activities involving the supervision of children until an investigation is completed.

- Regardless of where or under what circumstances the alleged incident took place, if an employed staff person is involved, it will be considered job related and affecting job performance.
- Reinstatement of a staff person or volunteer will occur only after all allegations have been cleared to the satisfaction of the responsible executive and the investigation agency.

- All staff and volunteers will be sensitive to the need for confidentiality in the handling of information in this area and will be instructed to discuss matters pertaining to abuse or suspected abuse only with the appropriate YMCA director.
- Staff and volunteers may not contact children or parents involved in an alleged child abuse incident without the permission of the appropriate YMCA executive.

### M. Shaken Baby Syndrome & SIDS

Shaken Baby Syndrome occurs when an infant or young child is violently shaken. The shaking may only last a few seconds, but it can cause severe brain damage and even death. Effective April 1, 2007, the law requires all childcare employees, substitutes, volunteers who are considered for ratio purposes, assistants, and everyone else who works directly with children 5 years or age and younger to complete a training on Shaken Baby Syndrome. The law requires each person to be trained only once. The Center will provide an annual review for those who have already received the initial training. The training will be provided to all new employees as they are hired with our center.

SIDS is the sudden and unexplained death of an infant under one year of age. SIDS is the major cause of death in children between the ages of one month and one year. All staff members receive SIDS training before working with infants.

They are informed of our "Back to Sleep" policy where infants are placed on their backs when put to sleep. The following are other things to remember in preventing SIDS:

- Place baby on a firm, tight-fitting mattress in a crib.
- Do not place a baby on a waterbed, sofa, soft mattress, beanbag cushions, pillow or other soft surface to sleep.
- Remove pillows, quilts, comforters, sheepskins, stuffed toys, bumper pads, etc.
- Avoid overdressing or overheating baby.
- Consider using a sleeper as an alternative to blankets with no other covering.
- If using a blanket, put baby's feet to the foot of the crib. Tuck a thin blanket around the crib mattress, only as far as the baby's nipple line.
- Create a smoke-free environment for the baby.
- Unless the child has a note from a physician specifying otherwise, infants shall be placed in a supine (on back) position for sleeping to lower the risk of Sudden Infant Death Syndrome.

- When infants can easily turn over from the supine to the prone position, they shall be put down to sleep, on their backs, but allowed to adopt whatever position they prefer to sleep.
- Unless a doctor specifies the need for a positioning device that restricts movement within the child’s crib, such devices shall not be used.
- The center will require a note from a doctor in order to allow children to sleep anywhere other than a crib. This includes: a car seat, swing, bouncy seat.

### N. Feedback, Suggestions & Grievances

We feel that a positive environment exists when parents and the program work together as partners. Parents provide valuable input which we can use to improve our program. The staff at the center appreciates hearing your positive and negative feedback. Our staff is committed to providing the BEST preschool experience for each child. If you feel this is not being accomplished, our staff wants this feedback. A parent wishing to share a concern regarding the center, staff, or program should contact their child’s teacher first. Parents are urged to be direct and candid with staff when they have concerns. We ask that these discussions do not disrupt or take attention away from the children. Individual conferences can be scheduled upon request.

Grievance Process: Any complaints should first be directed to the teacher in your child’s classroom. If you feel that your concern has not been addressed, then schedule an appointment with the Center Director. If you are still dissatisfied with the way a problem has been handled, you should direct your concerns, in writing, to the Branch Executive Director. The Branch Executive Director will review the situation and respond quickly to find a solution.

## Health Care Policy

### A. III Child Policy

It is inevitable that children are going to get sick. When children are in child care, they will undoubtedly get sick slightly more often. The Center has to consider not only the individual child, but the health of the other children in care and the needs of parents and staff/volunteers. We do not provide care for children who represent a risk of spreading a communicable disease or are not able to participate in activities.

PLEASE DO NOT SEND YOUR CHILD IF YOU FEEL THEY ARE TOO SICK TO GO OUTSIDE TO PLAY OR JOIN IN ON

NORMAL ACTIVITIES. The Y follows the recommendations of the Wisconsin Department of Health Services. The following are some illnesses that affect children and may require exclusion. \*Depending on the communicable disease we may need to report it to the Wisconsin Department of Health Services and to the Department of Children and Families.

<b>Fever</b>	When accompanied by behavior changes and/or other signs or symptoms of illness; or the child is unable to participate in normal activities. Use temperature measurements before fever reducing medications are given. Auxiliary (armpit) temperature: 100 degrees or higher (1 degree will be added from actual temperature). Child may return after being 24 hours fever free and without fever reducing medications.
<b>Diarrhea</b>	24 hours after diarrhea stops or until medical exam indicates that is not due to communicable disease (diarrhea is defined as an increased number of stools compared with a child’s normal pattern, along with decreased stool form and/or watery, bloody or mucus containing stools). Parents will be called to come and get their child after 3 diarrhea episodes.
<b>Vomiting</b>	24 hours after last vomiting episode. Children are sent home immediately after vomiting.
<b>Eye Drainage (Pink Eye)</b>	24 hours after treatment has started when thick mucus or pus drainage is present.
<b>Strep Throat</b>	May return 24 hours after antibiotic treatment begins and until the child is without fever for 24 hours (without fever reducing medications)
<b>Hand, Foot, and Mouth Disease</b>	Child may return when fever is gone and child is well enough to participate in normal activities (lesions or rash may still be present)
<b>Chicken Pox</b>	Child may return when all sores are dry or scabbed or 5-6 days after rash has begun. *Report within 72 hours

If a child contracts a communicable disease not listed on the chart the Center Director will work with families on the case by case basis. The Center reserves the right to exclude services if we feel it is not safe for other families, staff or volunteers. Parents will be contacted and are expected to pick up within 1 hour.

If your child has been diagnosed with a communicable disease, we ask that you share the diagnosis with the Center Director, so that we are able to post a notification of exposure for other families who may have been in contact with your child. It is required that a child remain home for at least 24 hours after a parent has been requested to take the child home because of symptoms of illness. The center reserves the right to

require a doctor's release if the child's health is in question. All ill children will be kept confidential to protect the child's right to privacy.

## B. Isolation

An isolation area in view of staff shall be provided for the care of children who become ill while at the center. If the area is not a separate room, it shall be separated from space used by the other children by a partition or other means. This will be used while children are waiting for the parent/guardian to pick them up. Parents are required to have the child picked up within one hour of notification. Emergency contacts will be contacted if the center is unable to connect with parent.

## C. Medical Log

Staff will maintain a medical log indicating injuries, accidents, and medication administered. Parents will be notified by staff and/or through a YMCA incident report. Incident reports will not be released to families unless requested.

## D. Cleanliness/Hand Washing

Children's hands will be washed with soap and water before eating, after toileting and when they return from being outside. Hands and faces will be washed before and after meals/snacks. Children under 3 years of age will be assisted in all toileting procedures. Infants will be washed with individual wipes with the staff wearing a plastic glove during diapering and application of ointments. Everyone working with children will wash their hands with soap and warm running water before handling and after assisting with toileting or diapering. Cups and eating utensils will not be shared. Wet or soiled clothing shall be changed promptly.

Parents are responsible for providing a complete change of clothing that is labeled and kept at the center.

## E. Pets

Dogs or cats will be allowed in the center if prearranged with the Center Director. Pets will be treated in a manner that protects the well-being of the child and animal. Children with allergies will not have direct contact with animals. Parents will be notified of any animal visitors by a posting on the front door.

## F. Medication

The center staff cannot administer any medications, unless the following guidelines are met:

- Parents must fill out and sign an Authorization to Administer Medication form which gives our staff permission and full instructions for administering the medicine.

- The medication is in its original container and clearly labeled with the child's name. All medications administered will be recorded in the medical log.
- Prescription medicines must have the following information on the container: child's name, name of drug, dosage, directions for administering, date prescribed and the physician's name.
- Be sure all medications are given directly to a staff member.
- Medications will be placed in a secure location out of the reach of the children. Medication that requires refrigeration will be kept in a separate area within the refrigerator.
- When sending medication for infants, be sure to provide the measuring device necessary for the dosage. Tylenol and other over-the-counter drugs will not be administered unless approved by the director.
- Missed medicine dosages or other problems related to medication will be communicated to the parents/guardians immediately.
- Authorization of medication form must be completed for sunscreen and bug spray.

## G. Sanitation

All cleaning chemical and supplies will be kept out of the reach of children. Bathrooms and fixtures will be in sanitary conditions at all times. Soaps, toilet paper, disposable towels and waste paper containers will be provided by the center. Furnishings, toys, and cots will be cleaned and sanitized with bleach and water when they become soiled. Eating surfaces will be sanitized before and after each use.

## H. Injury (at the Center and on field trips)

PLEASE NOTE: In the event of an emergency, 911 will be called first.

- The center will have an Emergency Procedure Plan that identifies specific guidance for staff.
- If your child is injured at a child care program site on a field trip, the Center Director will take whatever steps are necessary to obtain emergency medical care.

These include, but are not limited to the following:

1. Provide First Aid for minor injuries.
  2. Attempt to contact parent or guardian.
  3. Have child taken to the hospital
- If we cannot contact parent or guardian, we will do one of the following:
    1. Provide First Aid as appropriate and indicated in the center's emergency procedures.
    2. Call an ambulance or paramedic
    3. Have the child taken to the closest emergency hospital by hospital personnel.



- An Incident/Accident Report will be completed and a notation made in the medical log to notify parents of minor or serious injuries.
- Off-site injuries will follow the same procedures above.

- All children and staff will wash hands before and after eating.
- Portions will be served to allow for seconds if requested by the child.

## NUTRITION POLICY

### A. Schedule of Snacks and Lunch

Morning snack	8:45 a.m.
Lunch	11:30 a.m.
Afternoon Snack	3:00 p.m.

Our Center will strive to reinforce positive eating habits and educate children about sound principles of food and nutrition. We will follow the HEPA guidelines (Healthy Eating and Physical Activity). The Center will provide a morning and mid afternoon snack.

- Snacks will consist two of the following 4 components
  1. Water
  2. 100% whole grain bread or cereal
  3. Meat or meat alternative (poultry, fish, egg, beans, peas or yogurt)
  4. A minimum of a ¼ cup serving size of fruit and/or vegetable

Milk (low fat or non-fat for children two ½ or older) is provided for each child. We will not provide any sweetened beverages and sugar sweetened beverages from home are not allowed. The Growing Tree will not provide any fried foods.

Food allergies will be posted in the kitchen area. Please notify the staff if your child needs a special diet (vegetarian or Kosher). **OUR CENTER IS PEANUT FREE!** Meaning any lunch or snack brought in may not include a peanut product.

Each child care room will have access to a microwave if you would like to send leftovers for lunch.

Meals and snacks are offered family style. Children are encouraged to have one portion of each: Fruit, vegetable, grain, protein, and milk for lunch. Water is accessible to the children all throughout the day including snack and lunch time.

### B. Meal Routines

Food for infants and toddlers will be served individually in a high chair. Children, toddler age and up, will sit at age appropriate tables and chairs with staff. In addition, they will be encouraged to serve themselves when possible.

- Meals will be served with time for socialization.
- Children will be encourage to take a "no thank you bite" in order to try food that is served.
- Food will not be used as a reward.

### C. Infant/Toddler feeding Policy

Parents will be responsible for providing formula and/or breast milk for their child. Breastfeeding is supported and encouraged for the first 6 months of life by the Growing Tree Staff. Mothers are always welcome to come feed their babies on their own schedule. An adult-sized chair and a semi-private area will be provided for you. Breastmilk may be brought in bags or bottles and stored in either the refrigerator or freezer as needed. Bottles will be heated by placing them in hot water on the counter. Babies are always held for feedings until they can hold their own bottle.

Parents will provide food for the child along with a schedule to indicate the time the child eats. Milk and perishable foods will be refrigerated. Nonperishable foods will be stored in containers in a clean, dry area. Parents are responsible for bringing the child's food labeled and dated on a daily basis. Any open and unused jars of food will be returned at the end of the week.

The center will provide a morning and afternoon snack, to include finger food that encourages self-feeding, for children with the ability to eat table foods. Parents will receive a chart which includes what your child ate for the day and the times they ate. Children over 6 months of age will be offered water several times per day in conjunction with parent/guardian wishes. We will not give water to infants under 6 months of age unless authorized in writing by their pediatrician.

## STAFF /VOLUNTEER POLICY

### A. Staff/Volunteer/Substitute Teachers

All staff and volunteers are trained professionals who have expertise in educating and caring for young children and supporting working families. All staff have a minimum of 40 hours in Early Childhood development. Prior to employment, staff go through an extensive interview process and background and reference checks. After staff are hired they will receive an orientation, to include but is not limited to, a review of the following policies:

- DCF 251 licensing rules
- Accreditation Standards
- Emergency procedures
- Fire extinguishers
- Job responsibilities and job description
- Training to recognize illness and disease
- Center program activities
- Child management techniques

- Curriculum
- Safety and Security of children
- Health and Sanitation

Within the first 90 days all staff is required to complete:

- First Aid
- CPR
- Child Abuse Prevention
- Blood Borne Pathogens
- SIDS
- AED
- Shaken Baby Syndrome Prevention

\*All Staff and volunteers receive ongoing professional development.

### B. Student Observers/Student Teachers/Interns

On occasion, the center may have student observers, student teachers, or interns referred by a high school or college. These individuals will be supervised by the center director and classroom teacher assigned. In addition, they may be involved in lesson planning, teaching, and interacting with your child. Any visiting students will be expected to abide by our confidentiality policy. Students Observers/Student Teachers/Interns will never be left alone with children and will not be counted in determining teacher/child ratio.

### C. Family Volunteers/Access to Center

We encourage our family members to actively participate in our classroom. We love for families to share their knowledge, experiences, and careers or just read a book to the children. Our staff would welcome families to assist in creating bulletin boards or doing activities with the children. Please contact the Center Director if you are interested. Parents are always welcome to observe their children or come into the center unannounced.

### D. Babysitting

Occasionally parents seek to employ center staff for offsite daycare/babysitting services. The Center does not prohibit staff members from such employment, however, this is a private arrangement between parent and staff. The Center makes no representation as to the qualifications of staff to perform these services. Staff are not permitted to accept or arrange such employment during their working hours; parents are requested not to approach staff during the Center day.

## EMERGENCY AND CLOSING POLICIES

### A. Emergency Evacuation

Plans for emergency evacuation are posted in each classroom. The plans specify the location to report to in case of a tornado and the exit to use in case of a fire or other threatening situation. If the Y'S staff receives information regarding a threatening situation from YMCA authorities or other credible source, the Center Director will evacuate the premises based on the situation. The children will be escorted from the building, with a copy of emergency information and first aid kit. Should the facility become unusable due to fire, plumbing, electrical, etc. during the day the staff will safely get the children to a close by building and notify all parents/guardians.

Emergency supplies (flashlights, blanket, radio, batteries, and first aid kit is available at the front desk. Children with special needs will be assigned to staff to make sure they have safely been evacuated. Emergency cards are posted by every phone. Please note that there are many children in our program and it will take time to contact every parent. The Y will have a designated individual as an emergency contact. This person will be available to respond to emergencies within 5 minutes. In case of any emergency, the state will be notified within 24 hours.

### B. Power Loss

If the Y is unable to restore power within 20 minutes parents will be called to pick up their child. Our emergency lighting/heating is only available on a limited basis. Please remember in a power loss, phones will be unavailable.

### C. Snow Closings

The Center will make every effort to stay open to meet your needs. If at all possible, our center will only close if the whole facility announces a closing. In case of bad weather, please listen to WGEZ in Beloit, WI or check out our Facebook page. Remember, Preschool will follow the Beloit School District Schedule. If the Beloit School close, there will be NO SCHOOL that day.

### D. Holiday Closings

The center will be closed:

- New Year's Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

### E. Emergency Medical Source

The center will utilize the Beloit Memorial Hospital for serious medical incidents. In these situations 911 will be called. Employee orientations will detail actual steps to be taken.

## F. Missing Child

The Y always maintains at a minimum the State Licensing ratios at all times. If at any time a child is not accounted for, the following steps will be taken:

1. Lock all doors
2. Search all classrooms, bathrooms
3. Check with the teachers for any information
4. Check with the receptionist for an information
5. Alert all YMCA staff to assist in the search

6. Call parent

7. Call police

Our staff members receive training on supervising and managing a group of children on and off the site. Continuous head counts maintain attention on every child's location and activities. Staff members also do head counts of children they have anytime they leave and return to the premises as well as periodically during excursion outside of the classroom. These head counts reflect the number of children currently signed in.

## CONTACT INFORMATION

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